

8. SERVICE AMENITIES AND FOOD SERVICE

The San Joaquins boasts many great amenities that are integral to the attraction of riders and are key marketable features of the service. These features add value to the customer experience. SJJPA is working with Caltrans, Amtrak, and the other JPAs to improve amenities and add additional services. The San Joaquins also provides a food and beverage service for passengers.

Service Amenities

All coaches in the Northern California Fleet have Wi-Fi service. This service is free to the customer and permits e-mail and webpage viewing. Amtrak's Wi-Fi service prohibits streaming services which would use up large amounts of bandwidth. In FY 2016/17, SJJPA in partnership with Amtrak, launched AmtrakConnect onboard the San Joaquins. AmtrakConnect is a mini-site tailored to San Joaquins passengers that is automatically launched when users join the onboard Wi-Fi network. This platform is used to inform passengers of the train status, offer helpful information regarding their destination station, present information about discounts, and as a promotional tool for strategic marketing partnerships within the corridor. AmtrakConnect is continuing to be updated and expanded to improve the customer experience and offer more helpful information.

Amtrak recently informed SJJPA aware that it is planning changes to its Wi-Fi program, which may lead to changes or cancellation of Wi-Fi service support and maintenance. In response, SJJPA is working with Caltrans, CCJPA, and LOSSAN JPA to ensure passengers do not experience a disruption in service and plan for future management of Wi-Fi service.

Bi-level coaches have bicycle storage units that hold three bicycles on the lower level of the car. In addition, 14 first generation California Cab Cars (8300-series) have undergone a retrofit to hold 13 bicycles as opposed to 7 bicycles. The five Surfliner Cab Cars (6000-series) have storage space for up to 13 bicycles in the lower baggage area. Comet Car coaches have no bicycle storage. For the Comet Car trainsets, there are 4 bicycle storage units in the "Cabbage" car which also is used for baggage. It is important to note that on the Comet Car trainsets, bicycles are only accommodated at staffed stations.

Both the bi-level and Comet coaches feature comfortable seating. Seating arrangements offer passengers a traveling experience without a middle seat with ample leg room. Power plug access is available at each seat and can power and charge passengers' various electronic devices. Drop-down trays for holding food, laptops, or other items are also provided. Each coach car features areas where four seats are arranged with a work table. The overall seating arrangements offers a relaxed customer experience. Additionally, the San Joaquins feature overhead luggage racks and a no baggage fee policy for two checked bags and two carry-on bags within specified dimension and weight requirements.

Food and Beverage Services

Each San Joaquins train has a café car which offers food and beverage service throughout most of the end-to-end trip. SJJPA and CCJPA share the Oakland Amtrak Commissary where product is warehoused and ordered to be loaded onto the trainsets. Due to the co-location of the commissary, SJJPA and CCJPA share in the responsibility of providing oversight and



direction for the café car program which is generally consistent across trainsets for both corridors.

A wide variety of entrees, snacks, and beverages are available. SJJPA is evaluating the existing food and beverage service to provide high quality options in the most efficient and cost-effective manner. Topics being evaluated include: menu; inventory and storage; increasing the capacity and usefulness of the space in the cars; patron flow; signage and information; securing and accounting for stock and materials; restocking logistics; and hours of operation. SJJPA is focused on reducing the number of items on the menu to ease loading, reduce cost, provide a simpler customer experience, open storage space for limited-time specialty items, and make it easier to promote items on the menu. In addition to these efforts, SJJPA

is considering café car changes to underperforming trainsets including the removal of the café car or utilization of lower-cost cart service.

SJJPA is actively increasing the sale of and promotional opportunities for products grown or produced in the San Joaquins Corridor. The San Joaquins offers a very unique opportunity to highlight and promote food and beverage products from the San Joaquins Corridor and can help market the service and the corridor. SJJPA is continuing to work with Amtrak and CCJPA to explore providing more locally-sourced food and beverage products in the most cost-effective way on an ongoing basis. Current local offerings include: craft beer, coffee, hot dogs, and San Joaquin Valley nuts.

