



Performance Report **FY19**

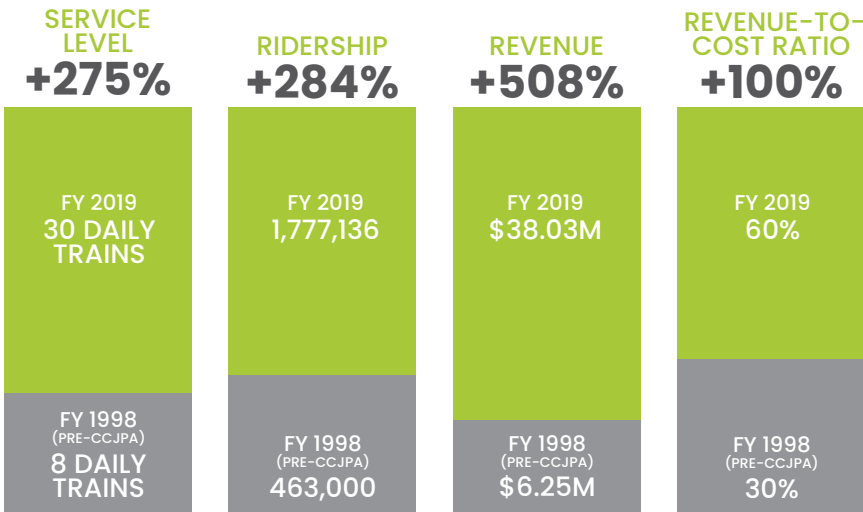
CAPITOL CORRIDOR JOINT POWERS AUTHORITY

Welcome Aboard!

With FY2019, the Capitol Corridor celebrated five straight years of record-breaking ridership and revenue, with a new all-time high of 1,777,136 riders and \$38.03 million in revenue. This growth is reflected in the Farebox Ratio, which reached a previously unattained 60%.

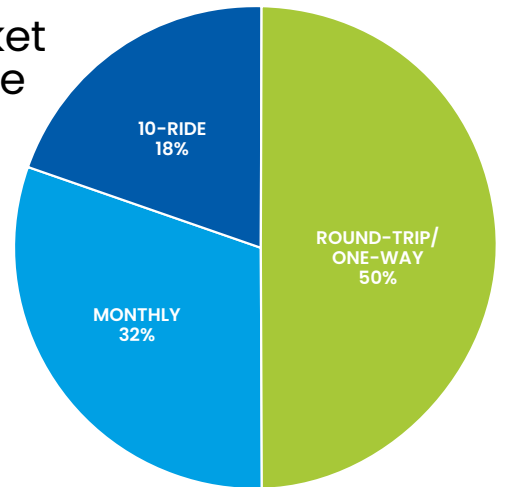
To build upon this success, and to ensure the Capitol Corridor's place as a premier travel choice, the CCJPA is making progress on infrastructure improvements, safety upgrades, customer service enhancements, and service expansion projects. These efforts aim to maintain Capitol Corridor as a quality, convenient, cost-effective, and flexible option for years to come.

21 Years of Improvement*

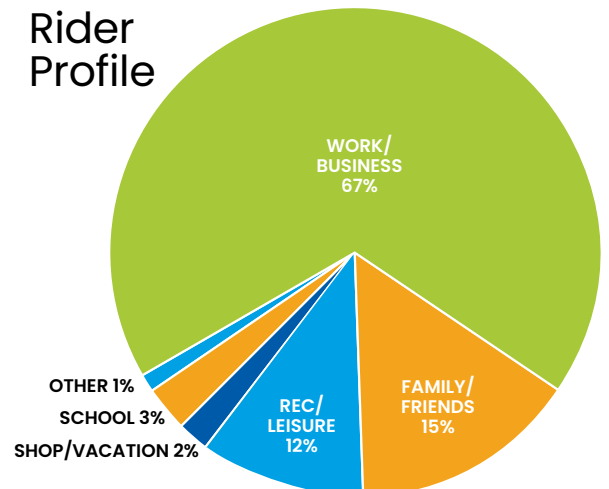


*CCJPA assumed management of the service in 1998.

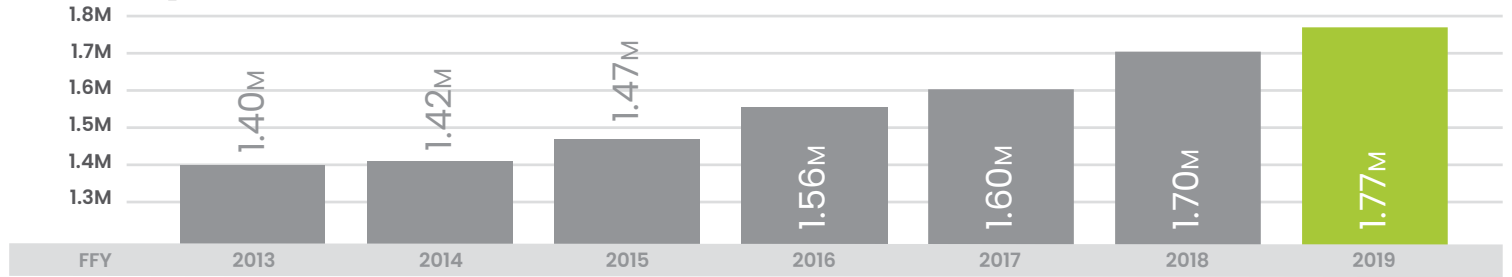
Ticket Type



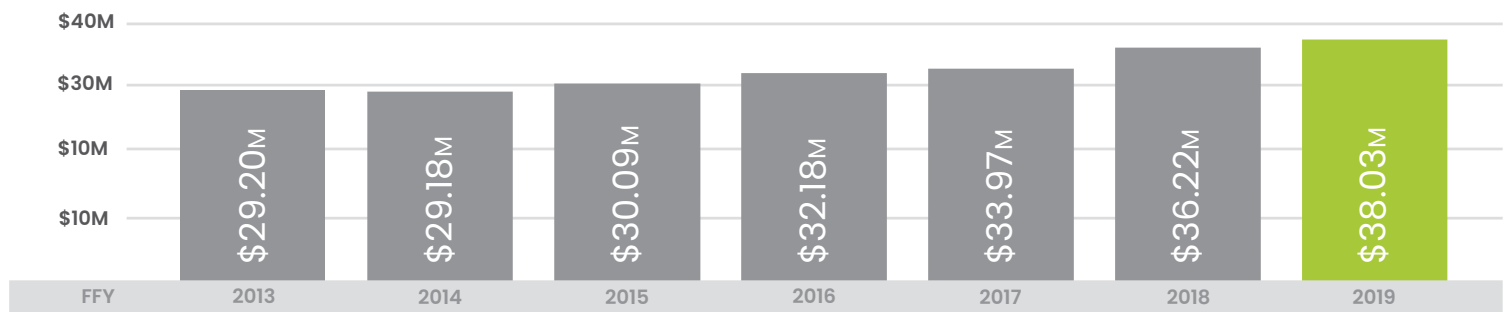
Rider Profile



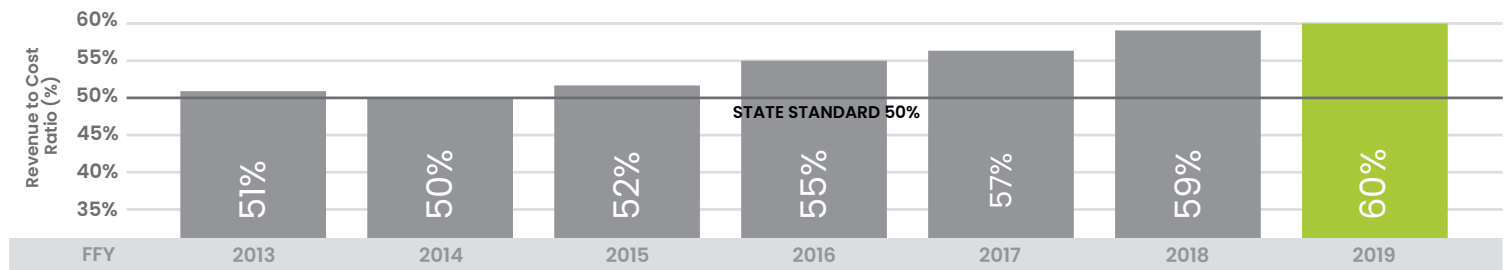
Ridership (IN MILLIONS)



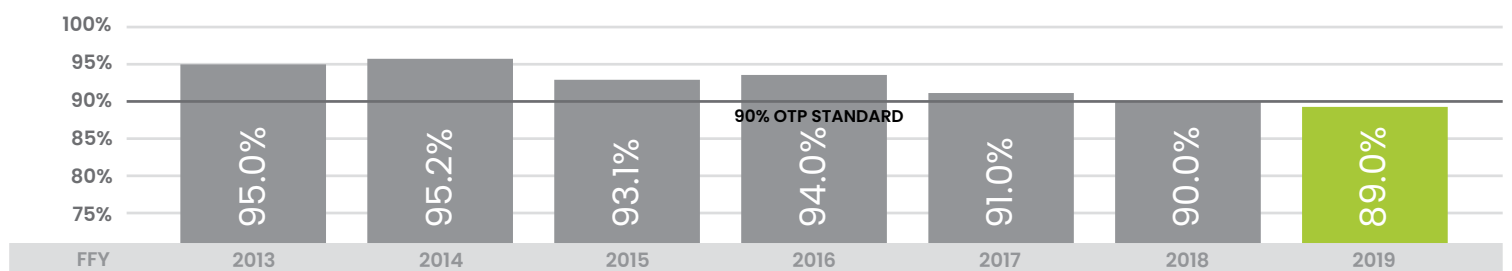
Revenue (IN MILLIONS)



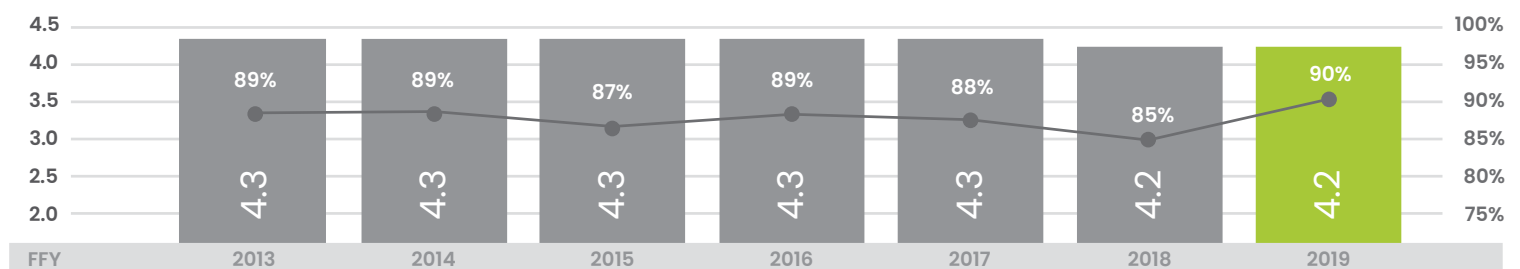
Farebox



On-Time Performance



Overall Satisfaction AMTRAK CUSTOMER SERVICE INDEX (CSI) CSI SCORE



● = AVERAGE ANNUAL SCORE BASED ON BIENNIAL CCJPA ON-BOARD SURVEYS

2019 Milestones

Highest Ridership in our 28-year History

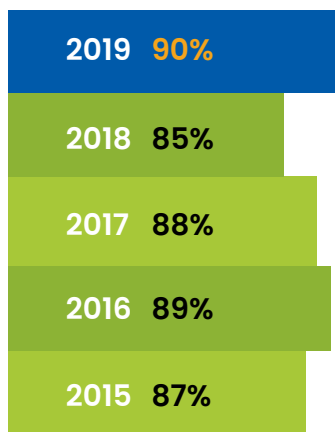
89%
Average
On-Time
Performance

+284%
Ridership
increase since
FY1998*

\$38.03M
Annual Revenue
+5.1% compared
to FY2018

*CCJPA assumed management of the service in 1998.

Customer Satisfaction

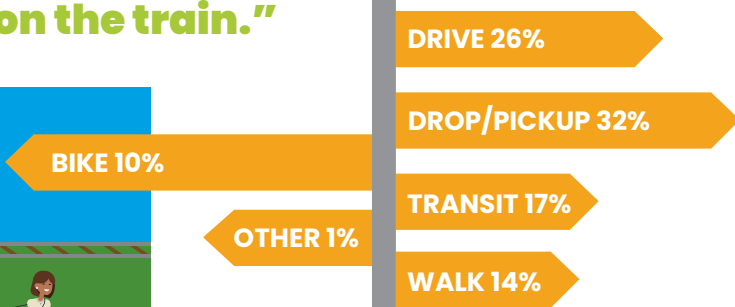
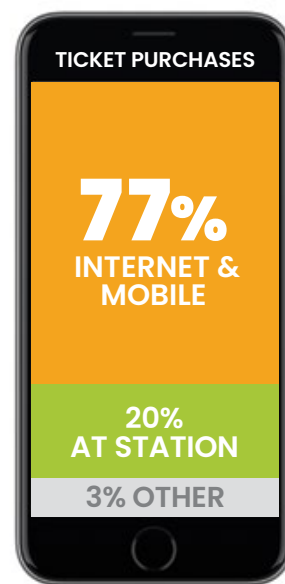


High-Ranking Ridership

Capitol Corridor is ranked number two in the nation for ridership amongst the state-supported routes. Together, with the Pacific Surfliner and the San Joaquins, the ridership of California's three intercity rail routes represent almost 20% of Amtrak's national ridership.

TOP 4 Origin & Destination Pairs	Busiest Trains
EMY ↔ SAC	#523
SAC ↔ EMY	#525
SAC ↔ RIC	#538
OKJ ↔ SAC	

"It's my preferred way to travel for work, and I get to take my bicycle with me on the train."



Modes of Travel to Station

Customer Experience Initiatives

Stride on Board

In FY19 the Capitol Corridor introduced the Stride On Board program for college students. The program features a new 6-ride ticket, promotion of the existing 15% everyday discount, as well as a rewards program.



“I love taking the train, I can work, sleep, and read instead of driving.”

“We enjoy going to A’s games this way.”

Event Trains

With access to major sports and concert venues, Capitol Corridor trains carried passengers to and from popular events, such as the San Francisco 49ers, Oakland Raiders and Paul McCartney. A stand out event for the year was the Rolling Stones tour stop at Levi’s® Stadium. Train 748 carried 625 passengers to the concert!



Capitol Corridor

San Francisco to Emeryville

Connecting Bus Information

View Current Schedules
Use the camera on your smartphone to scan the QR code below!

www.CapitolCorridor.org
Service alerts, train status and current discounts and promos.
Or call 877-974-3322.

PURCHASING TICKETS IN ADVANCE:
• CapitolCorridor.org
• Ticket Kiosks
• Amtrak App
• Staffed Stations

TICKETS: A valid government-issued photo ID is required to purchase tickets. For passengers boarding a bus without a ticket, the driver will hold your ID and present it to the ticket agent at the next staffed station. Passengers can retrieve their ID at the time of the ticket purchase.

LOGSAGE: No checked baggage service. Limit 2 pieces, no more than 50 lbs. and cannot exceed 28" x 22" x 14"

BIKES: Bikes welcome on first come, first served basis and must be stored in luggage compartment or bus front-end.

LIQUOR: No alcohol on board.

HOLIDAYS (Weekend schedule applies): New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.

FREE TRANSIT TRANSFERS: Capitol Corridor passengers may ask conductors for free CD transfers and ride free KC Transit, The County Connection, Davis Linkbus, eTrain, Fairfield and Solano Transit (FAST), Sacramento Regional Transit, Tri-Delta Transit, VTA, WestCAT, and Volabus.

SERVICE ALERTS: Visit www.capitolcorridor.org/news-alerts to sign up for service alerts.

CONNECTIONS: For information about connections to/from the San Joaquin, the Coast Starlight, and the California Zephyr, please visit www.amtrak.com or call 1-800-USA-RAIL.

Route Map
Train Stations and Bus Connections

Reference Notes
● Staffed station
● Unstaffed station
○ Transfer station
⚡ Sports & entertainment stadium
⚡ Amusement park
⚡ Airport connection
+ Bus connection
+ Ferry connection

APPROXIMATE TRAIN TRAVEL TIMES FROM EMERYVILLE TO:

Westbound
OKJ Oakland Jack London - 8 mins
OAC Oakland Coliseum-BART - 17 mins
HAJ Hayward - 27 mins
FMT Fremont - 42 mins
GAC Great America-Santa Clara - 58 mins
SCC Santa Clara University - 1 hr 5 mins
SAC San Jose - 1 hr 21 mins
Eastbound
BYJ Berkeley - 5 mins
BCJ Richmond-BART - 12 mins
MTZ Martinez - 37 mins
SFJ Suisun-Fairfield - 55 mins
FFV Fairfield-Vacaville - 1 hr 1 mins
DAV Davis - 1 hr 22 mins
SAC Sacramento - 1 hr 47 mins
RWJ Roseville - 2 hrs 17 mins
BLM Rocklin - 2 hrs 32 mins
ABN Auburn - 2 hrs 57 mins

PLEASE NOTE: Fares, routes, schedules and policies are subject to change without notice. Train and bus schedules published here are approximations for a normal trip, and are subject to change due to service disruptions, equipment availability, connecting transit agency schedule changes and unforeseen circumstances.

Connect with us:

Evergreen Signs

Committed to sustainability and efficiency, the Capitol Corridor introduced its first evergreen signs at connecting bus stop locations along our route. Passengers will always have accurate and up to date schedule information by accessing a QR code on signs via their smart phone. These signs are expected to have a 2-3 year lifespan as opposed to being replaced every 6 months.

“The train is faster than driving and causes less pollution.”

Customer Touchpoints

During FY19, the Capitol Corridor extended its communication strategy for service alerts to passengers which now include early morning, night, and weekend service hours. Additionally, an Interactive Voice Response (IVR) system was launched to provide phone support to customers outside of business hours.

● Existing Touchpoints

○ New Touchpoints for 2019



	AMTRAK			AUTOMATED			CCJPA STAFF	
Hours	Conductors	Station Agents (at staffed stations)	Service Alerts (Email/Text Alerts)	PIDS (Custom Messages)	CC Train Status (web/app/two-way SMS)	Capitol Corridor Website Alerts	CCIPA Call Center	Social Media (Twitter)
4:00 AM - 5:00 AM	●	●	○		●	○	○ IVR	●
5:00 AM - 7:00 AM	●	●	●	●	●	●	○ IVR	●
7:00 AM - 8:00 AM	●	●	●	●	●	●	○ IVR	●
8:00 AM - 5:00 PM	●	●	●	●	●	●	●	●
5:00 PM - 6:00 PM	●	●	●	●	●	●	●	●
6:00 PM - 9:00 PM	●	●	●	●	●	●	○ IVR	●
9:00 PM - 12:00 AM	●	●	○		●	○	○ IVR	●

Project Highlights

Several projects got their start or reached milestones in FY19, improving overall service. These short- and long-term projects cover station improvements, track upgrades, sustainable operating initiatives, on-board amenities, safety efforts, and future planning for inter-regional passenger rail service integration.

Travel Time Savings Project

Funding: TIRCP and Prop 1A

EXPERIENCE

Implemented track improvements that projected approximately 10 minutes of travel time savings along our route. With the implementation of Positive Train Control in 2018 and the opening of the Fairfield-Vacaville Hannigan station in 2017, about four minutes of the time savings was absorbed, resulting in 6 minutes of net travel time savings.

2015 Track Improvements Identified

2016 Improvements Construction Begun

2019 Project Completion

Sacramento–Roseville Third Track Service Expansion Project

Funding: TIRCP, Prop 1A, Prop 1B

ENVIRONMENTAL EXPERIENCE

With the addition of a third railroad track between Sacramento and Roseville, the Capitol Corridor would be able to increase frequencies between the two stations. An improved Roseville station is also a goal of the project.

2015 Environmental phase complete

2016 Awarded \$87M from TIRCP towards project design and construction

2019 25% design complete

2021 Phase one final design complete

2022 Phase one construction to begin

Positive Train Control (PTC)

Funding: Prop 1B, Cal OES

SAFETY

CCJPA, in coordination with its operating partners, Amtrak and Union Pacific, has completed the installation and testing of PTC along the 170-mile Capitol Corridor route. PTC is a complex signaling and communications technology that is designed to provide a critical safety overlay on top of an already safe railroad operating environment.

2017 Equipment installation and testing

2018 Equipment installation and system implementation completed

Next Generation Wi-Fi

Funding: Annual State Supplemental Allocations

EXPERIENCE

The next generation Wi-Fi service will nearly double the bandwidth and will be continuously upgraded with newest improvements in Wi-Fi technology.

2018 Assumed management of existing Wi-Fi from Amtrak

2019 Wi-Fi service provider procured under new service model to include technology upgrades

2020 Installation of next generation Wi-Fi equipment on train to begin

2020 Installation complete

Renewable Diesel

Funding: CCJPA Operating Budget

ENVIRONMENTAL

In collaboration with the California Air Resources Board (CARB), CCJPA is currently testing alternative fuel options that will work with new Tier 4 Charger locomotives, which operate with high-pressure fuel systems.

2016 Exploration of alternative fuel options

2017 Renewable fuels tests on F-59 locomotives

2019 Renewable fuels tests on Tier 4 Charger locomotives

Right-of-Way (ROW) Safety and Security Improvements

Funding: SRA

ENVIRONMENTAL SAFETY

The ROW Safety and Security Improvement Project is a partnership between CCJPA and Union Pacific to identify and mitigate safety/security concerns along the Union Pacific ROW, such as removing debris and temporary shelters. These actions help decrease trespasser fatalities as well as delays caused by debris on the tracks.

2016 Exploration of alternative fuel options

2017 Renewable fuels tests on F-59 locomotives

2019 Renewable fuels tests on Tier 4 Charger locomotives

California Integrated Ticketing Program (Cal ITP)

Funding: TIRCP

EXPERIENCE

CCJPA is managing a CalSTA-led, multi-agency initiative to research, develop and implement an Integrated Travel Program (Cal ITP) that will enable California residents and visitors to plan and pay for travel across multiple modes of transportation, including bus, metro, light and intercity rail, paratransit, bike hire, and ride-hailing services in California.

2016 Case study of European models of integration and fare policies

2018 Cal ITP forum for sharing lessons learned

2019 Team assembled to build framework for comprehensive Cal ITP

Santa Clara Siding Improvement Design

Funding: SRA, TIRCP

EXPERIENCE SAFETY

This project creates a new place for trains to meet and pass south of the Great America Station, easing train congestion in the South Bay. Trains that have been impacted by congestion will see these related delays reduced to 5-10 minutes from an average of 30 minutes.

2017 Final design started

2020 Final project design to be completed

2022 Project completion

LED Lighting for Richmond and Martinez Stations

Funding: Minor Capital Improvement Projects

ENVIRONMENTAL SAFETY

New LED lighting at Richmond and Martinez provides a safer experience for passengers at nighttime; offers better lighting for security cameras; requires less maintenance; and is more energy-efficient.

2019 Project started

2020 Project completion

Surfliner Door Panel Replacement

Funding: Caltrans Division of Rail and Mass Transportation

EXPERIENCE SAFETY

Over time, there has been an increase in delays associated with the existing door panels on 22 Surfliner rail cars; the door panels are in need of replacement due to age. The new door panels will mitigate related delays, be more secure, and offer a quieter ride by reducing exterior noise.

2019 Procurement of new door panels for 22 Surfliner cars

2020 Installation of door panels to begin

2021 Project completion

Wayside Power

Funding: Prop 1B, CCJPA Operating Budget

ENVIRONMENTAL

The installation of wayside power in layover stations such as Auburn allows locomotives to switch power source from diesel fuel to electric ground power cabinets, providing a more environmentally friendly solution. Switching to electric power cabinets during layovers also extends the life of the locomotive engine and allows for an optimized maintenance schedule.

2019 Installation of wayside power cabinets at Auburn station



New Transbay Rail Crossing

Funding: TIRCP, Annual State Supplemental Allocation

EXPERIENCE

A new Transbay rail crossing opens the possibility of sharing a crossing among agencies such as BART, Caltrain, ACE, High Speed Rail, or Capitol Corridor. This in turn would create a truly connected Northern California Megaregion.

2019 Funding awarded to survey project impact on employers and workforce demands

2020 Hire staff dedicated to managing project

Davis Station Improvement Project

Funding: PTA SRA, CCJPA Revenue Above Budget

EXPERIENCE SAFETY

CCJPA is collaborating with Amtrak and Union Pacific for track and signal upgrades. This is the first phase of a larger project of improvement initiatives at Davis Station that will improve safety and ADA access with center island platforms.

2019 \$4M committed for track and signal upgrades

2021 Track and signal upgrade completion

Alviso Wetland Railroad Adaptation Alternatives Study

Funding: Caltrans Adaptation Planning Grant and CCJPA Operating Budget

ENVIRONMENTAL

This Study is the first step in understanding the sea level rise adaptation design options for the railroad infrastructure between Newark and Santa Clara and the opportunities for passenger rail service improvements and habitat restoration that could be achieved concurrently.

2014 CCJPA Sea Level Rise Vulnerability Assessment completed

2018 Alviso Wetland Railroad Adaptation Alternatives Study initiated

2020 Final report to be completed for the Alviso Wetland Railroad Adaptation Alternatives Study



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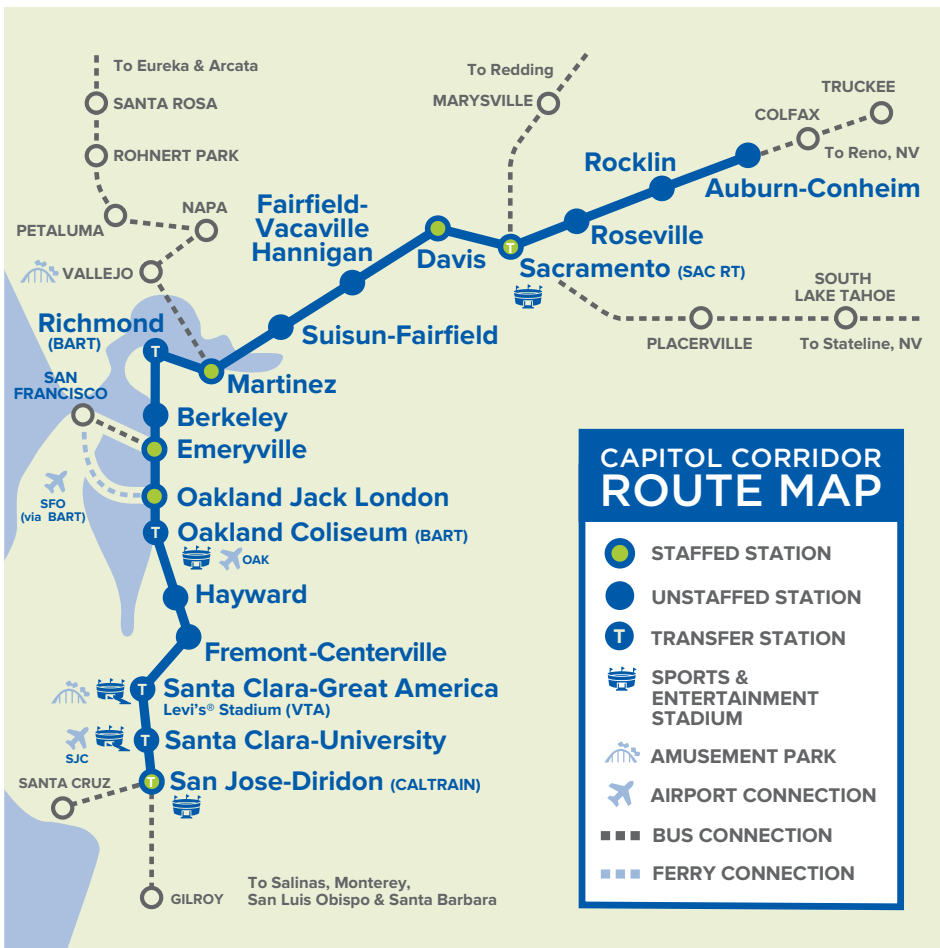
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Hannigan Dedication

Over 30 years ago, Tom Hannigan, a lifelong public servant knew rail service connecting communities in Northern California would one day be a reality. In recognition of Hannigan's forethought and for championing the creation of the Amtrak-operated Capitol Corridor route, the newest stop along the corridor in Fairfield was renamed the "Fairfield-Vacaville Hannigan Station."

"I'm a frequent rider, and the service is better than any other transit agency."



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@CapitolCorridor



CAPITOL CORRIDOR JOINT POWERS AUTHORITY
300 Lakeside Drive, 14th Floor East · Oakland CA, 94612
1-877-9-RIDECC (1-877-974-3322) · capitolcorridor.org