
RIDE GUIDE & TRAVEL POLICIES

CAPITOL CORRIDOR

Effective October 2017

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WELCOME ABOARD!

It is our pleasure to welcome you aboard the Capitol Corridor, the nation's premier intercity passenger rail service. We take pride in delivering customer-focused, superior-quality service, and we're dedicated to making your travel experience safe, comfortable, and convenient. This guide helps achieve our mission by outlining what you need to know about using our train and connecting bus service.

WE'LL TAKE YOU THERE

The Capitol Corridor operates daily trips along a 170-mile corridor between the Sierra Foothills and Silicon Valley, with service to stations in Sacramento, Berkeley, Oakland, San Jose, and other communities. Dedicated bus routes extend our service to popular destinations throughout Northern California, including downtown San Francisco, Santa Rosa, Lake Tahoe, Reno, and Santa Barbara.



SCHEDULES & TRAIN STATUS

For the most current service information, visit our website, www.capitolcorridor.org, where you can also sign up for service alerts and get real-time train status. You can also pick up a schedule at a Capitol Corridor station or on board the train.

STATIONS

The Capitol Corridor has both staffed and unstaffed stations along the route. Staffed stations have agents available to personally assist with ticket purchases, customer service needs, and questions. Restrooms, bike storage, and other amenities are available at many staffed stations. While unstaffed stations do not have agents, most have Quik-Trak ticketing kiosks. For a full list of amenities by station, please visit our website, www.capitolcorridor.org.

Stations are not owned by the Capitol Corridor but rather by a local entity, usually the city. If you have questions or comments about stations that are not addressed on our website, please check with the local city.



TRAFFIC FREE

TICKETS

Capitol Corridor trains generally do not require advance purchase, so it is easy to just buy a ticket and ride. Travel on certain holidays, in conjunction with promotional offers, or on many bus routes (Emeryville to/from San Francisco excluded), may require an advance purchase. All Capitol Corridor tickets are non-transferable; they are only good for the person whose name appears on the ticket.

Since Capitol Corridor trains are unreserved, passengers can use a rail ticket at any time, provided it's within a year of the original travel date indicated on the ticket. If the alternate travel itinerary is more expensive, the higher fare will be charged. Other restrictions may apply to promotional offers, and passengers should refer to the terms and conditions of the offer.

Remember, when you purchase a ticket, it is good for one seat only, and passengers may not use empty seats to place feet or personal belongings.

TYPES OF TICKETS

One-Way or Round-Trip

These tickets are good for one-way or round-trip travel between two stations.

Monthly Unlimited

Monthly tickets are sold at a discounted fare and allow for unlimited rides between the stations listed on the ticket, or any station in between. They are valid during and expire at the end of the calendar month in which they are issued and may not be prorated.

Ten-Ride (45-Day)

Ten-ride tickets are sold at a discounted fare and are valid for 10 one-way rides within a 45-day period between the stations listed on the ticket, or any station in between. Any tickets not used within the 45-day period are forfeited; they may not be extended or credited towards another ticket.

eTicketing for Convenience and Flexibility!

Tickets purchased online are issued as electronic tickets, or eTickets. If you have a smart phone, you can simply pull up and show the ticket to the train conductor. eTickets can also be printed out from any computer, Quik-Trak machine, or by a station agent. eTickets do not have cash value, so if it's lost, it can simply be reprinted.

HOW TO BUY TICKETS

Ticket Type	Online	Station Ticket Agent*	Quik-Trak**	On Board***
One-way	●	●	●	●
Round-trip	●	●	●	
Monthly unlimited	●	●	●	
Ten-ride (45-day)	●	●	●	

**Staffed stations only.*

***The Hayward and Oakland Coliseum stations do not have Quik-Trak kiosks.*

****Surcharge will be applied unless boarding station is unstaffed. Conductors accept payment with cash or most major credit cards.*

BUS TICKETS

If your travel involves a bus connection, your ticket will include the route's designated bus segment, as well as the rail segment. With the exception of bus travel to and from South Lake Tahoe, tickets with a bus connection must include a train segment as part of the itinerary; passengers are not allowed to purchase bus segment tickets only. Because buses have fewer seats than trains, we recommend that passengers booking a trip with a bus segment purchase their ticket in advance.

If you have not purchased your ticket in advance and are beginning your trip on a bus, you can purchase your ticket on a smartphone or the Amtrak mobile app and show the bus driver. Otherwise, you must leave your photo ID with the bus driver. Once at your staffed transfer station, you will be able to purchase your ticket for the full route – including both bus and rail segments – and pick up your ID from the Station Agent. Bus drivers cannot sell tickets (except for service to and from South Lake Tahoe.)

DISCOUNTS AND PROMOTIONS

The Capitol Corridor offers a variety of everyday discounts for seniors (age 62+), children (ages 2-12), disabled persons, and members of select organizations. Infants under the age of two ride free. The Capitol Corridor also runs seasonal and destination-specific fare promotions. For a list of current promotions, visit our website, www.capitolcorridor.org.

COMMUTER BENEFITS

If you travel between home and work on the Capitol Corridor, you may be eligible to take advantage of employer-sponsored programs that save you money on public transit. Ask your employer's human resources or benefits office for details about what programs they offer.

GROUP TRAVEL

Business, social, and student/youth groups of 20 or more passengers can take advantage of our generous group travel discounts. Group travel requests must be received 21 days in advance of your preferred travel date. To learn more about our group travel program, please visit www.capitolcorridor.org/group-travel-discounts, or call 1-877-9-RIDECC (1-877- 974-3322) for more information.

HAVE YOUR TICKET READY

Even if you are a frequent rider or are familiar with the conductors, you must present your ticket to train staff as evidence of the paid fare. Train conductors and bus drivers are required to check each passenger's ticket. If you are making a connection between the train and a bus, you must be ready to show your ticket for each segment of travel.



LOST TICKETS

Monthly unlimited and 10-ride tickets, as well as most one-way and round-trip tickets, are issued as eTickets, regardless of how they are purchased. These tickets do not have cash value and may be reprinted or accessed on a computer or mobile device if lost.

Tickets for certain itineraries (e.g. group travel tickets) are issued as paper-value tickets; this type of ticket is like cash and should be safeguarded. Conductors and bus drivers will collect paper-value tickets upon boarding the train/bus, so if your ticket is lost, they will not be able to look it up on their scanning device.

Please note: Amtrak and the Capitol Corridor are not responsible for lost, stolen, misplaced, or destroyed tickets. You must purchase a new ticket to travel.

SAFETY AND SECURITY

Security measures are in place for the benefit and safety of our riders. We ask for your cooperation in following rules and guidelines to ensure the safety of all passengers.

SECURITY MATTERS

Conductors may check anyone's government-issued photo ID and ticket. At the discretion of the Federal Transportation Security Administration (TSA), police officers may conduct random passenger ticket and identification checks on board trains. Security policies also require that all carry-on baggage be visibly tagged with your name and address.

TRUST YOUR INSTINCTS

Help keep our trains safe and secure for everyone by being watchful and observant. Please report any unmarked or unattended items or suspicious activity immediately to the conductor, station agent, or train crew. In the event of an emergency notify a member of the train crew, contact the Amtrak Police Department at 800-331-0008 (or text APD11), or call 911.

PASSENGER AGE RESTRICTIONS

Children 12 years old and under are required to be accompanied by an adult who is at least 18 years old. Children who are 13, 14, or 15 may travel unaccompanied in accordance with Amtrak's Unaccompanied Minor Policy. This policy includes the conditions that travel must be between two staffed stations and may not include travel on connecting bus service. You can read the full policy at www.amtrak.com.

PASSENGER IDENTIFICATION

Passengers 16 years and older must present valid photo identification when purchasing tickets, and must carry this ID with them on board the train and when riding buses. Valid photo IDs accepted for travel include:

- Government-issued photo driver's license.
- Government-issued photo ID for non-drivers, or, if ID does not include a photo, it must identify the passenger by physical characteristics.
- Passport.
- Current university, college, or high school photo ID.





PASSENGER CODE OF CONDUCT

The Capitol Corridor recommends the following tips to ensure all passengers enjoy a safe and comfortable ride.

At the Station

- Plan to arrive at the station at least 10-15 minutes early so you do not have to rush to catch your train.
- If you need to park your car, lock your bike, buy tickets, or require assistance getting to the platform, we suggest you arrive even earlier – 20 to 30 minutes in advance.
- Always wait behind the yellow line, even if your train is not scheduled to arrive for a while, as non-Capitol Corridor trains could be scheduled to pass through the station.
- Watch for moving vehicles on the station platform.
- Walk, don't run, in the station and on the platform.
- Keep children close to you at all times.
- Do not smoke in the station, on the station platform, or on the train.

Boarding and Exiting the Train

- Look for visual markers adjacent to the coach doors to assist boarding. The Café Car, bicycle storage cars, and cars that are ADA accessible all have decals. Please note that Café Car doors do not open for boarding and exiting passengers, so you must board another car and access the Café Car from inside.
- Watch your step.
- Never board or exit a moving train.
- Do not block the wheelchair ramp.

- Generally, all exit doors on the station side of the train (except on Café Cars) will open at each station. In some cases, not all doors will open. Pay attention to announcements prior to arrival, so you'll know if you need to move to another car to exit.
- Gather your belongings and prepare to exit by proceeding to the lower level as the train approaches your destination, not when the conductor announces that the train has arrived. Capitol Corridor trains make very brief stops at stations.
- If you need assistance at any time, ask one of the conductors.
- At the Sacramento Station, there are complimentary shuttles for individuals who may have difficulty walking the distance between the train platform and the station. Priority is given to passengers with mobility impairment. Shuttle pick-up locations are designated by signs on the platform and in the station. The last shuttle departs the station 15 minutes prior to a train departure.

Be Safe

- Use handrails for balance and support.
- Avoid standing in the vestibule or in between train cars when the train is moving.
- Do not leave children unattended or let them run in the aisles. Hold children's hands while walking through the train.
- Familiarize yourself with emergency exits and the passenger safety instructions.
- Keep all windows and doors closed unless instructed to do otherwise by a crew member.
- During an emergency, stay calm and follow the instructions of the train crew.

BE MINDFUL OF OUR **ONE TICKET, ONE SEAT POLICY** BY OCCUPYING ONLY ONE SEAT.

Be Courteous

- Be mindful of our **One Ticket, One Seat** policy by occupying only one seat.
- Store baggage and personal belongings on the floor at your feet, in the overhead compartments, or in designated storage areas, instead of on the seat next to you. This will ensure that all passengers find a place to sit on the train.

- No feet on seats please! Resting shoes on the seat cushions often leaves dirt that is difficult to clean and is unpleasant for the next passenger. Cleaning seats is also costly and takes up more of your fare dollars.
- If you're seated in the lower level, please surrender your seat to mobility-impaired or elderly passengers.
- No smoking or vaping on the train. This includes conventional cigarettes, e-cigarettes, pipes, cigars, etc.
- Passengers traveling in designated Quiet Cars are asked to respect and extend common courtesy to fellow travelers. Details about Quiet Cars are included in the Train Amenities section of this guide.
- Your electronic devices, as well as all headphones or earphones, must not emit any sound audible to others. This applies to passengers traveling in all cars, not just the Quiet Cars.
- Refrain from engaging in loud and/or offensive conversation with fellow passengers or on your mobile phone.
- Help keep our trains clean by disposing of trash in the receptacles provided. Recycling of cans, bottles, and paper is available and encouraged.
- Wear your shoes while on board the train.



● ON THE TRAIN

From departure to arrival, the Capitol Corridor makes your trip convenient, comfortable, and enjoyable.

TRAIN CONDUCTORS

The train conductor is required to monitor all cars on the train and will occasionally pass through each car. If you need to immediately locate the train conductor, ask the food service attendant in the Café Car to make an announcement over the train intercom for assistance.

EMERGENCY EXITS

All side doors and designated windows on each car are equipped with emergency exit releases. Familiarize yourself with the passenger safety instructions located on the back of each seat, and in the event of an emergency, always follow the instructions of the train crew.



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SEATING — ONE TICKET, ONE SEAT

To ensure seat availability for everyone, keep the seats around you clear by placing your belongings on the floor by your feet or in the overhead compartments or luggage racks. Please keep the aisles clear of personal belongings. Seating on the lower level is prioritized for mobility-impaired passengers.

SEAT CHECKS

Upon verifying your ticket, the conductor will place a seat check in the slot above your seat. A seat check gives conductors a quick indicator that you've already paid your fare and provides information about your destination and the number of people in your party. Please keep your seat check in the slot above your seat; otherwise another passenger may think your seat is unoccupied, or the conductor may ask you to prove you paid your fare. If you move seats, be sure to take your seat check with you.

ALL CAPITOL CORRIDOR TRAINS ACCOMMODATE AND WELCOME BICYCLES, BUT THEY MUST BE SAFELY STORED AND SECURED.

BIKES ON BOARD

All Capitol Corridor trains accommodate and welcome bicycles, but they must be safely stored and secured in the designated lower levels of the train cars to allow for the safe passage of general foot traffic and to accommodate mobility-impaired passengers who are seated on the train's lower level. Bicycles may not be stored in restrooms and must not block the aisles.

Bicyclists should always walk their bikes on station platforms and walkways and preferably board the train on one of the "bike cars" that are designated with a bike decal and have greater bike storage capacity than other cars. All other coach cars have bicycle racks on the lower level, with space available on a first-come, first-served basis. Regardless of where you store your bicycle, we strongly encourage you to lock your bicycle to available hardware – unsecured bicycles have been stolen.

If you do not need to bring your bicycle on board the train, most Capitol Corridor stations have bike racks for locking your bike. Many stations also have enclosed eLockers in which you can store your bicycle for a small hourly fee using a BikeLink® access card. BikeLink® cards are available for purchase in the Café Car and at some staffed stations.



STAY CONNECTED!



Please bring a bungee cord (if you forget, they are for sale in the Café Car) or other device to secure your bicycle. If the bike racks are full, please follow the train conductor's instructions on where to place and secure your bicycle.

Some trains will be crowded with bicycles, so if you can store it at a station or use a folding bike or folding scooter, we encourage that. For tips on how to secure your bike visit our website, www.capitolcorridor.org/bicycles.

BIKES ON BUSES

Most connecting buses can accommodate a limited number of bicycles on a first-come, first-served basis. Storage on most buses is underneath the motor coach in the luggage compartment, and some buses also have front-end bike racks. Amtrak and the Capitol Corridor do not assume responsibility for your bicycle. As on the train, passengers must load and unload their own bikes.

CARRY-ON LUGGAGE

For passenger safety and security, please be mindful of the Capitol Corridor's policy for carry-on baggage. Keep seats open for other riders by storing your carry-on baggage in the overhead compartments or on the floor by your feet. The Capitol Corridor does not offer checked baggage service.



The following guidelines apply to baggage brought on board:

- *Two-Piece Limit:* Not included in this limit are personal items such as briefcases, purses, laptops, strollers, diaper bags, car seats, and other baby paraphernalia.
- *Weight Limit:* Each bag may weigh no more than 50 lbs.
- *Size Limit:* Each bag may not exceed 28" x 22" x 14."

Each bag must have a visible tag with your name and address.

ACCESSIBILITY

The Capitol Corridor is compliant with the standards set by the Americans with Disabilities Act (ADA), and all trains are accessible. See the conductor for assistance when boarding.

WHEELCHAIR WEIGHT & SIZE LIMIT

In compliance with the ADA, the wheelchair lift on the train will accommodate a standard wheelchair (not to exceed 30" wide and 48" long), either manual or battery-powered. The combined weight of the wheelchair and the passenger cannot exceed 600 lbs. Unfortunately, we are not able to handle or transport any wheelchair that exceeds these limits.

ONLY SERVICE ANIMALS ARE PERMITTED ON BOARD TRAINS.

ANIMALS

Only service animals that are trained to perform a specific task for the benefit of a person with a disability are permitted on board trains. Any animal accompanying you to provide emotional support, security, or comfort is not considered a service animal and is therefore not permitted on board Capitol Corridor trains. Conductors are entitled to ask what task or function your animal performs to accommodate travel. A service animal may sit under your seat or at your feet.



We require that you keep your service animal under your control. If you lose control of your animal at any time, or if your animal causes a significant disturbance or poses a danger to other passengers, the conductor is entitled to ask you to remove your animal from the train.

● TRAIN AMENITIES

RESTROOMS

Large, wheelchair accessible restrooms are available on the lower level of all coach cars. Some cars also offer an upstairs restroom.

FOOD & BEVERAGES

Most Capitol Corridor trains offer food and beverage service in the Café Car. The Café Car is typically in the middle of the train and is indicated with a decal on the outside of the car. You may bring your own food on board and consume it at your seat; however, you may not eat personal food in the Café Car. Additionally, personal food items, beverages, medicine, baby bottles or food, etc. cannot be stored, warmed, or cooled in the Café Car. You can only consume alcoholic beverages on board if they are purchased in the Café Car, and the attendant may check your government-issued photo ID to confirm you are of legal drinking age. Amtrak does not allow you to drink alcoholic beverages you have brought on board.



ELECTRICAL OUTLETS & OTHER AT-SEAT AMENITIES

Electrical outlets are available on both levels of the train. Computers and other electronic devices can be safely plugged into these surge-protected outlets. Each seat is also equipped with a fold-down tray, foot rests and reading light for added comfort and convenience. If you find that any of these devices are not functioning properly, please let your conductor know.

QUIET CARS *(Limited Availability)*

Capitol Corridor offers designated Quiet Cars on select weekday morning trains only. Trains with Quiet Cars are indicated on the train schedule. Ask your conductor or look for posted signs to determine where the official Quiet Car is located on the train. We designate Quiet Cars as a courtesy to passengers, and it is subject to change and/or discontinuation.

Please respect fellow passengers when traveling in a Quiet Car. If you choose to sit in a Quiet Car, refrain from conversation with other passengers, talking on your mobile phone, and typing. Your electronic devices and headphones must not produce any sound audible to others.

WI-FI

All Capitol Corridor train cars have complimentary Wi-Fi. Look for AmtrakConnect in your device's list of available hot spots. The Capitol Corridor's AmtrakConnect page includes useful service information such as Train Status, schedules, and the Café Car menu, as well as links to current promotions and local curated content.

High-bandwidth activities (e.g., video streaming) are discouraged and may become restricted based on the bandwidth already used during your session. If the Wi-Fi is not working, check your device settings and try reconnecting. If the issue persists, you may notify the conductor.

TRANSIT CONNECTIONS

CONNECTING BUS SERVICE

The Capitol Corridor operates dedicated bus service that connects outlying communities to the Capitol Corridor train route. All buses are equipped with roomy, reclining seats, overhead reading lights, and baggage storage space. In some cases, buses are used in lieu of train service.

Bus connections are always highlighted in our schedule to differentiate them from trains. All bus trips, except those between Emeryville and San Francisco, require an advance reservation, and with the exception of bus service to/from South Lake Tahoe, connecting bus travel must be made in conjunction with train travel. See the Tickets section of this Ride Guide for more details on bus tickets.





TRANSIT TRANSFER PROGRAM

The Capitol Corridor partners with many connecting transit agencies to provide convenient and free transfers from Capitol Corridor trains to local transit services. While riding the train, ask the conductor for up to two transit transfers, which entitle you to free connections on local transit lines. Transit transfers are good for transfers at train stations only. For more information on all participating transit agencies, visit the Connections page of our website, www.capitolcorridor.org/connections.

BAY AREA RAPID TRANSIT (BART)

You can easily transfer to BART trains at the Richmond and Oakland Coliseum Capitol Corridor stations. Discounted BART tickets can be purchased in the Café Car (limit one per person). For more information about BART fares and service, visit www.bart.gov.

MUNI

If your trip takes you into San Francisco, you can purchase discounted MUNI tokens in the Café Car. For more information about Muni fares and service, visit www.sfmuni.org.

CALTRAIN

You can connect to Caltrain, which provides service between San Francisco and the Peninsula/Silicon Valley, at the San Jose/Diridon or Santa Clara/University stations. For more information about Caltrain fares and service, visit www.caltrain.com.

● INFORMATION

LOST & FOUND

Lost and found is located at the Sacramento Station. Email saclostfound@outlook.com with a description of the item you lost, along with the train you were riding or the station you visited.

CUSTOMER SERVICE

For personalized assistance with Capitol Corridor tickets, schedules, and other needs, visit a station agent at one of our staffed stations or call:

1.877.9.RIDECC (1.877.974.3322)
TDD 510.839.2220

Agents are available to take your call Monday through Saturday 8am to 6pm.

For more information about the Capitol Corridor and our service, please visit www.capitolcorridor.org. You can also follow us on Facebook, Twitter, Instagram and other social media platforms @CapitolCorridor.



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