



MEMORANDUM

TO: CCJPA Board Directors
FROM: David B. Kutrosky, Managing Director
DATE: February 12, 2015
SUBJECT: SUMMARY – Business Plan Workshops (January 20-26, 2015)

**CAPITOL CORRIDOR
JOINT POWERS AUTHORITY**

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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 15-16 – FY 16-17 Business Plan Update.

Train #538 (Richmond to Sacramento)– Jan. 20, 2015 – 8 attendees

- Why, on occasion, does train 523 have four coaches on a Monday morning?" (This question was asked twice on the same train by a lady from San Jose and a gentlemen from Emeryville) [STAFF REPLY: The train sets cycle daily and eventually, one of our two four car sets sometimes will cycle through to be on train 523 on a Monday morning. The number of seats for a four-car train [with a lower level café car] is 3% less than a five-car train [with an upper-level café car. We can look to see if that train cycling can be changed.]
- OTP is great! Keep up the good work! [STAFF REPLY: Thank you.]
- When A's fans board the train, post-game, they are too rowdy. Especially when the train is only four cars long, there is not enough separation from daily riders. [STAFF REPLY: We can review and consider extra cars to accommodate baseball fans when four car sets cycle through Coliseum post-game hours.]
- When will Amtrak have an auto renew capability to bill and issue me my multi-ride ticket automatically? [STAFF REPLY: Good question, we will pose the question to Amtrak.]
- Conductors need to make better announcements about feet on seats. I see persons with feet on seats and the conductor will walk right past the offender. [STAFF REPLY: We will pass that observation information to Amtrak management.]
- I live alone and will eat on the train for dinner one or two nights out of the week. The café is never out of stock for items I want. The conductors have all been great! [STAFF REPLY: Thank you for that valuable feedback.]
- Will there be a fare increase coming up? [STAFF REPLY: None planned at this time and not likely in FY2016.]
- Does the Capitol Corridor still provide "\$3.00 service coupons" for delayed trains? I have not received one. [STAFF REPLY: Yes, the program is still current. We will advise Amtrak Management of your observation.]
- Will the new cars have the type of seats with the red knobs? Hopefully not. [STAFF REPLY: We will inquire with Caltrans regarding the type of seats planned for the new equipment.]

Train #543 (Davis to Martinez) – Jan. 20, 2015 – 10 attendees

- When will the Vacaville station become active in the Capitol Corridor service? [STAFF REPLY: Work will start this summer, and we are predicting that it will be in service end of 2016 to early 2017. There will still be train service to the existing Suisun/Fairfield station.]
- Parking at Martinez station should be expanded. [STAFF REPLY: Staff is working with City of Martinez to determine what plans the City has to expand parking, particularly connecting the parking lot site across from the depot building.]

Train #545 (Davis to Martinez) – Jan. 21, 2015 – 20 attendees

- Passengers were not notified in advance of the holiday train schedule on the Friday after New Year's Day. [STAFF REPLY: We apologize for the inconveniences that it caused. We made a mistake and will strive to avoid a similar one in the future.]
- Are there any plans for Capitol Corridor to collaborate with San Jose Sharks? [STAFF REPLY: There are currently not enough weekday and weekend night trains going down to San Jose to transport passengers to and from Sharks games in a timely manner.]
- Will the Comet cars be used as new cars for regular service? [STAFF REPLY: The Comet Car train sets are assigned to the San Joaquin service, which has allowed for California bi-level cars to be freed up and be used to provide extra cars on select Capitol Corridor and San Joaquin trainsets for special occasions, such as the Wednesday before Thanksgiving and service to Raiders and 49er games.]
- How are station bicycle e-lockers going to be implemented? [STAFF REPLY: New station bicycle e-lockers will be installed at 13 Capitol Corridor stations starting later this year. They will likely be installed in different stages; the order is still to be determined.]
- Union Pacific is expected to carry more oil on their trains, will that affect Capitol Corridor service? [STAFF REPLY: No, increases in UP oil trains will not affect Capitol Corridor service or our on-time performance. UP has stated that these oil trains will operate at night, when the Capitol Corridor service is not running, and CCJPA has a well-established agreement with UP to maintain our high standard of on-time performance.]

Train #536 (Richmond to Sacramento) – Jan. 21, 2015 – 17 attendees

- Can we ever have express trains? [STAFF REPLY: Express trains are not practical with our limited service frequency. In our long-range Vision Plan we believe that can be an objective, but we would essentially need full ownership and dispatching control over the track to enable that to happen, plus other significant operational and organizational changes, like enhanced rolling stock performance.]
- Can you ever fix the issues with narrow, center platform issues at Berkeley? [STAFF REPLY: Currently there is not enough room to widen the tracks to accommodate a wider platform; yet in the longer term there may be possibilities to modify the station and platform for a controlled center platform access.]
- Can you fill in train service gaps between Capitol Corridor and San Luis Obispo [STAFF REPLY: The ability to do that now is really beyond the current mission of CCJPA. We are exploring an extension to Salinas.]
- Can you make a fitness car? [STAFF REPLY: It was analyzed but deemed to be unsafe.]
- Can you put in video screens for advertising with the OBIS project [STAFF REPLY: The OBIS screens would be able to provide a place for advertising if that is the policy objective of the CCJPA Board.]
- Can the tables in the new cars to be ordered be able to lower so we have a better ergonomic use of them? [STAFF REPLY: We will have to investigate if they have to be a certain height for safety reasons, but I think the table design is already set.]
- If you put LED lighting in the cars, you would save energy [STAFF REPLY: Good idea – we can check into that as an option.]
- Can a little coffee bar café be put in at the Richmond station on the platform [STAFF REPLY: There would not be room for that to happen safely with passengers on that platform. Perhaps at the nearby areas on the west side a coffee place could be located but that would be under the jurisdiction of BART or Richmond.]
- If you are having bike thefts, is luggage safe? [STAFF REPLY: There is no guarantee that it is safe so we do encourage you to monitor it from time to time or bring it closer to where you might sit.]
- Would you please make it possible for us to subscribe to specific trains for emails, social media, and train delays [STAFF REPLY: The CCJPA will consider making that an option for email or text but for Twitter and Facebook that would not be feasible unless each train had its own account.]
- When people sign up for the email alerts, you should consider putting in a disclaimer certifying that subscribing to this will not expose them to selling their email to get more spam. [STAFF REPLY: We will forward this suggestion to our marketing staff.]
- Why do we still use paper for seat printing. Paper can be a fare and security problem. Can we install a digital scanner above our seats instead? [STAFF REPLY: We continue to think of ways that we can make the ticket verification steps work as smoothly but also as fare evasion proof as possible. For those reasons, the at-seat verification has issues that for now the printed tickets do not.]

- Is there any way to toast the cheeseburger buns instead of the microwave? The cheeseburger is pretty nasty as a result [STAFF REPLY: We will address this issue with Amtrak but the space on the café car to be able to offer that option may be limited.]
- Can you please lift the WiFi streaming constraints? [STAFF REPLY: The WiFi capacity on the train is not designed to handle so many people and even if internet streaming was done by just a few people it would degrade the experience for everyone. For that reason we really have to stick to the “reading internet”.]
- I have had problems with the 10-ride ticket used from SF to Emeryville getting my trips taken 2x and calling that in to get fixed is a hassle. Can you please fix that? [STAFF REPLY: There was a fix applied but CCJPA will check again on that with Amtrak. Note: CCJPA did check with Amtrak to see if it was fixed or there were occasional problems and there have not been. CCJPA staff asked for a one-page handout to be generated to provide to riders explaining the situation and how it works, and what to do in the event there is an issue perceived.]
- Are there any interior upgrades planned [STAFF REPLY: Other than as listed on the summary page to the HVAC, there are not any very visible changes planned.]
- Can you please sell cold medicine in the café car? [STAFF REPLY: We can raise that as an option with Amtrak.]
- It would be great if you could rent laptops or tablets in the café car for folks to be entertained or productive [STAFF REPLY: We can consider this but would have to evaluate the fiscal and service impact cost and benefits.]

BART/CCJPA Offices Workshop – Jan. 21, 2015 – 2 attendees

- Is there opportunity to work closer with BART in aligning schedules? [STAFF REPLY: Yes, there is certainly opportunity to adjust Capitol Corridor and BART schedules to optimize the transit connection between the two systems. We work regularly with BART to adjust our schedules whenever the need arises, however, challenges do exist since both transit systems have complex scheduling requirements.]
- What track improvements are being made? What is the long-term plan for the Capitol Corridor service route? [STAFF REPLY: A third track project between Sacramento and Roseville is currently ongoing to increase service capacity to Roseville/Placer County. There are planned future track improvements between Oakland and San Jose, but the timing of those improvements is dependent upon funding. Our current long-term plan for the Capitol Corridor service route is to extend from Auburn down to Salinas with more frequent service.]
- Are there improvements being made to the pedestrian access at the Santa Clara/Great America (that doesn't involve walking up several flights of stairs)? [STAFF REPLY: Capitol Corridor Joint Powers Authority does not own or manage the pedestrian access stairs at the Santa Clara/Great America station, but we will coordinate with the City of Santa Clara, who owns and manages the pedestrian access, if there are efforts to improve the stairs and access.]

Train #540 (Richmond to Sacramento) – Jan. 22, 2015 – 7 attendees

- When will the Fairfield Vacaville station be open? [STAFF REPLY: 2017]
- Will Capitol Corridor trains continue to stop at the Suisun station after the Fairfield Station opens? [STAFF REPLY: Yes]
- I have been riding between Berkeley and Suisun for 14 years, I love the service, you guys have done great! [STAFF REPLY: Thank you.]
- I am a new rider, this (train) is great! [STAFF REPLY: Thank you.]
- Your point of sale in the café car keeps going down and often times the LSA cannot take credit or debit cards. Plus, it seems to take 10” to reboot the POS. This is inconvenient for customers and a loss of sales for you guys. [STAFF REPLY: Thank you for your report, we will follow up with Amtrak to learn how this is going to be resolved.]
- The tables on the train in the morning at Sacramento are filthy. I now bring my own wipes to clean the table I sit at. [STAFF RESPONSE: Sorry to hear this. We will advise Amtrak management to inform the cleaning vendor of this service issue for immediate correction.]
- I love the volunteers you have in the Sacramento station. They are all nice people and they are always very helpful. It is a great program. [STAFF REPLY: Thank you. We will advise Amtrak of your feedback.]

Train #542 (Great America to Oakland Coliseum) – Jan. 22, 2015 – 1 attendees

- The seats need to be cleaned more. There are stains on some and it is rather disgusting. I bring a towel to sit on. [STAFF REPLY: The seats are meant to be cleaned or replaced if they show stains or wear and so we will work with Amtrak to pay more attention to cleaning seats or fixing damaged seats, or to have a higher standard of cleanliness.]

Train #542 (Richmond to Sacramento) – Jan. 22, 2015 – 19 attendees

- You should consider working out a deal with the Elk Grove commute bus to use that service to connect with Capitol Corridor from Elk Grove. I know a bunch of people who drive to BART in Pittsburg from Elk Grove that would otherwise use the Sacramento station but the cost of parking at Sacramento is the element that is making them decide to drive and park and pay at the closest BART station. [STAFF REPLY: We will have to evaluate with Elk Grove Transit to see if this could be an option.]
- The 10-ride pass is not flexible enough – sometimes I use them faster than 45 days and sometimes not. I would like a flexible 10-ride ticket to be developed [STAFF REPLY: We have heard this suggestion before and will need to work with Amtrak staff to evaluate this option and, indeed, how it could be sold. The concept of making a time flexible 10-ride ticket seems possible using eTicketing, but we will have to evaluate the viability of this.]
- Sacramento parking costs continue to be an issue driving people to parking in Davis for free and filling up that lot. The CCJPA should be able to set a uniform parking policy across all the stations so that the right pricing could be set which would not create winners and losers when trying to take the Capitol Corridor. [STAFF REPLY: The CCJPA does not own or manage the station area or the respective parking policies. We will share this comment with the CCJPA Board and see if any local Sacramento, or other local city elected officials might have some ideas.]
- The SF bus moving from the 5:10 PM time to 4:55 PM has really messed up my work schedule and besides, most of the time the bus is late arriving so I end up getting my work times messed up just to wait for a potentially late bus. [STAFF REPLY: The CCJPA and Amtrak bus operations staff will examine if an adjustment can be made to ensure the proper train meet or what should be done to ensure more consistent on time bus arrival.]
- There were problems before on the 10-ride pass and the SF buses. I hear you have fixed that but I sometimes still have problems and have to go through the frustrating process of calling and that takes too much time to navigate through to the correct person. I should not have to go through that for your mistake. [STAFF REPLY: Amtrak has indeed corrected that initial problem and I have not heard of other problems since the fix but we will check with Amtrak – note: this was already a follow up question to Amtrak and a thorough assessment of the fix has indicated the fix is going well. The CCJPA has asked Amtrak that a simple one page handout be prepared to provide to SF bus riders about how the system has been fixed, how it works, and what to do if an issue is ever encountered.]
- Would you please consider making the quiet car expand to two cars since I see the quiet car is getting more and more crowded and I can't get a seat. [STAFF REPLY: We can consider this while also working with Amtrak to ensure that passengers in the Quiet Car are not using more than one seat.]
- Thank you for improving the menu (I have been riding the train for 12 years Davis to Berkeley) [STAFF REPLY: Thanks for the feedback.]
- The food service boxes are hard to recycle in the recycle “cans”. [STAFF REPLY: We will work with Amtrak to see what can be done.]
- You should consider using QR codes on your printed materials [STAFF REPLY: Marketing will evaluate this option.]
- I suggest having the option of getting plastic umbrella sacks on rainy days [STAFF REPLY: We will look into this.]
- It is difficult to know how many rides have been used on my 10-ride pass. [STAFF REPLY: You can check how many rides are left on your 10-ride ticket in the account information on the Amtrak website, if you have an account as a frequent Amtrak traveller. However, we can also publish a tip on how to get that information more easily.]
- Thank you for discounted BART tickets. [STAFF REPLY: You are welcome.]
- Richmond station is dangerous [STAFF REPLY: We continue to work with BART and Amtrak police to improve and maintain a safe environment at this station.]

- The app that Amtrak has should send me a text when the train is late. [STAFF REPLY: CCJPA will check to see if that is an option in the ticket purchase process and if not, can approach Amtrak about that functionality.]
- Improve the PA system – we can't hear the announcements clearly [STAFF REPLY: The OBIS retrofit should improve the current PA system.]
- Make it easier to use the Amtrak Guest Rewards program. [STAFF REPLY: Amtrak is updating the Guest Rewards system. The CCJPA will contact Amtrak for details.]
- Better WiFi please. [STAFF REPLY: The WiFi system we have can be slightly improved and those measures to improve the system are in motion however, reception and coverage of wireless service is limited due to the movement of our trains and the large number of riders using WiFi.]
- Bus bridges are no fun. [STAFF REPLY: Comment noted.]
- Stepping out of the train is too high and dangerous. [STAFF REPLY: If you have difficulty stepping onto and off of the train please seek assistance from a conductor.]
- Give Conductor Jim Amtrak 8:35 AM in Davis a conductor award. [STAFF REPLY: Thank you. We will pass along this compliment to Amtrak.]
- We should be able to buy a 10-trip with the Amtrak app. [STAFF REPLY: CCJPA will be working with Amtrak to provide that option this year.]
- The app should be improved with a “my trips” section where we can keep track of what we will have for trips or tickets coming up. [STAFF REPLY: We will pass this comment on to Amtrak.]

Train #544 (Great America to Oakland Coliseum) – Jan. 22, 2015 – 10 attendees

- How is OTP calculated? Are there any headways included? [STAFF REPLY: On-time performance is calculated by taking the total number of trains arriving “on-time” at the end-point of the run divided by the total number of trains operated on the run. A train is considered “on-time” if it arrives at the final destination, or end-point, within an allowed number of minutes, or tolerance, of its scheduled arrival time. In Capitol Corridor’s case, the tolerance is 10 minutes.]
- We need more bike cars for trains. There is often not enough bike racks on the trains when I get on, so I have to ride an earlier train out of Sacramento to be able to store my bike on the train. [STAFF REPLY: We try to have two bike cars for every train, though that may not always be possible with limited number of converted bike cars, meanwhile, however, we will be installing additional station bicycle lockers later this year to decrease demand for onboard bicycle storage.]
- Capitol Corridor should consider rewording “trespasser incident” to be less mysterious. Riders appreciate more detail when delays occur and will likely be more understanding of long delays. [STAFF REPLY: Thank you for the suggestion, and we will pass the comment on to the appropriate staff to be considered.]
- Riders need a better notification system for delays. Minute-by-minute updates of delays is not very helpful, instead, we would like some idea of just how long to expect for things to go back to normal so that we can plan alternate transportation options. [STAFF REPLY: We are currently working on a train status project that will let riders check the train status, including any delays. The train status system will include an app and two-way texts.]
- The onboard Wi-Fi system could be improved. I have experienced frequent internet disconnections while using the Wi-Fi on the train. [STAFF REPLY: There is a current effort to upgrade and improve the onboard Wi-Fi system.]

Train #547 (Davis to Martinez) – Jan. 23, 2015 – 21 attendees

- What is the status on the Vacaville station? [STAFF REPLY: Station construction work will start this summer, and we are predicting that it will be in service by early 2017. There will still be train service to the existing Suisun/Fairfield station.]
- What is the update on the Dixon station? [STAFF REPLY: There are currently no CCJPA plans in development for a Dixon station.]
- Conductors should provide more information to passengers when there is a delay. Riders often think the conductors know more than they are telling. [STAFF REPLY: We will pass on the comment to the appropriate staff for consideration.]
- Thruway bus status should also be included in the train status app and notification system. [STAFF REPLY: We will forward the comment to the appropriate staff for their consideration.]

- There are not enough Amtrak police to provide the needed coverage. Is it possible for Amtrak to work with local police to increase presence and effectiveness at stations? [STAFF REPLY: We will forward the comment and question to the appropriate staff for their consideration. In the past where there have been crimes at stations, Amtrak Police have worked with the local police to address the issue.]
- Capitol Corridor train and bus schedules should be adjusted to improve transit connectivity to BART/AC Transit/Caltrain. Current schedules don't provide a smooth connection; BART/AC Transit/Caltrain would depart as Capitol Corridor riders are getting off of the train/bus. [STAFF REPLY: We will forward the comment to the appropriate staff.]
- Are there resources for hearing impaired on trains and stations? [STAFF REPLY: There are TDD phones available on the train and at stations for hearing impaired riders. CCJPA staff are also working on installing an On-Board Information System on the trains that will display train and promotional information in all of the cars.]
- Rider sees mostly empty morning Thruway buses out of Emeryville and thinks there should only be one bus in the morning to reduce wasteful spending. [STAFF REPLY: We will forward the comment and suggestion to the appropriate staff for consideration.]
- Riders want better Wi-Fi connectivity and stability. [STAFF REPLY: There is current effort to upgrade and improve the onboard Wi-Fi system.]

Train #536 (Sacramento to Auburn) – train delay caused shift to Jan. 26, 2015 – 5 attendees

- Not enough people know about the Capitol Corridor in the area. You should market on KFBK or NPR for those who listen on the way home in their car commute. I bet that would raise awareness about the train, which is great [STAFF REPLY: This concept will be brought to the CCJPA Marketing Team for consideration.]
- I wish you had a 10-ride ticket that would last a variable amount of time since the 45 day period is sometimes too short for the way I want to use the train. [STAFF REPLY: We will discuss modifications of multi-ride ticketing with Amtrak since these similar requests have come up from others.]
- When you have a delay, the conductors are usually great, but when we have to wait a long time, the lack of timely information or what is going on is frustrating. Even knowing that a bus is trying to be located is better than nothing. People just want to know than have long gaps of time where there is no information. [STAFF REPLY: This is vital and we will work with the communications protocol within Amtrak and CCJPA to work on better communications in these type of events.]
- I wish there was a way to write in kudos to a conductor to let them and their managers know that they are doing a good job. The good ones should know from the public that they are doing a good job not from CCJPA or even Amtrak management. And of course, the ones that are not as good do not need to have anything but we should be able to let the good ones know! [STAFF REPLY: This concept will be brought to Amtrak and, in fact, could make a very nice feature of the app or via the webpage – thank a conductor.]

Emailed Comments to bizplancomments:

1	<p>Please accept these comments on the CCJPA's draft business plan for FY 2015-17.</p> <p>About me: I ride the Capitol Corridor approximately 1-3 times per month from Sacramento to the Bay Area. I enjoy riding and find the service comfortable, reliable, reasonably priced, and offering attractive amenities.</p> <p>Operating plan: Please consider adjusting the weekend morning schedule to reduce the gap between the first and second trains. Currently, there is a more than 2-hour gap between train 723 (departing Sacramento at 5:50 am) and train 727 (8:10 am). For passengers seeking to reach the Bay Area or Peninsula by 9 or 10 am, neither train is a good option -- train 723 is excessively learning and train 727 will be too late. Adding another departure at 7 am would be ideal. Short of that, perhaps train 727 could be moved 30 or 40 minutes earlier (i.e., to 7:30 or 7:40 am).</p> <p>Capital improvements: I look forward to the installation of the On-Board Passenger Information system, which should increase convenience. I am also interested to learn more about the planned bicycle e-lockers, which is a service I might use.</p> <p>With regard to the bicycle rental service, I would like to know whether this will be the same system as the existing Bay Area Bike Share. If it is possible to utilize the same system, it would be more convenient for users.</p>
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Fares: I appreciate CCJPA's intention to limit fare increases. I would encourage CCJPA to permanently institute a reduced companion fare, so that if two or three people are traveling together, the Capitol Corridor remains price competitive with driving.

Marketing: I encourage CCJPA to increase marketing efforts. In my experience, when people take the train, they like it! But many people in the service area don't think about taking the train. Maybe CCJPA could do reciprocal marketing with local transit agencies: ads for the Capitol Corridor on bus stops and local trains, and ads for local transit services on Capitol Corridor trains.

Thank you for your consideration.

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Gavin Baker

[CCJPA Response: Thank you - first comments in and good ones at that.

On weekend train reschedules, we will consider your suggestion but must do so against the train equipment available and the markets served along the route for those times. The bike eLocker systems will be just like those found at BART stations today. Bay Area Bikeshare is going to be at as many stations as feasible, but the folding bicycle rental is a different service, more like day rental associated with the train vs. bikeshare which is used more for quick trips in the first/last mile. On the companion fare, we have worked with Amtrak to devise some small group travel deals and then the Take5 program for the weekends. We will review your companion fare idea and see if it could be successfully implemented. The marketing budget has been the same for years and year so your ideas of working with other transit agencies is a refreshing idea. We can see if they would be interested in a cross-marketing idea.]

2 Hello

I would like to make a comment on the business plan. I am a frequent rider and an economist.

On page 15 - you mention a desire to have "real-time information on ridership and revenue" which will lead to "operating cost efficiencies." How will it do this? In other words, will anyone who has the authority actually consider cutting a train if the revenue/cost ratio is too low? I don't think anyone at CCJPA will consider cutting train service, so it doesn't seem like achieving "operating cost efficiencies" is actually a real goal.

I would like to see ridership data broken down by train number. I find this to be a glaring problem - some trains clearly are more full than others, so can you please provide ridership, revenue and operating cost listed by train number?

On page 11 - Can you explain and justify how you arrived at "72 million vehicle miles removed from Northern California highways" ? Knowing what people would do in the absence of the train is difficult, so I would like to know the assumptions and the data that went into calculating this.

thanks
Damian

Damian Park

[CCJPA Response: Just had a problem with the email server so this may have already made it to you - not sure:

Thanks for the comments - I will answer those that I can.

Real time information is perhaps a misnomer but the meaning behind that is to get a slew of data from Amtrak for each train trip, and that include ticket lifts and usage data. We have never had access to this data before because of the way the information was gathered by Amtrak and presented to us simply on a report sheet - by month - and in a format that we could never gather together unless we keyed it in. With this information which just started flowing to us in December 2014, we can now use a database to track ridership and revenue trends by origin/destination in addition to a slew of other information. We are always trying to use what information we have to look at our costs of service and lead to operating cost efficiencies and this will enhance that capability with more accurate information. We have the authority to modify the schedule and a host of other things and work with Amtrak on their costs of providing the service. There are some things we have done and will continue to do over the years to keep costs under control yet not degrade the service and that is what we mean by operating cost efficiencies. Many of them are behind the scenes of the customer or don't affect things like the schedule and train timing. Poor selling cafe car items and food spoilage is one such example.

We do have the train ridership by train but never have had a request to put that in the biz plan document. I will attach our latest December 2014 report to this email so you can look at that and by your comment, we will consider adding such a table, however we don't have canned reports yet that average this over the calendar or fiscal year. The efforts to get that real time and raw data will allow that to change.

The vehicle miles removed is a number calculated based on actual surveys we have that show 90% of the people would have made the trip in their car or a car anyhow. We apply accepted auto occupancy factors to the 90% who would have driven and multiply that by the average trip length to get annual VMT and from there can calculate a host of other factors about the general emissions reduced if the service were not in place. This method does not account for the VMT to/from stations if there was any VMT (transit and bicycle, for example).]

3 Collection of transfers:

VTA/AC transit operators rarely know what to do with a transfer. I expect them to take the transfer so the agency can be reimbursed. When VTA ticket agents check the transfer on light rail, they mark the transfer and give it back.

Planning for Levi stadium events has prioritized infrequent passengers for the daily commuters. The weekend train schedule was altered for 10 game season. Transportation back to the Great America station requires an added 30 minute window to allow for blocked roads.

I watched numerous passengers unable to reach the station to be dropped off or picked up at the Great America station during Levis events.

Lick Mill VTA station is closed at certain times while event occurs.

Hayward Station needs to have more frequent cleaning of parking lot. I often find debris, or people using it to dump garbage.

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Lawrence Kevin

Monthly pass patron

[CCJPA Response: Thank you for your time to comment.

There is a difference between the bus and light rail uses. On buses, they collect those

	<p>transfers. On light rail, they may mark it but they want you to retain the ticket in the event there is a fare inspector that boards. We work out the reimbursement to the light rail folks external to the tickets themselves.</p> <p>On the Levi stadium events, we have to keep our trains in a slot which is consistent for all the weekends so we recommend making addition time on game days. But as well, we can consider timing our announcements around game days to encourage people to leave that extra time to get to the station.</p> <p>It is the VTA that makes the closure decision. It appears here (http://www.vta.org/News-and-Media/Connect-with-VTA/Changes-in-Service-to-Levis-Stadium-to-Begin-with-Friday-Night-Game) they explain the matter.</p> <p>Thank you for your comment about Hayward - we will check with the City as to its upkeep.</p>
4	<p>Dear CCJPA,</p> <p>In your recent business plans, you explore options for train service that eliminate Hayward as a Capitol Corridor stop. I live in Hayward and commute to Santa Clara by train. While I understand the desire to speed up commute times for Oakland commuters, it should still be possible to offer an express route for Oakland, and a local route that serves Hayward, Union City, and Fremont. My office is far enough away from BART that it is not a practical option, even if you assume that some future expansion of BART will bring service to Santa Clara or San Jose. The current Hayward Bart station is within walking distance of my house. My office is within walking distance of the Great America station. It would be a shame if changes to your service plan forced me, and other commuters, to have to get back into a car and onto our already overly congested roadways. Please consider options that allow citizens in the southerly part of the east bay to continue to commute to Santa Clara.</p> <p>Thank you,</p> <p>Krister Johansen Hayward, CA</p> <p>[CCJPA Response: Thank you for providing your input. I can understand how you feel how it would be disruptive for you lose the use of the Hayward station.</p> <p>We have not decided on an option to re-route the service at this time. We will still need to evaluate such options, look at costs/benefits and then pursue an environmental document if we were to contemplate such a move. In addition, we don't have any input from the owner of the railroad, UPRR, on this matter. So, overall, the decision is a weighty one and one that will evolve over time, if it even continues to be an objective.</p> <p>If there were to be a relocation, there is a potential to add a new station like in the Newark area versus just going Oakland to Santa Clara/Great America.</p> <p>If we do get moving on an analysis that involves public input, we will be required to give notice to our existing riders, on our website, and the like, to get public input.]</p>
5	<p>Overall, the Draft Business Plan looks great. I've started my 15th year of commuting between Suisun and Sacramento. In addition to gradually improving on-time performance (with still too many equipment failures, however), I am pleased to see that someone recently created "Quiet Car" signs for the morning trains – useful when Car 1 (rear) has schoolchildren or for some other reason another car serves this purpose. And bicycle enhancements seem very popular.</p> <p>Two subjects perhaps not strictly part of the business plan nonetheless deserve mention:</p>

1. Intermodal coordination. At times, cooperation seems to wane between Martinez-Benicia bridge folks (and bar pilots?) and the Capitol Corridor. Worse, the status updates rarely inform of this problem until its 20 minutes or so of day has passed. More important, some effort needs to be made to gain the cooperation of Sacramento Regional Transit, which I'm told has been unwilling to confer with CC on scheduling. Under current conditions, running the 524 five minutes earlier would significantly increase passengers' ability to take the light rail at the station without waiting 10-15 minutes.

2. Sacramento Terminal: in its current condition, it is a disaster from the point of view of riders, adding ¼ mile of walking in each direction for essentially meaningless safety improvement. CC should have staunchly resisted that development without concurrent plans to reroute light rail and/or buses to bring them closer to the trains. The City Architect has informed me there are neither plans nor funds for such things, even though when the light rail track was brought to the station area (right where the trains USED to) we were told it was temporary construction as the tracks would move once construction was complete. At least two possible changes – nowhere discussed – could regain some of the lost convenient and rejustify calling the Sacramento terminal “intermodal.” First, a pair of stairways (and perhaps an elevator should enable passengers to climb directly from the platforms to the new 5th Street overcrossing, which appears to have suitable abutments to accommodate passengers seeking to transfer to a bus. Second, the North end of the tunnels could be converted to an alternative exit, particularly if RT could relocate light rail to north of the tracks – even using the “Township 9” train to reach that point. For that matter, extending tunnel to 5th Street without the detour toward Old Sacramento would have mitigated the horror of the station improvements, but I imagine that's no longer an option.

It would also be good to see some planning for potential new routes (other than High Speed Rail) to coordinate with Capitol Corridor, such as a train to Napa. Long term, I would like to see thought given to adding a direct Martinez-Vallejo-Fairfield link, even if that must await the construction of a second suspension span across the Carquinez Strait: that is, be ready to lay claim to the old span for rail use (and perhaps bicycle) rather than see its removal. And more information, rather than 13-year old terrorism warnings, advertising and other repetitive stuff, should go up on the station signs.

On a less serious note, perhaps the new “North Fairfield” station (which really should be “Vacaville-Dixon”) could be named after Gene Skoropowski, whose steadfast efforts brought about much of what is good about the service today.

Sincerely,
Timothy E. Morgan

[CCJPA Response: Mr. Morgan - thank you for those thoughtful comments and suggestions.

While those two items are not per se Business Plan topics, they are worthy of a response.

The bridge opening is a built in on-going matter for CCJPA. We do meet 2x a year with bridge folks to keep communications and attention on optimal scheduling so it may be time for the next one based on your comments. With RT, we really have a challenge with both of our systems that are designed to operate at times which may have reasons that are not related to what is happening or not happening in Sacramento. We can examine 524 for this matter.

As for the Sacramento station, we regret that the walk is an issue now but the safety aspect of NOT crossing freight tracks is an often times under stated benefit of the project. That being said, we are working with Sacramento to get the Phase 3 option as much support as possible as soon as possible, which will move more of the station facilities closer to the platform,

At the larger state vision level, we are engaged with the state as they try to work through the future of rail for California. We are in the process of advancing our own Vision Plan for the next 25 years.

Again - thanks for your insights and suggestions and for being a conscientious rider of our service.