

Electrified Service Update

TOPS Committee

October 30, 2024

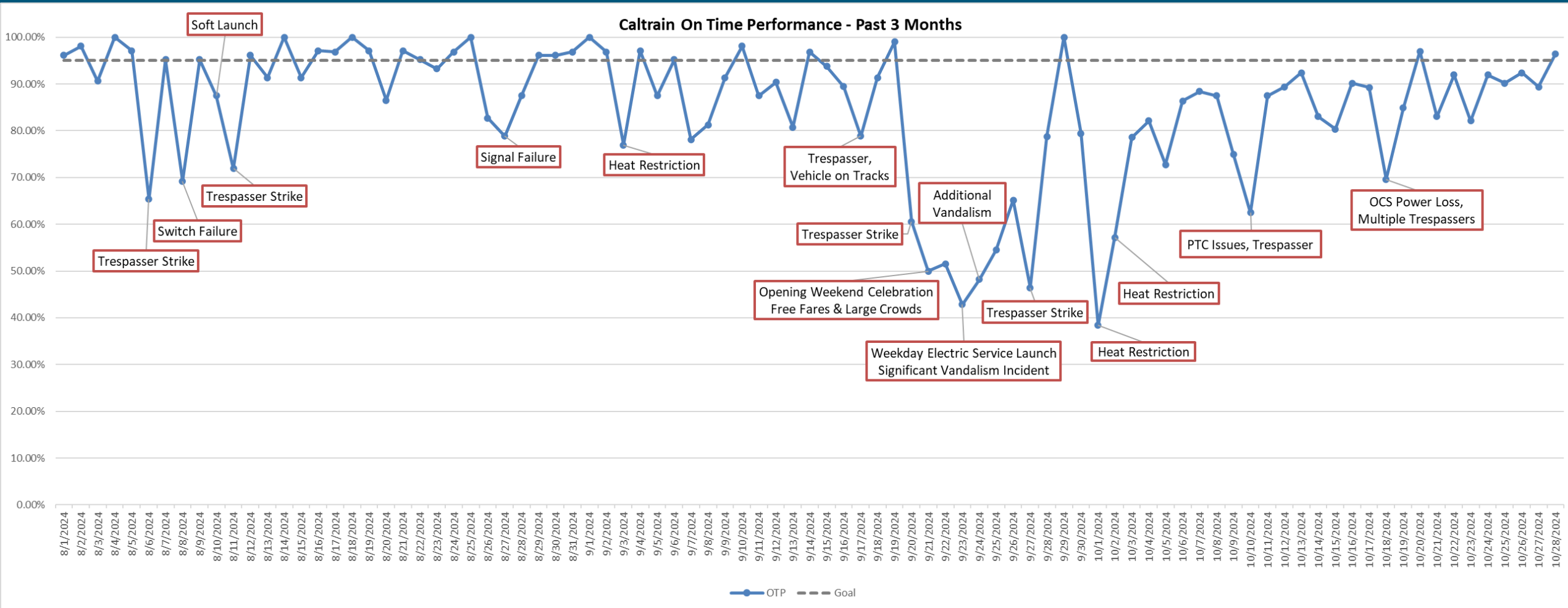


Agenda

- **Initial Observations**
- **Current Challenges**
- **Customer Communications**
- **Next Steps**

Initial Observations

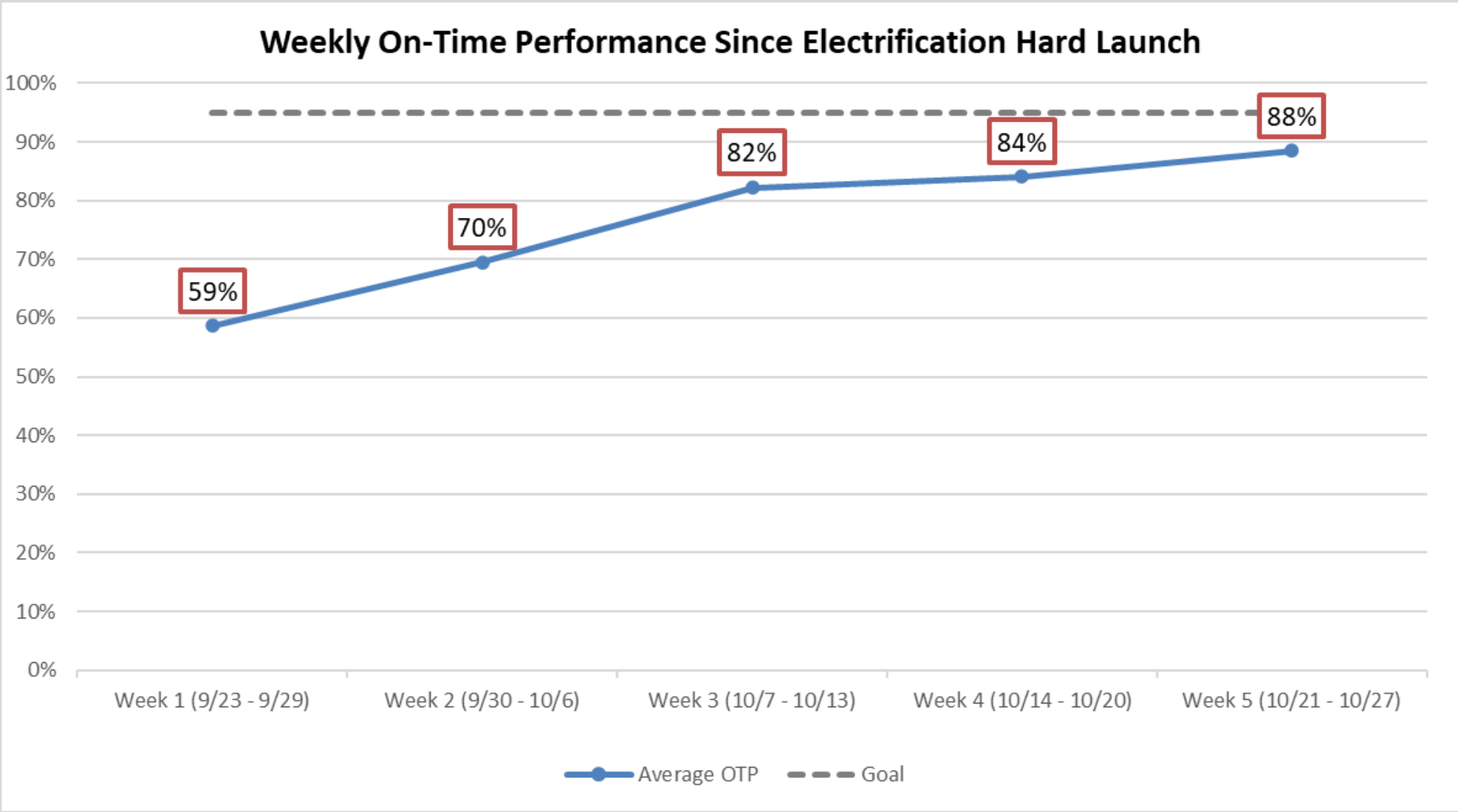
On-Time Performance Trends



On-Time Performance from 8/1/24 to 10/28/24

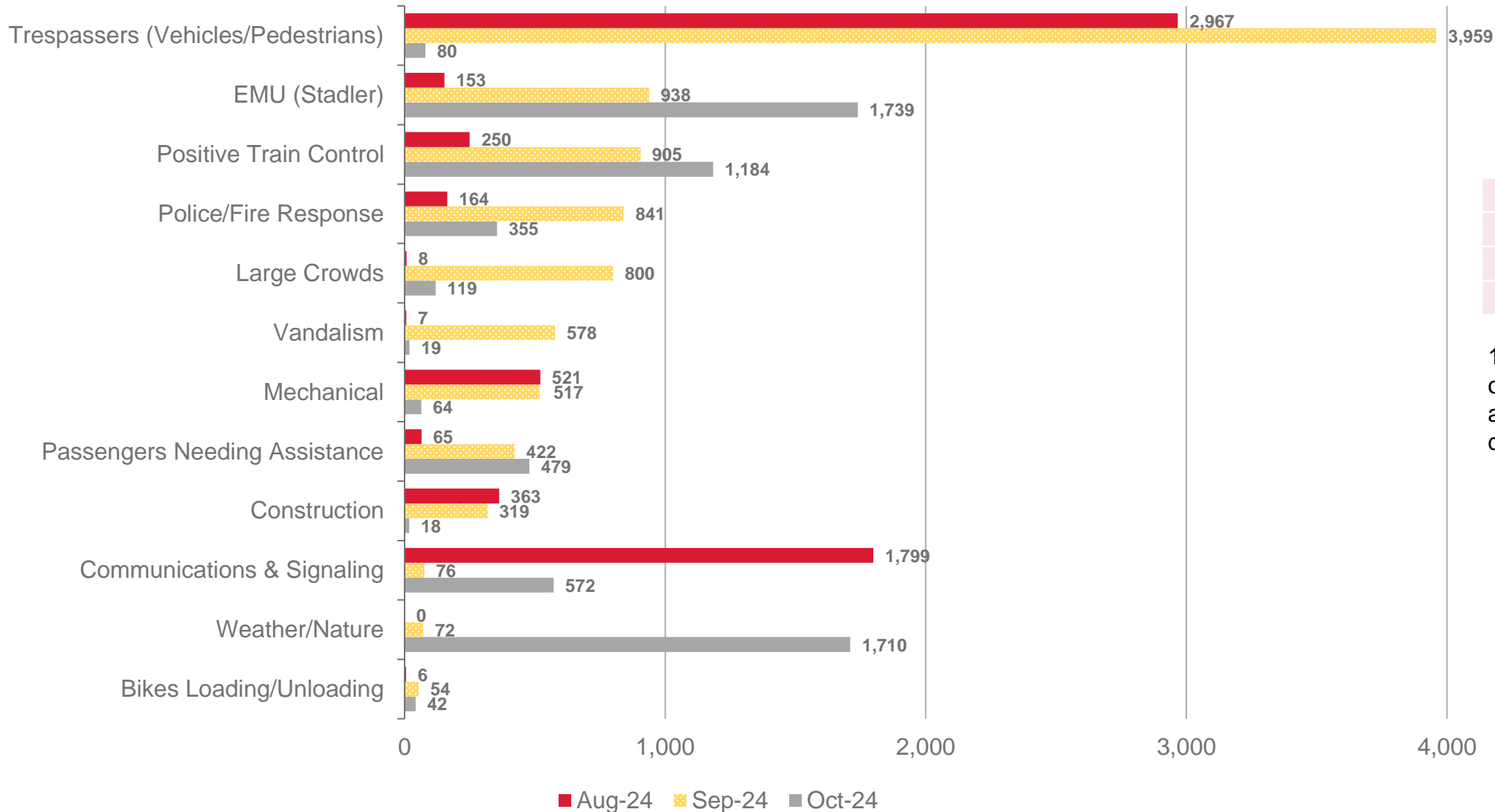
	95% OTP	90% OTP	85% OTP	80% OTP
Days On Time	29	43	56	65
Days Not On Time	60	46	33	24
% Days On Time	33%	48%	63%	73%

On-Time Performance Trends



OTP: Minutes of Delay Snapshot

Reasons for Train Delays, by Minutes of Delay



Total Delay Minutes ¹	
August	6,303
September	9,481
October	6,381

1. For delay categories shown on the chart, which account for approximately 75% of overall delay minutes in a given month.

Current Service Challenges

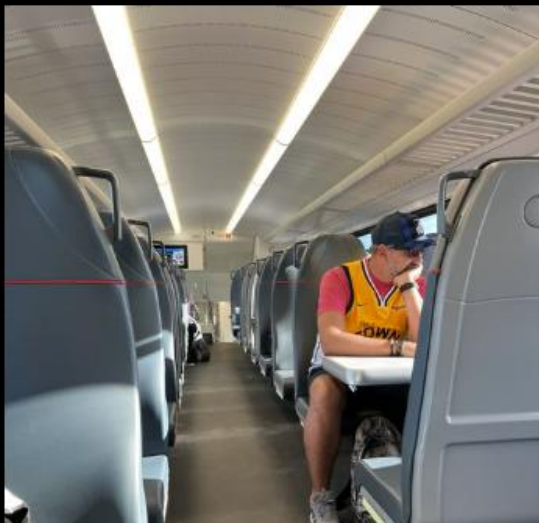
Challenges

- EMU Positive Train Control (PTC) rebooting issue
 - Added onsite support from vendor to work on solutions
- Limited Spares
 - 14 trainsets are required to operate weekday service (104 tpd)
 - Caltrain currently has one spare trainset
 - Additional deliveries scheduled in November (1 EMU) and March (2 EMUs)
- Additional Challenges
 - Significant vandalism incidents on opening week
 - Crews and customers still adjusting to new trains

Customer Feedback

Customer Feedback (Positive)

Jay Herington @HayJerington · Oct 18
@Caltrain first time on the new trains and they are incredible!

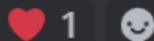


Electric cars are still cars @murphstahoe · Sep 26
First trip on the fancy train



BigDaddyJ Today at 7:41 AM

fast progress, really nice 😊
btw - 503 made the whole run in 60 minutes. Hat's off to Caltrain for persisting through the first few weeks. If we didn't have to slow down for the SSF phase break we'd have hit 59. And the ride felt effortless. 🙌



Jeremiah Owyang @jowyang · Sep 29
Swiss quality rail in SF Bay Area.

The new electric Caltrain heavy commuter trains (Stadler Rail from Switzerland) that connects Silicon Valley and SF is modern, faster, quiet, clean and safe.

Upper deck has tables, power outlets. Way to go @Caltrain and reducing diesel based
[Show more](#)



Jenny "I dissent" Michel/Black Lives Matti @restorativeeci · Oct 11
Replying to @monicamallon
I'm not commuting on @VTA today but I am via @Caltrain

Thank you for your advocacy and for keeping about 4.5 metric tons of CO2 out of the atmosphere each year. 🌱...
[Show more](#)



Seema Patel @cupcakerobot_ · Sep 20

Why am I teary over a train?? My 7yo asked what's going to happen to the diesel @Caltrain now and I told him they were going to take the diesel trains to live on a farm where they could spend the rest of their days frolicking and driving kids around. 🥺



Feedback / Room for Improvement

Most Common Comments

- On-time performance (especially first week with vandalism issues)
- Schedule (tracking comments for potential schedule refinement in January 2025)
- EMU design (digital signs, bathroom door latch & location, door chimes, seats)
- Wi-Fi
- Horn Noise

Next Steps

Known Issues and Action Items

Issue	Actions
Limited Spares	<ul style="list-style-type: none"> • Additional deliveries scheduled in November (1 EMU) and March (2 EMUs) • Communication at highest levels of the organizations
General On-time Performance	<ul style="list-style-type: none"> • Schedule update planned for January 2025 – regional agreed to date for service changes (Staff currently analyzing minor adjustments to improve on-time reliability. Normal to refine new schedule after first few months.) • Piloting bike car decals on platforms to speed up boarding process, reduce dwell time • Mini-highs project to improve experience for passengers needing assistance
EMU Positive Train Control Issues	<ul style="list-style-type: none"> • Additional on-site support from vendor • Additional staff training • Software update to be completed in the coming weeks
Vandalism/Theft	<ul style="list-style-type: none"> • Redesigning and enhancing protection of impedance bonds • CCTV program starting
Customer Experience	<ul style="list-style-type: none"> • How to Ride Webinar planned for November • Improving and refining customer alerts • Ensured live map is functional with new EMUs • Assessing if any wayfinding for platform transfer useful at Diridon
Wi-fi Reliability	<ul style="list-style-type: none"> • Adding antennas to improve Wi-Fi stability
Horn Noise	<ul style="list-style-type: none"> • Reducing levels to lowest legal level by mid-November

FOR MORE INFORMATION

WWW.CALTRAIN.COM

