

May 13, 2015

David Schonbrunn,
President

Transportation Solutions Defense and Education Fund (TRANSDEF)
P.O. Box 151439
San Rafael, CA 94915-1439

Dear Mr. Schonbrunn:

The Capitol Corridor Joint Powers Authority (CCJPA) is responding to your letter of April 25, 2015 to BART regarding the recent changes to the parking at the Richmond BART station for Capitol Corridor and Amtrak passengers. The CCJPA understands your frustration with the extensive changes during the preliminary construction of the Richmond BART Parking Garage and adjacent surface access and parking facilities.

With respect to the addition of parking charges at the Richmond BART station for Capitol Corridor/Amtrak passengers, BART staff agreed to create a customized page on their “Select-A-Spot” permit purchasing website, just for daily Capitol Corridor and Amtrak passengers. Using this site, passengers can purchase a parking space on the ground floor in the permit parking area for \$2.00 per day. This website is currently live and available to Capitol Corridor/Amtrak passengers who park at the Richmond station. The permit parking spaces are guaranteed until 10:00am and cost less than the \$4.50 fee a BART customer would pay for a similar spot.

In addition, the CCJPA is working with BART to install a Clipper Card reader on the Richmond Capitol Corridor/Amtrak platform to allow Capitol Corridor and Amtrak passengers another means to pay the daily parking fee.

Below are activities done by CCJPA staff to inform and educate passengers about the parking changes at the Richmond BART station:

- CCJPA staff posted an article on the Capitol Corridor web site’s “News” and “Service Alert” sections in early April about the upcoming changes. Staff has been updating that article regularly to reflect the most current information about the permit purchasing process.
- Staff sent four service advisories to subscribers on April 7, April 10, April 30, and May 6. A final reminder went out on May 9. Information was also included in the Capitol Corridor’s April CC Rail Mail online newsletter.
- Information about the parking changes were posted throughout April and early May on Capitol Corridor’s social media platforms.
- Passenger information alerts were developed and transmitted to the digital messaging signs on the Amtrak/Capitol Corridor platform and began broadcasting on April 8.
- Capitol Corridor conductors made on-board announcements as Capitol Corridor trains arrived and departed from the Richmond BART station.
- BART/CCJPA Call Center staff was advised of the parking changes in advance of the implementation date.



**CAPITOL CORRIDOR
JOINT POWERS AUTHORITY**
300 LAKESIDE DRIVE
14TH FLOOR EAST
OAKLAND, CA 94612
(V) 510.464.6995
(F) 510.464.6901
www.capitolcorridor.org

David Schonbrunn

May 13, 2015

Page 2

In addition, I want to assure you that the CCJPA has worked with BART staff to coordinate additional outreach efforts for our passengers regarding the changes to the parking facilities. BART's efforts included:

- BART passenger bulletins were created and posted in the station and at the parking site a week before the closure.
- Email notifications were sent to BART's mobile subscribers.
- A bulletin that identified the closure dates and impacts to transit riders, combined with temporary way finding, "Find Your Bus" signs, temporary taxi locations, and bus stop locations were posted days in advance of the closure.
- The City of Richmond posted a flyer online, which was also widely distributed by email the week before the closure. This flyer included a location map with temporary bus, taxi, and Para transit locations.
- BART police were instrumental in assisting the project team during and before construction began. BART Police reviewed and approved safety and site closure plans and helped to identify areas of concern.
- The Community Service Officers (Security Guards) assigned to this station were involved prior to the closure of the site, and continue to do a terrific job assisting with enforcement and safety issues. BART PD will continue to support the project and help monitor the construction site.
- After numerous meetings over the course of a year, BART and CCJPA staff identified and posted a parking solution on the Capitol Corridor website (www.capitolcorridor.org), which identifies how to pay for day parking and where to park for overnight parking. BART and CCJPA staffs continue to explore options for Amtrak and Capitol Corridor patrons.

The CCJPA appreciates your feedback on the parking changes for Capitol Corridor and Amtrak passengers at the Richmond BART station. We have made the initial changes I outlined above to address your concerns and that of our loyal passengers and will continue to work with BART to seek and develop additional solutions to the parking challenges at that station.

Sincerely,



David B. Kutrosky
Managing Director

cc: CCJPA Board Directors
SCG