

Subject: Capitol Corridor Monthly Service Performance Report - November 2020
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From: Mimi Kyi
To: Robert Padgette
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CAPITOL CORRIDOR

Monthly Performance Report



SERVICE PERFORMANCE OVERVIEW

November 2020 Service Performance for the Capitol Corridor

During the month of November, the Capitol Corridor experienced a slight decrease in ridership compared to October 2020 due to the increasing presence of COVID-19 in Northern California, resulting in renewed restrictions impacting travel. While ridership had steadily increased between mid-April and October, we began to see a downward trend by the middle of November. Ridership levels are now tracking below forecasts. On a positive note, year-to-date (YTD) on-time performance (OTP) is currently exceeding our 90% target.

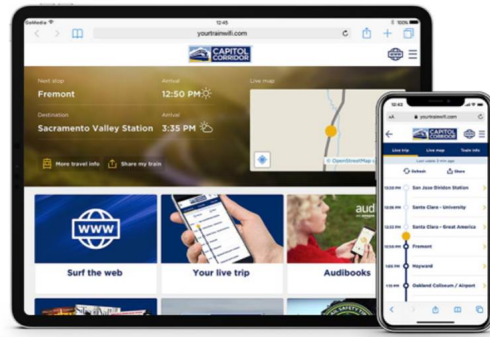
We continue to focus on safety and health measures onboard the trains and at the stations to ensure passenger safety while using our service.

Standard	Nov 2020	vs. Nov 2019	YTD	vs. Prior YTD	vs. FY 21 Plan
Ridership	20,452	-87%	42,979	-90%	-31%
Revenue	\$505,120	-85%	\$1,007,236	-85%	-14%
End-Point OTP	90%	+6%	92%	+4%	+2%
Passenger OTP	91%	+8%	92%	+5%	+2%

PROGRAM UPDATES

At the CCJPA Board of Directors meeting on November 18, 2020, **Don Saylor was elected to be the next Board Chair, and Raul Peralez was elected as the next Vice-Chair.** Both will serve these leadership roles for the 2021-2022 two-year term.

As of November 30th, the **Next Generation Wi-Fi** installation is 100% completed on all Capitol Corridor and San Joaquin trains, which means passengers will experience faster, more reliable internet connections and have access to great content, including a new feature, “Share-My-Train”, that lets friends and family know when your train will be arriving.



One of the great first steps the Mechanical team completed this month was the **procurement of door panels for the state-owned California Surfliners**. Utilizing BART's internal procurement system, CCIJA acquired 30 door panel replacements. This will help mitigate door related delays and improve our service.



Marketing and outreach activities this past month focused on travel during Thanksgiving, which is normally the Capitol Corridor's busiest time of year. Despite the expectation of lower ridership this year due to the pandemic, **reservation requirements during Thanksgiving Week (November 23 - 30)** required staff to develop comprehensive and detailed communications to educate passengers about how to book their travel, in addition to the continued emphasis on health and safety protocols.



**Birds Along the
Capitol Corridor Route**
Saturday, December 5
11AM - 12PM

Featured Speaker: Ken Ealy
With Yolo Basin Foundation



On December 5th, the Capitol Corridor held its third **Corridor Conversations webinar**, "**Birds Along the Capitol Corridor Route**", with guest speakers from the Yolo Basin Foundation, a Davis non-profit dedicated to wetland protection and education. 160 people registered for the webinar, with an attendance of almost 100.

We received the first shipment of **Capitol Corridor-branded face coverings** and a **new co-mascot plush toy (Cori)**, both are available in the company store, Railgoods.com.

An advertisement for Capitol Corridor merchandise. The left side features a green background with the text "CAPITOL CORRIDOR MASKS ARE HERE" and two images of face masks: a white one with a blue logo and a dark blue one with a white logo. Below the masks is a yellow banner with the text "GET YOURS AT RAILGOODS.COM". The right side features a pink background with the text "Now Available" and three images of the Cori plush toy, which is a blue and white character. Below the toys is a white banner with the text "Get Cori @ RailGoods.Com".

OUTLOOK - CLOSING

While our ridership during the first two months of FY 21 is below forecast, we are optimistic about the future. Our focus this year on financial stability with support from Congress is expected to keep us on solid footing to return service as soon as local health conditions allow. We expect that many of the changes in work setting and residential choices are likely to mean a high demand for our service in the future. We continue to make great progress on many efforts to expand our service, including the Sac Roseville Third Track, South Bay Connect, and the Santa Clara Siding projects. We look forward to seeing you on our service in the not too distant future.

Robert Padgette
Managing Director
Capitol Corridor Joint Powers Authority
Phone: 510-464-6990 Fax: 510-464-6901
e-mail: robp@capitolcorridor.org
300 Lakeside Drive, 14th Floor East, Oakland, CA 94612