

CCJPA Business Plan Comments FY 2017-18 and FY 2018-19

1	<p>Received January 25, 2017: via Social Media</p> <p>Low cost commuter parking in front of or right next to the station building in sacramento, coffee and food vendors inside amtrack building, atm machines, better healthy/fresh food choices on the train, and maybe a mariachi band on friday evenings? My commute, by the way, has been very smooth and easy. Another request is for a multiride ticket (10 ride) on capital corridor that can be shared by family members.</p> <p>RESPONSE: The City of Sacramento is responsible for parking at the Sacramento Valley Station. CCJPA worked with Amtrak to recently change the menu on the trains. Even as the menu was updated, upgrading the menu is a constant process as items sell or don't sell well. New menu items were added last August 2016. As is common practice, we will be surveying our passengers ahead of the next menu change to solicit feedback on the current menu offerings and gather suggestions on future offerings. We are monitoring sales of all items to track towards healthier choices. The live music idea on the train, while possibly in jest, might be an interesting public interest trial to consider as long as it was appropriately sized (e.g., solo guitar singer/songwriter on a rider appreciation day in the café car).</p>
2	<p>Received January 25, 2017: via Social Media</p> <p>Commuter service to Roseville please.</p> <p>RESPONSE: The commute market to Roseville is less productive than in the opposite direction. With available train slots, the opportunity to consider this can only happen if we had more trains to/from Roseville.</p>
3	<p>Received January 25, 2017: via Social Media</p> <p>A train to Marysville. Peel one off at Roseville and hit Lincoln, then Marysville. How many commuters down SR 65/99/70 can you divert? What can SACOG do to help? It will save their air quality goals big time!</p> <p>RESPONSE: We appreciate the interest in this concept but for now this would fall outside the CCJPA remit. The developing State Rail Plan is considering passenger rail market service across California in a manner that matches this concept. CCJPA will be happy to support SACOG and the California State Transportation Agency (CalSTA) in any way we can for such an effort.</p>
4	<p>Received January 25, 2017 via Social Media</p> <p>Cost comparability with multiple-occupant automobiles. It's a lot harder to justify taking the train when there are more than two people traveling together to split costs.</p> <p>RESPONSE: CCJPA has numerous small group discount packages available that help make travel in small groups less costly as well as single trip discounts via promotions. See http://www.capitolcorridor.org/offers-promotions/</p>
5	<p>Train 540 January 23, 2017 On-Train Workshop Richmond to Sacramento; Attendance: 7 people</p> <p>1. General questions about the parking situations at Davis and Emeryville</p>

	<p>stations. RESPONSE: Staff summarized the parking situation at Davis and the evolving situation (construction project for a parking garage) at Emeryville</p> <p>2. General question about police on the train in uniform and plain clothes. RESPONSE: Staff indicated that there are uniformed and plain clothes police officers on the train from time to time. This was appreciated by the commenter.</p> <p>3. When you are completing the Roseville Phase 1 project, you will need to consider a bigger passenger shelter for Roseville. RESPONSE: CCJPA will work with the City of Roseville in the design effort to hopefully install a larger shelter area.</p> <p>4. Can we have better coffee like Pete’s or Starbucks? RESPONSE: Food service is procured by Amtrak with our assistance. Thus far qualified and responsive bidders to food service have not included those coffee brands in their offering. CCJPA will explore opportunities working with Amtrak to change the specification during the next food vendor cycle. Gourmet coffee vendors such as Peet’s/Starbucks often require use of their own urns and/or specific brewing machines that we are unable to accommodate in our current Café Car configuration. We will continue to seek out ways to improve our coffee, and explore what can be done to accommodate the requirements of other coffee vendors.</p> <p>5. The cost of parking in Sacramento is very high – can you do something about that? RESPONSE: CCJPA does not have direct control over parking at any station so in the case you would need to check with the City of Sacramento. There is a discounted monthly parking pass that can be used at the parking garage adjacent to Old Sacramento under the elevated freeway.</p> <p>6. You should use Clipper Card for buying tickets RESPONSE: This is a very popular suggestion but one that CCJPA can’t entertain very well on its own with the national Amtrak ticketing system. CalSTA has identified working with other rail and transit providers to take steps to improve through ticketing for all types of transit and make it interoperable. CCJPA is participating in that effort which is of sufficient scale to become a viable replacement for Amtrak ticketing.</p>
6	<p>Train 542 January 25, 2017 On-Train Workshop Great America to Oakland; Attendance: 7 people</p> <p>1. When will those platform signs at the base of the Santa Clara University Station underground walkway that look like they are supposed to tell you which train is at which platform be ready? They have been there inoperable over a year and most of the time with train noise above it is impossible to hear any audio announcements about the proper platform. You or Caltrain need to get those working! RESPONSE: CCJPA will check in with Caltrain who manage the station functions and inquire as to what the issue is but then work to resolve the</p>

	<p>issue.</p> <p>2. Caltrain regularly delays train 523 getting into Diridon station. RESPONSE: CCJPA’s newly hired transportation officer will investigate and work with Caltrain to resolve the conflicting issue or suggest a future schedule change to resolve the delay.</p> <p>3. Comments to the CCJPA Website are not getting any response. RESPONSE: CCJPA is now aware of this and has already worked with the vendor to resolve the lack of communication and response.</p> <p>4. If you are contemplating the Ardenwood location for a replacement station for Hayward and Fremont, you need to calculate the real travel time during congestion on the highway to consider the impacts to the passengers who may need to shift their travel patterns. RESPONSE: CCJPA is looking at a shift to a more coastal track in the adopted Vision Plan documents and inclusion of a new station at Ardenwood to remain serving the Hayward and Fremont stations. When and if that moves forward, the CCJPA will analyze the net peak hour travel time impact and other associated impacts (air quality, VMT) of the shift in the environmental documentation process.</p> <p>5. You should use Clipper Card for buying tickets RESPONSE: This is a very popular suggestion but one that CCJPA can’t entertain very well on its own with the national Amtrak ticketing system. CalSTA has identified working with other rail and transit providers to take steps to improve through ticketing for all types of transit and make it interoperable. CCJPA is participating in that effort which is of sufficient scale to become a viable replacement for Amtrak ticketing.</p> <p>6. Can you please work with Amtrak to make it feasible to have a split ride benefits (the pre-tax ride payment thing) via purchase on the Amtrak website or smartphone app? RESPONSE: The CCJPA is aware that one ride benefit company (used by UC Davis) has already worked that out with Amtrak. We will inquire with Amtrak on how such companies can work with Amtrak to allow for this and make information on our website and via an email newsletter as to how employers can allow their employees to participate in this more convenient online process.</p>
7	<p>Train 542 January 25, 2017 On-Train Workshop Richmond to Sacramento; Attendance: 17 people</p> <p>1. When you use those Amtrak locomotives, you are poison us with the exhaust and especially with a four-car trainset, you end up sometimes having to close off a car because of the exhaust fumes. That means we are all crammed in to effectively two cars with café car not being for seating. I am ready to bring carbon monoxide monitor with me to measure these levels and report you to the health department and start the lawsuits. You used to have that baffle but I have not seen it in forever. You better get a seal over that door area soon or be prepared for serious problems.</p>

RESPONSE: CCJPA previously worked with Amtrak to include a baffle to keep the exhaust from impacting the neighboring car. We will work with Amtrak to ensure that a baffle and/or door seal is regularly included when using the Amtrak locomotives.

2. Train 548 used to have food service on it and now I don't see it. I know train 550 doesn't but I expect that train 548 would include food service given the hours it runs. What happened?

RESPONSE: In order to cut costs relative to the food sales, CCJPA eliminated food service on late evening trains, including 548 and 550. CCJPA will examine re-establishing food service on train 548.

3. When Train 527 had that incident on December 7, 2016, the conductors deceived about the cause saying it was a broken rail but later as we stopped in Martinez we could hear them saying they would lose their job and I thought, over a broken rail? I come to learn that the conductors were telling the public one thing and it was not true. They should be honest up front.

RESPONSE: There is no official word as to the cause of the incident now due to Freedom of Information Act inquiries made to Amtrak.

4. Conductors are not enforcing one-seat rules in the quiet car. I ride from Martinez and want to go into the quiet car but by the time I get on, all seats are taken up with people sprawled out, sleeping over two seats. I pay my share and expect the conductors to enforce these rules. I am not getting equal treatment. This lack of enforcement pushes me to other cars and makes the other cars more crowded, catering to those who get on the train earlier. What are you going to do about this?

RESPONSE: The CCJPA recognizes the quiet car is a desired amenity but that significant numbers of people use it do, as you describe, over extend their use of seats. The CCJPA has been working with Amtrak crew managers to enforce the one-seat rule. CCJPA will commit to renewing this effort and conduct inspection audits of Amtrak crew performance.

5. Since your marketing budget is flat, you should consider working with local chamber of commerce locations and Visit California as partners – they have lots of abilities to support Capitol Corridor.

RESPONSE: We will look at those opportunities. Good suggestions.

6. You should only have a quiet car if there are five cars in the consist due to crowding issues and the other discussed quiet car issues.

RESPONSE: We believe we can focus on the seating rules and enforcement to preserve equal access but also function of the quiet car.

7. Please put all these comments with responses on the business plan portion of the website.

RESPONSE: We will do that.

8. Since we asked about seat crowding and you mentioned the problems with the new car order, what is CCJPA going to do? We need more cars for people if your ridership keeps growing like this, also bikes, and so we don't have limitations being stuck with four car trainsets.

RESPONSE: CCJPA has received only limited information on the delays to the bilevel car procurement and the contract managers (Caltrans and the Illinois DOT) are working to resolve these delays. Meanwhile, we ask that passengers be patient and courteous toward other passengers; follow the "One Ticket, One Seat" rule and be understanding that you may have to sit next to someone on busy trains. CCJPA staff are working on solutions to increase onboard bicycle storage capacity, and we have new secure bicycle storage lockers at select stations, with more coming in the next few months.

9. When Hubert retired you really lost a key communication person who looked out for the service and someone who bridged communication problems between Amtrak and Compass.

RESPONSE: When the former Transportation Officer retired, the customer comments that were sent to him were never forwarded to the other CCJPA staff. That being said, the CCJPA has just hired a new Transportation Services Manager (started February 1) who now has access to the current and prior unanswered comments and will be addressing these comments.

10. What are you going to do about the failure of new cars being built? Can't you just find another builder?

RESPONSE: The situation is serious and has implications for how we can expand service to/from Roseville but also with general capacity to accommodate more demand in the peak travel hours. As the contract manager, Caltrans is working towards a solution to this problem.

11. Please tell us what you can do to get pre-tax vouchers/credits able to be used when reserving online. I don't use a staffed station anytime and I find it very difficult to use this work benefit for Capitol Corridor service. You lose potential riders because this is not in place.

RESPONSE: We know that a company that UC Davis employs for this benefit program has developed something with Amtrak to allow online purchases. We will check with Amtrak management to see if this program can be expanded with other similar companies with the intent that many more people would be able to aided in a similar way.

12. The email on the Capitol Corridor website is not working all. I have tried numerous times to get a response which I used to get from Hubert Hanrahan. Now I get nothing. I now send all my emails to Garamendi. You have a serious problem here. Your delivery system has some major problems.

RESPONSE: You are correct about the problems. When Mr. Hanrahan left the notification system for emails for his subject matter never was switched over to some other substitute person. We are aware of this situation now and have corrected the situation. That being said, the CCJPA has just hired a new Transportation Services Manager (started February 1) who now has access to the current and prior unanswered comments and will be addressing these comments. We have gone back and are currently working on responding to the comments that were missed, so you should be

	<p>receiving a response soon.</p> <p>13. Your San Francisco buses are being run by a company who does not have the interests of the paying customers in mind. And Amtrak Operations and Compass Transportation that provides the buses never talk when they should. When Hubert was around, he could ensure that communications got routed. But with him gone it seems like Compass and Amtrak just can't communicate. For instance, I was on Train 521 which got canceled and merged with train 523 and when we arrived at the station there were just two buses, unable to accommodate two train worth of people. When something like this happened, Hubert would have made sure there were two more buses waiting because he would have made sure everyone got on a call to resolve this situation.</p> <p>RESPONSE: When the former Transportation Officer retired, the customer comments that were sent to him were never forwarded to the other CCJPA staff. That being said, the CCJPA has just hired a new Transportation Services Manager (started February 1) who now has access to the current and prior unanswered comments and will be addressing these comments. We will convey this lesson to Amtrak operations so that they can establish a playbook for bus connection issues like the one described which would have been aided by providing BART connections announced on the train since there are simply no spare buses standing by. Lessons learned over the course of the Compass contract will be applied to the procurement standards when their contract expires and a new contract bid is prepared.</p>
8	<p>Train 547 January 24, 2017 On-Train Workshop Davis to Martinez; Attendance: 7 people</p> <ol style="list-style-type: none"> 1. Can we have Café Car service back on the 6:55p train [Train 549]? It doesn't make much sense to not have food service on a train that operates during regular dinner hours. RESPONSE: Café Car service on select evening trains were eliminated to cut costs, but we will re-examine food service on the trains that operate around 7p-8p. 2. Can you add an additional morning train between 522 and 524? RESPONSE: Unfortunately, due to limited rolling stock and existing UPRR limits on the number of passenger trains that can operate on their tracks, it would be near impossible for CCJPA to add another train in the morning peak hours between Oakland and Sacramento. This is also the case for between Oakland and San Jose. Increased frequency is a goal that CCJPA has established for the service in the next 40 years, and it is a theme that is thoroughly examined in the 2014 Vision Plan Update.
9	<p>Train 546 January 26, 2017 On-Train Workshop Santa Clara/Great America to Richmond; Attendance: 18 people</p> <ol style="list-style-type: none"> 1. Is there monthly parking available at Great America station? If not, is it possible to reserve a few spots at the large City of Santa Clara garage nearby?

	<p>RESPONSE: Capitol Corridor passengers can park for a maximum of 72 hours in the City of Santa Clara Park and Ride Lot near the station.</p> <p>2. The Twitter updates when incidents and delays happen are usually delayed and therefore not useful.</p> <p>RESPONSE: The Capitol Corridor Twitter account is manually updated by CCJPA staff. While they try to update Twitter as soon as information about delays is available during regular work hours, some notifications about incidents are more delayed when it's non-regular work hours. As well, some delays and delay responses are not known for some time before a definitive action plan can be determined. We will continue to avoid putting out information that may later prove to be inaccurate. Via Amtrak operations, we are trying to identify ways to either automatically release Twitter alerts or have dedicated people update Twitter when incidents occur.</p> <p>3. Have you considered using NextBus for train status tracking?</p> <p>NextBus had the opportunity to bid on the status tracking system years ago when it was proposed but they did not submit a solution. The solution is not, now, up for a new procurement.</p> <p>4. Why don't we do bike storage Caltrain style?</p> <p>Without being specific about the rules governing the bike storage on cars used in Caltrain service, the requirements the CCJPA must follow necessitate stored luggage (which is the category for bicycles) is restrained in some manner from flying around in the event of a sudden stop. Thus, we strive to ensure each bicycle on the train is restrained in the event unintentional force is applied.</p>
10	<p>Train 538 January 27, 2017 On-Train Workshop Richmond to Sacramento; Attendance: 20 people</p> <p>1. Those email alerts are slow and many times too late.</p> <p>RESPONSE: Unfortunately, depending on the delay, it may take significant time to provide accurate information. We don't want to provide false negatives or positives or provide partial information. We will explore options to indicate what we can earlier but at the expense of being able to provide more details.</p> <p>2. What will happen when the new Fairfield/Vacaville station opens? Will there be delays, more ridership, or will you skip serving Suisun station and finally, when will it open?</p> <p>RESPONSE: There will be some additional schedule time to serve the station, but with the siding created, freight train impacts should be further reduced. We will be taking time out of the overall schedule and so the scheduled travel duration might only go up by two minutes when we complete our travel time reduction project. There will be additional ridership generated by the station. We will not skip stopping at the Suisun station. The station is expected to be ready to open for service in the fall of 2017. We will make sure alerts are provided and our website have information about the new station opening.</p> <p>3. Can you please put how to process pre-tax and other commuter benefit</p>

programs when purchasing Amtrak tickets? Can you reach out more about that feature with various employers?

RESPONSE: We will examine what level of information we can provide and work with Amtrak to improve those communications either on our website or theirs. We will strive to reach out to employee benefit representatives with some information about these programs.

4. What can be done about the smell of the toilets which is strong at times?

RESPONSE: The venting systems are going to be redesigned to improve smells. Coupled with increased waste tank cleaning protocols we instituted several years ago, the improved ratings we have seen over the years should be even more improved with the retrofit.

5. Can you please allow for companion animals to be allowed on the train – the type that are contained in a carrying container?

RESPONSE: Amtrak has a non-service animal policy. Capitol Corridor is not included on such a list. CCJPA will seek to learn more about the policy and consider joining the list and policy.

6. The CCJPA Business Plan should be put on the website and later, how do we follow up on the actions from these comments?

RESPONSE: The Business Plans are included on the website and will also include these comments and responses by staff.

7. Can you provide a comment button for when you scroll over the click map and hover over a station?

RESPONSE: We can explore if that can be done on a technical basis. Depending on the nature of the comment, we will want riders to know that many station situations are under the discretion of the local city and not CCJPA.

8. The lost and found system – is it common knowledge that it is always located in Sacramento?

RESPONSE: We include the location of the Lost and Found with a telephone number on our Rider Guide and on the website. Please call 916-444-7907 and leave a message with a detailed description of the item you lost, along with the date of travel and the train number you were riding or the station you visited.

9. Capitol Corridor should concentrate on using unused train capacity on the weekends.

RESPONSE: CCJPA strives to market to situations where we do have capacity. For example, we are currently offering a Buy One Get One Free offer for Saturdays only.

10. Can something be done to improve the shelter situation at the Oakland Coliseum station?

RESPONSE: Unfortunately, the available platform width at the Coliseum station is minimal and thus it will prevent any feasible shelter concept that is of significance due to the impact it would have on platform standing storage.

11. What doesn't the state have funding to do projects?

RESPONSE: Funding from the state was previously available but without any increases in fees and taxes and the complete draw down of all bond funds, dedicated capital/construction funding has basically evaporated for the state intercity passenger rail program. Currently, the state legislature is examining various proposals to address the state's transportation financing deficit with one proposal including dedicated, yet nominal, flow of funds to the state's passenger railroad services.

12. Can a barrier be set up under the tables to prevent people from stretching and putting their feet on the seat across from them?

RESPONSE: In concept a barrier could be installed but generally such a barrier would make table seating quite constrained despite solving the problem of shoe heels being placed upon seats. We would expect more complaints about constraining people in those seats.

13. The credit card purchase via the conductor is so slow and awkward compared to what it used to be. The airlines can do it. Can you please fix this?

RESPONSE: Changes with credit card authorization process required change to the prior process. We encourage people to use their smartphone, if they have one, to make their own purchase or use the free-wifi and a laptop if they have one. The conductors use the Amtrak website to make a purchase now and that is slower but the only method that allows for the type of secure transactions required. The airline sales are typically also below that of what might be processed on a conductor ticket sale.

14. I have missed the Marysville bus with a connection via the Capitol Corridor train which was late.

RESPONSE: We will check with Amtrak as to why the bus to Marysville bus did not hold. Please note that schedule for this bus is linked with San Joaquin trains.

15. I was in line at the San Jose station to get a ticket and late to catch the Capitol Corridor and the ticket sales agent did not make any sort of announcement to take those who have more timely connections. People ahead of me were getting on a train that was not leaving for another hour and I missed my train.

RESPONSE: The ticket agent has the option to make an announcement but with the volume of trains at that station, the agent has no way of knowing what train other people in line are trying to catch. We suggest arriving at stations early enough to allow time to account for other people in line.

16. My yahoo.com email account has trouble on the Amtrak website with ticket purchases. Can you please see what is going on? It works on everything else I use.

RESPONSE: We will bring this issue to Amtrak's attention and they must see if there is an issue.

17. Is there a security presence at San Jose Diridon station? I get out there

	<p>sometimes at night and I don't feel safe. RESPONSE: We will check with Caltrain, the owner of the San Jose-Diridon Station.</p>
11	<p>Train 543 January 25, 2017 On-Train Workshop Davis to Martinez; Attendance: 15 people</p> <ol style="list-style-type: none"> 1. How are the Capitol Corridor coordinated with the ship traffic that causes the Suisun-Martinez Bridge to lift, prohibiting the movement of the trains across the drawbridge. RESPONSE: The ships have the right-of-way as these ships were operating before the rail drawbridge was built. The UPRR bridge tender has the operating windows for when the Cap Corr trains are scheduled to operate over the drawbridge. This allows the UPRR bridgetender to communicate with the ship operators to slow down the ship, bay current velocity and weather permitting, to allow the train to pass over the bridge before being lifted for the ship(s). 2. What can be done to widen the small, narrow center platform at the Berkeley? The current situation requires the train to double-stop at the outside station track to allow bicyclists to board and deboard the train. RESPONSE: Staff will continue looking at the opportunities to widen this center platform which is currently constrained due to road crossings at both sides of the Berkeley Station. 3. When the train comes into the Davis Station at the outside/narrow platform, the train is leans always from the platform making it difficult to board the train. What can be done to fix this situation? RESPONSE: The Davis Station is on a curve and the train equipment is built to slightly tilt into curves when moving. However, when stopped on a curve like at the Davis Station, the train tilts thus causing the difficulty in boarding the train. The best option is straightening the curve at the Davis Station which will likely require a relocation of the station/platform. This is a costly endeavor. In the meantime, staff will have the conductors pay close attention to passengers boarding and deboarding at the outside platform at the Davis Station. 4. The letterhead for the CCJPA on the workshop handout needs to be updated. RESPONSE: Thanks. We produced the handouts for the biz plan workshops prior to the last assignments by the CCJPA member agencies. 5. What can be done to get better coffee in the cafe car? RESPONSE: As part of menu changes in the cafe car, staff has sampling of new menu items by passengers. We will see when the next menu change is scheduled and see what can be done to bring on a new coffee vendor. 6. There are people who count bikes stored on the train; however these counts occur between Martinez and Richmond. These bike counts should occur between Oakland- Jack London Square Station and Great America Station. RESPONSE: The CCJPA is not conducting these counts (it is Caltrans) but will see what can be done to have counts done between Oakland and Great

	<p>America stations.</p> <p>7. I enjoy the Capitol Corridor service and frequently ride train 524 to Davis. What can be done to decrease the delays on this train? RESPONSE: Staff is working with Union Pacific RR to improve reliability on several trains.</p>
12	<p>Train 545 January 26, 2017 On-Train Workshop Davis to Martinez; Attendance: 35 people</p> <ol style="list-style-type: none"> 1. The ticketing vending machine (TVM) at Davis does not show Suisun City as a destination. RESPONSE: Amtrak has been notified to fix the TVM at Davis. 2. Why does the Bike eLocker has a five-hour limit? Should it be longer? RESPONSE: The eLockers at the Capitol Corridor stations have a maximum rental time limit of 3-10 days. A possible reason why he/she thinks there is a 5-hour limit is because there isn't enough value on his/her BikeLink card. 3. Similar to a question from a passenger on the train 543 workshop, a passenger asked why the train tilts when it stops at the outside/narrow platform at the Davis Station. RESPONSE: The Davis Station is on a curve and the train equipment is built to slightly tilt into curves when moving. However, when stopped on a curve like at the Davis Station, the train tilts thus causing the difficulty in boarding the train. The best option is straightening the curve at the Davis Station which will likely require a relocation of the station/platform. This is a costly endeavor. In the meantime, staff will have the conductors pay close attention to passengers boarding and deboarding at the outside platform at the Davis Station. 4. A college professor wants to know if there are sales discounts for groups under the standard group of 20 people. RESPONSE: Passenger was provided with contact info for CCJPA staff who handle group sales. Groups of less than 20 people are encouraged to book using our Friends & Family Ride 50% discount. 5. The car in train 520 (first morning train out of Oakland to Sacramento) is cold and uncomfortable. RESPONSE: Amtrak and CCPA staff have been notified of this issue and requested to address on-train cold temperatures. 6. With the elimination of train 526 in the August 22, 2016 schedule change, can there be reciprocity with the eastbound Amtrak California Zephyr (train #6) which normally operates between trains 524 and 528? RESPONSE: Star. Will ask Amtrak to examine this reciprocity proposal. 7. Has there been any work on extending Capitol Corridor trains to Truckee? RESPONSE: Placer Co TPA with assistance of the CCJPA conducting an evaluation off extending train service to Truckee/Reno in the early 2000s. The results indicated significant challenges to the extensions due to lack of track capacity and slower travel times compared to the existing connecting motorcoach service. 8. What can be automate door opening on Amtrak Superliner cars which are

	<p>currently being used as a bike car on Capitol Corridor trains? RESPONSE: Staff will check with Amtrak rolling stock engineering staff.</p> <p>9. Is there an easier way (such as automated emails or texts) for passengers to get coupons for excessive delays? RESPONSE: Staff has been working with Amtrak on such an initiative, which has since been put on hold with the recent Amtrak reorganization.</p>
13	<p>TRAC Letter Received February 1, 2017</p> <p>1. TRAC suggested to SJJPA and CalSTA that, in the long-term, the <i>San Joaquin</i> should be rerouted to go east-west on the Altamont Corridor. That would bring Central Valley passengers directly to the major employment districts of Silicon Valley, and would reduce congestion on the UP line from Martinez to Oakland. This is relevant to CCJPA because, if implemented, this proposal would provide more slots to the Capitol Corridor. Also, the Capitol Corridor would gain connecting <i>San Joaquin</i> passengers that need to travel north in the East Bay. RESPONSE: This is not an action that CCJPA can suggest for the SJJPA in the Capitol Corridor’s business plan. This is a matter that can and should be addressed with the SJJPA. It would need consideration at the state level. Union Pacific Railroad and BNSF would also have to consider what a change would be required since they are the host railroads involved with providing passenger service. Regardless, this is not something for the Business Plan for the CCJPA to consider.</p> <p>2. We foresee the potential for major private investment in the Altamont Corridor between the Altamont Pass and Fremont, allowing near-high-speed service from Sacramento directly to the Mid-Peninsula and San Francisco, via Stockton, the Dumbarton Rail Bridge and the Caltrain Corridor. This would result in CCJPA being the sole service provider in the I-80 Corridor. Sister agencies would contract for privately operated service of ACE and the <i>San Joaquin</i> on new passenger-only tracks in the Altamont Corridor, linking to the Capitol Corridor at Centerville or Newark. RESPONSE: Comment noted.</p> <p>Due to concern over rising sea levels (not to mention the ongoing slow orders along San Pablo Bay), we believe CCJPA should be planning to shift its route between Martinez and Richmond from UP's bayside route over to the BNSF's tracks. This would involve a tunnel and track connections. RESPONSE: The CCJPA Vision Plan Update and VIP include this concept but the concept is not generally analyzed at the Business Plan level, except by reference to the Vision Plan documents that have been adopted.</p> <p>3. In reviewing the capitalized maintenance projects on p. 9, it is unclear to us that tie replacement and tunnel strengthening are appropriate public expenditures. These strike us as the responsibility of the host railroad. RESPONSE: The CCJPA supported the projects as operational and safety partnerships with CCJPA to ensure delays to Capitol Corridor service are prioritized ahead of the schedule the host railroad might pursue.</p>

4. As expressed in our comment letter on the Roseville Extension DEIR, we continue to fail to see adequate public benefits being conveyed in exchange for building UP a third track, and do not see this project as worthy of funding. Table 4-1 is not specific enough to be able to determine what work is being done in Phase 1.

RESPONSE: TRAC's opinion on public investment in host railroad property in exchange for additional capacity is noted as it was during the EIR process.

5. We commend to CCJPA's attention the work of North Carolina's DOT in converting F59 locomotives into clean-burning Tier 4-compliant units, using proprietary add-on technology from California. This may prove far more cost-effective than replacing the entire fleet with Chargers.

RESPONSE: The additional Charger units were purchased to eliminate the need to utilize Tier 0 Amtrak owned locomotives and to improve air quality. We can look into the option to retrofit the F59s per North Carolina however this would ultimately need to be a Caltrans initiative as they own the equipment.

6. It is unclear from the text of the draft Update how PTC is being implemented. Is CCJPA installing the same models of on-board equipment as UP? Is interoperability only a factor in the Santa Clara to San Jose segment?

RESPONSE: CCJPA will have compatible PTC equipment pursuant to the Caltrans- led retrofit. Interoperability is required for all PTC installs but to ensure that a period of testing in the lab and on the train will be conducted to ensure proper function.

7. One of the major obstacles to higher-speed running will be eliminated once PTC is fully implemented. TRAC would like CCJPA to plan out the capital improvements that would be needed for 90 mph service, along with an order-of-magnitude estimate of the improvements that would be needed to operate trains at 110 mph. The goal for end-to-end travel time from Oakland to San Jose should be 45 minutes.

RESPONSE: The Vision Plan documents, specifically the VIP document outline the process of how the CCJPA might pursue speed improvements which must be considered in the presence of freight service until that condition is changed. This policy is not something that CCJPA is prepared to consider in this Business Plan update.

8. TRAC recently determined that the delay to automobile traffic caused by trains at several intersections on the Peninsula was only one-quarter as long as the delay caused by traffic signals. TRAC believes that at-grade rail crossings have been unfairly blamed for an inherent limitation of automobile travel. This is why TRAC does not believe grade separations are necessary for higher speeds. If anything, delays will shrink with faster speeds. The installation of quad gates or supplementary safety measures will prevent bad judgment from getting drivers in trouble.

RESPONSE: Comment noted.

9. TRAC is very supportive of high on-time performance. However, when citing statistics on OTP improvement, it is essential to confirm that the improved statistic being reported is using the same metric. Similarly, we are interested to know precisely which metric is being cited when proclaiming the Capitol Corridor "as the third busiest route in the Amtrak national system." (p. 3.)

RESPONSE: The OTP is cited as end-station performance to the published station arrival time within a tolerance of 10 minutes. The third busiest citation is based on ridership numbers for all respective Amtrak-operated services.

10. The discussion of standards on p. 11 would benefit from a brief mention of what CalSTA changed in the Uniform Performance Standards, and why these standards differ from actual performance.

RESPONSE: There are now performance standards that supplement the original performance standards: train + bus passenger miles; total operating costs/passenger mile; and all stations on-time performance.

11. We would like to see CCJPA enter into a project with the Solano County Transportation Authority to enhance the convenience of station access. The commute from Solano locations to destinations served by the Capitol Corridor is a vast untapped source of potential ridership. With highway congestion getting ever worse, the train could be a viable commute for many, if the proper marketing and TNC promotions were undertaken.

RESPONSE: The CCJPA does strive within these constraints to extend the reach of Capitol Corridor service awareness and will work with STA explore what more can be done, including what promotions can be planned with the scheduled opening of the Fairfield Vacaville station.

12. It is astonishing that large numbers of passengers are choosing to pay for TNC connections to stations, despite the availability of free transfers. Please survey your passengers to more deeply understand more about how they value cost vs. convenience, among other factors, in their mode choices.

RESPONSE: TNCs have changed the dynamic of transportation to/from Capitol Corridor. CCJPA will consider in our annual surveys to try to get at the mode choices being valued by our passengers however present day statistics suggest the change is on the order of 1 percent toward TNCs now from transit. This may be a growing trend and additional planned surveys will assess that factor.

13. How does CCJPA maintain static expenses while the Amtrak and third-party expenses are going up? Describe the services that are being jettisoned. Given its rising expenses, how does Amtrak explain why Other Revenue is projected to decline over time?

RESPONSE: Amtrak labor expenses are trending upwards but are offset by the drop in fuel costs over the past 2-3years.

	<p>14. TRAC is pleased to see all the weekend service to San Jose, and looks forward to when this number of trains can be provided every day. It would be most helpful if Table 5-1 could be broken out to show separate weekday and weekend statistics. RESPONSE: We will see what we can do on this request.</p> <p>Editorial Suggestions</p> <p>p. 1: Delete "and final form by June 15, 2017." p. 18: We were unable to find the status of coach purchases in Section 4. p. 22: The end of note (c) was cut off. p. 27: Please add a column to Appendix B to separately track the cost of completed projects. Lumping those costs in with programmed costs is not helpful. Please clarify the meaning of these obscure phrases: p. 5: "because the transformations they can achieve just raise the bar and the cost for the next transformational service change." p. 8: " The developing State Rail Plan sees capital investments along a strategic trajectory from the way services operated and developed today toward a layered multi-tiered rail operating environment that better serves travel markets and delivers better cost efficiency metrics than the bifurcated services do." RESPONSE: CCJPA thanks TRAC for these catches and will incorporate corrections for the final version.</p>
14	<p>Webpage Generated comments: 01/26/2017; Jordan; Regular Commuter (several times a week) It's frustrating as a passenger to not have a consistent expectation as to when we will make it to our stops. If we constantly have to wait for train traffic in the exact same location at least 3x a week, why not change the expected arrival time? For example, I no longer take the 8AM 525 train because for 3 weeks in a row, I was getting to Great America at 9:45am, when it should be in at 9:06am. Now I take the 527 which is only late by 5-10 minutes consistently. If we can get home on time, why can we not get to work on time? Either change the departure time to anticipate when we will have traffic or at least update the schedule to say when we are actually going to get in, seeing as it happens almost every day. RESPONSE: We acknowledge your frustrations and are examining congestion levels related to the scheduled service but there have also been construction activities of late which have resulted in late trains and those have impacted the trains. Thankfully that work is completed now. We will seek to restore 525 to the expected performance so that you can rely upon it.</p>
15	<p>01/26/2017; AJ Martinez; Leisure Rider (at least once a month) In the past, there was talk of expanding the route south to Salinas with additional stops in Watsonville, Gilroy and Morgan Hill. Currently Caltrain (JPBX) has only 3 trains in the early morning North and 3 trains in the evening south. This is inconvenient. Housing developments have been popping up in the south bay due to the ever growing bay area housing crisis, thus causing traffic on Highway 101. I'm</p>

	<p>one of many who were priced out of the bay area and had to move to Hollister just about 10 minutes from Gilroy. Any help would be appreciated. Also as a suggestion for the Café car, beers from local breweries should be included on the menu and there should be a new seasonal rotation of different café items available to the passenger. Keep up the great work CCJPB!</p> <p>RESPONSE: TAMC and CCJPA are working together to try to service to/from Salinas but our ability to do so is dictated by not controlling the railroad we operate on across the distance. We will have to first be able to get more trains to/from San Jose to begin serving Salinas. The beer suggestion is a direction we are trying to go but we do have to work through distributors under contract to deliver to Amtrak commissary.</p>
16	<p>01/26/2017; Randy Ruiz; Casual Rider (at least once a year)</p> <p>Please reconsider a combination of the "Oakland Subdivision" and "Warm Springs" subdivision as these lines offer a faster route through more densely developed areas and are not as susceptible to sea rise as the "Coast" line, which largely runs through light industrial areas and wetlands. Furthermore, the Milpitas route offers multiple opportunities for interchange with BART. Silicon Valley employees could continue to reach work through shuttles, VTA, and Caltrain. Thank you.</p> <p>RESPONSE: Those lines are controlled by the Union Pacific RR but as an alternative, they closely parallel the BART line and would make Capitol Corridor service duplicative. The Coast line is a faster direct line between Oakland and Silicon Valley but it does have challenges of needing to be built to adapt to rising tides. That is part of the plan as outlined in the CCJPA's Vision Plan documents.</p>
17	<p>01/26/2017; Jason Carver; Leisure Rider (at least once a month)</p> <p>I ride the Capitol Corridor at least once a month because my Grandma lives in a care home in Sacramento and I live in Hayward so between Regional Transit and Capitol Corridor, it makes it easy. However, I'd like to see trains start earlier in Hayward as I have to take BART to Richmond and then take a Capitol Corridor from Richmond to get to Sacramento around 10am on weekends. I would like to also see more frequent service to Roseville, California where I would be more than happy to take a bike from the station to a hotel. The whole thing about going into Sacramento is that it's a pain in the butt riding public transit the rest of the way (takes 1 additional hour to get to Citrus Heights).</p> <p>RESPONSE: Unfortunately, we only have limited flexibility with our frequency across the weekends and weekdays, which are different schedules based on the general ridership market demands and in order to maintain our ridership levels and meet demand, we can't satisfy all the potential needs of every rider. We do have plans for more Roseville service but that opens in 2020 per our best estimates now.</p>
18	<p>01/26/2017; Ron West; Avid Rider (several times a month)</p> <p>Hi, Thanks for opportunity to provide feedback on the BP. As a rider of the system, I would like to see more rail cars in service. Was very disappointed to learn that new rail cars will not be come into service until at least 2020 (and perhaps much later). The 14 daily round trips is a good and sustainable level of service. However, the cars are really showing their age - and all too often short (four car) trains are utilized on</p>

	<p>peak trains. In my opinion, putting more high quality cars and locomotives into service should be a top priority. Thanks again for opportunity to comment. RESPONSE: The news on receiving new cars is not good.</p>
19	<p>Received February 4, 2017 via Social Media</p> <p>I saw an Amtrak bus with destination Martinez in Vallejo a couple of days ago, on Curtola Pkwy, about to pass the Curtola bus station and Park & Ride. A light bulb went off in my head. There are people who live in Vallejo and work in Davis, or go to Sacramento regularly, or Oakland. A scheduled Amtrak bus shuttle from Vallejo to Martinez will save people gas and driving time and get them to the Amtrak station in Martinez, where they can get on a train to San Jose, Jack London Square, Davis, Sacramento, and even Auburn. How fantastic would that be??? Please help facilitate this.</p> <p>RESPONSE: There is a scheduled bus (Amtrak Thruway) bus that connects with the San Joaquin Intercity Trains from Vallejo to/from Martinez (https://www.amtrak.com/ccurl/303/20/San-Joaquins-Schedule-100316,0.pdf) but it does not always line up with Capitol Corridor service with a purposeful timed connection. The market for Vallejo to Capitol Corridor connections is likely to be better served for destinations in the east via the Suisun City station and there are transit services that provide this connection today but they are not express and probably not very convenient for the frequent traveler. We will consider this suggestion as we work with CalSTA and the SJJPA to improve the motorcoach and bus connections across California.</p>