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**Sent:** Friday, December 16, 2016 11:29 AM  
**Subject:** November 2016 Capitol Corridor Monthly Performance Report Results

## November 2016 Results

The Capitol Corridor continued to experience gains in ridership and revenue in November 2016. A total of 137,118 passengers rode Capitol Corridor trains, a Year-Over-Year (YOY) increase of 5.7% compared to November 2015. YOY revenue growth was 4.3%. A key factor in these excellent results was the Capitol Corridor's solid performance during the 2016 Thanksgiving holiday week (Monday - Sunday). Ridership was up 1.4% compared to Thanksgiving week in 2015.

On-Time Performance (OTP) for Capitol Corridor trains lagged in November 2016, with a relatively low OTP of 88% with a total of 101 late trains (as compared to 12-month average of 50 late trains per month equally an average OTP of 94%). The primary reasons for this substandard reliability were increases in 3<sup>rd</sup> party incidents (52 late trains) and host railroad delays (40 late trains). Specific delays in November included (1) a 400% increase in 3<sup>rd</sup> party delay-minutes due to vehicles becoming high-centered ("trapped") on tracks along or adjacent to the Oakland Embarcadero; (2) a 200% increase in delays due to 3<sup>rd</sup> party trespasser incidents (including indirect delays from an incident on a San Joaquin train in the East Bay); and (3) a 25% increase in host railroads delays from passenger train congestion due to slow orders related to track work from the CCJPA Travel Time Savings (TTS) Project between Newark and Santa Clara. The slow orders from the TTS Project are expected to be reduced significantly by December 21 when the South Bay section of the project is expected to be complete.

Year-To-Date (YTD) ridership and revenues are up 4% and 5%, respectively, increasing the System Operating Ratio to 60%, which is above the 52% standard. While YTD OTP is 90%, meeting the performance standard set by the State, the route has now slipped three spots to #4 for service reliability in the national Amtrak intercity passenger rail network.

Standard	Nov. 2016	Nov. 2015	YTD	vs. Prior YTD	vs. FY17 Plan
Ridership	137,118	5.7%	274,531	3.9%	6.7%
Revenue	\$2,967,652	4.3%	\$5,510,580	4.9%	5.3%
Operating Ratio	58%	60%	60%	7.5%	15.4%
OTP	88%	92%	90%	93.4%	-0.1%
Customer Satisfaction	88	88	88	0.0%	-1.1%

The following are ridership highlights based on reports received from Amtrak:

- Average weekend ridership for November 2016 continued on an upward trend, with a 4% increase over November 2015, due largely to Raiders and 49ers home games.
- Average weekday ridership was up by 4% compared to November 2015, due to strong Thanksgiving week ridership, continued growth in ridership on the trains traveling to and from San Jose/Silicon Valley, and an upward trend in ridership on the two trains serving the Placer County stations.

## Transportation Special Legislative Session

On November 28, the Governor and the leaders of the Senate and Assembly closed out the special legislative

session on Transportation that had been previously called by Governor Brown in mid-2015. While two bills relating to fixing the funding deficit for the state's transportation system, SBX1-1 and ABX1-26, were introduced earlier, neither were able to advance prior to the end of the special session on November 30, 2016. Both of these bills focused on addressing the backlog of projects to keep the state's highways and roads in a state-of-good repair, and have not identified dedicated annual funding for the state's intercity passenger rail services, which are need of financing for track projects to support added trains to meet increasing passenger demand. That being said, interested agencies will continue to push for additional funds to supplement California's successful intercity passenger rail services as part of any future discussions.

### **Customer Service Program Upgrades**

Bicycle Access Program: CCJPA staff continues to work with Amtrak and individual station owners to install eLockers using several grants that are financing this project – Emeryville and Davis are now installed, and more will be installed soon. On the trains, conversions to allow for more bicycle storage in select cars has proven an effective measure to accommodate demand; however, bicycle access demand also continues to grow. Staff are now examining several vendor-submitted options for on-train storage that can increase capacity from the current design. CCJPA will work with Caltrans to explore such on-train retrofits.

Marketing: Capitol Corridor's 25<sup>th</sup> anniversary was a key focus for the Marketing staff in November. This included planning for the December 6<sup>th</sup> celebration at the California State Railroad Museum, producing two anniversary-related videos, and developing a special 25% off fare discount for current riders and Café Car coupons (in addition to the 25% discount) for multi-ride ticket users. The popular Friends & Family fare discount, which is scheduled to end on December 31, will continue into and through at least the end of 2017 due to strong ridership and revenue performance. Staff will also be launching a "Buy One Get One" on Saturdays to encourage weekend travel on the Capitol Corridor. Current partnerships include Cal Football, Harlem Globetrotters, the Raiders, and the cities of Sacramento and San Jose ice rinks, while staff is pursuing new partnerships with SF Beer Week, UC Davis Extension, Visit Oakland, and others.

### **Safety Initiatives**

Security Cameras at Capitol Corridor Stations: Funding has been secured to install cameras and surveillance equipment at the Auburn, Rocklin, Roseville, and Suisun, stations. This project has been initiated and construction will begin soon. Funding has been identified in a future funding year for security cameras at the Martinez, Emeryville, and Oakland Jack London Square stations. When complete, all Capitol Corridor stations will be equipped with security cameras and surveillance equipment.

Positive Train Control: Along the Capitol Corridor route, Union Pacific Railroad and Caltrain have begun testing of their respective PTC systems using their own trains. In addition to being in close communication with the UPRR and Caltrain on their PTC implementation plans, CCJPA staff continues working with Caltrans and Amtrak on completing the installation and testing of the PTC on-board equipment in the locomotives and cab cars used by the Capitol Corridor trains, plus the installation of the back-office server being performed by Amtrak that will relay the location and other information about the Capitol Corridor trains to the UPRR and Caltrain PTC servers. Once the equipment installation is complete and the back-office server installed, testing of the PTC system on the Capitol Corridor trains can begin. This testing is expected to begin in mid-2017.

### **Project Updates**

Travel Time Savings (TTS) Project: The Union Pacific Railroad has begun implementation of this project that will achieve the up to 10 minutes in reduced travel times for Capitol Corridor trains between Sacramento and San Jose. Rail and other track components are being replaced and curve geometry is being updated in order to accommodate faster Capitol Corridor train speeds. The Union Pacific Railroad expects to complete this work by the end of 2017.

CCJPA Oakland-San Jose Phase 2 Project: The engineering and environmental consultants have wrapped up their work for CCJPA on the Newark-Albrae and Great America double track segments, and CCJPA has a well-analyzed and environmentally-documented description of anticipated project impacts. Concurrently, Caltrain is completing the design and environmental plans for the track upgrades into and out of the San Jose/Diridon Station terminal facility as a means to accommodate additional Capitol Corridor trains.

Sacramento to Roseville 3rd Track Environmental Review/Preliminary Engineering: On November 18, 2015, the CCJPA Board adopted the California Environmental Quality Act (CEQA) Environmental Impact Report (EIR) for this project, which will allow up to 10 round trips to and from Roseville. CCJPA is working with UPRR and the City of Roseville to implement Phase 1 of the 3<sup>rd</sup> Track work which will allow two additional round trips. The Phase 1 work has programmed funding that just needs to be allocated from the California Transportation Commission (CTC) once CCJPA and UPRR develop a construction scope and schedule to use in the CTC allocation request.

### **Outlook – Closing**

In November 2016, Capitol Corridor's performance continued its positive trend, with excellent results in ridership, revenue, and system operating efficiency compared to the prior fiscal year. Service reliability has slipped and the CCJPA is working with its service partners to make the necessary adjustments to get reliability up to previous levels (93%-95% OTP). Safety remains a key focus of the CCJPA and its service partners in the delivery of a reliable, frequent, customer-focused service plan for the Capitol Corridor trains. Efforts continue to advance (1) security and safety initiatives, including PTC technology; (2) service expansion projects (San Jose/Salinas, Placer County); and (3) customer service and amenities to improve access to trains and information about train status.

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