

South County Service Update

TOPS PRESENTATION

04/24/2024



Overview

1. Background
2. Ridership Analysis
3. Service Reliability Analysis
4. Next Steps

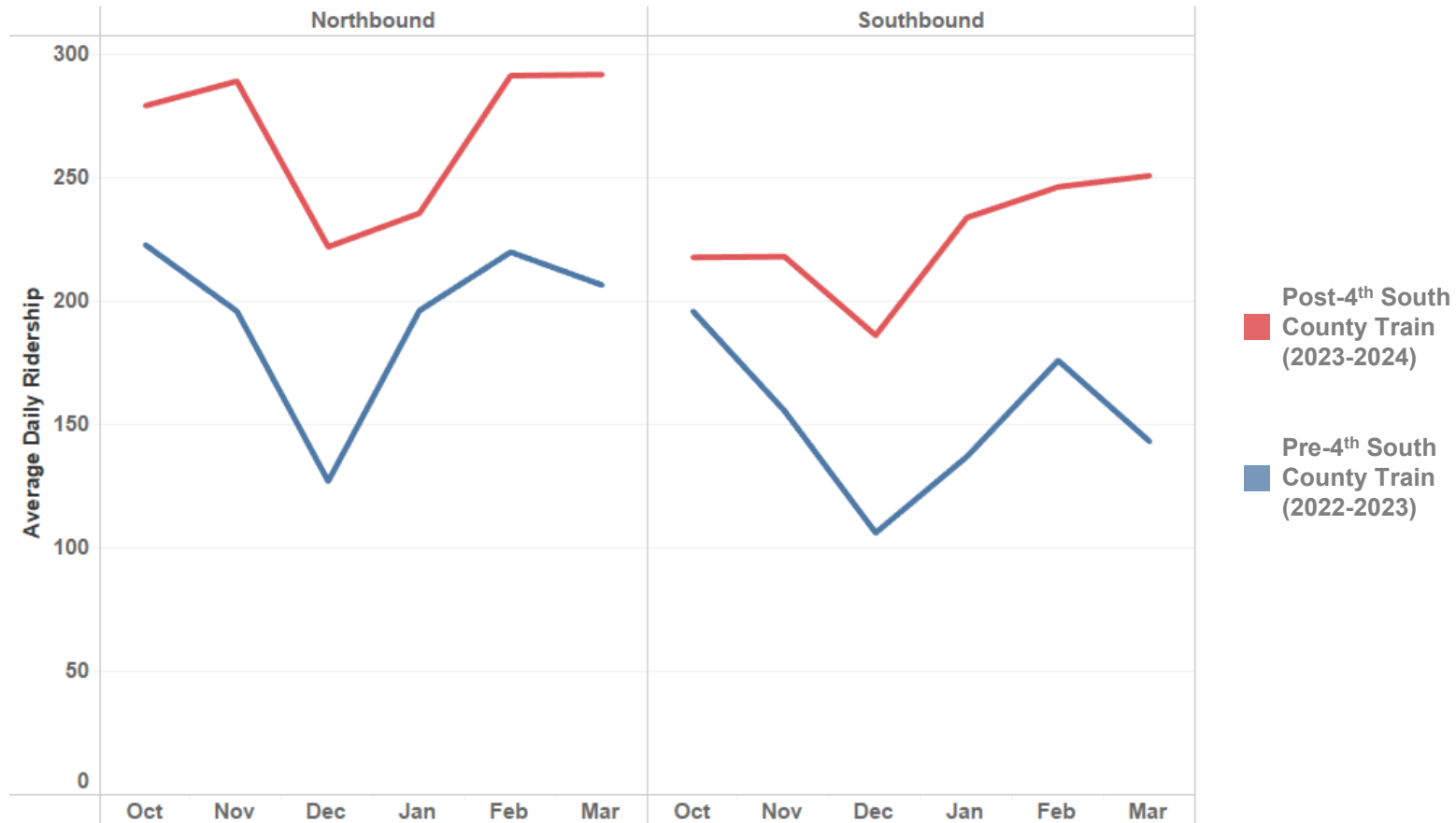
Background

- Caltrain operates limited weekday commute-direction service between San Jose and southern Santa Clara County.
- South County Service operates northbound during the morning peak and southbound during the evening peak, making stops at Capitol, Blossom Hill, Morgan Hill, San Martin, and Gilroy stations.
- Caltrain, the Santa Clara Valley Transportation Authority (VTA), and the Cities of Gilroy and Morgan Hill worked together to enhance weekday Caltrain service to strengthen the transportation network for residents of southern Santa Clara County.
- South County service increased from 3 weekday round trips to 4 on September 25, 2023
 - Service adjustments based on feedback from South County Survey, conducted June 2023
- South County service added to northbound train 305 (departing from Gilroy at 7:29 am) and southbound trains 308 & 410 (arriving at Gilroy at 5:40 pm & 6:17 pm)
- South County service was removed from southbound train 412

South County Service Ridership

- Since the addition of the fourth daily round trip train, South County **ridership has increased 38%** year over year (an additional 138 daily trips)
 - Systemwide weekday ridership increased 26% over that period
- Southbound ridership remains lower than northbound ridership
 - Potentially suggests some riders use alternative transportation in PM

South County Service Average Daily Ridership* by Direction



*Includes ridership at Capitol, Blossom Hill, Morgan Hill, San Martin, and Gilroy stations

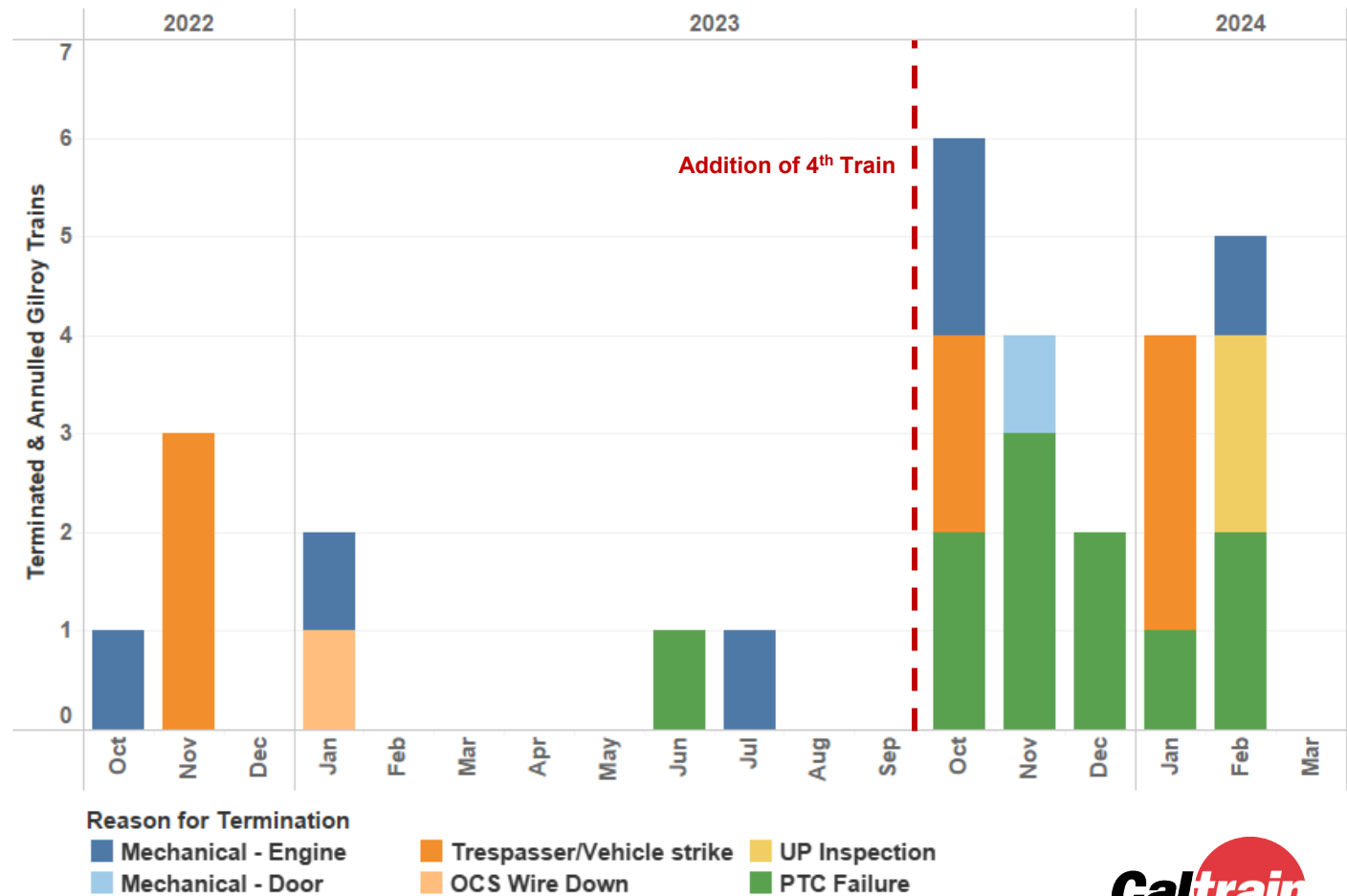
Source: Conductor counts



South County Service Reliability

- Immediately following the addition of the fourth train, terminations of South County service trains increased
- Most South County terminations have been to northbound morning trains
- Common causes of terminations were PTC and mechanical issues
 - PTC initialization now done earlier in day to increase time for troubleshooting

South County Service Terminations and Annulments



Source: Daily Operations Reports



South County Service Next Steps

- Continue to strive for safer railroad crossings through public education, signage, and partnership with advocacy groups
- Continue South County ridership monitoring
- Prepare for Fall 2024 schedule change (Electrified Service Plan)
 - Includes cross-platform transfer to EMU at San Jose Diridon
 - Better EMU performance will result in Gilroy to SF travel time savings of almost 30 minutes
 - Wider PM service span should improve southbound ridership
- Identify methods for improving service reliability
 - Remaining diesel locomotives are being overhauled (project to be substantially complete later this year)
 - Some mechanical issues will be addressed by having newer passenger cars and overhauled diesel engines running shorter distances post-electrification
 - Establish preventative maintenance plan for PTC equipment and work with UP to ensure their back-office server is up to date
- Continue improving South County station amenities
 - Solar-powered digital displays being piloted at San Carlos Station for eventual deployment to South County stations