



CCJPA Business Plan Update FY 2017-18 and FY 2018-19 Public Comments and Staff Responses

February 7, 2018

ONBOARD WORKSHOPS	
1	<p>Train 536 January 22, 2018 On-Train Workshop Richmond to Sacramento; Attendance: 5 people</p> <ol style="list-style-type: none"> 1. Overall, I am happy with the service. I just noticed that cleaning could be better. What is the schedule for that? I see some windows that are not fixed (one now has cracks) and some seats have some nasty stains. I like the conductor when they bring a good sense of humor to the job. RESPONSE: <i>We clean the trains via regular maintenance. The window may not have had a chance to get back to the maintenance cycle yet. We will use these findings to re-examine what can be done to be more vigilant about seat stain removal.</i> 2. If the train has to be delayed for a trespasser incident, I like it when the trains can stop at stations so people can get out and stretch their legs. RESPONSE: <i>When possible, a train station stop is the preferred location if that is feasible during those lengthy delays.</i> 3. Please upgrade cameras at the station so they look in the train doors boarding on/off – I had a bike stolen via a cable cut after I boarded at Davis and the cameras were useless at Suisun station for seeing the person. The police follow up was not much better. RESPONSE: <i>We are aware of many bike thefts from the train at Suisun station. We can look into more cameras facing the train doors as they open but can't promise that will work or that this type of system will be effective in bicycle theft prevention. In general, we suggest U-locks for bicycles on the train as opposed to cable locks because they can more easily be cut.</i> 4. I like the bike retrofits. RESPONSE: <i>Comment noted.</i> 5. When there are long delays and you give out the \$3 coupons, why can't those be used for beer? Or how about you go to Cappy Hour pricing when that happens? What happens with those coupon vouchers is that there is such a long line just verifying tickets to riders that it totally burdens the LSA and keeps them from selling stuff. Cappy Hour pricing would be a nice thing and solve the crowding more expeditiously. RESPONSE: <i>We will take your Cappy Hour suggestion to our management to evaluate this as an option for these long delay situations.</i> 6. I am witnessing way too many situations where customers get on the train and do not pay. Too many times conductors (not all of them) will let them get away with it. And if there is a confrontation about a ticket, when the customer is asked to leave the train there is no police waiting for that violation. I pay my ticket price and expect all people to pay. There should be repercussions and the police should be there to deal with folks at stations who violate this requirement. RESPONSE: <i>We will renew the efforts of the conductors to be vigilant with regard to ticketing. If a conductor notices fare evasion, the conductor will call ahead for police assistance, but many times, the fare evader will detrain prior to police intervention. In order to not delay our passengers, we have chosen not to stop at a station for local police, because there may be times when local police do not arrive due to higher priority calls elsewhere in their jurisdiction. However, if the conductor feels that the safety of our passengers is at risk, the conductor will hold the train for police assistance.</i>
2	<p>Train 536 January 22, 2018 On-Train Workshop Sacramento to Auburn; Attendance: 15 people</p> <ol style="list-style-type: none"> 1. There is something wrong with your 10-ride application with regards to the bus/rail side of things. For the 10th ride, if it is on the bus, it kills the train side of the ticket and then it all depends on the conductors who know or don't know about that problem on the train. You need to fix this. RESPONSE: <i>We have notified Amtrak's ticketing personnel of this are awaiting a response of when/how they will address this fix.</i> 2. The new schedule for train 526 and 529 is a disaster. For 536, since November or whenever you started the schedule change, you have been on-time 3 times. Why do you have it try to show up at 5:18 PM and

	<p>it is consistently late and we wait in the cold for it to really arrive closer to when it used to arrive on the old schedule? You need to fix this. Even conductors know they can't make it. It was not well thought out. Did you do this to meet light rail better? If so, it is not working. Also, your loading times are way too quick since there are a bunch of older people who can't seem to get on the train in the limited time given in Sacramento.</p> <p>RESPONSE: <i>At our next opportunity for a schedule change we will certainly revisit this matter because we recognize it is in need of some adjustment.</i></p> <p>3. The trains regularly over-spot at RLN and that puts people having to use those really unsafe yellow step stools. What about old people using those step stools – very awkward and unsafe?</p> <p>RESPONSE: <i>We will discuss this with the managers of the engineers/conductors to work to get better spots so that the step-stools needed at RLN can be on better locations.</i></p> <p>4. When I am on the train I get these really late text messages way after the delay has happened. Why the big lag in time?</p> <p>RESPONSE: <i>Unfortunately, by the time a delay happens, it takes some time to ascertain the cause, the effect, and then compose an accurate message. There is no doubt that your experience on the train will be far faster and the conductor on the train may have given you more up-to-date information than can be filtered through our message delivery system.</i></p> <p>5. You need to have better signage on the Sacramento platform for where the ramp openings are and where the carts pick up.</p> <p>RESPONSE: <i>Our Transportation Officer will work with Amtrak and local Sacramento officials to see what can be done to improve on-platform information.</i></p> <p>6. The HVAC has some wild temperature swings.</p> <p>RESPONSE: <i>The in-process HVAC upgrade should improve climate control.</i></p> <p>7. I am concerned that with these Placer County step-up coupons that your conductors are NOT getting an accurate count of passenger activity at these stations. Since there is nothing to scan, I never see them entering in anything into the passenger count and so I think you are missing them all (NOTE: Jim Allison took a picture of what the conductor sees).</p> <p>RESPONSE: <i>CCJPA has taken a picture of the example shown and will investigate this matter. This is a fundamental ridership and service issue and important to our operations to get an accurate count and we will investigate.</i></p>
3	<p>Train 538 January 23, 2018 On-Train Workshop Great America to Oakland; Attendance: 4 people</p> <p>1. The train really works great with my lifestyle.</p> <p>RESPONSE: <i>Comment noted.</i></p> <p>2. With the new November schedule, the train that leaves Sacramento at 5:55 PM gets to Santa Clara University just as a Caltrain going north pulls out. I liked when it left a 5:40 because then myself and others could make that Caltrain connection going northbound.</p> <p>RESPONSE: <i>The current 547 schedule allows a five-minute connection at Santa Clara University for the northbound Caltrain that departs at 8:50pm. The CCJPA is working closely with Union Pacific to support infrastructure improvements that will increase the on-time performance.</i></p> <p>3. Can we please have a non-monthly ticket – a ticket that last 30 days and we can start that whenever in the time period we want?</p> <p>RESPONSE: <i>Making ticketing innovations through Amtrak is a challenge because they run a national ticketing system that does not offer that kind of ticket capability. The CCJPA is supporting the CalSTA efforts to bring ticketing responsibility within CA so that we can design, integrate, and brand the ticketing products that seem best within CA.</i></p> <p>4. What is the long-term role for the new FFV station? And what about skip-stop service?</p> <p>RESPONSE: <i>CCJPA intends to continue using it for all our train stops well into the future until at such time there are enough frequency slots to allow for express trains to bypass it and other stations in a more layered service pattern as outlined in the CCJPA Vision Plan Update.</i></p> <p>5. Why are you pursuing a realignment of the service to the Coast Subdivision?</p> <p>RESPONSE: <i>There are numerous reasons but chiefly they have to do with faster travel time, being able to</i></p>

	<p><i>serve the same and new markets with a station in the Fremont/Newark area, and what the transition means for getting freight and passenger trains out of the way of each other.</i></p> <p>6. Will these long-term plans you have in the VIP work when it takes so long to implement projects? <i>RESPONSE: Projects, do indeed, take quite a while for a variety of reasons. The VIP is a blueprint for the type of engineering options to run a future level and type of train service using the knowledge we have today. As new technologies arrive or markets change, the opportunity will always be there to update the conclusions in the VIP – and they should be updated.</i></p> <p>7. I would like to be able to supplement my regular multi-ride monthly or ten-ride pass if I have to extend my travels. This is done in Switzerland. <i>RESPONSE: Given our relationship, at this time, to the Amtrak ticketing system, we don't envision a situation where this will be feasible in the near-term. In the CalSTA led effort for Statewide Integrated Travel, there will be new products and relationships to purchasing travel within CA and this may be a feature that is available at some point. In development this would be the time to create a system where travel incentives and flexibility can be provided.</i></p> <p>8. Would you please update the luggage doors above the seats? The capacity is nice but the doors restrict entry of even smaller backpacks. <i>RESPONSE: It is not likely to see a physical change of this nature any time soon. The comment is valid and should be considered in ordering new train cars or in future interior revisions, should that opportunity arise.</i></p> <p>9. Can you establish a 'work-out car'? <i>RESPONSE: The CCJPA did consider this at one point several years ago but it was dismissed due to liability of injury.</i></p> <p>10. Google employees do not get information about the existence of Capitol Corridor. Taking VTA light rail is so slow. You need to get with our Human Resources Department to promote your service. <i>RESPONSE: We will certainly be acting on this comment.</i></p>
4	<p>Train 538 January 23, 2018 On-Train Workshop Richmond to Sacramento; Attendance: 7 people</p> <p>1. You need to promote your California Everyday Discounts on the train because we don't ever know about the website and how to find out about that. <i>RESPONSE: CCJPA will take a renewed look at these promotions via on-train communications. The California Everyday Discounts are so new that we have not yet launched much promotional material to get the word out. We will be doing on board posters and other pieces to inform passengers about these and other offers.</i></p> <p>2. Why don't you add your ticket to the Clipper system? <i>RESPONSE: The ticketing system via Amtrak is done via a national platform thus making local/regional adaptations extremely difficult. The efforts with CalSTA to create a Statewide Integrated Travel Program are the most promising opportunity to develop integration products that allow more seamless travel between transit systems, including the trains.</i></p> <p>3. I have been riding for 18 years and want to know if there are any plans for express trains, which I would love. <i>RESPONSE: Unfortunately, there are not enough frequencies and headways allowed at this time to realistically pursue this opportunity. Express-type services are envisioned in the Vision Plan but until we obtain rights to run far more frequent service, it is unpractical for the market conditions we have today.</i></p> <p>4. For your rider alert systems, you need to be able to customize by train for your alerts and/or be able to see everything about that train (if you want) or just deviations from normal service (if you want). Can you improve that? <i>RESPONSE: We will be looking at a refresh of the many products that are offered for train service alerts and take in your suggestions in building a feature set that can apply to a wide variety of passenger needs.</i></p> <p>5. The beer selection rocks! <i>RESPONSE: Comment noted.</i></p> <p>6. You need more creative fare pricing with even smaller group travel – like couples or small families – because when I look into two people travelling, the individual costs are so much that we just usually take</p>

	<p>our car. RESPONSE: <i>The opportunity to create new product offerings will be explored in conjunction with the development of the Statewide Integrated Travel Program. This is the best opportunity, as opposed to working within the present Amtrak ticketing infrastructure, for developing pricing products that match a wider variety of traveler needs. In 2017, we offered a Buy-One-Get-One-on-Saturdays and Take 5 for \$5 each way (both were long-running, but seasonal), as well as a Friends and Family ride 50% (available nearly every day) --these are all generous discounts off of the full-fare, aimed at serving couples and small groups. Our current promotional offers are always listed on our website and on the Amtrak site under "deals."</i></p>
<p>5</p>	<p>Train 545 January 23, 2018 On-Train Workshop Davis to Martinez; Attendance: 10 people</p> <ol style="list-style-type: none"> 1. Train 524 departing from EMY around 7:55a is timed awkwardly so that I can't make a 10am meeting in Sacramento, and I feel that it's not as prioritized as the previous train departing EMY (Train 522) around 6:35a so Train 524 is never on time. Can you consider moving Train 524 slightly earlier and look into why it always has delay issues? RESPONSE: <i>We always aim to increase service frequency along the route, but it's difficult in the private host railroad environment that we operate in, as well as the limited number of train equipment that we have. We will look into moving Train 524 slightly earlier in our next time table change, but there are always a number of other considerations that we have to make when planning the schedule, such as equipment turnaround and connections with other stations along the route. Based on your comment we observed that the number and duration of delays for 522 and 524 are similar enough that there doesn't seem to be any priority dispatching discrepancies. Train 522 operated 58 trains and incurred 5 late trains with an OTP of 91.4% from 11/1/17 to 1/25/18. Train 524 operated 58 trains and incurred 6 late trains with an OTP of 89.7 during the same time period. The cause of the delays is attributed to 3rd party, i.e. signal issues, bridge delays, trespassers, etc.</i> 2. Are there any plans to update the interior of existing trains? It's sort of dated, especially some of the trains. RESPONSE: <i>Aside from the regular maintenance work done to keep up the interiors of existing trains, there are no current plans to do any significant interior remodeling of the trains. There were plans to purchase new bi-level coach cars in the 2020-25 timeframe, but that State-led effort unfortunately fell through due to manufacturer design failures. There are now renewed efforts to possibly purchase single-level coach cars from a different manufacturer, and those discussions are ongoing. We are pursuing an update on the seats and carpets; however, this takes funding, so depending upon the availability of the funding we may, in the near future see a more modern interior.</i> 3. Are there ever going to be new trains? RESPONSE: <i>There were plans to purchase new bi-level coach cars in the 2020-25 timeframe, but that State-led effort unfortunately fell through due to manufacturer design failures. There are now renewed efforts to possibly purchase single-level coach cars from a different manufacturer, and those discussions are ongoing.</i> 4. I sometimes ride a cargo bike because I have a kid to bring along, and I'm wondering if it would be possible to have a bike rack that fits a cargo bike. RESPONSE: <i>The new angled bike racks that will be purchased will fit longer frame bikes, but not cargo bikes, unfortunately. It will be difficult to fit a cargo bike into the existing luggage rack spaces in the lower-level because of the height limitations.</i> 5. Does Clipper work with any of the transit services in Sacramento or Yolo Counties? RESPONSE: <i>No. Clipper is only used for SF Bay Area transit systems currently.</i> 6. The current text delay notifications are delayed by 20 minutes after the actual incident and delay occurs. Can you provide more real-time delay notifications? This is especially helpful if you're on your way to catch a train and can plan ahead of delays. RESPONSE: <i>Unfortunately, for most delay types, our Operation Center must confirm cause of the delay before sending out any alerts, and the confirmation process may take a few minutes. Delay notifications</i>

	<p><i>are sent out upon receipt of incident information from the conductors on-board. We do offer real-time tracking of our trains via the TransLoc app and our website. While it does not convey delay cause, it can sometimes be a more useful proxy for knowing when to leave to catch a train. We are working on upgrading the passenger information display system at all of our stations within the next three years, and the upgrade will include improve real-time tracking and notifications from an app and onboard trains. In the meantime, we will examine our communications strategies toward shifting customers to the appropriate communication tool for their needs.</i></p> <p>7. The new Amtrak app really sucks after the update. The previous version was great, but this newer version has lots of problems, like you can't add your tickets to Apple Wallet. <i>RESPONSE: We are aware of the issues with the Amtrak app, but unfortunately, it's hard to say whether any significant improvements will be made to the app since Amtrak just had a huge reorganization and we don't know what the current state of the app development team is. At present, however it will take place over several years, CCJPA is working with the State on a pilot integrated travel program that will allow us to move away from the Amtrak ticketing model, and therefore away from the Amtrak app.</i></p>
6	<p>Train 543 January 24, 2018 Onboard Workshop Davis to Martinez; Attendees: 7</p> <ol style="list-style-type: none"> 1. Can I reload my existing Clipper card in the Café Car? <i>RESPONSE: The capability to reload Clipper cards is not available in the Café Car. There are fairly strict requirements for Clipper card reloading, and the Café Car does not have the necessary equipment. Clipper cards can be reloaded online, or at BART stations, and other locations – visit www.clippercard.com for details.</i> 2. Can you tell me more about actions to reduce delays? <i>RESPONSE: CCJPA will be paying for a UPRR ROW maintenance crew to regularly travel throughout the right-of-way that Capitol Corridor operates in to remove debris and other materials that may cause delays. In addition, CCJPA continues to work with UPRR on various fencing projects along the ROW to decrease the risk of trespassers.</i> 3. Are there any plans to lengthen the platform at Berkeley so the train doesn't have to stop twice? <i>RESPONSE: There are no plans right now to lengthen the platform at Berkeley.</i> 4. Will there ever be longer trains? <i>RESPONSE: Longer trains may be possible in the future if additional coach cars are secured. Currently, there are no firm plans of purchasing new coach cars, but there are ongoing discussions between Caltrans and a prospective manufacturer for new single-level coach cars.</i> 5. Are you aware of any plans to upgrade electrical vehicle charging stations at Capitol Corridor stations [SAC, DAV, SUI]? <i>RESPONSE: We will pass on your comments to the respective station contacts.</i>
7	<p>Train 546 1/23/18 6:04 PM Santa Clara-Great America to Oakland Jack London; ~20 attendees</p> <ol style="list-style-type: none"> 1. What is the timing of the project that will reduce the travel time between San Jose and Oakland by 15 minutes (Oakland-San Jose Ph 2A)? <i>RESPONSE: Up to five years due to environmental, design, and construction requirements.</i> 2. Can the train just increase its speed on the current tracks? <i>RESPONSE: We are in the final stages of a project that will allow us to increase speeds from 60 to 70 mph on the current alignment between Newark and Allison/Santa Clara to save about 3-4 minutes of travel time. The project is almost complete and is about to enter the testing phase to finalize the schedule adjustments.</i> 3. Can you increase the frequency of service? <i>RESPONSE: There is a proposal to increase service levels to 10 or 11 round trip trains a day between San Jose and Oakland and we will need to work with UP to be able to make this happen.</i> 4. Since the train schedule was adjusted for the new station at Fairfield-Vacaville, delays have become much more frequent. Is this a result of the new station? <i>RESPONSE: There are a variety of causes of the delays, many of them third party (trespasser, bridge) but there have also been signal outages. There is no correlation that we can see between the schedule UPRR</i>

approved with the addition of this station and these delays. Two big focus areas of our capital program are to reduce trespasser incidents and signal outages.

5. Why have the bridge delays increased?

RESPONSE: This has been caused by a software issue that we are working to resolve. We do work closely with the Coast Guard to minimize the impact of bridge openings on our service.

6. I want to make sure I understand that the intent is to increase the service to ten round trip trains [between Sacramento and Roseville].

RESPONSE: Yes. That is approved and we are seeking the funding to complete the track work that will allow those changes.

7. Are there any planned changes in fares?

RESPONSE: We are planning an increase of 2% in June of 2018 as the third annual increase of this amount. We are not planning any increases beyond this point for the following two years in this business plan update.

8. It seems like mechanical is the most frequent cause of delays.

RESPONSE: We have some challenges with the new Chargers, but we do think we have found a solution. We are also seeing delays due to trespasser incidents and some intermittent signal delays and providing some funds to UP to help address signal issues.

9. I travel every day from Sacramento to Great America. The service is very good, the onboard staff is helpful and friendly (others agreed). Staff will wake me up if I am coming to my stop. Even when mechanical delays have occurred, buses have come quickly to pick up passengers. I would give the service a 5 out of 5. The service has let me live in Sacramento where I can afford to buy a house. Many are not aware of this service and many of us hear about it through word of mouth. The more service improves, the better it will be able to allow people to live in affordable areas like Sacramento and travel to Santa Clara for work.

RESPONSE: Comment noted.

10. I like the ability to carry my bike on the train and also like the new bike lockers.

RESPONSE: Comment noted.

11. Is there anything that riders can do to help get political support for the service?

RESPONSE: It is helpful to go to our website and provide comments. We compile and share and distribute these comments.

12. I was a rider back in 2001 and 2002 and began riding again recently. People are not aware of the service. I work at Apple and there is not information on Capitol Corridor in the office that provides information on alternative travel. There is information on all of the other transportation providers. Some other people that work at more distant Apple offices are biking up to six miles to the station.

RESPONSE: We are working to get in-front of employers to market the service. There are several comments of late that indicate that a renewed push into the employer HR departments would be positive for all involved.

13. Many people who ride the service would be willing to chip in additional money if it is needed. This service is important to those who use it. I would be willing to pay more if I could have space to sleep.

RESPONSE: Today, if you wanted to use two seats, the option is to purchase two tickets to utilize both seats. However, there are no new cars on order or reconfigurations planned to make formal sleeping arrangements available.

14. There is a big potential for additional riders from those companies located along Mission College Boulevard near Agnew (south of the Great America Station) like Intel.

RESPONSE: We will look for more opportunities to employer outreach.

	<p>15. Does Capitol Corridor provide any bulk pricing for companies that would make a largescale purchase of tickets for their employees? This option might allow some companies that are spread out to save money on private shuttles. <i>RESPONSE: The Amtrak ticketing system is not structurally designed to easily accommodate bulk company pricing. But what you mention is an opportunity to bring to the Statewide Integrated Ticketing program.</i></p> <p>16. Why are there sometimes five cars and sometimes four cars? <i>RESPONSE: These train sets have almost the same number of seats (320-340 seats) with a different configuration. The five car sets only have about 20-25 more seats. We try to schedule our five-car sets to the higher ridership trains but the cycle of trains used in the week will usually mean that some four car trains are on the busier trains.</i></p> <p>17. For entertainment purposes, it would be great to have technical information on how the trains work, like types of engines, etc. for those riding that have a general interest in trains. <i>RESPONSE: We are working on bringing more of this type of information to our site, and will announce via e-newsletter and social media. We may have some videos available on our website. We can see what additional information is available or can be developed for us to put on our website.</i></p> <p>18. Happy to hear that there are plans to work on improving the WiFi service. It can be slow when the trains are crowded. <i>RESPONSE: The bandwidth delivered to the train on WiFi is limited to what we can aggregate from cellular towers along the route and that, in turn, is affected by how many users are on the WiFi downloading/uploading. Even as there are usage caps, we will probably always have this issue. An upgrade to the WiFi system can help, and it is due, but the delivery mechanism will remain the same. However, when 5G is rolled out, we can also transition to higher capacity cellular connections.</i></p> <p>19. Are the trains traveling at the highest speed possible under the current regulations? <i>RESPONSE: Yes, the trains are already traveling at the maximum speeds possible.</i></p> <p>20. Capitol Corridor should consider supporting the National College Football Championship events planned for Santa Clara next year. They are expected upwards of 150,000 visitors. <i>RESPONSE: Thank you, our Marketing staff will research this opportunity.</i></p>
<p>8 Train 542 1/25/18 Santa Clara-Great America to Oakland Jack London; ~8 attendees</p>	<p>1. Can you please ensure there is a five car consist on this train consistently? <i>RESPONSE: When we put together each train consist, we do our best to maintain a consistent number of seats between five car consists and four car consists. The number of seats per five car consist and per four car consist are actually very similar: 340 and 320, respectively.</i></p> <p>2. You will need to look ahead to accommodate the many bike riders on this train. <i>RESPONSE: The CCJPA tracks the bike usage and is in process taking steps at stations and on the trains to increase bicycle capacity to alleviate crowding on the trains as much as can be within fleet and budgetary constraints.</i></p> <p>3. The quiet car needs to be enforced by the conductors – perhaps using those signs that used to be a good thing to point out to people coming in and talking. <i>RESPONSE: We will be talking with the conductor supervisors to request a return to consistent use of the ‘Quiet Car’ signs for exactly the reason you state.</i></p> <p>4. You should consider yearly rider discounts. <i>RESPONSE: The Amtrak ticketing system does not permit this and a steep discount is already offered via the monthly pass discount. If any such rewards system could be developed over time, it would be via the integrated travel program discussed at the workshop. Amtrak Guest Rewards offers free travel for points earned, and we are working with them to create more regional opportunities to redeem points.</i></p> <p>5. What is going to happen with the Emeryville monthly parking pass with their new garage? <i>RESPONSE: We are working with Emeryville, but it is their decision, to accommodate Amtrak customers.</i></p>

	<p><i>We are as yet unsure how any and all parking charges, discounts, etc., will be applied. When this is all worked out, we will update information for our riders.</i></p> <p>6. The shuttle service to/from Great America seems to work for ACE but not for Capitol Corridor. Why don't you get the same grants they use and have shuttles that meet your trains too or have them cycle with ACE better? <i>RESPONSE: The CCJPA is renewing its agreements with ACE for the shuttle service and we will see what adjustments can be made to most efficiently use funding to cover shuttle costs. CCJPA has not applied for shuttle funding because the ACE-led shuttle system was in place, but we will explore what we can do to supplement shuttle service. We will utilize ridership numbers from a revised shuttle system that ACE and CCJPA are planning to determine what improvements can follow in time.</i></p> <p>7. The signage for which platform to use at San Jose Diridon for Capitol Corridor trains is abysmal. What can be done to improve that? <i>RESPONSE: CCJPA is aware of the issue and has been trying to work with Caltrain to improve conditions. We hope our upgraded passenger information display system slated for installation can be developed to resolve this issue.</i></p> <p>8. In your VIP, which I read, what exactly is the plan for the Oakland area around Jack London? <i>RESPONSE: CCJPA staff explained the VIP concepts of separating freight and passenger rail using dedicated tunnels for each and that this project was not imminent until service patterns between Oakland and San Jose had matured pursuant to the VIP.</i></p> <p>9. What is being done to clean up the UPRR right-of-way? There are so many encampments and trash points, it is incredible. <i>RESPONSE: CCJPA has dedicated SB1 funding to support a UPRR crew that will remove trash, encampments, etc. that should improve upon 3rd party delays and the general condition of the UPRR owned land.</i></p>
<p>9</p>	<p>Train 542 1/25/18 Richmond to Sacramento; ~12 attendees</p> <p>1. How much of the SB1 funding will flow towards CCJPA? <i>RESPONSE: We have a dedicated source of roughly \$5.1M/year and then can compete every two years for other funding under the TIRCP program along with other eligible applicants.</i></p> <p>2. Is the crew trained in First Aid and CPR and are AED devices present on the trains? <i>RESPONSE: Crew is First Aid, CPR, and AED trained. AED devices are on the trains in the café/diner cars.</i></p> <p>3. Are there plans to add more trains south of Oakland? <i>RESPONSE: There are plans to do so but in the near-term, we are planning to shift our service which will better separate passenger and freight rail thus allowing for the capacity increasing projects required to increase service not be as onerous a public investment for additional service capacity.</i></p> <p>4. Can you look for creative ways to reduce fares for families, such as a child multi-ride pass, or family multi-ride pass, or something to that effect? Can you adjust the duration of the 10-ride pass? Is Capitol Corridor locked into the 45-day duration? <i>RESPONSE: In 2017, we offered a Buy-One-Get-One-on-Saturdays and Take 5 for \$5 each way (both were long-running, but seasonal), as well as a Friends and Family ride 50% (available nearly every day)-these are all generous discounts off of the full-fare, aimed at serving couples and small groups. Our current promotional offers are always listed on our website and on the Amtrak site under "deals." Within the current Amtrak ticketing system, despite efforts to provide more flexibility, innovation on the ticketing products will be difficult, however, we will explore these suggestions since the family travel cost has always been a barrier. The longer-term solution is to develop those products via the statewide travel integration effort. We used to offer a 10-ride/90-day pass and eliminated it due to lower sales at the time, however we will research whether or not we can offer another multi-ride pass of different amount/duration. The statewide integrated ticket system will offer more flexibility.</i></p> <p>5. Can CCJPA please explore more special event discounts? <i>RESPONSE: CCJPA evaluates special events all along our route and will set up promotions based on criteria such as projected event attendance, event timing, willingness of the event promoter to cross-</i></p>

	<p><i>promote, and staff resources. That said, we can't know about every event along the route, and welcome your suggestions.</i></p> <p>6. Companion animals, or comfort animals, should be considered for on the train provided they are below a certain size and well behaved. This is done on airlines and on other Amtrak services. <i>RESPONSE: Service animals are allowed on the Capitol Corridor trains, however, companion (or comfort) animals are not. Other Amtrak reserved train services do allow companion animals under a certain size, but only allow a very limited number of them per train, and the animals need to be registered per reserved seat ticket. Since Capitol Corridor is an unreserved service, it is very difficult to conform to the companion animal policies that apply to Amtrak reserved services.</i></p> <p>7. What is the date for Bikeshare in Davis? <i>RESPONSE: CCJPA believes it will be May 2018.</i></p> <p>8. Who is the vendor for the folding bicycle program? <i>RESPONSE: It is a combination of eLock Technologies and Brompton who are partnering to try and deliver a suitable system.</i></p> <p>9. How soon are we expected to have bikeshare station docks at the various Capitol Corridor stations? <i>RESPONSE: On the Sacramento and Davis end, it is expected to be May 2018, and on the other stations in the Bay Area, we know they are working on deployments with certain respective cities. CCJPA understands that permits at some station locations may be challenging due to our experience just putting in eLockers.</i></p>
10	<p>Train 547; January 25, 2018; Onboard Public Workshop; Attendees: 12</p> <p>1. Will the 10-min travel time reduction from the Travel Time Savings Project affect boarding times? <i>RESPONSE: Most of the up-to 10-min travel time reduction will be coming out of track improvement work however, one minute each has been taken out already from Martinez and Davis station dwell times.</i></p> <p>2. Will you ever increase train frequency to San Jose? <i>RESPONSE: Additional frequency between Oakland to San Jose is definitely in CCJPA's long-term service vision, but we're currently limited in the number of trains we run by the private host railroad environment we're in. For service improvements that we can pursue in the Oakland to San Jose corridor, we have applied for funding shorten travel time by shifting the route our service will utilize. This route shift will provide for a separation of freight and passenger train service, and lower the public investment needed in future railroad infrastructure that can provide for more round trip service capacity.</i></p> <p>3. Please fix the delay text notifications so that they're more real-time so that I can plan ahead better. <i>RESPONSE: Unfortunately, for most delay types, agents must confirm cause of the delay before sending out any alerts. This can mean some delay is introduced. Delay notifications are sent out upon receipt of incident information from the conductors on-board. We do offer real-time tracking of our trains via the TransLoc app and our website. While it does not convey delay cause, it can sometimes be a more useful proxy for knowing when to leave to catch a train. We will examine our communications strategies toward shifting customers to the appropriate communication tool for their needs.</i></p> <p>4. Can you please bring back food service on the 6:55p train [Train 549] that departs from Sacramento? I am often hungry on that train, but there's no food service in the Café Car, and I think I speak for many other passengers on this. <i>RESPONSE: CCJPA originally eliminated food service on select trains because there were inadequate food & beverage sales on those trains to support the full labor costs of staffing the Café Car. CCJPA is currently working with Amtrak to get better food & beverage sales data, so we can perform another round of analysis on Café Car service that may result in the possible restoration of food service on certain trains.</i></p> <p>5. Conductors on the Capitol Corridor are great! Friendly and helpful. <i>RESPONSE: Thank you! We think so too. Capitol Corridor conductors routinely rank near the top in the entire nationwide Amtrak system.</i></p> <p>6. What is the timeframe of the switch to the Coast Subdivision down in the Oakland to San Jose corridor? <i>RESPONSE: We will need to do the preliminary study and environmental assessment part of the Oakland to San Jose Phase 2A project first before having a better idea of timeframe for the realignment.</i></p>

	<p>7. Why aren't bus bridges offered for every significant service disruptions (for example, delays longer than an hour due to trespasser or crossing incidents)? What are the policies on when buses are ordered to relieve passengers from significantly delayed trains? <i>RESPONSE: Buses are ordered if the resolution time of the incident can be determined and it would indicate buses could be useful. Buses are not an option if buses are not within close time proximity to be of use, there insufficient sufficient buses available, and/or if the means of unloading people can't be done safely. Bus drivers also need to comply with Federal Hour of Service requirements, which may limit their availability.</i></p> <p>8. After the November 2017 schedule change where the Fairfield-Vacaville station was added, the morning trains arriving in Sacramento were shifted earlier. I'm guessing it's because a new station was added, but why did trains departing Sacramento move later after the schedule change? <i>RESPONSE: Not all trains moved their start time earlier or later, just a select few. This was to adjust for en route passengers and freight train meets that was foreseen when performing the schedule analysis in order to ensure Capitol Corridor trains remain on schedule.</i></p> <p>9. Now that you're selling Clipper cards on the train, please consider selling the Connect Transit Card as well. <i>RESPONSE: This suggestion will be pursued with SACOG until there is a better integration tool for ticketing.</i></p> <p>10. With the new angled bike racks coming in, are you still going to allow some bikes to lean against the wall in the lower-level if there are no more racks for bikes? <i>RESPONSE: Having unsecured bikes in the lower-level poses a safety issue, but we realize that some conductors allow them if the owner is nearby. Hopefully, with the increase of onboard bike storage capacity, there won't be as many situations in the future where riders will need to lean their bikes against the wall for temporary storage.</i></p> <p>11. It'd be great if there were earlier trains on weekends departing Sacramento so we can make the bus connection in San Jose that goes down to Santa Barbara. <i>RESPONSE: The planning of a schedule must consider a wide variety of market conditions. We will look at this suggestion and see if the equipment moves and market might support this concept.</i></p> <p>12. Will you be replacing all of the bike racks with the angled bike racks? <i>RESPONSE: We will start by replacing 50% of the existing racks, because we do realize that riders will need a bit of time to adjust to the new angled racks.</i></p> <p>13. Lighting is needed for the overflow parking lot at Martinez station. It's currently very dark and could be dangerous. <i>RESPONSE: City of Martinez will be adding additional lighting in the overflow parking area as part of their upcoming station project.</i></p>
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300 LAKESIDE WORKSHOP	
11	<p>Jan 23, 2018 - BART offices, 300 Lakeside Dr 5:30pm-6:30pm; Attendance: 1</p> <p>1. Is there an opportunity within the BART schedule to highlight Capitol Corridor connection times? <i>RESPONSE: Typically, the best and most up-to-date source of information on schedules comes directly from the transit provider. With multiple agencies in the Bay Area, it is challenging to show connections to other transit, especially on printed materials, without running great risk of the schedule information becoming obsolete due to schedule changes. Both Google Transit and 511.org offer capabilities of displaying connection times between different transit agencies.</i></p> <p>2. How did CCJPA achieve the current travel time savings project? Will there be further time savings projects considered in the future? <i>RESPONSE: The current travel time savings project involves slightly straightening some curves in certain parts of the tracks, thereby allowing trains to travel faster over those curves. Two minutes were also taken out of station dwell time. Additional time savings projects will definitely be considered in the future as we explore service optimization strategies through the Service Optimization project that is ongoing now.</i></p>

	<p>3. What is CCJPA’s long term position with bikes? RESPONSE: <i>We continue to support expanding bike access and serving the biking community. Recently, we have installed 184 BikeLink eLockers across most Capitol Corridor stations to ensure secure at-station bike parking. This year, we plan on ordering new angled bike racks that increase onboard bike storage capacity and are also exploring a folding bicycle rental service project. In the future, we anticipate that more bikeshare opportunities will be available at our stations. We realize and welcome bicycle use with our service but also appreciate the struggle to manage the demand for bicycle/train trips.</i></p>
SURVEY RESPONSES	
12	<p>Reconsider putting a few more pick up/drop offs back at Pier 39 for those coming via Emeryville. Also what about a transfer to ATT Park for Giants games for those coming via Amtrak. RESPONSE: <i>The costs to return additional Pier 39 and include game/event bus transfers to AT&T Park is regrettably too high given usage. The CCJPA is confident that there are a rich number of local transportation options in the City of San Francisco that can extend the trips to those destinations where the additional layered Amtrak Thruway buses would be too costly. We acknowledge that the ease of purchasing and planning trips where we don’t have as rich a service is an additional burden but that remains the intent of the State Integrated Travel Program to solve.</i></p>
13	<p>The proposed \$500,000 (25%) increase to the administrative budget is absurd when revenue is increasing only slightly. RESPONSE: <i>The proposed administrative budget increase was requested in order to provide additional management staff to (1) assume customer service duties that were previously performed by Amtrak in the region (but have since been eliminated by Amtrak in January 2018), (2) increased oversight of an expanded business intelligence database (resulting in improved financial and service performance reports) and (3) manage grants and projects based on awards from the current (and expected future) grants.</i></p>
14	<p>Hello there can you guys try to proceed with the extension towards Salinas because its time for you guys to actually do it and also what about the Dumbarton rail corridor i would love to see Amtrak going through the Peninsula and to the bay maybe a Newark station and rerouting the Capital Corridor trains on the Coast Sub from Elmhurst to Carpenter Rd but I hear you guys talking about an Ardenwood Park Station? and Hercules ? RESPONSE: <i>The Salinas extension project is currently on hold because additional train capacity from Oakland to San Jose needs to be secured first, in addition to securing more trainsets to add to the Capitol Corridor service. In our grant application for Oakland to San Jose Phase 2A, one of the core concepts is to realign Capitol Corridor service from the Niles Subdivision to the Coast Subdivision, which will provide a more direct connection to the Dumbarton Bridge. As part of the service route realignment, we proposed construction of a new passenger rail station in the Fremont/Newark area that would provide convenient connections for private and public buses that serve the Dumbarton Bridge corridor. The Hercules station is something being planned by Hercules but it is not, as of yet, a station that the CCJPA Board has been asked to consider serving according to our station policy.</i></p>
15	<p>I primarily use Capitol Corridor for bicycle travel and I support efforts to expand bike storage inside cars. I have had friends kicked off the train because their bikes had large mountain bike tires and did not fit in the bike hooks. I ask that bikes with large tires or unusual geometries be allowed to lean against the wall in the luggage area or bottom level, so that travelers can feel confident that we'll be able use Capital Corridor with bikes. Bike security is also an issue. Many people have had their bikes stolen off Capital Corridor. While we should bring our own locks ideally, it would be very helpful to have loaner locks available -- either for free or for a small fee -- available in the cafe car. That would help if we forget, or are not traveling with a lock. Thanks! RESPONSE: <i>The angled bike racks that we will be purchasing to increase onboard bike storage capacity allows for bikes with larger tires and lengthier frames. We are aware that there are sometimes onboard bike storage limitations, but it is not safe for any large items such as bikes to be stored unsecured in the baggage area or the lower level, in case there is sudden movement of the train that causes unsecured items to hurt passengers who are seated in the lower level. Your suggestion for a rental bike lock in the Café Car will be passed on to the relevant CCJPA staff.</i></p>
16	<p>I love the trains and for the most part, they are very on-time. the only thing that irks me is...the onboard bathroom facility. I am guessing it's a tough thing no matter what--but I think the #1 thing to be addressed is the</p>

	<p>lone superliner coach--the bathroom facility is very much in need of attention. on my occasion I noticed the toilet was not aligning to the seat cushion--so that a noticeable gap was present--where human waste could enter and not be easily cleaned. Also, some recessed lighting fixtures showed quite a bit of dust and could use a good cleaning. I do love that "comfy car" as it really lets me take a good nap on my commute. anyways glad to use the capitol corridor and hope to see the trains even spiffier :)</p> <p>RESPONSE: <i>We are aware of the issues with the Superliner bathroom toilet and will continue to work with Amtrak to repair them. We will also take another look at the recessed lighting fixtures for cleaning.</i></p>
17	<p>Please introduce lower off-peak fares. Right now, Capitol Corridor is very uncompetitive compared to Megabus and Greyhound. It seems silly to price out people when you are running half empty trains on weekends</p> <p>RESPONSE: <i>In 2017, we offered a Buy-One-Get-One-on-Saturdays and Take 5 for \$5 each way on Weekends (both were long-running, but seasonal), as well as a Friends and Family ride 50% (available nearly every day) --these are all generous discounts off of the full-fare, aimed at serving couples and small groups. We are researching options for an off-peak single-traveler fare. Our current promotional offers are always listed on our website and on the Amtrak site under "deals." Our service is priced and is a fundamentally different product than MegaBus and Greyhound and is priced according to meeting state subsidy targets. We are working to a situation that in the future we may be able to introduce dynamic pricing in the statewide integrated travel program.</i></p>
18	<p>The update was good. I had to get off before I could ask questions though. When will the signs be working at the new Vacaville station? Are there any plans to add any restroom facilities, or at least something portable nearby?</p> <p>RESPONSE: <i>Fairfield-Vacaville station is maintained by the City of Fairfield, and there are no current plans to add restrooms. Inquiries may be made to the City of Fairfield for station specific questions. Parts have been ordered for the station platform signs and the signs will be operational soon.</i></p>
19	<p>1. The Amtrak App. will not allow me to save my monthly pass to my Apple wallet. 2. Instead of transfers why not have the other connector services i.e. Sac RT recognize our monthly pass. 3. When there is an incident on the track and there is a death it takes 2-4hrs to clear. There is always a bus bridge to Auburn why not a bus bridge to the Bay Area?</p> <p>RESPONSE: <i>We are aware of the issue with the current Amtrak app and are told Amtrak is fixing the issue. The suggestion to go away from the transit transfers and use our monthly, 10-ride, or even single ticket use of an Amtrak ticket is not a verifiable product done via SacRT or any other transit transfer partner in the same way a date-punched transfer pass is verifiable. The amount of passenger heading to the Bay Area would require multiple buses to accommodate all passengers. The logistics of acquiring enough buses and drivers is very difficult, due to limited number of buses and drivers available at any given time.</i></p>
20	<p>Clipper integration would be great. Getting Ford GoBike at Jack London Square and additional stations for last mile commute and adding frequency between Oakland and San Jose.</p> <p>RESPONSE: <i>Due to the existing Amtrak fare structure and requirements, we are unable to integrate with Clipper for Capitol Corridor fares, however, the Integrated Travel Program effort we are currently collaborating with the State Transportation Agency should provide a better ticketing solution for the future where different tickets for different transit agencies are no longer a hassle for riders. Motivate (the company who operates Ford GoBike) does have plans to have a dock at Jack London Square station and other Capitol Corridor stations, and they are currently working with the appropriate entities to obtain various permissions to construct and operate at the station. Additional frequency between Oakland to San Jose is definitely in CCJPA's long-term service vision, but we're currently limited in the number of trains we run by the private host railroad environment we're in. For service improvements that we can pursue in the Oakland to San Jose corridor, we have applied for funding undertake a capital project to shorten travel time and shift our route between Oakland and Newark. Service expansion in the corridor would be facilitated by this shift and additional capital funds to build in the capacity for service expansion.</i></p>
21	<p>The number of train delays due to "signal problems" and "equipment problems" is alarming. I know funding is an issue but with all the news, accidents, etc, it is starting to feel very unsafe to ride with Amtrak. The system needs to be modernized. I think there needs to be campaigns to keep America in the first world and property fund public commuter travel.</p> <p>RESPONSE: <i>Your safety is a priority for CCJPA, Amtrak, UPRR and Caltrain. None of the signal or equipment problems are contributing to unsafe conditions since the default on these 'problems' is to not function unless</i></p>

	<p><i>mission critical systems are working. These problems are delay problems but not safety related. The largest safety fix coming to our service operations is Positive Train Control, a collision avoidance technology that will be installed by the end of 2018.</i></p>
	<p>EMAILS</p>
<p>22</p>	<p>Received January 23, 2018</p> <p>Hi,</p> <p>My suggestions for the business plan is the following:</p> <ol style="list-style-type: none"> 1 Create Capitol Corridor/BART discount card <ul style="list-style-type: none"> • This Capitol Corridor/BART is just like a credit card, but it can be refill at discount rate. For example, you can swipe the card for \$8 but get \$10 BART ticket value etc. 2 Create ferry boat feeder “shortcut” linkage between BART (Oakland Airport Station) and Caltrain (Broadway Station). <ul style="list-style-type: none"> • BART at Oakland Airport (monorail) is very close to the waterfront; a ferry boat station should be positioned near it. • On the South Bay side, the Caltrain’s Broadway station now has a pedestrian walkway to the waterfront; another ferry station can also be positioned there as well. <p>With this plan, commuters will have more incentive to leave their cars (and Highway 101) at home. The economic gain, in bypassing traffic jam, for the region could be substantial.</p> <p>(See the attached Maps)</p> <p>Cheers,</p> <p>Yan</p> <p><i>RESPONSE: The CCJPA has reviewed your email and attached maps. The scope of creating ferry hubs is outside of the scope of the Business Plan Update. As for the BART/CCJPA card, there is no immediate other replacement media that would be cost effective to utilize in fare reconciliation with BART other than Clipper Card or their mag-stripe cards. CCJPA is supporting CalSTA in steps to create an Integrated Travel Program where there would be more seamless travel planning and ticket purchases however this will take several years to realize.</i></p>
<p>23</p>	<p>Dear Capitol Corridor, Thank you for soliciting feedback on your Business Plan Update. I am pleased to learn about many of your updates and appreciate being able to commute on the CC. I am a regular commuter and there are four areas I want to provide feedback on:</p> <ol style="list-style-type: none"> 1. Train Schedule <p>I would like to request the 524 morning train to Sacramento have a schedule that is 20-30 minutes earlier. The fact that there is no train between 6:38 and 7:56 from Berkeley to Sacramento makes commuting to work very limited. I know many other regular riders share this sentiment.</p> <p><i>RESPONSE: Before every schedule change we review adjustment options. We will consider this suggestion among the many objectives that must be satisfied when developing a schedule.</i></p> 2. Bike Commuting <p>I am happy you have added bikelink to all stations. However, due to my need to ride on both ends of my commute, I still need to take my bike on the train, as do many others. I provided feedback on the new bike bike</p>

racks and it wasn't positive. While the angle hanger was ok, overall the arms to lock the bikes were flimsy and difficult to use. In addition, we then saw cars with only the retractable arms, which were extraordinarily difficult to make work by themselves. It looks like you will be putting this design in the bike cars. Please go back to the drawing board. Once the plastic pieces break off the retractable arms (and they will) we will be unable to lock our bikes in the cars.

RESPONSE: When we did these tests, the response roughly 50/50 in favor of the new racks. Due to the demands on bicycle on-trains, we must explore more on-train storage options and these satisfy those needs. The design of the holders has been worked out through the testing. We will be deploying on about 50% of the bike storage spaces.

In addition, I understand and respect the one ticket, one seat policy but as a bike commuter I have to carry a lot of gear and the design of the seats and overhead compartments make it very difficult to stow that gear. Sometime leaving no choice but to have stuff either on the seat or floor (apparently also discouraged). The design of the cars makes it very difficult to comply with the policy.

RESPONSE: Out of consideration of every paying customer, we request that all patrons make arrangements in racks, under seats, between seats, or overhead, to store their materials or be prepared to purchase an additional seat. We respect the challenges you face but believe there are options that may require a multitude of storage locations to comply with the one-ticket, one-seat policy.

3. Timeliness of Trains

On paper the on-time record looks good but that hasn't been my recent experience. I understand that emergencies and accidents happen but I have experienced multiple delays due to track, signal and equipment problems. It seems like there is significant room for improvement in those areas.

RESPONSE: We agree and we have identified funds to update the signal system, improve its reliability, while maintaining safe operations. Both the UPRR and CCJPA are working together on this program. As well, we are trying to address the delay issues associated with the use of the new Charger locomotives, which has been another source of delays. An extensive Charger use training program, underway now, is already reducing equipment delays in using these new locomotives.

Also, when there is a delay the communication to passengers on the likely length of disruption is lacking. I understand that these delays may evolve but it would be helpful for Amtrak to develop a system relative to the seriousness of the incident (yellow, 1hr; orange 2-3 hours; red 4plus hours). This would really assist passengers in making alternate plans.

RESPONSE: We feel your pain and that of others in not always knowing how long delays may be. We already do take strides to provide the length of delay information as long as we can properly assess the length of the delay, which remains the biggest challenge in what is often a dynamic situation. That said, we can explore ways of conveying what information we do not know and when it might be safe to indicate a delay MAY be significant and then to have regular updates.

4. Berkeley Station - short platform.

With the new longer route due to the Vacaville station, stopping multiple times at Berkeley on the way home due to the short platform adds multiple minutes to the commute, sometimes as many as 5 minutes in order to get everyone off the train. There seems to be a fairly low-cost opportunity to address this by extending the platform or just the passenger crosswalks minimally. That would greatly ease deboarding for everyone.

RESPONSE: Unfortunately, the Berkeley station is built and dispatched in a way that makes knowing what platform the train will show up on a variable. The owner of the track, UPRR, has not identified any safe solutions for developing a middle platform as they discourage any sort of space that would allow multiple people to gather along a length platform. For now, the Berkeley station will have to remain as is until a solution to access middle island platform with grade separated access to the train can be developed.

	<p>I am pleased that you are continuing to invest in both the trains and rails to ensure a safe and efficient system.</p> <p>Thank you,</p> <p>Rachel Gold</p>
LETTERS	
24	<p>Received January 26, 2018 from Transportation Agency for Monterey County (TAMC)</p> <p>Dear Mr. Frerichs:</p> <p>I am writing on behalf of the Transportation Agency for Monterey County (TAMC), sponsor of the Rail Extension to Monterey County project, to comment on the draft CCJPA Business Plan for FY 2018-19 and 2019-20.</p> <p>TAMC and CCJPA have been coordinating for many years on the possible extension of CCJPA service from San Jose to Salinas, as mentioned in the draft plan (p. II, 3, and 10). We jointly adopted a Principles of Agreement in February 2013 and have been developing ridership analyses and coordinating on Salinas and Gilroy station design review since that time. However, the current draft business plan omits the sections in past years' business plans that previously explained the project ("Extension of Capitol Corridor Trains to Salinas", p. 11 of the final FY 2017-19 Business Plan).</p> <p>We fully understand the caveats that were included in that project description, and have been working actively to support your plans to increase service between San Jose and Oakland. Simultaneously, we have been working to make the necessary station improvements, with secured state funding under secured state environmental clearance. Our sincere hope is to continue to coordinate with you and your team to pursue the eventual extension of your service to Salinas, pending the resolution of the relevant issues. Please reinsert a paragraph detailing that work into the draft business plan.</p> <p>Thank you for your support of the Rail Extension to Monterey County project and the Transportation Agency. We look forward to continuing our coordination on rail projects via the Intercity Rail Chairs group and the California Northern Megaregion group. If you have any questions, please feel free to contact Christina Watson of my staff at 831-775-0903 or via email at christina@tamcmonterey.org.</p> <p>Sincerely,</p> <p>Debra L. Hale Executive Director</p> <p><i>RESPONSE: In the next revised version of the Business Plan Update the CCJPA will include a description of the extension to Salinas and the issues surrounding delivering the extension.</i></p>
25	<p>Received January 20, 2018 from Caltrans Division of Rail and Mass Transportation</p> <p>Page 9: References to "Caltrans Division of Rail" on this page and in other parts of the document should be changed to "Caltrans Division of Rail and Mass Transportation"</p> <p><i>RESPONSE: Page 9 comments noted.</i></p> <p>Page 10: Status and Description/benefits columns: for Phase I and II of Sacramento Roseville Third Main Track projects: there is confusion caused by reference to the number of trains per day in some parts of the document (30) and the number of round-trips per day in other parts of the document (15). More clarity could come from standardizing the unit of measurement to either "trains" or "round-trips", but not both.</p>

References to "Caltrans Rail Division" on this page and in other parts of the document should be changed to "Caltrans Division of Rail and Mass Transportation"

UPRR signal replacement/upgrade section: "on-train performance." should read "on-time performance"
 RESPONSE: *All page 10 edits noted.*

Page 11: Description of Sacramento to Roseville Third Main Track project shows increase in number of Round Trips per day, not in number of trains per day, as described earlier in the document. Consider standardizing the unit of measurement for clarity.
 RESPONSE: *All page 11 comments noted.*

26 Received January 26, 2018 from City of Hercules

Dear Mr. Kutrosky:

The City of Hercules appreciates the opportunity to comment on the Capitol Corridor Intercity Passenger Rail Service Business Plan Update FY 2018-19 and FY 2019-20. During our review, it was noted that the Hercules Station was omitted from the Non-CCJPA Sponsored Projects in Table 4-1, Capital Projects by CCJPA and Others, page 10.

We would like to take this opportunity to highlight the key benefits of the Hercules Station as presented in greater detail in our verbal remarks to your Board in June 2017 and formal presentation in September 2017.

Hercules is located on the I-80 corridor, one of the most congested traffic corridors in the state. Congestion is expected to grow 23% by 2040, further impacting commutes. The Regional Intermodal Transportation Center (RITC) will provide improved options for alternative travel modes for all users of the I-80 corridor with a multi-modal transit center at the junction of I-80/State Route 4, a critical access point, in the vicinity of the I-80 Carquinez Bridge. With bus, train and ferry service at the RITC, commuters in the northwestern part of Contra Costa as well as residents of southwestern Solano County will have transit alternatives to driving alone on the I-80 Corridor. This will reduce overall corridor congestion to the southern segment of I-80 with trips that start/end in the City of Hercules as well as trips that originate in areas to the north of the San Francisco Bay Area and beyond. The RITC also supports active transportation with a direct connection to the San Francisco Bay Trail. The RITC will also benefit underserved communities by expanding transportation choices. Such choices could provide underserved communities access to housing, employment and educational opportunities.

Please note that a train station in Hercules was previously acknowledged in the Capitol Corridor Intercity Passenger Rail Service Business Plan Update FY 2011-12 and FY 2012-13 in Table 4-2, Ready to Go and Service Expansion Projects, Capitol Corridor, page 11. The City of Hercules respectfully requests that the Hercules Station be listed again, given that a number of phases of the project have been completed and the next phases needed to allow a train to stop are shovel ready, under the aforementioned Table 4-1 in the draft of the current Business Plan Update. We offer the following information about a station stop in Hercules:

NON- CCJPA SPONSORED PROJECTS	Status	\$ Programmed	Funding Sources	Project Cost	Description/ benefits
Hercules Station	Project has CEQA/NEPA approval, construction of Phase 1B completed	\$30M	Various Federal, State, and Local sources	\$81M	New station at Hercules; net new ridership

The City looks forward to working in partnership with the CCJPA, together with local, regional, state and federal agencies to continue advancing a project that will move people between cities. If you have any questions, or would like additional information, please contact me at (510) 799-8200.

Sincerely,

David Biggs, City Manager

RESPONSE:



BOARD OF DIRECTORS
 SLACER COUNTY
 TRANSPORTATION
 PLANNING AGENCY
 Jim Heninger
 Address: Powers 1000
 Sacramento, CA

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 TRAMWAY DISTRICT**
 Steve Heninger
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**SAN FRANCISCO BAY AREA
 RAPID TRANSIT DISTRICT**
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 Robert D. Lee
 Nancy J. Lee
 John McPartland
 Robert R. Lee
 Rebecca Salzman

**SANTA CLARA VALLEY
 TRANSPORTATION
 DISTRICT**
 Teresa O'Neil
 Paul R. O'Neil

**SOLANO TRANSPORTATION
 DISTRICT**
 Len A. Gullone
 Harry P. Gullone
 James P. Gullone

**YOLO COUNTY
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February 6, 2018

Mr. David Biggs
 City Manager
 City of Hercules
 111 Civic Drive
 Hercules, CA 94547

Dear Mr. Biggs:

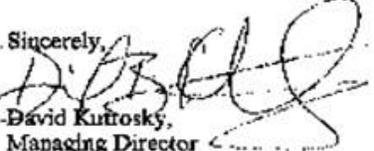
The CCJPA is in receipt of your comment letter on the CCJPA's Capitol Corridor Intercity Passenger Rail Service FY 2018-19 - FY 2019-20 Draft Business Plan Update (BPU) (January 2018).

Your letter requests to have the proposed Hercules Station included in this year's BPU within Appendix B (Programmed or Completed Capitol Corridor Projects). Please note that this appendix presents those projects that have programmed and approved by the CCJPA or that have been completed under or prior to the CCJPA's management of the Capitol Corridor service. At this moment, the CCJPA Board has not yet taken any actions to approve the inclusion of the proposed Hercules Station in the Capitol Corridor service plan.

That being said, the CCJPA encourages the City of Hercules to contact us and begin discussions of the inclusion of the Hercules Station in the CCJPA's Capitol Corridor service plan and I am pleased to let you know that a meeting has been scheduled this month to begin such discussions.

This meeting and future ones will provide an avenue for our agencies to review the City of Hercules' plans for the proposed train station in conjunction with the CCJPA's adopted Station Policy (June 2006).

The CCJPA looks forward to working with the City of Hercules on its proposed Hercules train station.

Sincerely,

 David Kufrosky,
 Managing Director

cc: CCJPA Board of Directors
 Steve Heninger, Metropolitan Transportation Commission
 WCCTAC Board of Directors
 Randall Iwasaki, Contra Costa Transportation Authority
 Terry Bowen, Gray Bowen Scott Eric Zell, Zell and Associates
 Michael Roberts, City Engineer/Public Works Director
 Eric Zell, Zell and Associates

