

# Caltrain Strategic Plan: 2014-2023

Proposed Guiding Principles, Goals and Objectives - DRAFT FOR DISCUSSION

GUIDING PRINCIPLE

1

**Ensure the safety and security of customers, employees and the public.**



GOAL	OBJECTIVES	I FEEL STRONGLY ABOUT THIS ISSUE
<b>A</b> <b>Comply with safety and security regulations and best practices.</b>	1. Update and implement Caltrain's Safety and Security Program Plans	<input type="checkbox"/>
	2. Coordinate safety through a consolidated cross-departmental group responsible for implementation of and compliance with safety initiatives	<input type="checkbox"/>
	3. Maintain effective relations and interface with safety and security regulatory agencies (FTA, FRA, CPUC, NTSB, TSA and Department of Homeland Security)	<input type="checkbox"/>
	4. Support regulatory safety requirements of the new advanced signal system and electrified system	<input type="checkbox"/>
	5. Maintain close collaboration with local emergency response and law enforcement agencies and insure continuity of rail safety training and emergency preparedness	<input type="checkbox"/>
COMMENTS:	<hr/> <hr/>	
<b>B</b> <b>Promote a safety culture and awareness within and beyond the organization.</b>	1. Create an agency vision for safety and integrate it throughout the organization	<input type="checkbox"/>
	2. Ensure a personal commitment to safety from employees and contractors	<input type="checkbox"/>
	3. Partner with local jurisdictions to protect the integrity of Caltrain's safety program	<input type="checkbox"/>
	4. Continue and expand public safety outreach and raise awareness of safety considerations	<input type="checkbox"/>
	5. Foster public awareness of safety issues / regulations related to electrified system	<input type="checkbox"/>
COMMENTS:	<hr/> <hr/>	
<b>C</b> <b>Invest in and maintain a safe system.</b>	1. Integrate safety assessment and certification into capital project planning and design	<input type="checkbox"/>
	2. Make targeted investments and conduct routine maintenance to improve public safety	<input type="checkbox"/>
	3. Support and partner with communities to advance grade separations	<input type="checkbox"/>
COMMENTS:	<hr/> <hr/>	
<b>D</b> <b>Safeguard the security of Caltrain customers, employees and the public.</b>	1. Expand security on trains and at stations	<input type="checkbox"/>
	2. Integrate crime prevention through environmental design principles into system design	<input type="checkbox"/>
COMMENTS:	<hr/> <hr/>	

DRAFT FOR DISCUSSION

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## Grow and manage customer demand with expanded and enhanced service.



GOAL	OBJECTIVES	I FEEL STRONGLY ABOUT THIS ISSUE
<b>A</b> Meet current and future customer mobility needs.	1. Design service to maximize passenger throughput	<input type="checkbox"/>
	2. Develop short-term strategies to increase peak-hour capacity	<input type="checkbox"/>
	3. Manage peak-period demand and utilize off-peak capacity	<input type="checkbox"/>
	4. Provide expanded and modernized electrified service by 2019	<input type="checkbox"/>
	5. Plan for post-electrification service expansion improvements	<input type="checkbox"/>
	COMMENTS:	<hr/> <hr/>
<b>B</b> Balance service and amenities to address different travel markets.	1. Maximize train capacity while addressing on-board accommodation of bicycles, luggage and passenger facilities	<input type="checkbox"/>
	2. Link service levels to ridership, intermodal connections and land use	<input type="checkbox"/>
	3. Maintain trip times that are competitive with auto-travel	<input type="checkbox"/>
	COMMENTS:	<hr/> <hr/>
<b>C</b> Operate a dependable and punctual service.	1. Meet Caltrain's on-time performance standard	<input type="checkbox"/>
	2. Develop intuitive services and schedules	<input type="checkbox"/>
	3. Provide real-time and user-friendly system information	<input type="checkbox"/>
	4. Respond to service delays with clear communications and prompt contingency operations	<input type="checkbox"/>
	COMMENTS:	<hr/> <hr/>
<b>D</b> Provide a comfortable and convenient travel experience.	1. Maintain Caltrain's cleanliness and comfort	<input type="checkbox"/>
	2. Use technology to provide service information and passenger conveniences	<input type="checkbox"/>
	COMMENTS:	<hr/> <hr/>

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GUIDING PRINCIPLE

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## Maximize utilization of system infrastructure and rolling stock.



GOAL	OBJECTIVES	I FEEL STRONGLY ABOUT THIS ISSUE
<b>(A) Maintain a state of good repair.</b>	1. Adhere to industry and government guidelines for state of good repair and asset management	<input type="checkbox"/>
	2. Develop and implement a life-cycle based preventative maintenance strategy	<input type="checkbox"/>
	3. Ensure timely implementation of the state of good repair program with sufficient funding and resources	<input type="checkbox"/>
	4. Evolve organizational resources to maintain Caltrain's future electrified system infrastructure	<input type="checkbox"/>
	COMMENTS:	<hr/> <hr/>
<b>(B) Invest in system reliability.</b>	1. Incorporate flexibility and redundancy into capital investments and fleet management	<input type="checkbox"/>
	2. Make targeted investments to safeguard reliability during construction	<input type="checkbox"/>
	3. Develop transitional and long-term strategies to reduce station dwell time and achieve level boarding	<input type="checkbox"/>
	COMMENTS:	<hr/> <hr/>
<b>(C) Expand capacity through timely investments.</b>	1. Make short-term investments in rolling stock to address peak-hour congestion	<input type="checkbox"/>
	2. Implement the advanced signal system by 2015 and peninsula corridor electrification project by 2019	<input type="checkbox"/>
	3. Define post-electrification core system capacity improvements	<input type="checkbox"/>
	4. Preserve the corridor for current and future rail uses	<input type="checkbox"/>
	5. Implement capital projects while maintaining revenue service	<input type="checkbox"/>
	COMMENTS:	<hr/> <hr/>
<b>(D) Support a blended Caltrain/High Speed Rail system in the Peninsula corridor.</b>	1. Ensure Peninsula corridor improvements do not preclude High Speed Rail's use of the corridor	<input type="checkbox"/>
	2. Support CHSRA and the region in defining and implementing the blended system	<input type="checkbox"/>
	3. Consider local community interests and concerns in the design and construction of the blended system	<input type="checkbox"/>
	COMMENTS:	<hr/> <hr/>

DRAFT FOR DISCUSSION

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## Establish financial stability, minimize operating subsidy and fund system improvements.



GOAL	OBJECTIVES	I FEEL STRONGLY ABOUT THIS ISSUE
<b>A</b> Efficiently deliver services and projects.	1. Monitor and meet MTC's Transit Sustainability Program cost-efficiency targets	<input type="checkbox"/>
	2. Monitor and set Caltrain performance targets to drive increased efficiencies and guide investment decisions	<input type="checkbox"/>
	3. Continue annual cost containment strategies	<input type="checkbox"/>
COMMENTS:	<hr/> <hr/>	
<b>B</b> Maximize revenues.	1. Develop strategies to increase returns from existing revenue streams (e.g. fares, parking, concessions, advertising and leases)	<input type="checkbox"/>
	2. Explore new revenue streams	<input type="checkbox"/>
COMMENTS:	<hr/> <hr/>	
<b>C</b> Stabilize and expand external funding sources.	1. Obtain dedicated funding source for operations and maintenance	<input type="checkbox"/>
	2. Maintain current funding streams while seeking new sources	<input type="checkbox"/>
	3. Stabilize member agency contributions	<input type="checkbox"/>
	4. Support 3rd party funding strategies that align with Caltrain goals	<input type="checkbox"/>
	5. Develop funding strategy for long-term system improvements	<input type="checkbox"/>
COMMENTS:	<hr/> <hr/>	

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## Serve as a critical element of the region's transportation and land use system.



GOAL	OBJECTIVES	I FEEL STRONGLY ABOUT THIS ISSUE
<b>A</b> Improve connectivity to local and regional transportation systems.	1. Explore integration of rail and rapid bus service along El Camino Real corridor to support growing corridor demand	<input type="checkbox"/>
	2. Prioritize intermodal connectivity in infrastructure design and service planning	<input type="checkbox"/>
	3. Improve intermodal way finding information for customers	<input type="checkbox"/>
	4. Participate in and influence regional initiatives related to the integration of fares and payment, information systems and marketing	<input type="checkbox"/>
COMMENTS:	<hr/> <hr/>	
<b>B</b> Promote alternative modes of station access and egress.	1. Develop a station access plan based on the Caltrain Access Policy Statement	<input type="checkbox"/>
	2. Complement the bikes on-board program by implementing the Caltrain Bicycle Access and Parking Plan	<input type="checkbox"/>
	3. Pursue strategies that enhance first- and last-mile connections to stations	<input type="checkbox"/>
COMMENTS:	<hr/> <hr/>	
<b>C</b> Encourage transit supportive development at and around stations.	1. Adopt a transit-oriented development policy	<input type="checkbox"/>
	2. Participate in and influence local station area planning efforts along the corridor	<input type="checkbox"/>
	3. In partnership with local jurisdictions, pursue development of transit supportive land uses that improve system operations	<input type="checkbox"/>
COMMENTS:	<hr/> <hr/>	
<b>D</b> Integrate with California's statewide rail network.	1. Support implementation of the Caltrain/HSR blended system in the Peninsula corridor with consideration of local community interests and concerns	<input type="checkbox"/>
	2. Continue to accommodate freight and passenger tenants whose operations are compatible with Caltrain and blended system service	<input type="checkbox"/>
	3. Partner with CHSRA, TJPA and the region, define roles and responsibilities, and implement the blended system	<input type="checkbox"/>
COMMENTS:	<hr/> <hr/>	

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## Build partnerships with government agencies, stakeholders and the public.



GOAL	OBJECTIVES	I FEEL STRONGLY ABOUT THIS ISSUE
<b>A</b> Build relationships with openness and fairness.	1. Clearly and consistently articulate JPB goals and objectives and seek opportunities to pursue mutually beneficial initiatives	<input type="checkbox"/>
	2. Seek and provide venues to facilitate discussions with government agencies, external groups and the community	<input type="checkbox"/>
	3. Apply a consistent approach in time and resource management to support multiple stakeholder initiatives	<input type="checkbox"/>
	COMMENTS:	<hr/> <hr/>
<b>B</b> Cultivate effective external participation.	1. Ensure timely public and external involvement through well-defined planning processes	<input type="checkbox"/>
	2. Improve public access to agency data to encourage participation and inform stakeholder dialogue	<input type="checkbox"/>
	COMMENTS:	<hr/> <hr/>
<b>C</b> Strengthen partnerships by pursuing common goals.	1. Explore new areas of common interest to build new partnerships	<input type="checkbox"/>
	2. Successfully implement joint projects through a clear understanding of roles and responsibilities	<input type="checkbox"/>
	COMMENTS:	<hr/> <hr/>

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## Conduct business in a socially responsible way.



GOAL	OBJECTIVES	I FEEL STRONGLY ABOUT THIS ISSUE
<b>A</b> Fulfill civil rights regulations.	1. Comply with Americans with Disabilities Act requirements	<input type="checkbox"/>
	2. Comply with Title VI requirements	<input type="checkbox"/>
COMMENTS: _____ _____		
<b>B</b> Minimize Caltrain's environmental footprint.	1. Implement and expand environmentally sustainable business practices (e.g. sustainable procurement, construction policies, and facility operations)	<input type="checkbox"/>
	2. Consider environmental impacts in the development of Caltrain policies	<input type="checkbox"/>
	3. Improve regional air quality and reduce greenhouse gas emissions by electrifying and modernizing the railroad	<input type="checkbox"/>
COMMENTS: _____ _____		
<b>C</b> Provide an inclusive and equitable system.	1. Pursue markets that are socially, geographically and economically representative of all peninsula corridor communities	<input type="checkbox"/>
	2. Strive for an equitable distribution of system benefits and project impacts throughout the corridor	<input type="checkbox"/>
	3. Evaluate geographic, social and economic equity in service planning and policy decisions	<input type="checkbox"/>
COMMENTS: _____ _____		