



# CCJPA Business Plan Update FY 2019-20 and 2020-21 Public Comments and Staff Responses

February 5, 2019

| ONSITE AND ONBOARD WORKSHOPS  |  |
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| Tues, Jan 22 – Facebook Live – 20 attendees – 3.5K views – <i>comments in chronological order</i> |  |
| 1.  | <p>Q. I know this may sound impossible but could a stop in Antelope, on your way to Roseville be in the picture? Is it even possible?</p> <p>A. Rail station placement is a balance act between serving communities with convenient locations and maintaining fast travel times. A potential station in Antelope would likely be too close to Roseville to be ideally considered. The CCJPA Board of Directors has a policy on adding stations and requires any new station to be sponsored by a local community.</p>  |
| 2.  | <p>Q. What plans does Capitol Corridor have to be more competitive with driving for non-commute trips? Driving on I-80 is awful on weekends now and CC could get a lot of people out of their cars if it was cheaper and more integrated into the two regions that it serves. Any plans to introduce cheaper off-peak fares for non-group riders?</p> <p>A. We are currently offering a “Visit SF” \$19 one-way fare on weekends for travelers from the Suisun/Sacramento/Auburn areas to get to San Francisco. This is a single-traveler offer. We are also looking into other discounts aimed at single travelers.</p> |
| 3.  | <p>C. Berkeley station needs a cleaning.</p> <p>R. We are working with Amtrak and the City of Berkeley to perform more frequent cleaning at select East Bay stations, including Berkeley.</p>  |
| 4.  | <p>Q. Is there still a plan to add an additional track east of Sacramento to allow more trains between Sacramento and Roseville (and, hopefully, Rocklin)?</p> <p>A. We'll be discussing this :-)</p>  |
| 5.  | <p>Q. Public transit ridership is down for most organizations throughout the country - why do you think the Capitol Corridor route is bucking that trend and seeing such growth?</p> <p>A. We believe that the strong jobs economy and the housing cost disparity in the NorCal megaregion are driving the strong ridership performance for Capitol Corridor. We see a lot of passengers traveling from the Sacramento area to the Bay Area for work/business trips, and they're choosing to ride the train rather than drive on congested highways.</p>   |
| 6.  | <p>Q. Any plans to staff the telephones to the office in weekends? I like to call about schedules.</p> <p>A. We do not plan to staff the call center on the weekends at this time. We chose to close the call center on the weekends due to decreasing overall call volume. Our schedules are available online on our site <a href="http://capitolcorridor.org">capitolcorridor.org</a>, as well as via Google Maps.</p>   |
| 7.  | <p>Q. Is there any leadership at the state level? <i>(in reference to ITP)</i></p>   |

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|     | <p>A. Yes, Cal ITP is a state-led effort by Caltrans and funded by CalSTA. The project would not be possible without the strong state-level leadership.</p>  |
| 8.  | <p>Q. I think every train station needs a station agent and more cops around there and more cleaning.</p> <p>A. We are aware of the security and cleanliness concerns that passengers have, and we're working with Amtrak to increase security presence and cleaning frequency at select stations.</p>   |
| 9.  | <p>Q. Have you ever considered Business Class?</p> <p>A. We have given thought to this, and the conclusion we reached was that our existing train equipment is not ideally set up for a separate business class. We may reconsider in the future when new train equipment joins the fleet.</p>   |
| 10. | <p>Q. How long until 10 trains a day to Roseville, Ca?</p> <p>A. Having up to 10 trains to Roseville will likely be at least until 2027 simply due to the fact that CCJPA does not yet have a full funding plan nor do we have the complete design process underway (or funded) at this time.</p>  |
| 11. | <p>C. Richmond needs more security.</p> <p>A. We are working with Amtrak to increase security presence at select East Bay stations, including Richmond.</p>  |
| 12. | <p>Q. If Amtrak routes like the Coast Starlight are threatened under federal leadership, how plausible is the idea of the western state agencies pitching in to continue that route under your own authority? The Coast Starlight for example, connects with Cascades, San Joaquins, Surfliners, and Capitol Corridors. With split costs amongst all of these states, I doubt it would be too hard to continue those trains.</p> <p>A. The CCJPA is not mandated to look after the various Amtrak long distance trains that may be under the threat that you mention. Nor is the structure of the State of California set up, at this time, to address these concerns. This is not to say that it could not change. Until mandates change, the legislative mandate and mission of the CCJPA is the continued success and growth of the Capitol Corridor route.</p> |
| 13. | <p>Q. Will the discounted BART ticket option continue?</p> <p>A. The discounted BART tickets that were sold in the Café Car have been discontinued. We now sell Clipper cards that waive the \$3 initial card purchase fee.</p>  |
| 14. | <p>Q. Is it possible to have a more realistic estimation for delays on the PIDS system? Instead of +3min +3min??</p> <p>A. We are currently in the middle of a procurement process for a new PIDS system that would have a more real-time station arrival prediction algorithm. Implementation of that new PIDS is estimated for end of 2019.</p>  |
| 15. | <p>Q. How is the high speed rail project going to affect Amtrak?</p> <p>A. The Capitol Corridor will be an important feeder route that connects to CA High Speed Rail at San Jose Diridon station. We are coordinating station integration plans at San Jose together with other rail transit systems there, including High Speed Rail.</p>  |

| <b>Comments on <a href="#">Twitter Post</a> Promoting the Workshops</b>            |   |
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| 1.   | <p>C. More trains between Oakland and San Jose</p> <p>A. It's in our Vision Plan Update, and we are continually working on it via the Oakland to San Jose Phase 2 Service Expansion project.</p>  |
| 2.   | <p>Q. Can we get a non-stop express route between Sacramento and Emeryville, with a thruway bus connection to San Francisco? It would really help!</p> <p>A. We don't currently have enough train equipment and train frequency to realistically consider a non-stop express train between Sacramento and Emeryville, but we will reconsider if those factors change in the future.</p>   |
| <b>Comments on <a href="#">Instagram Post</a> Promoting the Workshops</b>          |   |
| 1.   | <p>C. Salinas 2020 please!</p> <p>Q. Train service (whether that's Capitol Corridor, Caltrain, or something else) in 2020 is probably unlikely, but we will continue to assist the Transportation Agency of Monterey County (TAMC) in their project as much as feasible. Negotiations with UPRR to acquire train slots between Salinas and San Jose is key for starting train service, but we haven't heard any news on that front yet.</p>         |
| 2.   | <p>C. Fix the destination signs on the cars. You can't hardly see them anymore. You need better LED ones like the new locomotives.</p> <p>A. We are aware that the exterior destination signs are reaching their end-of-life, and unfortunately, the parts used for them have been discontinued so we are unable to fix them as quickly as we'd like. We have found a retired gentleman in South Bay who can fix them, but he is not full-time.</p> |
| <b>Tue, Jan 22 – Train 536 from Richmond to Auburn (6 RIC/SAC &amp; 4 SAC/RLN)</b> |   |
| 1.   | <p>Q. If the blue light you talked about at RIC is for making sure Capitol Corridor trains don't leave as a BART train comes in, the engineers are not paying attention to it. It seems a wasted effort because I have missed at least two trains of late that probably should have been stopped.</p> <p>A. CCJPA has asked Amtrak to investigate this comment – it should be used as intended.</p>   |
| 2.   | <p>Q. They should sell Advil in the café car.</p> <p>A. We will look into that.</p>   |
| 3.   | <p>Q. The café car should sell Oatmeal, Guacamole, and Chips/Salsa.</p> <p>A. We will consider those requests.</p>  |
| 4.   | <p>Q. Fresh ground coffee should be used for better flavor. There are machines that grind and brew each cup.</p> <p>A. We will consider this request.</p>   |
| 5.   | <p>Q. It would be great if you are considering new seats, maybe some standing tables would be good. Can you consider those?</p>   |

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|  | A. CCJPA will consider this request but will need to also consider the safety implications and headroom against other on-train amenities such as overhead storage.   |
| 6.   | Q. When you consider LED lighting, make sure you get quality capacitors or there will be flickering<br>A. Comment noted.   |
| 7.   | Q. Why are tickets limited to time of use?<br>A. The time of use tickets (the 10-rides and monthlies) are products that Amtrak sells to control revenue management while offering discounted products for repeat use.  |
| <b>Tue, Jan 22 – Train 545 from Davis to Martinez (35 attendees)</b> |  |
| 1  | Q. Capitol Corridor train tracker has been down/not connected [separately from 4 riders]<br>A. Thanks. The train status app was not working properly in early January due to certificate issue, but it has since been resolved.  |
| 2  | Q. Request to have weekend train 720 leave 60 minutes earlier so as to get to events/meetings in Sacramento before 10am; also have trains 543 and 545 return earlier departure times (5-10 minutes earlier)<br>A. We will evaluate these requests as part of the Cap Corridor timetable change in Spring/April 2019.   |
| 3  | Q. The bus run from SF to Emeryville to meet train 522 arrives too early, causing a wait of up to 25 minutes at Emeryville for the train to arrive. Kudos to the bus driver, Arthur.<br>A. CCJPA will work Amtrak bus management to evaluate each individual bus run and make any run time adjustments.  |
| 4  | Q. Passenger has noticed that the onboard restrooms are cleaner.<br>A. Thanks. We appreciate the compliment.   |
| 5  | Q. Can adjustments be made to train 723 to connect with thruway bus that connects with Pacific Surfliner train?<br>A. Staff will evaluate if this train adjustment will reduce costs and/or increase ridership/revenues.   |
| 6  | Q. The ETA info for arriving trains is not up on the digital board long enough.<br>A. Staff will make adjustments to increase the length of time these ETA messages are displayed.   |
| 7  | Q. Can there be USB plug-in ports at the seats in addition to the current standard electrical outlets?<br>Q. Any new bilevel cars will have USB plugin ports. Staff will check to see if USB ports can be added to the current fleet of bilevel cars.  |
| 8  | Q. How do Capitol Corridor use the Richmond BART Parking Garage?<br>A. Staff sent rider a link to the Capitol Corridor website for the Richmond Station, which included instructions on purchasing a Clipper Card/E-Z Rider pass and how to use the Clipper Card parking validation machine in the free area/BART concourse at the base of stairs to the Amtrak/Capitol Corridor platform. |
| 9  | Q. What can be done to improve the timing of the connection with Sac RT light rail trains at the Sacramento Valley Station?  |

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|   | A. For the upcoming Spring 2019 timetable change, staff will see what can be done to improve timing of these connections.   |
| 10  | <p>Q. Has the CCJPA looked to serving Soda Springs or special ski trains?</p> <p>A. The CCJPA partnered with Placer County TPA over 10 years ago on a proposal to extend 2-4 round trip daily trains to/from Reno; however, the Union Pacific Railroad stated that there was not enough capacity available as adding track infrastructure was difficult due to the right-of-way constraints through the Sierra mountains and Donner Pass. That being said, the CCJPA will work Amtrak to evaluate the opportunities of operating special winter season trains to Truckee.</p> |
| <b>Wed, Jan 23 – Train 540 from Richmond to Sacramento (8 attendees)</b>                            |   |
| 1.  | <p>Q. What is Capitol Corridor doing about the vandalized signals?</p> <p>A. CCJPA has partnered with Union Pacific Railroad, who owns the tracks, to assist with funding signal system improvements and hardening of the signal houses for the Capitol Corridor route.</p>   |
| 2.  | <p>Q. Why does the current Wi-Fi not work on the trains? Unable to log on.</p> <p>A. If unable to connect, it maybe the security settings. Go to amtrakconnect.com and accept to log into the onboard Wi-Fi.</p>  |
| 3.  | <p>Q. Regarding the upcoming bike racks on Superliner cars. Where will they be located?</p> <p>A. The bike racks will be located downstairs on the lower level.</p>   |
|   | <p>Q. How will bike riders access the car to store their bikes or depart the train?</p> <p>A. Conductors open/close the doors to allow passengers to enter and exit the car.</p>  |
| 4.  | <p>Q. At Berkeley station there is an increase in homeless encampments. What is the Capitol Corridor doing to address this issue?</p> <p>A. The Capitol Corridor has partnered with Union Pacific Railroad, Amtrak, Cities and counties along our route. The cities and counties have been working with non-profit groups to provide outreach, prior to clearing the encampments. If encampments are in harm's way we immediately remove to ensure individuals safety.</p>  |
| 5.  | <p>Q. Regarding equipment availability, will Capitol Corridor be adding additional cars to the four car trains? They really are three cars, if you count the diner car.</p> <p>A. We have isolated our heavy ridership trains and group them in a four day rotation and have increased the trains to six cars. We are unable to add cars to every train, due to low equipment stock. We will be working with the State of California to upgrade our fleet to new cars. This will provide Capitol Corridor with the flexibility to add cars where needed.</p>                  |
| <b>Wed, Jan 23 – Train 542 from Santa Clara/Great America to Oakland Jack London (10 attendees)</b> |   |
| 1.  | <p>Q. Are there any plans to upgrade the Benicia rail bridge?</p> <p>A. In the CCJPA Vision Plan, we do have a long-term vision for a new rail bridge crossing the Carquinez Straight, connecting Martinez and Benicia. However, there are currently no planning efforts studying the option or funding for a new rail bridge. Our service expansion efforts are currently focused on Sacramento to Roseville and Oakland to San Jose.</p>  |
| 2.  | <p>Q. Are there plans to underground the rail tracks in Jack London Square?</p>   |

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|   | <p>A. That concept is also an option presented in the long-term Vision Plan, however, not something we’re actively pursuing. We hope to have a future opportunity to examine this concept further with UPRR, City of Oakland, and Port of Oakland.</p>   |
| 3.  | <p>Q. When will better Wi-Fi be coming?</p> <p>A. The new Wi-Fi system should be implemented by the end of 2019.</p>   |
| <p><b>Thu, Jan 24 – Train 542 from Richmond to Sacramento (7 attendees)</b></p> |  |
| 1.  | <p>Q. I would like to be able to sign up for alerts for just the trains I want to be notified about.</p> <p>A. We don’t offer it ‘by train’ because there are often domino effects when there is a delay, so receiving just alerts for your train may not provide enough information. We are looking into offering weekend alerts (to cover a gap in service info there) but will continue to look to converting messaging to ‘by-train’.</p>  |
| 2.  | <p>Q. Train 542 does not seem to get the text messages.</p> <p>A. We will investigate but the system is set up for all train subscribers to get alerts for all applicable trains.</p>  |
| 3.  | <p>Q. We would like to have discounted weekends for multi-rides.</p> <p>A. CCJPA offers a variety of discounted trains with incentives for weekend travel. The multi-ride tickets are available for use any time, weekdays or weekends.</p>  |
| 4.  | <p>Q. There should be better spacing between trains in the Oakland to San Jose section or just more trains.</p> <p>A. The trains that the CCJPA is allowed to currently run in the Oakland to San Jose territory are limited to the slots that CCJPA has the right to use with the host railroads (Union Pacific and Caltrain). We have to space the use of those slots out to maximize ridership while ensuring the schedule remains reliable.</p>  |
| 5.  | <p>Q. Please keep those extra cars coming!</p> <p>A. We are going to do what we can to lease spare Amtrak rolling stock to provide some more seating capacity but also to acquire more rolling stock as soon as can be arranged.</p>   |
| 6.  | <p>Q. Bags that have been stored out of sight have been stolen by people that just want to steal luggage. I suggest you put warning signs to lock or secure baggage or keep it within your sights.</p> <p>A. We will consider making adjustments in our ride guide and/or with signage on the train.</p>   |
| 7.  | <p>Q. It would be great if you could time your trains with Caltrain so I could get up the Peninsula.</p> <p>A. We do try and look at those opportunities but there are many factors to consider with the train slot opportunities we are provided so it is not unlikely that some trains will not sync well with a Caltrain transfer. The solution for that are more Capitol Corridor trains to/from San Jose, which we are working on but the progress will be methodical as we do not own rights to have any additional slots right now – that all takes funding and approval from the host railroads.</p> |
| 8.  | <p>Q. Uber stops on the wrong side of the station at GAC.</p>  |

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|   | A. Unfortunately this is an Uber or database mapping issue that CCJPA can't fix.  |
| 9.  | <p>Q. The Roseville to Sacramento bus drivers are really flaky.</p> <p>A. CCJPA will bring this matter to the attention of Amtrak who oversee that contract with the winning bus operator.</p>  |
| 10.   | <p>Q. You should consider putting posters in the train cars about how to get the various alerts and sign up for information about Capitol Corridor.</p> <p>A. We are planning to include this info on our next set of posters.</p>  |
| 11.   | <p>Q. CCJPA should put a GHG calculator on the website for CC trips.</p> <p>A. We will bring this request up again (we studied it before but did not act on it) and reconsider.</p>   |
| <b>Thu, Jan 24 – Train 543 from Davis to Martinez (4 attendees)</b> |   |
| 1.  | <p>Q. Is CCJPA planning on increasing the amount of trains per day?</p> <p>A. CCJPA is limited by the equipment stock. We are working with the state of California (Caltrans) to increase the availability of equipment to increase train frequency.</p>  |
| 2.  | <p>Q. Is there a station being built at Hercules?</p> <p>A. There are talks but it depends on a number of factors.</p>  |
| 3.  | <p>Q. Why is the Fremont to San Jose travel time so long?</p> <p>A. There are many curves in that section of track, resulting in slower travel speeds. The travel time savings (TTS) program is increasing speeds in this section by banking curves (super-elevation), allowing for faster travel speeds.</p>   |
| 4.  | <p>Q. What is Positive Train Control (PTC)?</p> <p>A. PTC is a safety signal feature that does not allow trains to run past red signals and determines when to slow down the train if the operator is unresponsive. There are some associated delays with PTC as the new technology is worked free of bugs.</p> |
| 5.  | <p>Q. Are there efforts for discounted transfers to BART or bus?</p> <p>A. The California Integrated Program (Cal ITP) will attempt to incentivize multi-agency travel by streamlining ticket purchases.</p>  |
| 6.  | <p>Q. Why is Oakland to Stockton less expensive than Oakland to Sacramento? They are approximately the same distance.</p> <p>A. Different agencies (San Joaquin, ACE, etc) have different amenities and fare structures.</p>  |
| 7.  | <p>Q. Right-of-way (ROW) cleanup efforts?</p>   |

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|   | <p>A. The ROW includes the track and the area between the track and fencing. To protect people, workers, and equipment, ROW cleanup crews have been working since July to repair/add fences, and clear encampments, illegal dumping, and overgrown vegetation.</p>  |
| 8.  | <p>Q. The quality at Berkeley station has declined over time. There is trash, debris, encampments, and cases of harassment of passengers.</p> <p>A. CCJPA is working with Amtrak and the City of Berkeley to increase cleanings at the station.</p>   |
| <p><b>Fri, Jan 25 – Train 538 from Santa Clara/Great America to Sacramento (10 attendees Santa Clara to Oakland; 12 attendees Richmond to Suisun)</b></p> |   |
| 1.  | <p>Q. Are there cameras in the parking lots of stations? There have been a number of break-ins at the Oakland Coliseum Station.</p> <p>A. Need to check on that station. The parking lots are typically owned by the local jurisdiction. If ever this happens in the future be sure to report it so that we can try and help in any investigation by pulling available camera footage.</p>  |
| 2.  | <p>Q. Are there any plans to increase bike storage on the trains? Morning trains going into Santa Clara are particularly problematic.</p> <p>A. We are adding capacity on the trains by replacing some of our three slot racks with four slot racks. We are also close to installing multi-space racks on the Superliner cars. We are also looking at ways to encourage our riders to leave bikes at the station with secure parking if they do not need a bike on one end of the trip.</p> |
| 3.  | <p>Q. When a train strikes a passenger at a station, why are customers not allowed to leave the train? This happened recently at the Fremont Station.</p> <p>A. We will check on that particular incident. When we are aware of a long-term delay, we try to have the train pull into a station so that passengers can embark and seek alternative transportation.</p>  |
| 4.  | <p>Q. Delays seem unnecessarily long when vehicles are on the tracks. Typically the train will sit while waiting for a UP track inspector. Are there plans to try and deal with this issue?</p> <p>A. Track inspectors are required to visit a location when a vehicle is stuck on the tracks to make sure it is safe for passage. We are working closely with UP to minimize delays and also to reduce the number of incidents when vehicles are on the tracks.</p>                        |
| 5.  | <p>Q. Is it possible to sell 30 day passes that start on the day of purchase and not the first day of the month?</p> <p>A. This is a good suggestion. The Cal ITP project discussed will allow lots of innovation in how we approach fare policy.</p>   |
| 6.  | <p>Q. Would you consider a 20-trip ticket with a steeper discount than the 10-ride?</p> <p>A. We will take that into consideration.</p>   |
| 7.  | <p>Q. When will the Roseville project be implemented</p>  |

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|   | A. Phase I to be implemented around 2023 to 2025; Phase 2 after that time period.  |
| 8.  | <p>Q. Is it possible to work with Caltrain to allow CCJPA customers to pay for parking at the station. The current setup allows for payment for up to 24 hours, but only allows Caltrain customers to purchase monthly parking passes. The two customers commenting noted that they leave a car at the station and need it to reach their final destination. On Friday, they can only pay for 24 hours, which means they occasionally receive a ticket over the weekend.</p> <p>A. We will check with Caltrain to see if this is possible.</p> |
| 9.  | <p>Q. Is it possible to allow customers to purchase tickets online using employer vouchers related to tax-free travel so that customers do not need to purchase directly from agents? (question from two different attendees at different times)</p> <p>A. This is something we hope to do as we implement the Cal ITP. Our constraint today is with the Amtrak ticketing system.</p>  |
| 10.                                       | <p>Q. There is a need to better mark the quiet car, preferably with signs. This is problem with trains 521 and 523. Is it possible to add a second quiet car in the morning on the six-car sets? The conductors sometimes designate two cars, but this is inconsistent.</p> <p>A. This is a good suggestion and we will see what we can do to improve signage.</p>   |
| 11.                                       | <p>Q. On Train 540 Wednesday, Thursday and Friday, the conductors are taking up an entire table downstairs even though there is limited seating. (the commenter has trouble with stairs and has asked them to move, but they have not been willing)</p> <p>A. We will pass on this information to Amtrak mgmt to get it resolved.</p>  |
| <b>Richmond to Suisun Questions Below</b> |  |
| 12.                                       | <p>Q. Do not like that the multi-ride has been going up in cost.</p> <p>A. We have been generally raising the multi-ride costs at a level similar to inflation.</p>  |
| 13.                                       | <p>Q. Why was the discount taken away for Veterans?</p> <p>A. This was an Amtrak national decision that impacted our fares. We are in the process of reinstating this discount.</p>  |
| 14.                                       | <p>Q. Would you consider a discount for teachers or other public sector employees?</p> <p>A. We will take that into consideration.</p>   |
| 15.                                       | <p>Q. Can you display the time on the new PIDs system?</p> <p>A. Good suggestion.</p>  |
| 16.                                       | <p>Q. It would be helpful to use Clipper on the train</p>  |

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|  | <p>A. We are limited by the Amtrak ticketing system. But, we are working to quickly implement a new ticketing system through the Cal ITP project. Our goal is to make the whole process of planning and paying for trips much easier.</p>   |
| 17.  | <p>Q. Is it possible to lower to brightness of the lights in the morning?</p> <p>A. We will check on this possibility.</p>  |
| 18.  | <p>Q. The Superliner restrooms are good. It would be helpful to add changing tables to the bathrooms and a place to put a bag when in the restroom.</p> <p>A. These are good suggestions. We will pass these suggestions on to Amtrak who own the Superliners.</p>  |
| <b>ONLINE QUESTIONNAIRE</b>                          |   |
| <b>Tuesday, Jan 15 – Friday, Feb 1: SurveyMonkey</b> |   |
| 1.   | <p>C. Please reinstate weekday senior discount and enable it to be used all year long. Thanks.</p> <p>A. The Seniors Ride Half-Price Midweek offer will be returning again this year. We do not have plans at this time to offer it year-round, however, seniors age 62 and older may ride any day with our ‘everyday’ 15% discount—visit our website at capitolcorridor.org for information.</p>   |
| 2.   | <p>C. I’m looking forward to seeing the business plan come to fruition. One item where I would like to see additional information is the proposed route through Alameda to shorten travel time, which would also result in the closure of the Hayward and Fremont stations. If it’s possible to add an appendix of the proposed route map that also includes the location of the new replacement stop on the Fremont/Newark border, it would be helpful. Thanks for all you do!</p> <p>A. The shift to the Coast Subdivision is a project CCJPA will be evaluating through some more planning and definitely through environmental disclosure requirements. For now, we can indicate that the Ardenwood Park and Ride lot is probably the most interesting location to picture a new train station serving this portion of the East Bay should there be a shift to the Coast Subdivision.</p> |
| 3.   | <p>C. To: CCJPA staff</p> <p>From: [NAME REDACTED], monthly pass rider BKY-GAC</p> <p>As a returning regular commuter I'm mostly pleasantly reminded what a great alternative to driving to Silicon valley the Capitol Corridor is.</p> <p>Please upgrade service announcements when trains are cancelled!</p> <p>Regards,</p> <p>[NAME REDACTED], monthly pass rider BKY-GAC</p>   |

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|    | <p>A. Thank you for riding! As part of the new PIDS upgrade, one of the goals is to improve service alerts communications with our passengers.</p>   |
| 4. | <p>Q. When are more trains to auburn ca</p> <p>A. Adding more trains to Auburn is quite distant in our Vision Implementation Plan and probably would not be contemplated until we were successful with the service enhancements in other parts of the corridor first (Sacramento-Roseville and Oakland-San Jose projects).</p>   |
| 5. | <p>C. Please reinstate the special lower fare for seniors and make it year-round, not just for a few months.</p> <p>A. The Seniors Ride Half-Price Midweek offer will be returning again this year. We do not have plans at this time to offer it year-round, however, seniors age 62 and older may ride any day with our 'everyday' 15% discount—visit our website at capitolcorridor.org for information.</p>  |
| 6. | <p>C. Please provide more weekend service to Auburn. The afternoon schedule on Sunday has huge holes in it. Also, please provide free hot and cold water for passengers who have their own cups. I carry 2 large thermoses with me for the Oakland/Auburn trip because I can't easily get water on board. For hot water they use the disposable cup regardless that I brought my own. Wasteful. Also, healthy snacks would be great. Because the food on board is all bad, I bring my own. However, if there were some decent options, I would buy it on board. I miss the V8s. There's really nothing left now that I would eat.</p> <p>A. We do not have the rights with our host railroad to provide more service to/from Auburn and it will be some time before CCJPA can contemplate more service to Auburn than currently exists as there are other strategic priorities in our route to first focus upon.</p> <p>As for the food requests, the CCJPA has tried healthy food items in the past and unfortunately many of the healthier items did not sell fast enough and thus they became a cost (in spoilage). We do continually try new items over the course of a year and will always try to find healthy items that will sell.</p> |
| 7. | <p>C. I'm glad that CC is finally taking lowering off-peak fares for single riders seriously. This is very valuable to those of us who have been displaced from the Bay Area and makes riding the train less cost prohibitive. Please explore permanent off-peak discounts for weekends and non-peak travel trains as well as discounts on connecting transit agencies. It should not cost \$60 round trip to get one person from San Francisco to Sacramento on BART when it's possible to do the same trip for \$20 on Megabus.</p> <p>A. We are currently offering a \$19 one way "Visit SF" fare, aimed at single travelers from Suisun/Sacramento/Auburn areas headed to San Francisco. We will evaluate how this promotion performs and see if we can offer a longer-term "weekend" fare for our single travelers.</p>   |
| 8. | <p>C. Plan is fine, HOWEVER, there are these very important gaps that I'm not sure I see sufficiently addressed in the plan:</p> <ol style="list-style-type: none"> <li>1. Commute-hour train schedules are EXTREMELY unreliable and getting worse (e.g. regular morning delays due to drawbridge near Martinez, regular delays due to "train traffic," Jan 16 "annulment" of 546, and 90-minute delay of follow on 548 left &gt; 100 commuters stranded in the pouring rain at GAC). I've ridden for 5 years this go around and several years in the late 90s, and it definitely has gotten less reliable.</li> <li>2. Insufficient bike room in commute-hour cars leading to crowding.</li> </ol>  |

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|            | <p>3. No connection at GAC to ACE shuttles in the AM - people need to be able to get to work - I bike but will not be able to for the next 2 months - my only option is to pay \$10/day in the morning for Lyft.</p> <p>If (one of your) goals is increasing commute viability, there's lots more to be done.</p> <p>(Still beats driving on the 880 from BKY to GAC, though.)</p> <p>A. The CCJPA will continue to have gaps in our schedule because we have capacity limitations with a host railroad that limits the number of round-trip trains we can run in certain markets. The Oakland to San Jose market is currently limited but we are working to change that so that we can get more train frequency serving that market but suffice it to say that the process of service frequency expansion is costly and time consuming. Our delays of the past year are many and varied but thankfully they are in decline right now and on-time performance is getting back to where it should be and what the passengers are accustomed to. We are undertaking car modifications to increase bicycle storage in cars (4 bikes where 3 used to fit) but as we get more riders with this mode connecting to/from trains, we are hoping that local bikeshare options can be utilized. Overall, many of the abilities to do all that might be ideal is limited by funding or by the viability of the business model that can support access to/from the CC trains. We agree that more can be done, and we will continue to prioritize passengers in our projects and plans.</p>   |
| <p>9.</p>  | <p>C. There have been several of instances where there has been conflict or confusion with passengers in the morning going to Berkeley and Emeryville. During the morning commute, after the train departs the Richmond station, people who get off at Emeryville block the doorway and stairs making it impossible for people who are getting off at the next station (Berkeley) to exit the train. The Emeryville passengers have not been modest or courteous of making it convenient for passengers to exit the train. People have had to be aggressive as far as yell or push because several Berkeley passengers have been left on the train because they couldn't get out. This issue has yet to be resolved on the Capitol Corridor morning commute. November 19th, 2018 at 7:30am I was physically and verbally assaulted by another passenger as I tried to exit the crowded train at the Berkeley, CA stop. This passenger, along with a few others, constantly block the train exits from Richmond, CA to Emeryville, CA. Berkeley is in between those stops. As I tried to exit the train when the doors opened, the passenger violently stuck out her elbow to try to hit me as I was trying to get by her from blocking the door. I turned to look at her as to what she was doing and she said aggressively, "F*** You!" I immediately notified the conductors who were aware of the situation as one explained that the traffic prevented them from opening the doors. This is a situation that happens every day. I have documented these incidents in a ticket to the capitol corridor website in which I received little to no information.</p> <p>A. We have communicated this issue to Amtrak, and they are instructing their conductors to make announcements (prior to arrival at Berkeley) to keep stairwells and doors clear for passengers who are boarding and getting off. Amtrak and CCJPA staff will continue to monitor the situation.</p> |
| <p>10.</p> | <p>C. I commute from the East Bay to South Bay and I would like to take Capitol Corridor more often. The delays I have experienced discourage me from doing so. Also, it would be great if there were more number of Weekday Trains from SJC to OAC. The current frequency is quite inadequate.</p> <p>A. We are aware that recent on-time performance has slipped, and we continue to explore strategies with partners (Amtrak and Union Pacific) to reduce delays. More train frequency between Oakland and San Jose is in our Vision Plan, and we're working on the preliminary planning for that service expansion right now. At this time, unfortunately, we don't have enough train slots on the current alignment to operate more trains between Oakland and San Jose.</p>  |

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| <p><b>11.</b></p> | <p>C. Overall, I support the plan as proposed. My partner and I both ride Amtrak regularly - twice a week. It enables us to live where cost of living is cheaper but still work in the bay area at jobs we love. We both highly value the alternative to driving along the congested I80 corridor.</p> <p>Some features of the service that are very important to me:</p> <ul style="list-style-type: none"> <li>- Wifi. A significant part of my workday is spent working on the train. (Similarly, having enough seats at tables in order to work on my laptop is important).</li> <li>- The regular service direct to/from the Bay Area and Auburn is super important to me. I live east of Auburn, so I might consider driving to Roseville if there were additional trains at other times.</li> <li>- On the other end, being able to get into San Francisco more easily would be fantastic (and would probably entice more people to use the train service). So additional bus service from Emeryville to SF or the second transbay connection which is being considered would be fantastic.</li> <li>- I always use the 10-ride passes, but occasionally I have gaps where I don't travel as frequently and I don't end up using all 10 passes. Increasing the period during which 10-ride passes are valid from 45 days to 60 days would be great. Otherwise I sometimes drive because I don't want to buy another 10-ride pass when I won't use all of the rides.</li> </ul> <p>Additional features that I value but that are less important:</p> <ul style="list-style-type: none"> <li>- Better updates on train status - I have not found them to be accurate or up to date, so I simply don't trust them.</li> <li>- I bike extensively in the bay area, so bike accommodations are nice.</li> </ul> <p>In summary, specific comments on elements of the plan:</p> <ul style="list-style-type: none"> <li>- I would love to see additional trains to Roseville (perhaps even Auburn or Truckee in the future)</li> <li>- I would love to see work continue towards the second transbay connection</li> <li>- I would love to see 10-ride pass durations extended to 60 days</li> </ul> <p>A. We're working on getting more trains to Roseville with our Sacramento to Roseville Third Track project, and CCJPA staff will actively be involved in the second transbay crossing project with BART in the coming years. We are considering different multi-ride fare products that may extend to 60 days.</p> |
| <p><b>12.</b></p> | <p>C. I reviewed with enthusiasm the draft of the FY 2019-20 - FY 2020-21 Business Plan Update, and I am very excited about the future. I ride regularly from Sacramento to Santa Clara for work, and I rely heavily on the Capitol Corridor. The fares, schedule and stations have been great. Keep up the good work!</p> <p>A. Thank you!</p>  |
| <p><b>13.</b></p> | <p>C. Keep the cost down, and trains clean please</p>  |

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|                   | <p>A. Our operating costs have been stabilizing over the last 5 years, and we will continue to work with Amtrak to ensure that trains are maintained and cleaned according to standards.</p>  |
| <p><b>14.</b></p> | <p>C. Would like to see train service with limited stops, similar to the Baby Bullet on Caltrain. If someone is going from Sacramento to Oakland it would cut the travel time.</p> <p>A. Unfortunately, we don't have enough service frequency to realistically consider a limited-stop or express service between Sacramento to Oakland. However, it may be something we explore in our future as outlined in the Vision Plan Update.</p>  |
| <p><b>15.</b></p> | <p>C. While not a frequent use of Capitol Corridor's service, I have lived in the Bay Area for 15 years without a car, and therefore rely upon and use the regions rail service whenever necessary. I enjoy riding CC's trains and look forward to more and faster service.</p> <p>I am writing this comment to offer two suggestions regarding Capitol Corridor's capital improvement plans.</p> <p>I appreciate that I am tilting at windmills by suggesting this, but I would like the CCJPA to reconsider the new Oakland/San Jose routing via Newark and Alviso and instead consider routing service via the Oakland Subdivision on the northern portion from Oakland to Fremont, and the Warm Springs Subdivision from Fremont to San Jose. I offer the following reasons for making this suggestion.</p> <p>Transit Connectivity - there are rich opportunities for connections to BART and ACT on the Niles/Warm Springs line including a future multi-modal station at Union City with connections to BART and Dumbarton service. A flyover at Niles Junction could resolve the congestion issues at that location. Current connections between BART and CC are very poor. This proposed routing would better connect to BART-adjacent TOD and existing urban areas at a limited number of stop locations such as Hayward, Union City, Irvington, and Great Mall/Milpitas. This route has the potential to be faster than the proposed route via Newark.</p> <p>Population Density - Given the high-level of service CC aims to provide, the trains should be where the people are. An essentially express only service from Oakland to San Jose will not serve as many people as one that stops in places where people live and work. Train service should be used to support new Transit Oriented Development that can be supported in the historic urban areas of the East Bay. The industrial parks, subdivisions and marshes the proposed route passes through cannot easily support TOD.</p> <p>CC service alongside BART does not necessarily compete with BART. CC will provide a parallel express service for some passengers between San Jose, Oakland, and Richmond on either routing, but CC would be able to offer many more people in the East Bay one-seat trips to areas beyond the reach of BART service such as Gilroy, Salinas, Fairfield, Sacramento, etc.</p> <p>Freight train interference - While there is significant freight activity serving Tesla, there appears to be no through freight trains and fewer freight customers along the route I have proposed. The Oakland subdivision north of Niles is nearly unused despite being the newest and best-engineered of the three lines between Oakland and Fremont. CCJPA could probably acquire this ROW for their exclusive use. A flyover track at Niles Junction could eliminate delays at that location.</p> <p>Sea level rise and sensitive habitats make the routing via Alviso problematic and potentially expensive to maintain.</p> <p>My second suggestion is not fully fleshed out, but I believe the proposal has enough merit to warrant consideration. Instead of constructing a new high-level bridge over the Carquinez Strait near Martinez, I'd suggest building a tunnel under the strait from near Rodeo at Selby to South Vallejo and use the former</p> |

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|                   | <p>tracks of the California Pacific via Vallejo, American Canyon, and Cordelia. This routing would add direct service to Vallejo, while making it very easy to provide connecting DMU service to Napa and Novato toward the aims of the California State Rail Plan.</p> <p>The route would eliminate miles of curvy, sea rise-vulnerable tracks along the strait, operations over the Suisun Bay Bridge, miles of subsiding marshland track, and miles of tracks congested with freight trains. Martinez would continue to be served by San Joaquin service.</p> <p>The biggest drawback of this scheme is that it commits to the continued use of miles of bay-side tracks from Giant to Rodeo. Perhaps a later phase could address these curvy and vulnerable tracks, or perhaps the route could share the BNSF ROW from Giant to Luzon with the tunnel starting at the latter location?</p> <p>Thank you for your consideration</p> <p>A. We appreciate the thought that has gone into your comments. We did consider both the routing and the tunnel options you raised when we were doing our Vision Implementation Plan process. Briefly, the routing concept we have favored is one that separates the Capitol Corridor service from freight and using the Niles Subdivision is one that is better suited to freight traffic due to their destinations in the San Joaquin valley and beyond. The Capitol Corridor market is truly connecting the Sacramento, SF Bay Area/Oakland to Silicon Valley area markets so that local stops in other east bay communities, and there are many along the location you mention, just is not as viable from a market to market comparison. As such, our Vision Implementation Plan (VIP) suggests that using the Coast Subdivision is likely the best travel time option for the markets that predominate. The Warm Springs route is likely a freight-focused route. As for the tunnel suggestion, we initially had that idea and then we checked with engineers and that route was not really feasible due to tunnel lengths, elevations, and other critical parameters. Thus, the bridge appears to be the best of two costly options.</p> |
| <p><b>16.</b></p> | <p>Q. Hope more train schedules between Oakland to San Jose. And don't be late every day. Could you have a waiting room or restroom in Great America Station?</p> <p>A. We're working on a long-term project to expand service between Oakland and San Jose and exploring different strategies with partners to reduce delays. We will work with the City of Santa Clara to explore the possibilities of adding a waiting room or restroom at Great America station.</p>   |
| <p><b>17.</b></p> | <p>C. Please integrate better into the bay area transit system (e.g. using Clipper card readers on platforms/train), increase speed of system through Oakland - San Jose area, and increase frequency of service.</p> <p>A. The Clipper card is solely used on the Bay Area Region and is not applicable at the Sacramento region, which is approximately 50% of the Cap Corr ridership. That being said, the California Integrated Travel Program (ITP) is intended to remove the fare payment barriers that currently exist for transit riders in California. Increasing speed and frequency between Oakland to San Jose is something we're working towards in our Oakland to San Jose Phase 2 project!</p>  |
| <p><b>18.</b></p> | <p>Q. The plan going forward looks great so far! I would like to know whether there is a chance for increasing the speed of the trains along the straight paths between Sacramento and Martinez stations. Is this something that would require signal light programming or does PTC make this feasible now? Or would having 2 locomotives per train result in more time savings? Thank you!</p> <p>A. There are opportunities to speed trains up to 125 in this corridor, but current speeds are limited due to signaling systems and the approval of the host railroad, which operates freight trains at a max speed of 70 mph. This mix of passenger and freight trains complicates the ability to increase speeds. The real key, and this is shown in our Vision Implementation Plan, is to work to separate the tracks they both operate upon. This, obviously, takes money and lots of it. One day, perhaps, speed increases can be supported but for</p>   |

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|                   | <p>now, CCJPA is mainly just concentrated on core service expansions and try to allow trains to operate at the safest maximum speeds.</p>   |
| <p><b>19.</b></p> | <p>C. I want to make sure you know that the new bike racks while appreciated, are very challenging to use when the bike car is full. Already, I have been in situations where the arm is broken and unusable to lock my bike and/or won't stay up. In addition, when the racks are full and there are many sized bikes it is much more difficult to take the bikes down. This causes back up for loading and unloading the car.</p> <p>I appreciate that there are many planned updates to the cars and would like to encourage consideration of train cars that better accommodate riders. The seating and storage is such that it is difficult to stow the many things I need for my daily commute in overhead bins or under the seat that are too narrow or shallow. This is one reason you see riders putting stuff on extra seats.</p> <p>I also want to encourage you to have more regular upkeep at the stations. The Berkeley platform appears to get attention every 6 months, while trash and debris pile up daily. This makes the platform feel uncared for and unsafe.</p> <p>Finally, please consider running train that arrives in Sacramento around 9am.</p> <p>A. Thank you for your feedback on the new angled racks. Since it is a new product, we're definitely still looking for ways to improve its functionality with the manufacturer. Keeping up with the demand for onboard bike storage is a constant challenge for us, and we want to provide safe storage that works for our passengers. We imagine that loading and unloading in a crowded car would be difficult in any situation, new rack or not, so we encourage passengers to help each other out and be patient.</p> <p>Your comments for better seating and storage are acknowledged, and we will keep them in mind as we look at options for upgrading existing rail equipment and things to look for in new equipment.</p> <p>We are actively working with Amtrak to increase station cleaning frequency at select East Bay stations, including Berkeley.</p> |