

# Caltrain Business Plan

COVID RECOVERY  
PLANNING

UPDATE ON SERVICE  
RESTORATION

August 5, 2021



# Ongoing Recovery Planning Efforts

Caltrain has pivoted its Business Plan effort to focus on COVID-19 Recovery planning. This work is spread across multiple streams as shown on the right

Caltrain staff will engage regularly with the Board, stakeholders and the public as recovery planning proceeds over the next several months



**Equity, Connectivity, Recovery, & Growth Framework**

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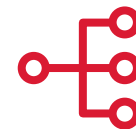
**Near Term Service Planning**

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**Financial Analysis**

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**Scenario Planning**

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Equity, Connectivity, Recovery, & Growth Framework



**Near Term Service Planning**



Financial Analysis



Scenario Planning

# Service Planning Strategy

Strategies

**Match Flexibility of Future Workplace & Recapture Commuter Market**

**Address Systemic Inequities of Caltrain Service**

**Build New Ridership Markets**

Approach

## **Competitive Service**

Restore Baby Bullet and zone express service to recapture riders adjusting to new travel behavior

## **Simple Service**

Simplify structure while expanding train options and frequency at as many stations as possible

## **All-Day Service**

Maintain expanded midday, evening, and weekend service to broaden Caltrain's reach

## **Coordinated Service**

Coordinate connections with BART and other operators

## **Optimized Service**

Adjust stopping patterns to serve latent demand and growing station areas

# Ongoing Constraints

Caltrain's primary goal of the fall schedule change is to increase service. Still, the railroad must continue to operate within significant schedule constraints, including:



## Financial Constraints

- Farebox revenue remains low and will take time to recover
- Service levels must be aligned with financial capacity



## Major Construction Projects

- South San Francisco and Electrification projects require track access to complete
- Train schedules must be tailored to accommodate ongoing single-tracking operations

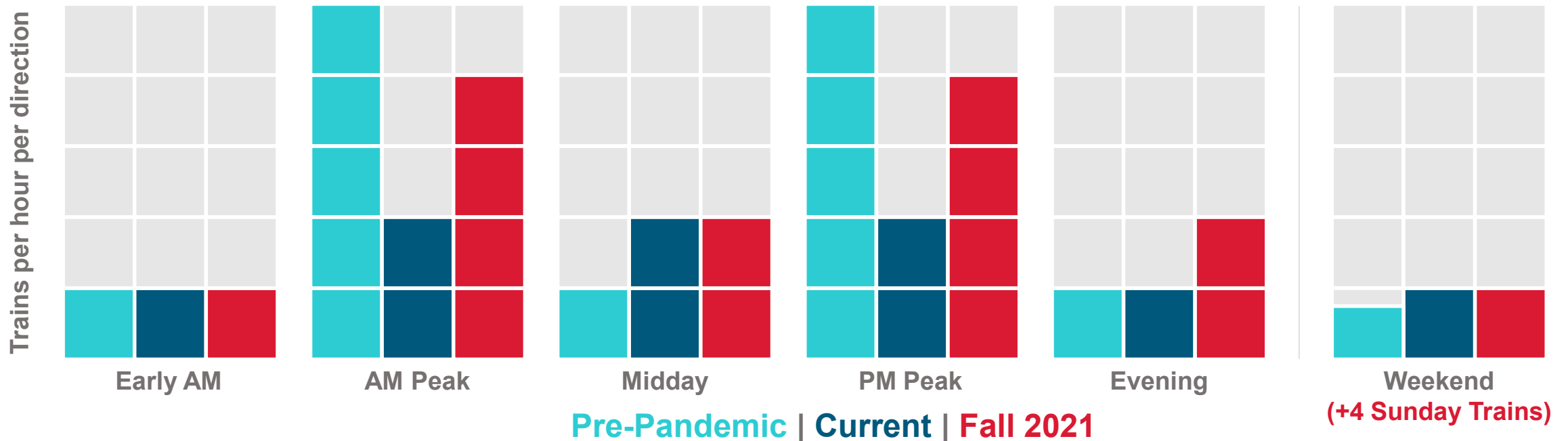


## Staffing

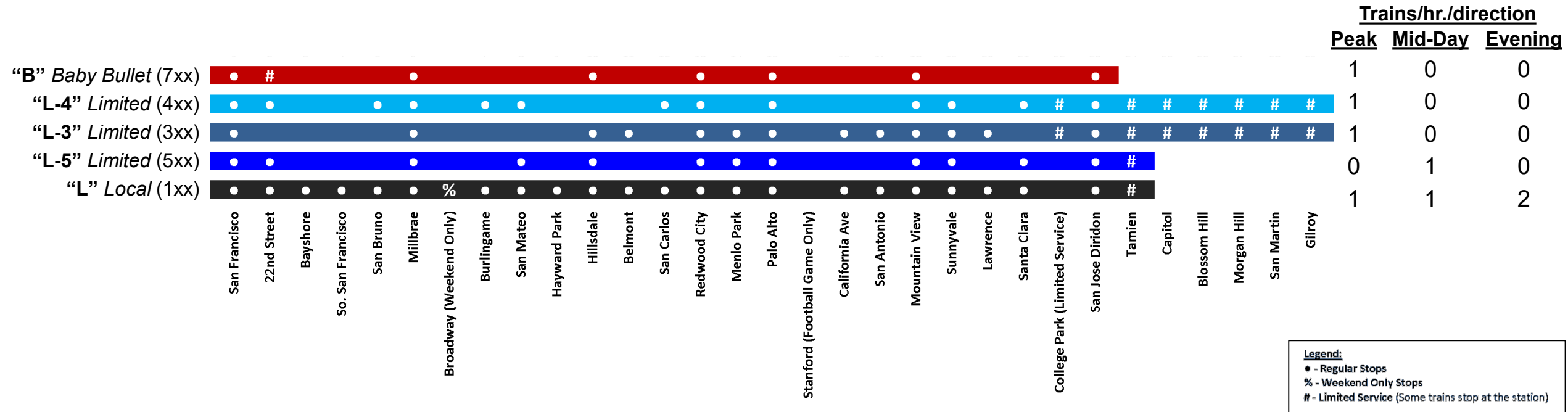
- Service reductions during the pandemic were achieved through attrition (retirements)
- Replenishing through hiring and training will take months.

# August 2021 Service Expansion

The August 2021 service plan focuses on expanding peak period and evening frequency as well as adjusting stopping patterns. Overall weekday span of service will not change. Sunday service will be expanded to match Saturday Service.



# August 2021 Service Plan (Weekdays)



**Note:** Colors are for illustrative purposes only and do not reflect what is shown on the actual timetable.

# Key Peak Hour Metrics: AM Peak Trains per Hour by Station Pair

From Origin Station to Destination Station	San Francisco	22nd Street	Bayshore	South San Francisco	San Bruno	Millbrae	Burlingame	San Mateo	Hayward Park	Hillsdale	Belmont	San Carlos	Redwood City	Menlo Park	Palo Alto	California Avenue	San Antonio	Mountain View	Sunnyvale	Lawrence	Santa Clara	San Jose Diridon	Tamien
San Francisco		3	1	1	2	4	2	2	1	3	2	2	4	2	4	2	2	4	3	2	2	4	1
22nd Street	2		1	1	2	3	2	2	1	2	1	2	3	1	3	1	1	3	2	1	2	3	1
Bayshore	1	1		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
South San Francisco	1	1	1		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
San Bruno	2	2	1	1		2	2	2	1	1	1	2	2	1	2	1	1	2	2	1	2	2	1
Millbrae	4	2	1	1	2		2	2	1	3	2	2	4	2	4	2	2	4	3	2	2	4	1
Burlingame	2	2	1	1	2	2		2	1	1	1	2	2	1	2	1	1	2	2	1	2	2	1
San Mateo	2	2	1	1	2	2	2		1	1	1	2	2	1	2	1	1	2	2	1	2	2	1
Hayward Park	1	1	1	1	1	1	1	1		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Hillsdale	3	1	1	1	1	3	1	1	1		2	1	3	2	3	2	2	3	2	2	1	3	1
Belmont	2	1	1	1	1	2	1	1	1	2		1	2	2	2	2	2	2	2	2	1	2	1
San Carlos	2	2	1	1	2	2	2	2	1	1	1		2	1	2	1	1	2	2	1	2	2	1
Redwood City	4	2	1	1	2	4	2	2	1	3	2	2		2	4	2	2	4	3	2	2	4	1
Menlo Park	2	1	1	1	1	2	1	1	1	2	2	1	2		2	2	2	2	2	2	1	2	1
Palo Alto	4	2	1	1	2	4	2	2	1	3	2	2	4	2		2	2	4	3	2	2	4	1
California Avenue	2	1	1	1	1	2	1	2	2	1	2	2	2	2	2		2	2	2	2	1	2	1
San Antonio	2	1	1	1	1	2	1	2	2	1	2	2	2	2	2	2		2	2	2	1	2	1
Mountain View	4	2	1	1	2	4	2	2	1	3	2	2	4	2	4	2	2		3	2	2	4	1
Sunnyvale	3	2	1	1	2	3	2	2	1	2	2	3	2	3	2	3	2	3		2	2	3	1
Lawrence	2	1	1	1	1	2	1	1	1	2	2	1	2	2	2	2	2	2	2		1	2	1
Santa Clara	2	2	1	1	2	2	2	2	1	1	1	2	2	1	2	1	1	2	2	1		2	1
San Jose Diridon	4	2	1	1	2	4	2	2	1	3	2	2	4	2	4	2	2	4	3	2	2		1
Tamien	2	1	1	1	1	2	1	1	1	2	2	1	2	2	2	2	2	2	2	2	1	2	

August 30, 2021

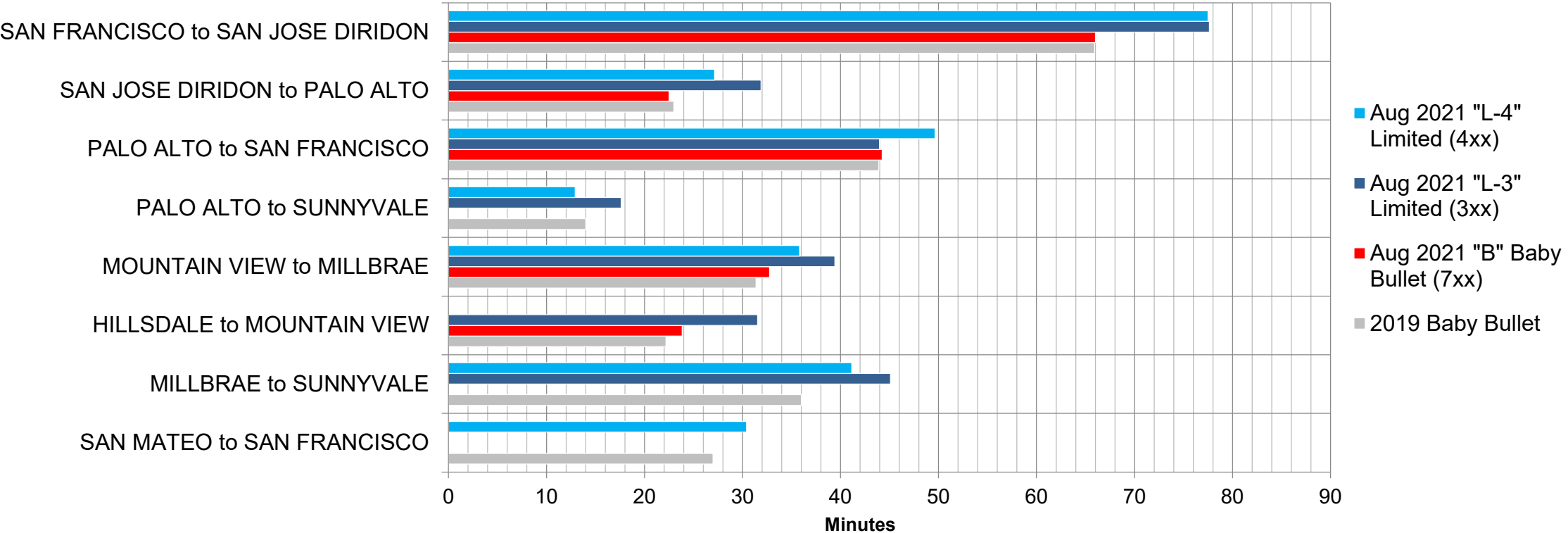
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San Francisco		5	1	1	1	5	2	3	1	3	1	3	5	3	5	2	1	4	1	2	5	1	
22nd Street	1		1	1	1	5	2	3	1	3	1	3	5	3	5	2	1	4	1	2	2	5	1
Bayshore	1	1		1	1	1	1	1	1	1	1	1	1	0	1	0	0	0	0	0	1	1	0
South San Francisco	2	1	1		1	1	1	1	1	1	1	1	1	0	1	0	0	0	0	0	1	1	0
San Bruno	2	1	1	1		1	1	1	1	1	1	1	1	0	1	0	0	0	0	0	1	1	0
Millbrae	4	1	1	2	1		2	3	1	3	1	3	5	3	5	2	1	4	1	2	2	5	1
Burlingame	2	1	1	1	2	1		2	1	2	1	2	2	1	2	1	0	1	1	2	0		
San Mateo	3	1	1	1	2	2	2		1	2	1	3	3	2	3	1	2	2	2	2	3	0	
Hayward Park	1	1	1	1	1	1	1	1		1	1	1	1	0	1	0	0	0	0	0	1	1	0
Hillsdale	4	1	1	2	2	3	2	2	1		1	2	3	1	3	1	0	2	0	1	1	3	0
Belmont	1	1	1	1	1	1	1	1	1	1		1	1	0	1	0	0	0	0	0	1	1	0
San Carlos	2	1	1	1	2	1	2	2	1	2	1		3	2	3	2	1	2	1	2	2	3	0
Redwood City	3	1	1	2	1	3	1	2	1	2	1	1		3	5	2	1	4	1	2	2	5	1
Menlo Park	2	1	1	2	1	2	1	1	1	2	1	1	2		3	2	1	3	1	2	1	3	1
Palo Alto	4	0	0	1	1	3	1	2	0	3	0	1	2	1		2	1	4	1	2	2	5	1
California Avenue	3	1	1	2	2	3	1	2	1	3	1	2	2	2	2		1	2	1	2	1	2	0
San Antonio	1	0	0	1	0	1	0	1	0	1	0	0	1	1	1	1		1	1	1	1	1	0
Mountain View	4	1	1	2	2	3	2	2	1	4	1	2	2	2	3	3	1		1	2	1	4	1
Sunnyvale	4	1	1	2	2	3	2	3	1	3	1	2	3	2	3	3	1	3		1	1	1	0
Lawrence	1	0	0	1	0	1	0	0	0	1	0	0	1	1	1	1	1	1	1		1	2	0
Santa Clara	2	1	1	2	1	2	1	1	1	2	1	1	2	2	1	2	1	2	2	1		2	0
San Jose Diridon	5	1	1	2	2	4	2	3	1	4	1	2	3	2	4	3	1	4	3	1	2		1
Tamien	2	0	0	1	0	2	0	1	0	1	0	0	2	1	2	1	1	1	2	1	1	2	

October 7, 2019



# Key Travel Time Metrics (Weekday Peak Periods)

**Trip Time Comparison 2019 vs. August 2021 Proposed (Average by Type)**



*Note: Colors are for illustrative purposes only and do not reflect what is shown on the actual timetable.*

# Millbrae BART Connections

The majority of riders who use both systems will find very good connections of between 8 and 15 minutes, just right for rider convenience while flexible enough to avoid missing connections. In the evening hours (after 8:30pm) and for some weekend transfers, the wait time is less optimal. This is due to a higher frequency of BART trains to Caltrain trains and also occurs because BART shifts the timing of their trains in the evening while transitioning from 5 line service to 3 line service. Unfortunately Caltrain is not able to follow this shift without disrupting its own service pattern and creating other unacceptable impacts to the Caltrain system. Both systems are dealing with intensive, system wide construction, rebuilding, and maintenance activities that limit flexibility.

## *Weekdays*

During peak and mid-day, significant service has been added to both Caltrain and BART while still maintaining customer friendly wait times no longer than 14 minutes for all trains.

In the evening hours (after 8:30pm when both systems previously had little to no service), the wait time will be between 8-24 minutes for all trains.

## *Saturdays*

The majority of the connection times will be 6-15 minutes with a few trains having longer wait times of up to 26 minutes.

## *Sundays*

Connection times are generally 17-29 minutes. After 9pm there is no BART service.



# Gilroy Service

This service change restores the third Gilroy round trip. Service was designed to offer customers multiple options for one-seat rides along the Peninsula, including direct service to College Park on one train in each direction.

Arrival and departure times at Gilroy were coordinated with VTA based on feedback received during the South County survey conducted in 2019. Discussions are ongoing regarding the timing of implementing a 4<sup>th</sup> round trip in the near future.



**Northbound trains leave from Gilroy at 5:54AM, 6:31AM, and 6:52AM.**

**Southbound trains arrive in Gilroy at 5:21PM, 6:42PM, and 7:19PM.**



# Financial Implications

The restoration of service described falls within the authority provided in the adopted FY22 operating budget. As the year progresses and service restoration continues to evolve, staff will closely monitor costs and revenues and will notify the board as early as possible if there is a potential need to consider an amendment to the FY22 operating budget.

- Restored service includes 104 weekday trains and 32 trains each on Saturday and Sunday.
- This is an increase of 49% over the current COVID weekday schedule.
- While the number of trains is increasing substantially, spreading of service throughout the day results in more efficient utilization of crews and equipment, resulting in a lower marginal cost for the additional train miles operated.
- On an annual basis, TASI costs for the new service are estimated to be in line with the \$97.3M TASI line included in the adopted FY22 budget.
- Fuel usage will be slightly higher than the original projection – requiring approximately 360K gallons above the initial FY22 estimate.



# Overall Benefits

**The new Caltrain schedule will attract both former and prospective customers by providing:**

- One-seat ride between all station pairs, all day long
- Competitive peak-period trip time in more station pairs
- Faster service during midday periods
- More frequent evening service for special events
  - *New Sunday evening trains will provide service from Chase and SAP Centers*

**Scalable to adjust to emerging ridership patterns**

**Provides adequate connections with BART at Millbrae**

**Accommodates construction activities during off peak hours**

**Efficient utilization of equipment and crews**



# Future Considerations

- **Collaborate with BART to improve Evening and Sunday Millbrae Connections**
- **Schedule is designed to allow for the addition of a 5th train per hour (second Baby Bullet) during peak periods when demand increases**
- **Increasing work windows to accelerate upcoming construction work for PCEP**

# Next Steps

- **Publish timetable and post online and in stations**
- **Monitor ridership patterns on specific trains**
- **Continue to analyze market trends and regional developments to guide future service adjustments**
- **Collaborate with BART to continue to improve Millbrae connections**