



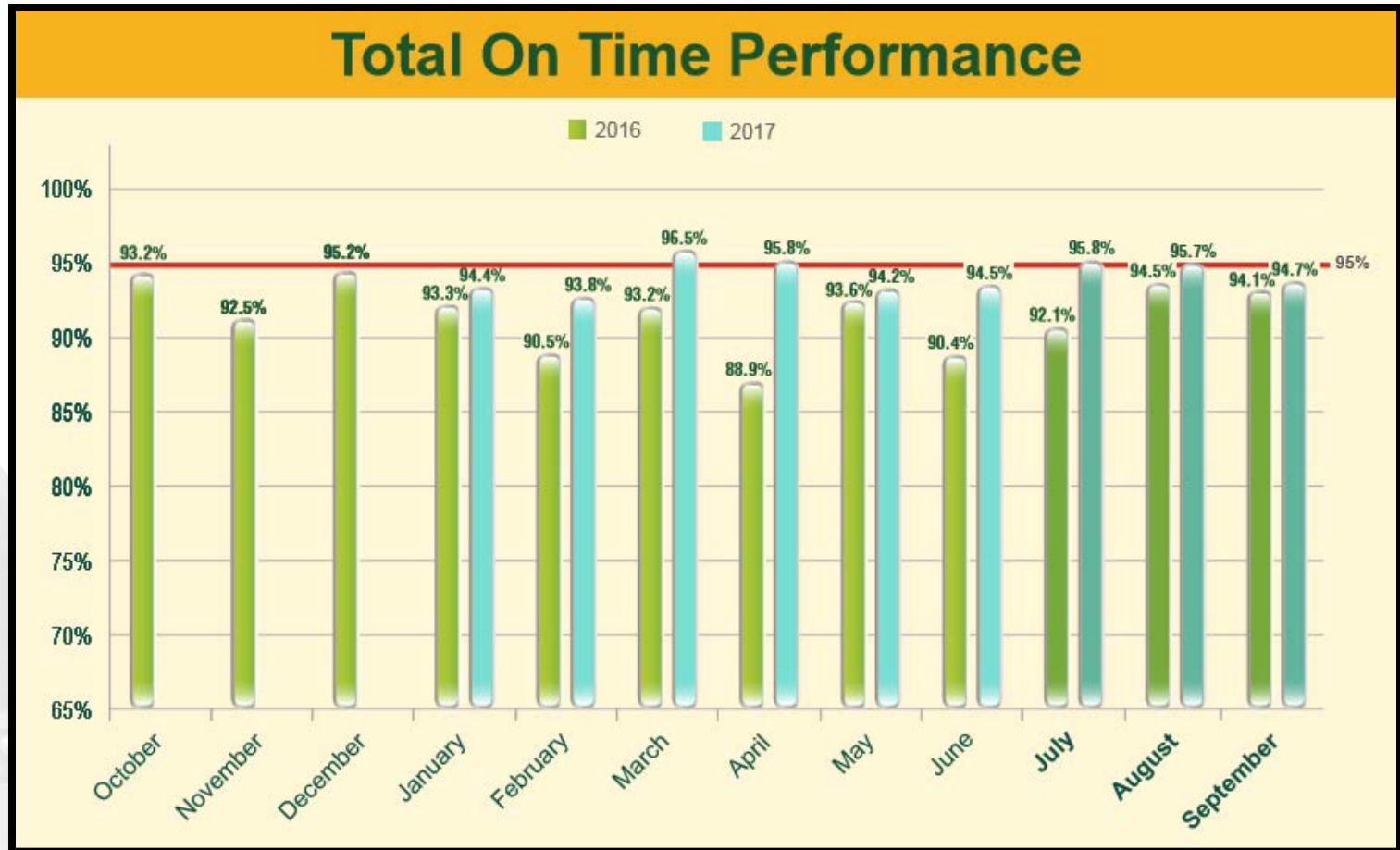
On Time Performance & Delay Mitigation

Citizen Advisory Committee

1/17/2018

Rail Operations

2016 vs 2017 OTP Performance



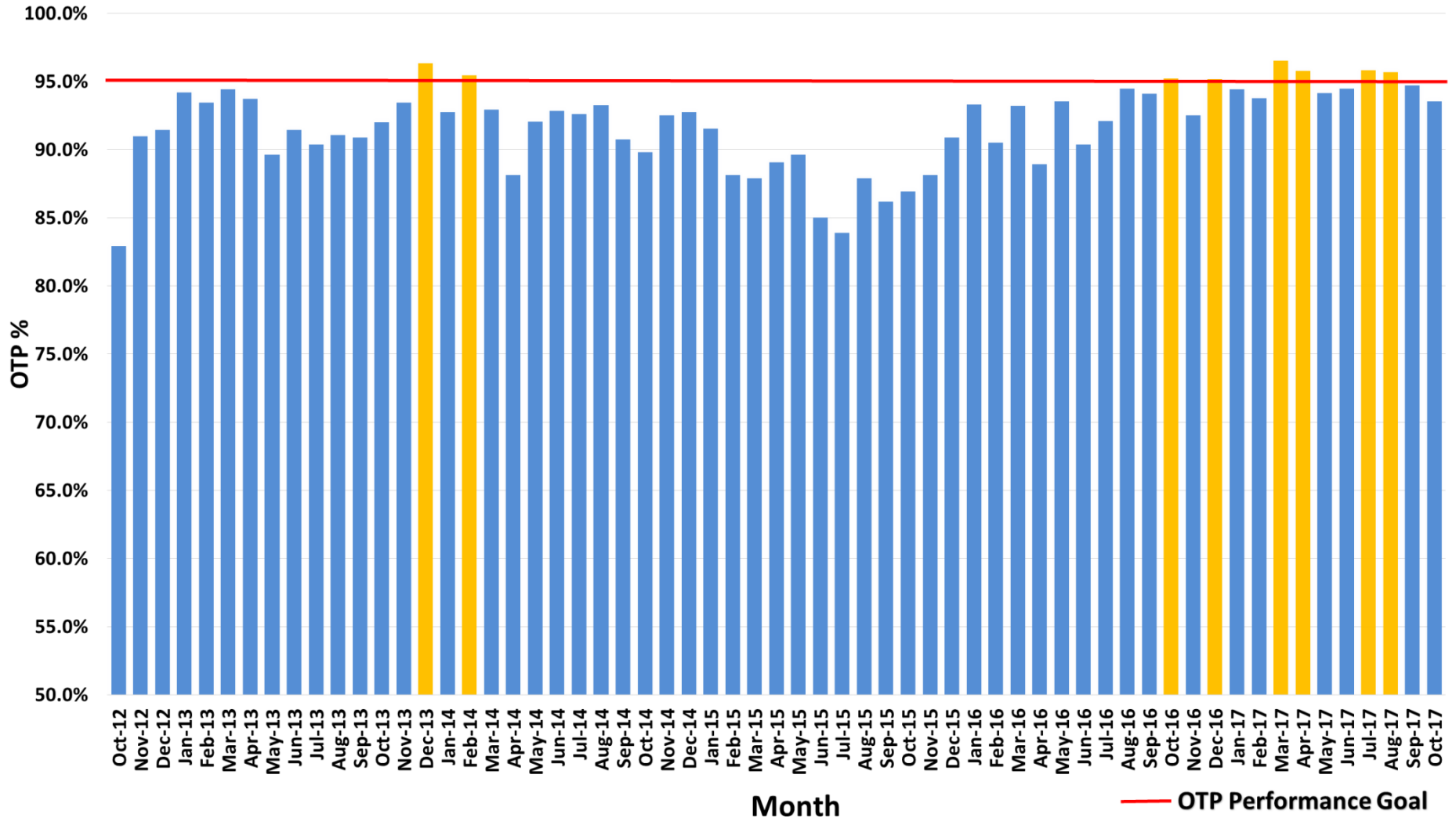
On-Time Performance Overview

- **On-Time Perform. Goal: 95% Trains On-Time**
- **On-Time = 5 min and 59 sec or less**
- **On-Time Perform. Measurement – Time Points**
 - **End of Line: SF, SJ, Tamien, Gilroy**
 - **Mid-Line: Redwood City**
- **On-Time Perform. Tracked Daily, Monthly, Yearly**



On-Time Performance – 5 yrs.

Caltrain On-Time Performance (5 Years)



On-Time Performance Findings

- Improved Monthly OTP:
 - Over Past Year since Oct 2016:
 - **6 months exceed 95% OTP**
- Improved Year-to-Date OTP:

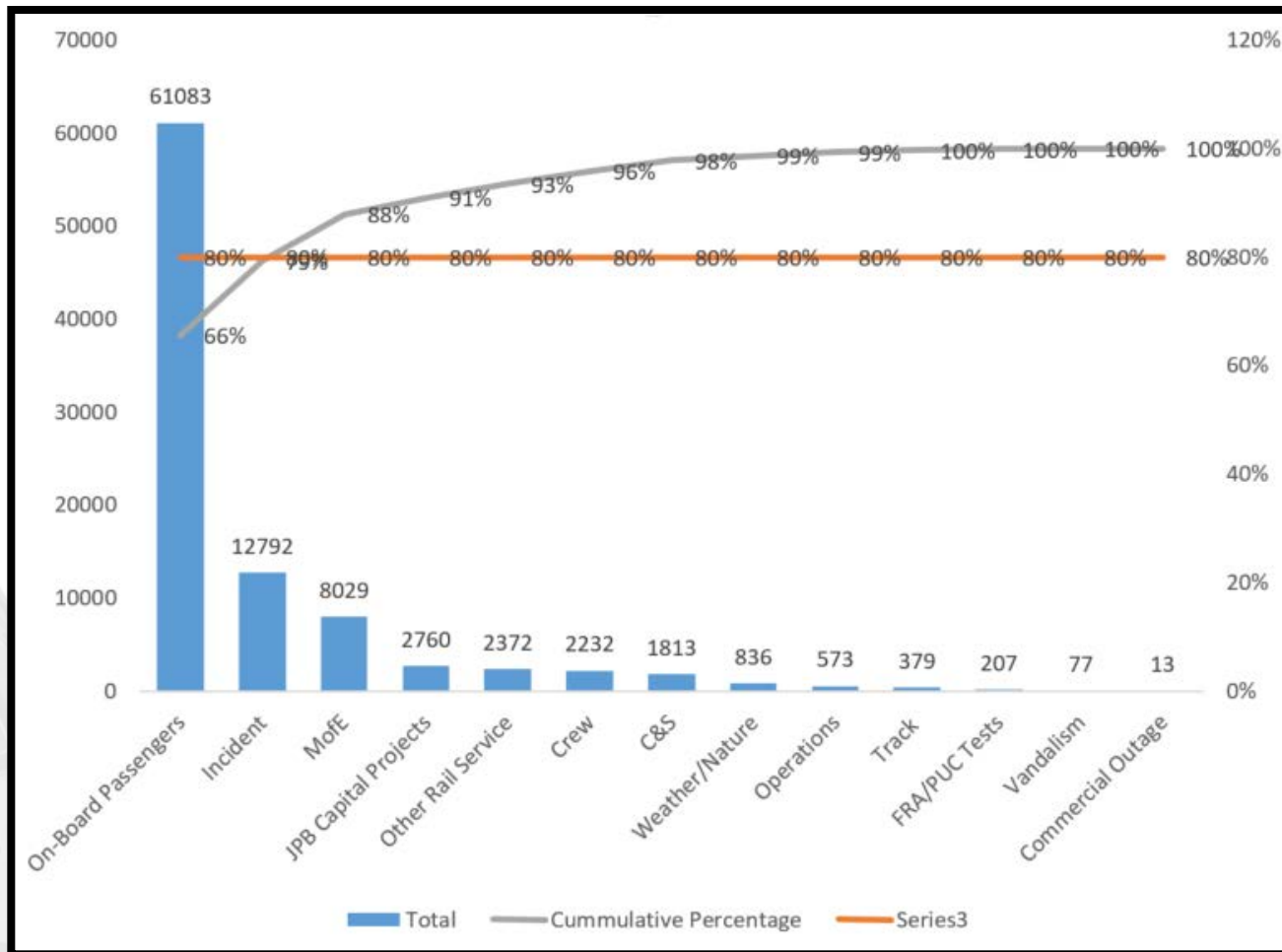
Oct 2017: 94.9%	Oct 2014: 91.6%
Oct 2016: 94.0%	Oct 2013: 91.1%
Oct 2015: 86.2%	Oct 2012: 89.0%

Delay Minutes by Type

- Oct 2016 - Oct 2017

<i>Delay Type</i>	<i>Minutes</i>	<i>Percentage</i>
C&S	1813	1.9%
Commercial Outage	13	0.0%
Crew	2232	2.4%
FRA/PUC Tests	207	0.2%
Incident	12792	13.7%
JPB Capital Projects	2760	3.0%
M of E	8029	8.6%
On-Board/Passengers (PNA's Bikes Luggage)	61083	65.6%
Operations	573	0.6%
Other Rail Service	2372	2.5%
Track	379	0.4%
Vandalism	77	0.1%
Weather/Nature	836	0.9%
	93166	100.0%

October 2016 – October 2017



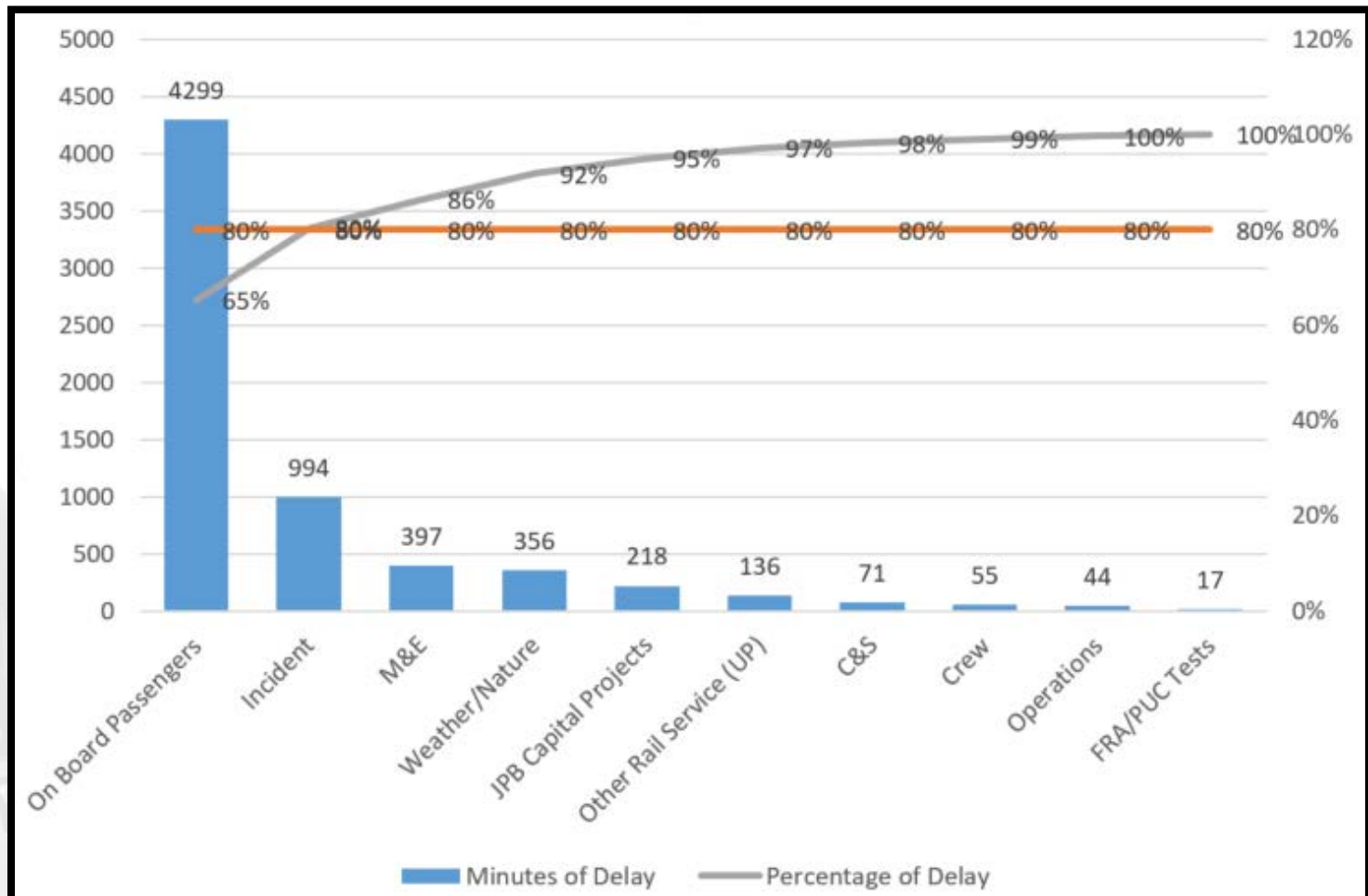
On-Time Performance Improvement

- **Key Contributors**
 - **Rail Ops Mgmt. Oversight & Guidance**
 - **Timely Responses to Incidents**
 - **Modifications of Incident Response Protocols**
 - **Movement of Trains Around Major Incidents (Idle Trains, Trespasser Strikes & Fatalities, Vehicle Strikes, Vehicles on Tracks, etc.)**
 - **Authorization To: Single Track / Move Restricted Speed**
 - **Understanding of Standard Ops. Procedures**
 - **Understanding Roles & Responsibilities (i.e. Conductors Inspect Trains /Tracks)**

On-Time Performance Improvement

- **Key Contributors**
 - **Incident Play Book (Issued Fall 2016)**
 - **Management of Customer Expectations**
 - **Train Schedule Updates**
 - **Adjusting Dwell Times at Stations due to Heavy Boardings/Alighting, Bikes, PNAs**
 - **Service Planning Operations Efficiencies (extended Mechanical contact time)**
 - **Timed Meets at Control Points to allow for Single Tracking to support PCEP and all Capital Projects**

September 2017



September On-Boarding PAX Breakdown

**4299 Minutes of On-Boarding Passenger
Delays.**

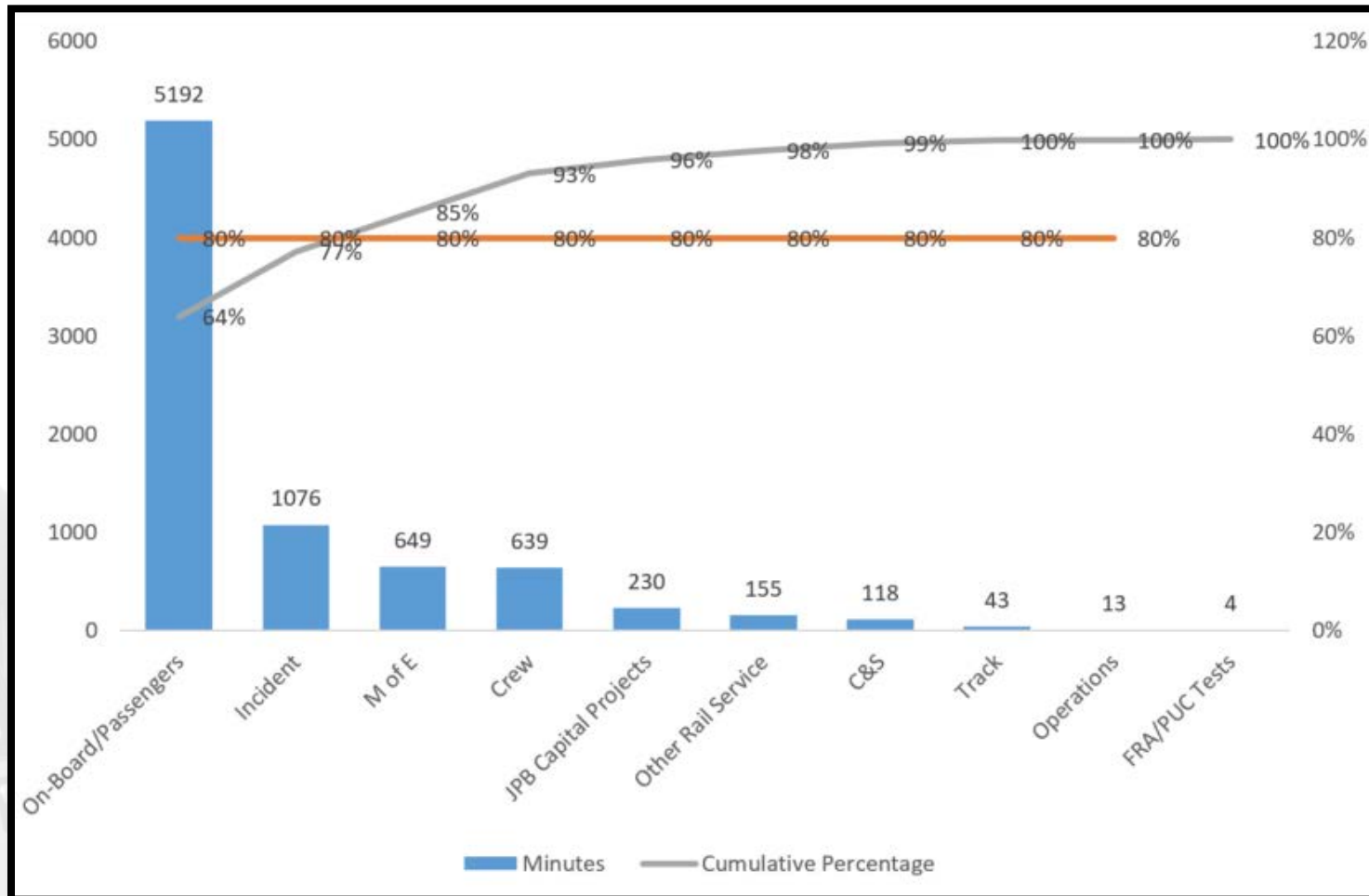
**-Bike Delay Sum 1241 minutes or 28.8% of
On-Boarding Passenger Delays.**

**-If Bike Delays were a stand alone category
it would rank 2nd .**

September

Top Stations	Bike Delay Incidents
Mountain View	107
Palo Alto	107
Redwood City	99
22 nd Street	69
Hillsdale	68

October Delays



October On-Boarding PAX Breakdown

**5192 Minutes of On-Boarding Passenger
Delays.**

**-Bike Delay Sum 1369 minutes or 26.3% of On-
Boarding Passenger Delays.**

**-If Bike Delays were a stand alone category it would
rank 2nd .**

October

Top Stations	Bike Delay Incidents
Mountain View	108
Palo Alto	102
San Jose	96
Redwood City	90
Millbrae	74

QUESTIONS?