



CAPITOL CORRIDOR: Improved Performance Through Partnerships



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Capitol Corridor Service Area

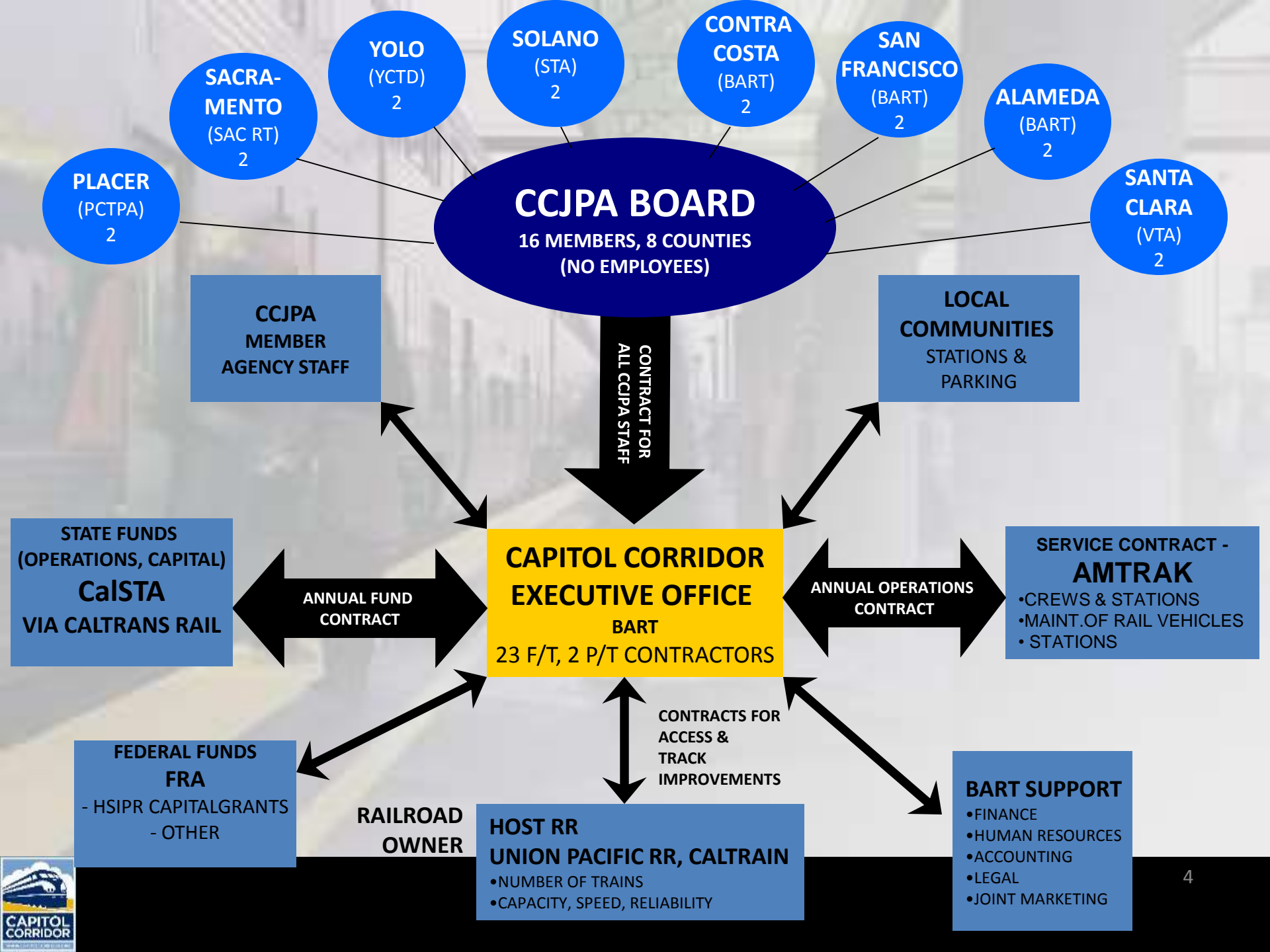


- 170-mile route (~290 track miles)
 - 168 miles-UPRR
 - 2 miles-Caltrain (SF Peninsula)
- Northern California Megaregion
 - Sacramento / Sierra Foothills
 - Oakland / S.F. Bay Area
 - San Jose/Silicon Valley
- Only public transport serving entire Megaregion
- Rely on extensive connections to local transit and communities
- Operated by Amtrak under management of Capitol Corridor Joint Powers Authority (CCJPA)

Capitol Corridor Route Map



- 5 Universities
 - UC Berkeley
 - UC Davis
 - Cal State Sacramento
 - Santa Clara University
 - San Jose State
- 3 International Airports
 - San Francisco (SFO)
 - Oakland (OAK)
 - San Jose (SJC)
- Top tourist destination in world: SF
- Most vibrant economic center: Silicon Valley
- Capitol of the world's 7th largest economy



Performance Results (1999-2016)

Measure	FY 1999	FY 2016	% change	FY 15 % change
Ridership	463,000	1.56 million	237% improvement	+6%
Revenue	\$6.3M	\$32.2M	411% improvement	+7%
System Operating Ratio	30%	56%	87% improvement	+4%
Service Level	8 daily trains	30 weekday trains (22 weekend trains)	275% improvement	--
On-Time Performance	86%	94%	8% improvement	+1%
<ul style="list-style-type: none"> Increased service with limited increases in State budget #1 on-time performance in Amtrak system for 7 straight years Highest customer satisfaction ever for service in FY 16 [89%] 3rd busiest Amtrak route in nation 				

Improving Service Despite...

- Do not have TITLE to the Rail Vehicles
 - Do not OWN the Tracks
 - Do not OPERATE the Trains
 - Do not OWN the Stations
 - Do not have SEVEN FIGURE BUDGET for Marketing
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- All of the RESPONSIBILITY but none of the AUTHORITY
 - So how has the CCJPA been so successful?

The Power of Partnerships

- Operations: Amtrak
- Host Railroad: Union Pacific
- Rail Vehicles: Caltrans/CalSTA
- Stations: Communities
- Marketing: Promotional

Amtrak Partnerships

- Primary customer interface; focus on safety, convenience
- Passenger info/ETA digital message signs (Oct. 2001)
- Service advisory alerts via texting, e-mail (Aug 2010)
- Wireless Internet for riders, operations (Nov 2011)
- E-Ticketing with print-at-home ability (Apr 2012)
- Incentive Payments (and Assessments) in Operating Contract (began FY2014)
- Acceptance and testing of Tier IV locomotives (FY 17)
- PTC: Install on-board equipment; operator testing (FY 17)

Host Railroad Partnership

- UPRR Supplemental Capitalized Maintenance
 - Continuous upgrades as funds are allocated [\$1M/yr]
 - Payments are above Amtrak incremental MoW fees
 - Private-Public Partnership/shared funding

Results: State of good repair; no slow orders

- Tri-Party OTP Agreement [UPRR/Amtrak/CCJPA]
 - Capitol Corridor pulled out of national Amtrak-UP OTP agmt
 - Eliminated penalties, “look-backs” of national OTP agreement
 - Payments increased but bar raised to min 92% OTP

Results: #1 in Amtrak for service reliability (7 years)

Partnership with Caltrans for Rail Fleet

- Caltrans owns the NorCal rail vehicle fleet
- Fleet is leased to CCJPA
- Agreement for maintenance and servicing of fleet
- Standards for maintenance/availability

Partnership with Station Communities

- All stations along route are owned by local communities
- CCJPA Policy on Stations
 - Thresholds for ridership
 - Maintenance standards
- Amtrak maintains the platforms; communities are responsible for maintenance, upgrades of:
 - Parking lots/facilities
 - Building/facilities
 - Access [streets, sidewalks, bike lockers]

Marketing Partnerships

- Trade Partnerships help us maximize our marketing dollars
 - Aim for a 4:1 ROI



PLACER COUNTY
TRANSPORTATION
PLANNING AGENCY



- Sporting Event Partnerships emphasize Weekend and Leisure travel
- Music Festivals
- Theater Shows
- Other Community Events

Closing

- Know rules of the game
- Recognize partner's strengths
- Incentivize partner to gain/maintain improvement
- Ensure that partners can share in results