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MEMORANDUM

TO: CCJPA Board Directors
FROM: David B. Kutrosky, Managing Director
DATE: February 12, 2016
SUBJECT: SUMMARY – Business Plan Workshops (January 25-28, 2016)

Provided is a summary of the twelve (12) workshops that were held on Capitol Corridor trains and at the BART Boardroom to provide the public with the opportunity to receive an overview of and provide comments on the CCJPA's Draft FY 16-17 – FY 17-18 Business Plan Update.

Train #538 (Great America to Oakland)– Jan. 25, 2016 – 6 attendees

- Does the fare increase apply to monthly tickets? [STAFF REPLY: Yes, monthly tickets are scheduled to increase by 2% in July, along with other multi-ride ticket fares.]
- Does the service expansion to/from San Jose mean more trains running to/from Sacramento to San Jose? [STAFF REPLY: Yes.]

Train #538 (Richmond to Sacramento)– Jan. 25, 2016 – 8 attendees

- Why doesn't train 523 always double stop at Berkeley to allow bikes off of other railcars? [STAFF REPLY: We are aware of your issue this morning trying to step off with your bike at Berkeley and are working with Amtrak to make sure all crews are informed to double stop peak trains at Berkeley on track one.]
- Great service the Capitol Corridor provides. [STAFF REPLY: Thank you.]
- How many riders use the San Joaquin and when do you add cars to the Capitol Corridor trains? [STAFF REPLY: I do not have the exact ridership numbers for the San Joaquin trains, I can tell you they are busiest in the summer months and around holiday. This period, January is their low season. The threshold to add cars to Capitol Corridor trains is when the high count averages 75% of train capacity.]
- Can you provide a baseball fans car on game days to keep all the intoxicated fans together? [STAFF REPLY: We can look at that.]
- The fare increase is fair, you haven't raised prices in quite some time. [STAFF REPLY: Yes, it was June of 2013.]
- Why the slow progress with bike lockers at Sacramento? [STAFF REPLY: Staff is working on the various aspects of the locker installation with the city. The Station redevelopment is completing the first phase at this point and they are preparing for phase II which will redevelop the west end of the station.]
- I can't understand the reason for a café on the north side of the station. Who would want to sit there and look at bike lockers and smell the buses? You should consider moving the bike lockers to the top of the tunnel ramp (the midway plaza area). Riders could get their tickets there and rider their bikes further. [STAFF REPLY: Yes, good suggestion, however bike users would still need to walk their bikes on the pedestrian path.]
- Why can't I take my dog on the train? [STAFF REPLY: Amtrak has a pilot program in effect in Chicago and on the East Coast already that will eventually be expanded to California and Capitol Corridor. There are some challenges with an unreserved service and equipment limitations regarding storage space under the seats of our state owned equipment that will need to be worked through.]
- When an extra car is in the train lineup and it is empty from a weekend football game or such, why can't we ride in it? [STAFF REPLY: You should be able to ride in an extra car unless it is not fit for occupancy. Train crews should keep those cars in good order open for everyone. We will remind Amtrak Management of this.]
- Service is good, I am very happy and the on time performance is great. [STAFF REPLY: Thank you.]
- I haven't seen the on board survey as often. [STAFF REPLY: There was only one survey in 2015.]
- I ride from Sacramento to Suisun in the morning and go home in the afternoon. Sometimes the train is very crowded with bikes, I have not been turned away, the conductors keep a good eye on things. [STAFF REPLY: That is good to hear.]
- I travel from Davis to University Santa Clara with my bike. I have been turned away when I rode Caltrain and when I used to ride Yolo Bus. I never want to be turned away on the Capitol Corrido as I need my bike to get to

work, or I cannot use the train. The Yolo buses are frequent but if I can't get on the Capitol Corridor at Santa Clara the next train may not be for an hour and a half. [STAFF REPLY: I understand, we are making every effort to help avoid having to turn you away. The train crews have options with the bike cars for stacking bikes if necessary or allowing you to stand in vestibule (without a conductor panel) should it come to that. Thank you for your input!]

BART/CCJPA Offices Workshop – Jan. 25, 2016 – 0 attendees

- No attendees

Train #536 (Richmond to Sacramento) – Jan. 26, 2016 – 6 attendees

- Rider notes that there are more frequent locomotive/maintenance issues that have caused delays in the past few months. [STAFF REPLY: We continue to work with Amtrak maintenance crews to ensure comprehensive mechanical maintenance procedures are followed.]
- Are the [OBIS] audio announcements really necessary, especially for regular riders? [STAFF REPLY: The audio announcements are required for ADA policy compliance.]
- You should consider installing cameras for the train baggage storage areas; this will improve security not only for the baggage but for bikes that are stored there as well. [STAFF REPLY: That is a great suggestion. We will share this idea among staff and study its feasibility.]
- If you raise the multi-ride ticket fares, you might lose riders because the increased train fares may make driving look more cost-effective. [STAFF REPLY: We understand that a slight fare increase may cause some riders to switch to driving, but the fare increase is necessary because general costs, such as insurance and labor, have increased and are expected to increase in the next 2 years. CCJPA will monitor ridership numbers for impact from the fare increase.]
- You need more creative ideas to market the train service. Have you considered billboard signs or the traffic signs on the highways to specifically target those drivers who may be frustrated while stuck in traffic? [STAFF REPLY: We have done billboard advertising before, but they were not very effective, to my knowledge. I will pass on your suggestion to our marketing staff for considerations.]
- We need more on-board bicycle storage capacity. [STAFF REPLY: Staff are aware of the need for more on-board bike storage and are continually looking for ways to increase capacity. We anticipate issuing a Request for Information later this year to gather innovative bike storage solutions.]
- You could consider converting the lower floor of upper-level café cars to be bike storage, since not many people sit there. [STAFF REPLY: There might be some limitations of space on the lower floor because some spaces are used for storage, but we will explore the possibility.]
- You might lose revenue if you increase the price of bus tickets to SF or reduce the number of runs. [STAFF REPLY: We continue to look into options for this situation, and we will be holding public meetings to evaluate the options.]
- What can you do to compensate customers when delays occur? [STAFF REPLY: We know that time is invaluable to customers. We have two delay compensation tools: (1) The service voucher is for delays of 30"+ minutes; (2) The snack pack is intended for delays of 2 hours plus.]
- You should consider making the last train out of Great America station later to capture the attendees of late-night events at Levi's Stadium. [STAFF REPLY: We will forward your suggestion to our Transportation Officer and other CCJPA staff for consideration.]
- Why would you have a new station (i.e. Vacaville) so close to an existing station (i.e. Suisun/Fairfield)? [STAFF REPLY: The new Vacaville station is a little more than 5 miles away from Suisun/Fairfield, and while travel time will increase by a few minutes, ridership models have shown an overall increase in ridership numbers from add a new station at Vacaville.]
- I would like to see more/earlier trains on weekends. [STAFF REPLY: Your comment will be shared with CCJPA staff, but I expect there just wasn't enough market on weekend mornings to run trains.]
- The bus drivers in/out of SF aren't Amtrak employees? [STAFF REPLY: No, they are contracted by Amtrak just for the Emeryville-SF route.]
- I am happy that the new Vacaville station is opening, because it is closer to where I live. [STAFF REPLY: We are glad that the new station will be able to serve you better!]
- We need more bike lockers at Emeryville; existing lockers are not accessible. [STAFF REPLY: We are actively working on installing eLockers at Emeryville.]

Train #536 (Sacramento to Auburn) – Jan. 26, 2016 – 12 attendees

- The ridership incentives you mentioned to UPRR, do they actually work? [STAFF REPLY: The on-time performance incentives coupled with the capitalized maintenance performed by UPRR staff, but funded by CCJPA via state funding, do appear to combine to make the CCJPA's OTP the best in the Amtrak system for six years running. UPRR's host delays are well below the threshold of concern.]
- We would like more bus services to Auburn, specifically a 9 AM bus to Sacramento [STAFF REPLY: We note your recommendation and will examine this in light of the bus service we maintain from Reno in to Sacramento. We should note that we have made prior adjustments in the past to the bus schedule and low ridership buses were eliminated to maintain costs to a budget so we may not be feasibly be able to address this desire. The additional trains to/from Roseville may permit an option to change this – however the soonest that project could be expected to be partially completed would be late 2018 at best.]
- Will you ever be able to extend trains to Truckee, like snow or summer resort trains? [STAFF REPLY: We looked at this possibility about 11 years ago and the concept was not feasible due to capacity issues. Negotiations with the UPRR at the state level may cause a reconsideration but for now, and for the CCJPA, this option is not immediately feasible.]
- Can you please extend train 529 to San Jose? [STAFF REPLY: The ridership market for San Jose is far stronger for the earlier trains and the CCJPA does not have any additional time slots available from UPRR. As such, we end that train in Oakland.]
- Why are the number of cars decreasing on this train? [STAFF REPLY: The CCJPA needed to keep the service in budget and as part of cost and revenue management, we examined seating capacity. While train 536 does get many people sharing a row of seats (crowding is considered more than 75% seat occupancy), the train is not considered at a crowded level yet during its peak period usually between Martinez and Suisun station. If and when the crowding threshold is regularly met, the CCJPA will work within the demands placed on the Northern California fleet shared with the San Joaquins IPR service to try to put on another car – however right now spare cars are at a premium. As noted, in the Sacramento to Placer County stations, there is not the level of crowding as found earlier in the train's weekday runs.]
- Can we please have the downstairs dining car so we can have more seats available on the train? [STAFF REPLY: There are other train rotations with similar crowding concerns (as the above question/response) which require the use of the downstairs dining cars on those services to ensure we can match and maximize the cost effectiveness of the available train equipment. Cars do cycle through maintenance, however, so while there is a chance that the downstairs dining car may be on the train 529/536 rotation, it would not be maintained for more than a week in general.]

Train #547 (Davis to Martinez) – Jan. 26, 2016 – 6 attendees

- Bike security at Davis needs to be improved; I've had multiple things stolen off my bike there, and there has been inadequate follow-up from Amtrak police or City of Davis police. [STAFF REPLY: We are working on installing new or better security cameras at all the stations, including Davis, and we are also working on installing secure bicycle lockers at Davis.]
- Weekend train schedule spacing needs to be tighter to reduce long gaps. [STAFF REPLY: We have limited train slots on Union Pacific ROW, but we do hope to run more frequent trains on weekends in the future.]
- We request that weekend trains out of Sacramento to be earlier so that we can attend morning events in the Bay Area. [STAFF REPLY: Your suggestion will be forwarded to our Transportation Officer, who can evaluate the feasibility of an early morning train out of Sacramento on the weekends.]
- The nighttime security of the path to the overflow parking lot at Martinez station needs to be addressed. There is no lighting along the path, and the path is not in the best condition. It's a scary experience every time for me. [STAFF REPLY: We will reach out to City of Martinez to explore what they can do to improve that situation.]
- I do not enjoy the food offered in the Café. Is it possible to get a new vendor or new food items? [STAFF REPLY: Your comment is noted and will be taken into consideration when the times to design a new menu.]
- What is the impact of San Joaquin's 8th roundtrip train on Capitol Corridor's equipment use? [STAFF REPLY: Equipment use is quite tight now. New train cars are on order at this time so by the time the capital improvements are completed on the San Joaquin route, it is anticipated that there will be sufficient equipment in the fleet when the new cars arrive.]

- We need more concrete to make the middle platform at Berkeley longer so that riders with bicycles can get out from all the cars instead of only two cars right now. [STAFF REPLY: There might be limitations by Union Pacific on the middle platform length, but we will look into it.]
- The Capitol Corridor's Super Bowl special schedule could be an example of what future service to/from San Jose can look like. [STAFF REPLY: The Super Bowl special schedule was developed after extension conversations with Union Pacific. While we don't expect that level of frequent service to continue after the Super Bowl due to existing train slot limitations, we definitely want to move toward that level of service to/from San Jose in the future.]

Train #543 (Davis to Martinez) – Jan. 27, 2016 – 3 attendees

- What is going on with the quality of the tracks in the South Bay? [STAFF REPLY: The tracks in the area are safe and the train runs at safe speeds along the route. The fact that they cause the train to move sideways through curves is a product of the track design. The upcoming CCJPA travel time savings project should marginally improve the ride quality.]
- There should be more vegetarian options in the Café Car. There used to be more but they were taken off the menu. [STAFF REPLY: We will inquire with Amtrak at the next menu change to examine the vegetarian food selections however, based on sales, some items are not doing as well as others. We will, however, strive to offer stock competitive vegetarian options at our next opportunity.]
- Why is WiFi slow? [STAFF REPLY: The free WiFi service is a product of what eight available cellular cards (made out of a mixture of the major cellular providers) can provide at any given time and location. As well, based on use on the train, a full train can really impact the speed of the service. There are no other cost effective options to provide WiFi that what we have at this time but the good news is that when 5G comes along, once the vendor works out integration with the 5G cards, we can swap in the promised faster 5G network cellular cards. However, the pace of doing that is dependent on how fast the cellular communication carriers are investing in a new system.]
- BART vs Caltrain vs Capitol Corridor - If you were to run more and faster trains between Oakland to San Jose, like Caltrain but on the East Bay, would you compete with BART? [STAFF REPLY: Because of where a likely route option presents itself and the way BART and a future Capitol Corridor or even modified Capitol Corridor service, like a Caltrain, would run, we believe the BART and Capitol Corridor markets are different enough to exist roughly in the same area. BART is planned much closer along the hillside in Santa Clara whereas the Capitol Corridor route would be closer to the Silicon Valley employment centers. Depending on when BART and any future Capitol Corridor high-frequency service would be implemented, it is likely that some people might switch services. The demand on the highway routes would suggest that both services would be complimentary for travel to/from the Silicon Valley area.]

Train #545 (Davis to Martinez) – Jan. 27, 2016 – 15 attendees

- There seems to large pricing differential between Oakland JLS/Emeryville – Davis/Sacramento city pairs and Berkeley/Richmond – Davis/Sacramento city pairs. [STAFF REPLY: Thank you for the feedback. Staff will work with Amtrak ticketing pricing staff and likely make adjustments as part of the planned the 2% multi-ride ticket increase]
- Interested in getting updates on the Vision Plan. [STAFF REPLY: Staff will look into hosting on-board briefings.]
- General concern that there is no “Complaint” button on the website when the customer comment page. [STAFF REPLY: Staff will see how a “Complaint” button can be added to this section of the website.]
- Per the comment above, the passenger is complaining about lack of signs and enforcement of morning Quiet Cars. [STAFF REPLY: Staff will work with Amtrak transportation management to ensure protocols are followed for Quiet Cars.]
- Does the planned Travel Time Savings (TTS) Project assist with the introduction of the new Fairfield/Vacaville Station? [STAFF REPLY: Yes, the first phase of the TTS Project will include a proposed 4-minutes travel time reduction between Oakland and Sacramento that can used in the timetable/schedule when the Fairfield/Vacaville Station in opened for Capitol Corridor service.]
- Passenger noted that sometimes a Cap Corr train will wait at either side of the Benicia double-track drawbridge while another train passes by. Why would this delay happen if the bridge has 2 tracks? [STAFF REPLY: This

delay could occur if a freight train would be on either of the drawbridge and blocking use of one of the two main tracks.]

- Concern expressed about lack of lighting and pedestrian pathway linking the Martinez Station with the satellite parking facilities. [STAFF REPLY: Staff will contact the City about its plan to provide safer access including the pedestrian overpass connecting the new parking lot over the train tracks to the station depot.]

Train #540 (Richmond to Sacramento) – Jan. 27, 2016 – 2 attendees

- I am concerned about the bus service to and from San Francisco. I like the bus service and I am done with BART, I am over BART. My father worked on the construction of BART and helped design the track system and I have ridden BART since I was a little girl. The bus is convenient, however, they are currently dropping us and picking us up at the Trans Bay Temporary Terminal (for the Super Bowl events) and I don't care for it. When I go home there are four buses waiting to board at the Terminal and the building is too small for all of the people waiting, it is just too tight. Sometimes the buses are late or they get caught in traffic. We have had issues with bus heating or air conditioning. The train is efficient and comfortable for riders. So it seems the bus is the weakest link in the system. We have a very good bus driver named Adrian who is courteous and concerned for riders. He notices when a rider is not there on a particular day. [STAFF REPLY:] Thank you for your input. If you arrive at the Trans Bay Terminal when the bus is loading you can walk directly to the coach without going in the waiting room area. We will pass along your kind words about Adrian to his supervisor.
- When will you add another car to the 4 car trains? [STAFF REPLY:] We monitor the ridership on the trains and when we reach a 75% high count occupancy we will consider adding another car.

Train #544 (Great America to Oakland Coliseum) – Jan. 27, 2016 – 8 attendees

- Wi-Fi performance needs to be improved. I always have to use my Mi-Fi because the quality of the train Wi-Fi is not good enough – sometimes I can't connect to it and sometimes it just disconnects automatically. Is there a way to set up a private, better-performance, Wi-Fi connection that riders can pay for if they want to use it? [STAFF REPLY: We continually try to improve the free Wi-Fi connection performance, but have not explored the option of a paid Wi-Fi connection. Your suggestion will be shared with CCJPA staff for further evaluation.]
- What is the latest situation with parking at Emeryville? [STAFF REPLY: All parking at the Emeryville station is now located at the adjacent Terraces Parking Garage at 5855 Horton St. Free parking is offered to monthly ticket riders, but daily or multi-day riders need to pay a \$5 daily fee to park in the garage.]
- My car has been broken into multiple times at the Coliseum station, and follow-up by Amtrak police has not resulted to anything. Security needs to be significantly improved at Coliseum. Perhaps you could consider having a guard there periodically to ward off perpetrators? What about offering free parking in the nearby BART parking lot (they don't seem to have break-in issues there)? [STAFF REPLY: Security camera technology is always improving, and it's part of our station security program to install or replace security cameras at different stations, and Coliseum is definitely a key one that we know to be a problem station. We will share your suggestions with CCJPA staff and evaluate feasibility.]
- We need more bicycle lockers at stations! [STAFF REPLY: We are working hard to make that happen!]
- The bathrooms really stink on some of the trains. Can you do more to improve bathroom cleanliness? [STAFF REPLY: We will continue to work with Amtrak to make sure that the bathrooms are cleaned thoroughly and that the air fresheners are working.]
- Can you improve connection timing between Capitol Corridor trains and the ACE shuttles, as well as with the VTA light rail trains? [STAFF REPLY: Sure, we will reach out to ACE and VTA to see what we can do for timely connections between the systems.]
- Conductors are great! I've been riding for a few years, and I'm always impressed by how friendly and flexible most of the conductors are. [STAFF REPLY: Thank you! We think our conductors are great too!]
- We need more bike space on the 7:30am train out of Sacramento. [STAFF REPLY: We are definitely looking for ways to increase on-board bike storage, and we anticipate releasing a Request for Information later this year to gather innovative solutions.]
- You need to offer better customer service after trespasser incidents. By now, we all know that the train is going to be stuck for more than an hour after a trespasser incident, so you should start procedures to send out bus shuttles to transport riders out of the train immediately after a trespasser incident occurs. [STAFF REPLY: Your suggestion will be forwarded to our Transportation Officer.]

- Bike share around the Great America station, coordinated with popular employers in the area, could help to alleviate the tight bicycle storage situation on the trains. [STAFF REPLY: Your recommendation is noted and we will keep it in mind as we develop bike share ideas in the future.]
- CCJPA needs to do a better job at notifying riders of impacts to Great America station ACE shuttles, parking and bicycle routes from the Super Bowl. [STAFF REPLY: We have posted news about Great America station changes in the News section of our website, but I will let Marketing staff know that we need to make those more visible.]
- I've heard that other trains have gotten Rider Appreciation treatments, but I have not experienced that on this train [Train 544]. [STAFF REPLY: We have limited staff capacity, so we can't do Rider Appreciation on every train, but I will note your comment down for consideration for future Rider Appreciation event planning.]

Train #542 (Great America to Oakland Coliseum) – Jan. 28, 2016 – 14 attendees

- Why do kids with a person holding a 10 ride have to be charged like an adult? [STAFF REPLY: This is Amtrak's ticketing policy with a steeply discounted multi-ride pass. One option to explore is CCJPA (and Amtrak's) friends and family promotion which does not use your ten-ride but instead, there is one full fare but then all other family members can be 50% off. If CCJPA brings back the 5 for 5 on Weekends, then that is another promotion that might be a good discount for family travel.]
- Can we please have longer trains so it is not as crowded? [STAFF REPLY: The trains are getting more crowded but for effective cost to revenue management, we need to minimize our costs by ensuring we are putting out only the vehicles needed for service based on use numbers. As well, our shared and finite amount of rolling stock (shared with the San Joaquins) is undergoing maintenance/repair so in many cases we can't lengthen trains due to equipment availability. We are monitoring crowding with data gathered daily against seats so we can provide the most cost effective service feasible.]
- There are night classes with the various San Jose area universities/colleges that end just at the wrong time to take the train. Could you schedule trains later out of San Jose to allow for these trips? [STAFF REPLY: We will certainly examine this suggestion and see what adjustments could be made but we will have to consider the entire route to render our assessment of this option.]
- Can you initiate paid parking security at the Oakland Coliseum station due to the massive car break-ins – there were 20 in one day a while back? [STAFF REPLY: We can't since we do not control the station but we will be sure to alert the City of Oakland Police Department and/or talk with the City about installing such a patrol system. We also suggest your expression of need to Oakland officials including elected officials, since they oversee this city amenity.]
- Please use Twitter more for delay alerts! [STAFF REPLY: Our team agrees with you and we are exploring ways to automate and/or work with the Amtrak Operations staff to provide more alerts over Twitter.]
- You should promote the pre-tax transit travel benefits again since it went up to \$255. [STAFF REPLY: We out a reminder message in our customer communications about this in addition to whatever your employer may have been doing. As well, we are working with Amtrak to make for an easier delivery and payment method for these pre-tax transit dollars.]
- Can the Great America Bus Shuttles come back for the Capitol Corridor service – not just for ACE? [STAFF REPLY: CCJPA eliminated those buses several years ago as a cost management objective. We do not anticipate having funds to restore such a service. As such, we suggest exploring other first/mile last mile means, including waiting to use the ACE shuttles since we mutually agreed as a partnership between ourselves that ACE would allow Capitol Corridor passengers who were willing to wait a bit to use those shuttles.]
- Could the VTA light rail be relocated to be right above the Capitol Corridor station or at least the schedules worked out to time with the arrival of the Capitol Corridor trains? [STAFF REPLY: We have suggested to the City of Santa Clara that via a larger effort with the new proposed commercial/residential development to the Northwest of the station be an opportunity to revisit repositioning the VTA light rail. The nature of the VTA light rail and Capitol Corridor service are not time compatible nor are they at present proximate enough to warrant a practice of waiting for one of the services.]

Train #542 (Richmond to Sacramento) – Jan. 28, 2016 – 16 attendees

- You should partner with tech companies who have marketing cash to wrap Capitol Corridor trains [STAFF REPLY: The CCJPA has done a number of wraps in the past usually associated with events where riding the train is part of the experience. We will consider this an opportunity to explore yet advertising experts we work with have not been successful at attracting the attention of technology companies.]

- You should think about using the luggage doors above all the seats as opportunities to put advertisements so you can earn additional revenue. [STAFF REPLY: We have noticed a general trend away from cost effective print advertising which this would entail. As well, we are concerned about the sense of clutter and experience this sort of measure would have for patrons who are perhaps seeking a more restful space free of marketing of this nature. The fact of sharing the rolling stock with another JPA (the San Joaquins) would also be another complication. We applaud the search to find additional revenue opportunities but do not feel this is suitable for our service. A means to put digital advertising is coming via OBIS and the WiFi landing page. Those opportunities are less costly for all and less intrusive.]
- When I ride the less crowded trains I generally see too many conductors for such low ridership trains. Would you please explore opportunities to reduce those costs if possible? [STAFF REPLY: Our contract with Amtrak stipulates that we observe the union contracts between Amtrak and the train and engine crews, which at this time, requires a Conductor and Assistant Conductor on each passenger train.]
- Can you get “us” involved in awareness and political issues for how “we” can be involved to support Capitol Corridor service? [STAFF REPLY: The CCJPA has not formally supported any passenger advocacy organization however several have formed with the most notable being the Placer County group called the “CC Riders”. They have represented service issues both to CCJPA itself and also elected officials. This was a self-organized group of riders and not developed by CCJPA. While we do participate in providing information to elected officials and have both state and federal lobbyists, we have not done any enlisting of rider advocacy groups.]
- Would you be able to get a corporate logo type of food chain to support the café car or maybe some elements of the café car food – for instance, Starbucks? There would probably be more food sales if you were to do that. [STAFF REPLY: CCJPA have contemplated this option but at this time the food contract for service is through an overall all-state contract for a food vendor. The food service is a very complicated set of maneuvers between the food warehouse and the lounge service attendants as the trains change – inventory management and control is vital. The ability to parse out a portion of that or introduce more corporate or brand-aware food vendors to the train services would have to contend with the way these various elements interact and typically the brands we may know from establishments on the street are not equipped or specialized to deal with the various food and inventory logistics. As well, we are unsure if the general riding public wants to be limited to one brand’s food styles, like Starbucks, which was mentioned.]
- You could use Kings games at the new Sacramento Arena to attract Bay Area people on the train to see games and teams they maybe can’t see in the Bay Area with the more pricey and impacted Warriors basketball games. [STAFF REPLY: We can explore this option as a promotion however the train service levels and schedules we maintain for ridership across the year are not usually conducive to travel to/from Sacramento for those games. As well, the additional cost of tickets for the Capitol Corridor would more than eliminate any cost differences. However – as an overnight experience in Sacramento, the use of the arena for all the events planned for it does present a unique opportunity to try out some marketing to see how it is received.]
- You should look into the use of StubHub for ads for Capitol Corridor service. [STAFF REPLY: CCJPA staff are looking into StubHub at this time to learn if it is a right fit for the resources and marketing approach CCJPA is pursuing.]
- When the new Fairfield/Vacaville station opens up will you have any changes to service at the Suisun Station? [STAFF REPLY: The CCJPA will be serving both stations.]
- The new Fairfield/Vacaville station will present a great opportunity to put compatible land uses like apartments and commercial around it I would think. Is that happening? [STAFF REPLY: From the plans we have seen it is likely that land uses of that nature are planned around the station and as such, that should be supportive of ridership growth to/from that station.]
- **THE NEXT SET OF COMMENTS ARE ALL CONCERNING THE ROUTE CHANGES ANTICIPATED FOR THE SAN FRANCISCO BUS SERVICE WITH THE SUDDEN PROPOSED COST INCREASES:**
 - Balance BART service with the San Francisco options.
 - The BART discount tickets could go down to \$6 and that might be a fair match to encourage more BART ridership as opposed to the Emeryville Bus option. That should be analyzed.
 - You should balance costs and revenues for what sort of service would survive to serve San Francisco
 - You should ask the state for the additional funds to offset the cost increase and maintain the same level of service or maybe just a bit less service. Either way, the state should help with this and it should not all be on the back of the riders. You should at least ask about this option.
 - Do you have data on the San Francisco bus services?

- You should explore vanpool options from Emeryville for people that can drive to particular locations in San Francisco and park there.

[STAFF REPLIES: CCJPA is already and will continue to analyze a variety of options to balance the costs and revenues of preserving some level of service to/from San Francisco to/from Emeryville. These will include the use of BART for some as a substitute we would expect and even encourage. The use of fares is an option as suggested. We do not anticipate the state being in a position to assist with supplying CCJPA the funds to fill or partially fill the funding gap we are currently seeing with the service options being presented. The CCJPA will hold workshops focusing on the affected riders in late February/early March 2016 to work out a solution, however, until we take action, the high costs are not sustainable for CCJPA so the urgency for a cost effective solution is strong. We will use data we have gathered to support analysis of various service options – the service options we will present to the affected riders. The use of vanpools is a thought but would need to overcome the complexities of launching such a service and then driver and vehicle reliability as a substitute.

Emailed Comments to bizplancomments:

1	<p>Hello</p> <p>I had a quick look at the business plan, and it all seems quite sensible.</p> <p>You talk about funding problems for improving the service between Oakland and San Jose. However, Measure BB, passed a year or so ago. I didn't see mention made of it (I skimmed the report, so perhaps I missed it). It specifically called out funds for improving the service frequency and reliability. I don't remember the amount mentioned in the ballot.</p> <p>Is there a plan to incorporate these funds into the plan?</p> <p>Thanks much,</p> <p>Neil Gilfedder (a usually happy Capitol Corridor passenger)</p> <p><u>CCJPA Response:</u> Yes there is a plan to use these funds combined with an effort to increase service to/from San Jose As alluded to in the plan, we are building an effort with various Bay Area transportation partners – namely Alameda County Transportation Commission (ACTC) and the Metropolitan Transportation Commission (MTC) – and then eventually local cities that would be needed to pull off a larger, more complex, but more effective project. We are still in early stages but the objectives are aligning but we also know that such an effort will need to be larger than just Capitol Corridor meeting its own expansion objectives A freight goods movement is a huge component and then once the public side is aligned on this, the host railroad needs to buy in to the solution, not to mention local cities. So it will take some time but those Measure BB funds are poised to play a role in that larger effort.</p> <p>ALSO Hi Neal-</p> <p>First, thanks for your continued patronage of the Cap Corr trains.</p> <p>And yes, while you took a quick look at the business plan update, you correctly point out Alameda County Measure BB has identified the investment of a portion of these sales tax proceeds for passenger rail in Alameda County, which can help address the funding issues that are delaying the Oakland-San Jose Phase 2 Project.</p> <p>The CCJPA has recently been working with Alameda County Transportation Commission (ACTC) and other interested parties to develop a comprehensive rail plan that addresses the need to increase passenger rail service in the county while also improving the movement of goods and freight via the existing rail Infrastructure connecting the Port of Oakland with the Central Valley.</p>
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	<p>With so many partners, and the need for a comprehensive solution has resulted in a more methodical, programmatic approach to addressing the technical, financial, and institutional challenges of the various partners, which has delayed the implementation of the CCJPA's Oakland-San Jose Phase 2 Project.]</p> <p>ALSO: REPLY FROM NEIL GILFEDDER Hello Again</p> <p>I had a phone call with Robert this afternoon, and he talked me through the plans for the Oakland-San Jose part of the route.</p> <p>I'd just like to lend my enthusiastic support for these, including using the track nearer the bay to allow double-tracking and more frequent service. I'd also support doing anything to increase bike capacity.</p> <p>Thanks!</p> <p>Neil</p> <p>ALSO REPLY FROM CCJPA DIRECTOR ROBERT RABURN TO PRIOR NEIL GELFEDDER</p> <p>Thank-you, Neil, for your astute observations and support for the Cap Corridor. You are the second bicyclist I heard from during the week of Jan 25-29 concerned about a lack of two bike cars on the morning Oakland to San Jose trains. Please let us know if this situation will be corrected soon.</p> <p>-Robert Raburn, PhD Director - District 4 SF Bay Area Rapid Transit District (BART) 510-530-3444 hm</p>
2	<p>Hi,</p> <p>I am a daily rider of Amtrak Capitol Corridor. I would like to suggest that part of the business plan be to include lighting between the Martinez Amtrak station and the overflow parking lot across the tracks. Currently there is no lighting and it is extremely dangerous to walk back to my car at night. I regularly fear that a car will not see me when I am walking or that I may hit a pedestrian when leaving the lot in my car.</p> <p>If this request does not fit into the scope of the business plan I would like to request that this issue be addressed through other means.</p> <p>Thanks for providing a great service!</p> <p>Best, Marika Inhoff <u>[CCJPA Response:</u> These are directly the types of suggestions we encourage during the review of the business plan. Although we do not control the station and areas near the station, we will take your suggestion into advisement and contact the City of Martinez and try to develop a cost effective solution.]</p>
3	<p><u>Excerpt from FY16-17 Capital Corridor Business Plan: “Customer Relations. The</u></p>

CCJPA views communication with passengers as the cornerstone of our customer-focused service delivery. We encourage passengers to provide input on our service performance through comment cards on the trains, phone calls, letters, and email. “

Given the above, here is some feedback from someone who just started using the service last year.

- 1. **Train Identification:** For a new customer, there aren't any readily identifiable markings on the CC trains to let one know it is actually a CC train (I noticed that the ACE trains which share some track and stations with CC are clearly marked.) Try to appreciate how much concern there can be over boarding the wrong train! In addition to the generic route indication, I have yet to see the train number posted clearly on any CC train. How hard would it be to have poster-size signs in the windows of at least every-other car for a given train?
- 2. **Parking:** Most of us rely on having parking available near or actually at given station. The GAC (Great America) parking area is a good example where public transportation worked out a cost effective and convenient parking service with local government, but it seems to be the only one that is large enough and free to customers. In contrast, the lot a San Jose is tiny and the lot in Sacramento costs \$10/day. This turns a \$60 round trip into a \$110 cost for those of us who need to use long term parking there. What's worse, the municipal staff of Sacramento have no appreciation of the difficulties people have in using the cryptic pay machines. I have lost count of how many times I've shown other riders how it works... While the new smartphone app helps, the cost remains an issue. Bottom line is riders would really like to see broader coordination between public transportation providers and the municipalities they service.

Regards,
Jerry Applegate

[CCJPA Response: Thank you for your observations and suggestions. I will answer the suggestions in this email to the extent we can.

Regarding signage for which train there is - there are some inconsistent outdated LCD signs on most cars but the brightness, readability of those signs is dubious and has been so for years. CCJPA is not the owner of the rail rolling stock but we are working with Caltrans (the owner) to install an updated on-train information system called OBIS which will comprise of interior video screens and audio. This will also include replacement of side of car signage which will have train numbers on it. This will, however, take some time to develop. Your suggestion to post paper signs in the windows will be noted and considered in our operations but we will have to weigh this potential feature against the Amtrak crew duties and the look/feel of these signs, and their vulnerability to folks who may damage and remove them to see outside the window. The concept we understand but we will weigh the other short term options for filling in this need until OBIS is available in several years.

On the parking - again CCJPA will have to claim no direct control - each station is owned and managed by the respective cities and subject to how they are wanting to manage their station. We do bring up the limitations and policies at Sacramento with City Staff and have done so for some time however this has not resulted in modifications that always please patrons of those stations. The online option, as you mention, is an improvement. We will continue to convey the dissatisfaction with the City staff and City leadership when the opportunities are presented in the future however we do encourage station patrons to reach out to their respective station owners (aka Cities) for improvements that would make use of the stations more customer friendly.]

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