

10. SERVICE AMENITIES AND FOOD SERVICES

Service Amenities

Accessibility: SJJPA supports the State’s goal to provide total accessibility to the State-owned equipment including all its features and amenities. No person shall be denied access on the basis of physical ability. Accessibility features for bi-level coaches include onboard wheelchair lifts, two designated spaces per train car for passengers in wheelchairs, and one wheelchair-accessible lavatory on the lower level of each train car. On a temporary basis, the State has deployed Comet Car trainsets on the San Joaquins. Since the Comet Car trainsets have higher access points and do not have onboard wheelchair lifts, hand-cranked mobile wheelchair lifts are required at all San Joaquins stations. Each single-level Comet Car coach has one wheelchair-accessible lavatory. SJJPA will continue to closely monitor the performance of the Comet Car trainsets.

Door Control: An essential feature of the bi-level coaches is the ability for doors to be operated remotely on either side of the train from a single point of control. This feature allows the operator to maximize passenger flow in boarding and alighting operations, and thereby minimize station dwell time. Comet Car coach doors are all manually operated requiring additional Assistant Conductors to be onboard and prevents some Comet Car trainset doors from being used when the trains are at stations.

Onboard Information System: Each coach is equipped with electronic passenger information displays that provide the train numbers and destination, plus other public information. Amtrak is currently developing a more robust information display system for all trains nationally. This is called “Onboard Information System” (OBIS). OBIS will be implemented first in California on all three state-supported services, including the San Joaquins. Staff is currently working with Amtrak and CCJPA to provide input as OBIS is developed. Initiation of OBIS is scheduled for mid-to-late 2018.

Lavatories: Lavatories in coaches feature electric hand dryers, soap dispensers, and infant diaper-changing tables.

Telecommunications: All coaches in the 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. Power plug access is available at each seat and can power and charge passengers’ various electronic devices.

Bicycle Access: 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 trainset, 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 trainset bicycles are only accommodated at staffed stations.



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. 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

will investigate increasing the sale of and promotional opportunities for products from 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 currently working with Amtrak and CCJPA to explore providing more locally-sourced food and beverage products in the most cost-effective way for the next menu release in mid-2017.

