

CAPITOL CORRIDOR

Monthly Performance Report



SERVICE PERFORMANCE OVERVIEW

November 2019 Service Performance for the Capitol Corridor

The Capitol Corridor carried 152,701 passengers in November 2019, an increase of 3.3% from November 2018. Average weekday ridership increased by 8% and average weekend ridership increased by 1% as compared to November 2018. Revenue for November 2019 was \$3,411,008, similar to the level in November 2018. The System Operating Ratio for the month was 62%. End-Point and Passenger On-Time Performance (OTP) were both lower than the 90% standard due to a number of trespasser incidents, including several that involved vehicles on the tracks. Unfortunately, these incidents tend to be extended and can impact multiple trains. We also experienced seasonally heavy marine traffic requiring extended bridge lifts. We are continuing to work with the Coast Guard and Union Pacific to minimize the time of bridge lifts while recognizing that marine traffic has priority. The overall Customer Satisfaction score for October 2019 (the most recent result) was 92.

Standard	Nov 2019	Nov 2018	YTD	vs. Prior YTD	vs. FY20 Business Plan
Ridership	152,701	3.3%	315,177	1.6%	4.9%
Revenue	\$3,411,008	0.0%	\$6,782,827	1.3%	5.9%
Operating Ratio	62%	66%	65%	7.4%	24.3%
End-point OTP	85%	84%	84%	-3.8%	-6.6%
Passenger OTP	84%	83%	85%	-1.9%	-5.6%
Customer Satisfaction	92	89	92	1.2%	-1.1%

LEGISLATION AND FUNDING

Proposed Federal FY 20 Budget

On December 16, 2019, Congress released its long awaited final FY20 appropriations for signature by the President. The budget includes the various accounts for Intercity Passenger Rail (IPR) services (see table).

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	<i>FY 2019 Appropriations</i>	<i>FY 2020 Appropriations (released on 12/16/20) to be voted on and sent to the President</i>	<i>FY 2020 Change from FY 2019 Appropriations</i>
<i>Consolidated Rail Infrastructure and Safety (CRISI)</i>	\$255.0	\$325.0	\$70.0
<i>Federal State Partnership for State of Good Repair</i>	\$400.0	\$200.0	-\$200.0
<i>Restoration and Enhancement</i>	\$5.0	\$2.0	-\$3.0
<i>Amtrak - Northeast Corridor</i>	\$650.0	\$700.0	\$50.0
<i>Amtrak - National Network</i>	\$1,291.6	\$1,300.0	\$8.4
<i>FRA Safety and Operations & Railroad Research and Development</i>	\$262.3	\$264.8	\$2.5
<i>RRIF Loans</i>	\$0.0	\$0.0	\$0.0
<i>MAGLEV Technology Deployment Program</i>	\$10.0	\$2.0	-\$8.0
<i>Total</i>	\$2,873.9	\$2,793.8	-\$144.6
BUILD/TIGER	\$900.0	\$1,000.0	\$0.0

Rail System Safety Rule

On June 11, 2019, the Federal Railroad Administration (FRA) issued a Notice of Proposed Rulemaking that would make changes to the Rail System Safety Rule and expand the definition of railroads to include states that act as a financial sponsor of service. As such, these states would bear the responsibility for the development of a System Safety Plan. CCJPA submitted comments on August 12, 2019, jointly with Indiana Department of Transportation, the LOSSAN Rail Corridor Agency, and the San Joaquin Joint Powers Authority (SJJPA) outlining our concerns about this proposed change. CCJPA also supported a submission of comments by the States for Passenger Rail Coalition (SPRC) to coordinate our efforts with other sponsors of rail service. We are now awaiting a final rulemaking from the FRA.

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PROGRAM UPDATES



Our customers appear to be happy with our recent menu changes. Passenger satisfaction scores in all café related categories have improved from FY 19 as compared to the prior fiscal year, with **an 11% increase in the overall Café Car experience**. Passengers have been providing positive feedback regarding menu offerings and their experience in the Café Car. This increase is in response to a recent change to a new fresh food vendor as well as the consistent, positive experience Café Car Attendants deliver.

The California Passenger Information Display System (CalPIDS) Modernization Project is moving forward with a formal project kick-off happening this week (week of December 16). The first phase of the project is to design a core CalPIDS software and database. Our expectation is that we will install a new and modernized PIDS system in 2021.

CCJPA continues to move forward on the design of **new siding in the vicinity of the Santa Clara/Great America Station**, a project that, once constructed, will greatly enhance the reliability of service between Oakland and San Jose. We reached an important 10% design milestone in the project and are working closely with Union Pacific to move quickly on later phases.

As part of a strategic marketing partnership with San Francisco Travel, the **Capitol Corridor ran a Holiday Sweepstakes that attracted nearly 2,000 participants** - our highest engagement to date! The winner received a weekend getaway in San Francisco. The travel partnership involved an onboard Instagram Stories activation showcasing travel to San Francisco via the Capitol Corridor, plus a San Francisco-inspired special discount cocktail, the Irish Coffee, available through the end of December.



We launched a **30% discount fare to Oakland Jack London Square** for Oakland Restaurant Week which will be held from January 9-20, 2020.

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Capitol Corridor continues its long-term commitment to student outreach through our employee internships and partnerships with local universities. Our goal is to encourage students to enter the field of passenger rail and bring their innovative and creative ideas. Earlier this month, Capitol Corridor staff had the opportunity to attend **a presentation by UC Davis students that highlighted ideas for how to improve the onboard passenger train experiences** as part of a Human Centered Design class during the Fall quarter. We look forward to seeing many of these students join our field in the coming years.



In late October, our Managing Director, Rob Padgette, had the opportunity to meet many of our riders onboard several morning and afternoon trains. Earlier today, December 18, our new Deputy Managing Director, Leo Sanchez, joined Rob **for a Meet-and-Greet on Train 529 between Auburn and Oakland Jack London Square**. Leo joined Capitol Corridor after a ten-year tenure with our partner, Union Pacific. We look forward to his contributions as we continue working to improve our service.

OUTLOOK - CLOSING

While the first few months of the fiscal year have brought challenge with our On-Time Performance (OTP), we are working closely with Amtrak to identify specific actions to bring this number up. Some of these actions will involve minor schedule changes in the spring to address conflicts with other services in some of our single-track territory, outreach with our local partners to better secure the right-of-way, and continued partnership with Amtrak to address any mechanical issues. We expect that Capitol Corridor will continue its strong performance with increased ridership and revenue and improved OTP. In February, we will begin the installation of our long-awaited upgrade to the onboard WiFi service, with other exciting technology projects to follow including electronic menu boards in our café car and a new Passenger Information Display System. We also continue our progress on long-term improvements including the Sacramento to Roseville Third Track project and South Bay Connect.

As always, we encourage feedback and suggestions from our customers and appreciate your support. Please share your ideas through our [feedback portal on the Capitol Corridor website](#) or directly with our Managing Director at upcoming meet and greets on the train over the next several months.