Caltrain On-time Performance

June 2, 2011

Overview

- On-time performance recent history
- Primary causes of delay
- Duration of delays
- Focus on April 2011
- Top delay categories
- Summary
Performance & Reliability

OTP: July ’09 – May ’11
Total delay and OTP

<table>
<thead>
<tr>
<th>Total Minutes of Delay</th>
<th>On-time Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 2010</td>
<td>2,959</td>
</tr>
<tr>
<td>January 2011</td>
<td>3,983</td>
</tr>
<tr>
<td>February 2011</td>
<td>4,770</td>
</tr>
<tr>
<td>March 2011</td>
<td>4,264</td>
</tr>
<tr>
<td>4-month Average</td>
<td>3994</td>
</tr>
<tr>
<td>April 2011</td>
<td>7,373</td>
</tr>
<tr>
<td>May 2011</td>
<td>5,880</td>
</tr>
</tbody>
</table>

On-time is arrival within 5 minutes of scheduled arrival time

Primary Causes of Delay

6 – 10 Minutes
- Bikes and passenger dwell time
- Holding for connections
- Passengers needing assistance
- Crowds for special events
- Grade crossing protection
- Transportation issues
- Slow orders

10 – 20 Minutes
- Correctable mechanical problems
- Police action

20 Minutes and longer
- Signal or communication failures
- Mechanical breakdowns enroute
- Crossing incidents
- Fatalities and accidents

Peak-period delays
- A train delayed by any of the above factors may delay other trains operating behind it — “cascading” delays
- Trains often have compounded delays
Delayed trains by duration: Past 6 Months

<table>
<thead>
<tr>
<th>Month</th>
<th>On-time</th>
<th>Minutes Late</th>
<th>Total Trains</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Percent</td>
<td>Number</td>
<td>6 - 10</td>
</tr>
<tr>
<td>Dec</td>
<td>95.8%</td>
<td>2,137</td>
<td>32</td>
</tr>
<tr>
<td>Jan</td>
<td>95.2%</td>
<td>1,809</td>
<td>48</td>
</tr>
<tr>
<td>Feb</td>
<td>93.9%</td>
<td>1,822</td>
<td>59</td>
</tr>
<tr>
<td>Mar</td>
<td>93.7%</td>
<td>2,106</td>
<td>88</td>
</tr>
<tr>
<td>Apr</td>
<td>89.8%</td>
<td>1,888</td>
<td>106</td>
</tr>
<tr>
<td>May</td>
<td>90.1%</td>
<td>1,930</td>
<td>123</td>
</tr>
</tbody>
</table>

- Weekday service levels reduced from high of 98 to 86 currently
- A single train now represents a higher % of total OTP

On-time Performance: July 2009 to Present
April 2011 - All Delay Categories

April 2011 Compared to 6-month Average
Bike/Passenger and PNA Dwell Delays: Monthly Totals

- Dec OTP 95.8%
- Jan OTP 95.2%
- Feb OTP 93.9%
- Mar OTP 93.7%
- Apr OTP 89.8%
- May OTP 90.4%

Minutes of Delay per Month

PNAs

Bikes and Passenger Dwell

Mechanical Delays: Monthly Totals
Summary

- Delays caused by many different factors
  - Increased passengers, bikes and PNAs are a factor
- Delay minutes have trended upward over last few months
- April and May 2011 are exceptional
- Some delays are unavoidable but many can be reduced

Summary (continued)

- JPB staff is working closely with contract operator (Amtrak) to identify, reduce and/or eliminate correctable delays
  - Joint field observations
  - Verification of data
  - Emphasize on-time end of line departure
  - Problem identification
  - Remedial/corrective actions
- Caltrain goal remains 95% or better on-time performance