

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

Monthly Performance Report



SERVICE PERFORMANCE OVERVIEW

September 2020 Service Performance for the Capitol Corridor

Due to the COVID-19 global pandemic and ongoing restrictions, the Capitol Corridor service continued to experience low ridership in September 2020 to close out the fiscal year. Due to this reduced ridership and very few survey responses, Amtrak was unable to obtain sufficient data to measure customer satisfaction.

Standard	Sep 2020	vs Sep 2019	YTD	vs. Prior YTD	vs. FY20 Plan
Ridership	19,824	-87%	898,007	-49%	-49%
Revenue	\$444,687	-85%	\$20,239,263	-47%	-46%
Operating Ratio	8%	-87%	34%	-43%	-34%
End-Point OTP	85%	-3%	88%	-1%	-2%
Passenger OTP	84%	-3%	87%	0%	-3%
Customer Satisfaction	N/A	N/A	N/A	N/A	N/A

PROGRAM UPDATES

At the end of September 2020, our **Occupancy Checking Tool** went live on the [Performance page of CapitolCorridor.org](#). It uses recent train-specific ridership data to give passengers an idea of how full their train might be, thus allowing them to make informed travel decisions.

Check Your Train
 Find out the peak seat occupancy on your train using this convenient tool. Simply enter your train number below.

■ Occupancy 11%
 ■ Vacancy 89%



Since the COVID outbreak, CCJPA has taken a proactive approach to have **hand sanitizer stations installed on the State Fleet**. Amtrak has installed hand sanitizer stations on all lower level cars, and we moved forward with installation on the upper level at both ends of the cars.



Our **Next-Generation Wi-Fi upgrade project has reached an important milestone**, with installation of the equipment on individual train cars exceeding 60% of the fleet. This is a huge step towards providing our customers with a premier Wi-Fi experience through a new network called “YourTrainWiFi”. Riders on upgraded train cars will not only find Wi-Fi service to be quicker and more reliable, but through the new Wi-Fi portal, they will also have access to great content from Audible and be able to let loved ones know when their train will be arriving with the new “Share-my-Train” feature.



With the installation completed on over 60% of the rail cars, we are now able to release the network’s new SSID, or network name, YourTrainWiFi. We expect installation to complete on the entire fleet of cars by early December 2020. Starting October 20th, all passengers on any Capitol Corridor train car will be able to connect to the new “YourTrainWiFi” landing page, instead of the legacy network, “AmtrakConnect”.



With many regular passengers still working or studying from home and not riding the train, **we launched our first virtual engagement event as part of the new series called “Corridor Conversations”**. The event, hosted on Zoom on September 10th, featured the Capitol Corridor’s Managing Director and Deputy Managing Director, providing updates on service and health and safety protocols. We had about 80 people registered for the event, and 54 people participated. We have at least two more events planned between now and the end of the year.

September was Rail Safety Month, and as in past years, we participated by supporting California Operation Lifesaver’s digital outreach campaign and shared important rail safety messages via our various communication channels, including email and social media. In addition to Rail Safety Month, we supported efforts to promote Bike to Work Day/Month, which was rescheduled from May due to COVID and was renamed “Bike to Wherever Day”.

The Marketing staff also continued to refine its **Interactive Voice Response (IVR) Improvements** system tied to our toll-free customer service line as part of its commitment to identify ways to improve and resolve customer service issues. One recent enhancement allows staff to schedule the IVR to do call backs, which has resulted in customers receiving follow up within 1-2 business days instead of 3-5 business days.

OUTLOOK - CLOSING

While the second half of the fiscal year was challenging as we all deal with the realities of the pandemic, our team continued to seize opportunities to move forward on service improvements in anticipation of increasing ridership as we move into calendar year 2021. We also continue to look into the future as we make progress on the planning and design of projects to expand and enhance our service, including the South Bay Connect and the Sacramento to Roseville Third Track projects. While we continue to operate a reduced level of service, we are closely monitoring local health conditions and passenger demand so we can adjust service as needed in the coming months. We appreciate your continued support.

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

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