



# Caltrain On-time Performance

June 2, 2011

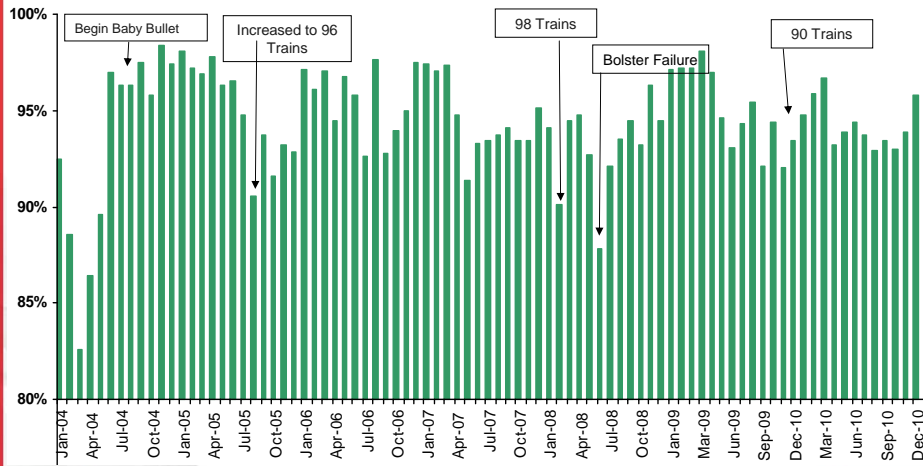


## Overview

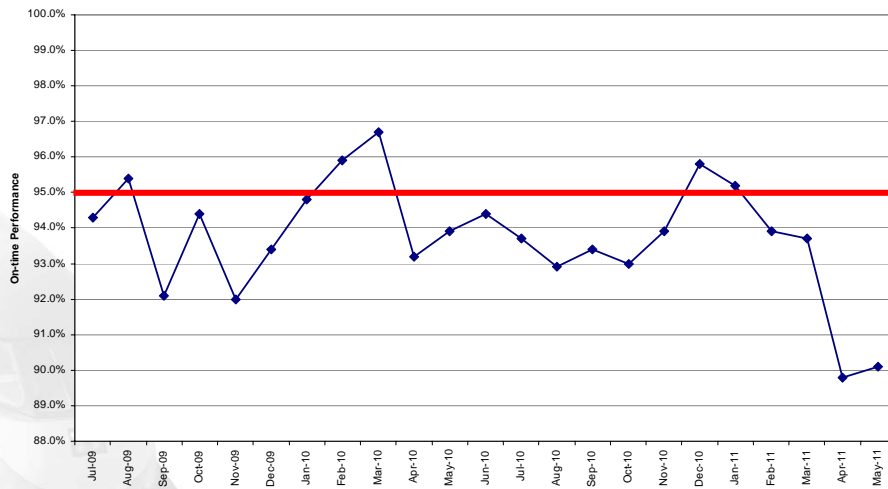
- On-time performance recent history
- Primary causes of delay
- Duration of delays
- Focus on April 2011
- Top delay categories
- Summary



## Performance & Reliability



## OTP: July '09 – May '11





## Total delay and OTP

	Total Minutes of Delay	On-time Performance
December 2010	2,959	95.8%
January 2011	3,983	95.2%
February 2011	4,770	93.9%
March 2011	4,264	93.7%
4-month Average	3994	94.7%
<b>April 2011</b>	<b>7,373</b>	<b>89.8%</b>
<b>May 2011</b>	<b>5,880</b>	<b>90.1%</b>

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



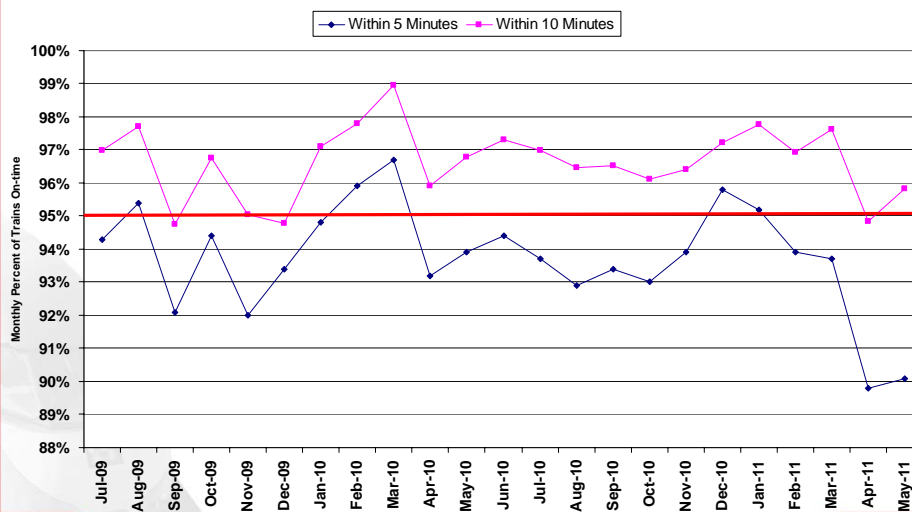
## Delayed trains by duration: Past 6 Months

Month	On-time		Minutes Late				Total Trains
	Percent	Number	6 - 10	11 - 15	16 - 20	20+	
Dec	95.8%	2,137	32	35	11	15	2,230
Jan	95.2%	1,809	48	12	5	23	1,897
Feb	93.9%	1,822	59	24	7	29	1,941
Mar	93.7%	2,106	88	28	10	17	2,249
Apr	89.8%	1,888	106	49	16	44	2,103
May	90.1%	1,930	123	43	17	28	2,141

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

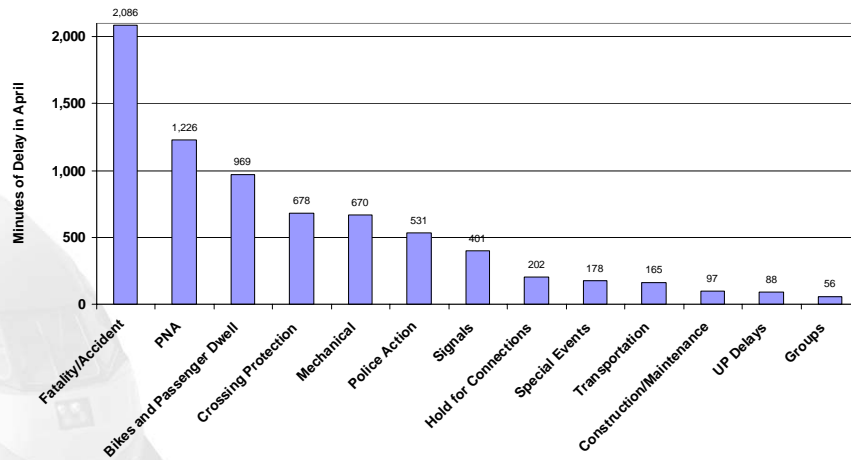


## On-time Performance: July 2009 to Present

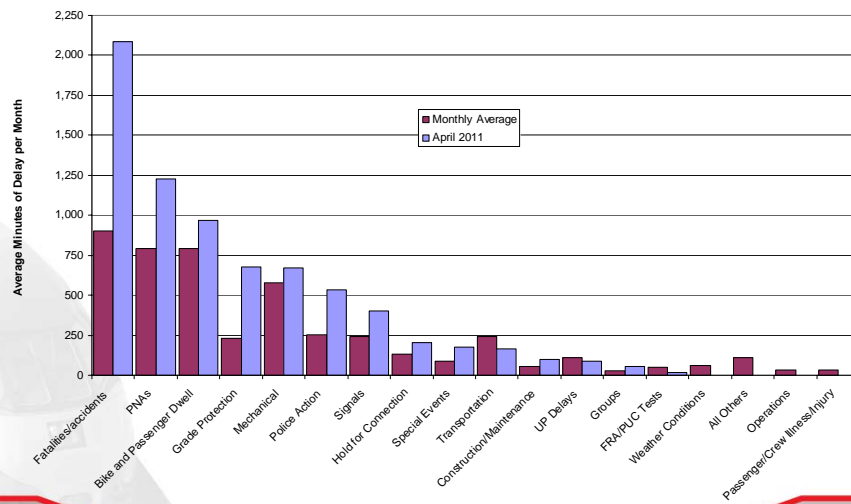




## April 2011 - All Delay Categories

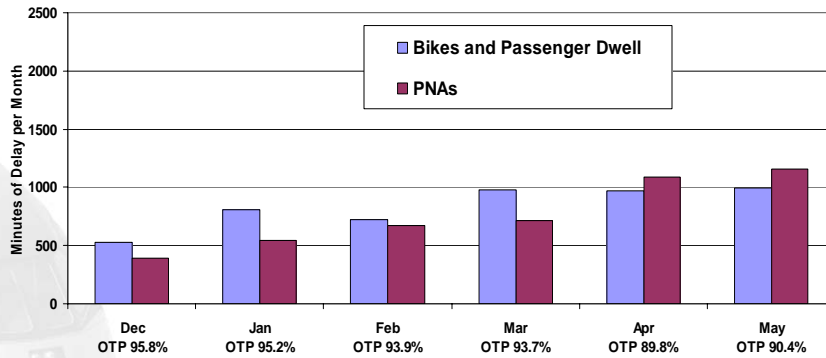


## April 2011 Compared to 6-month Average

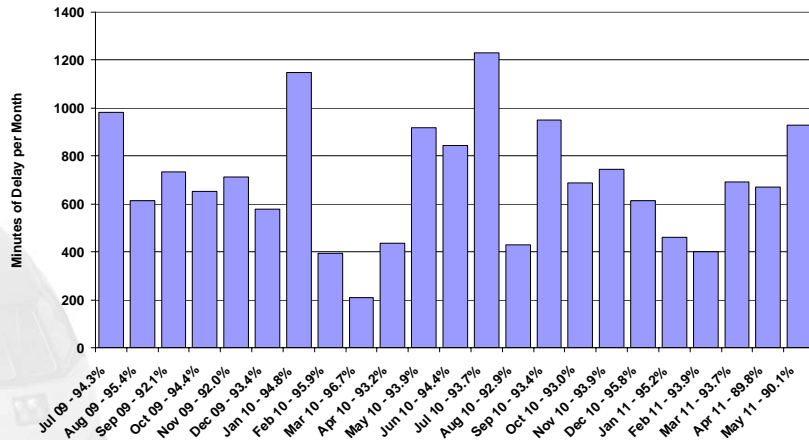




## Bike/Passenger and PNA Dwell Delays: Monthly Totals



## 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**