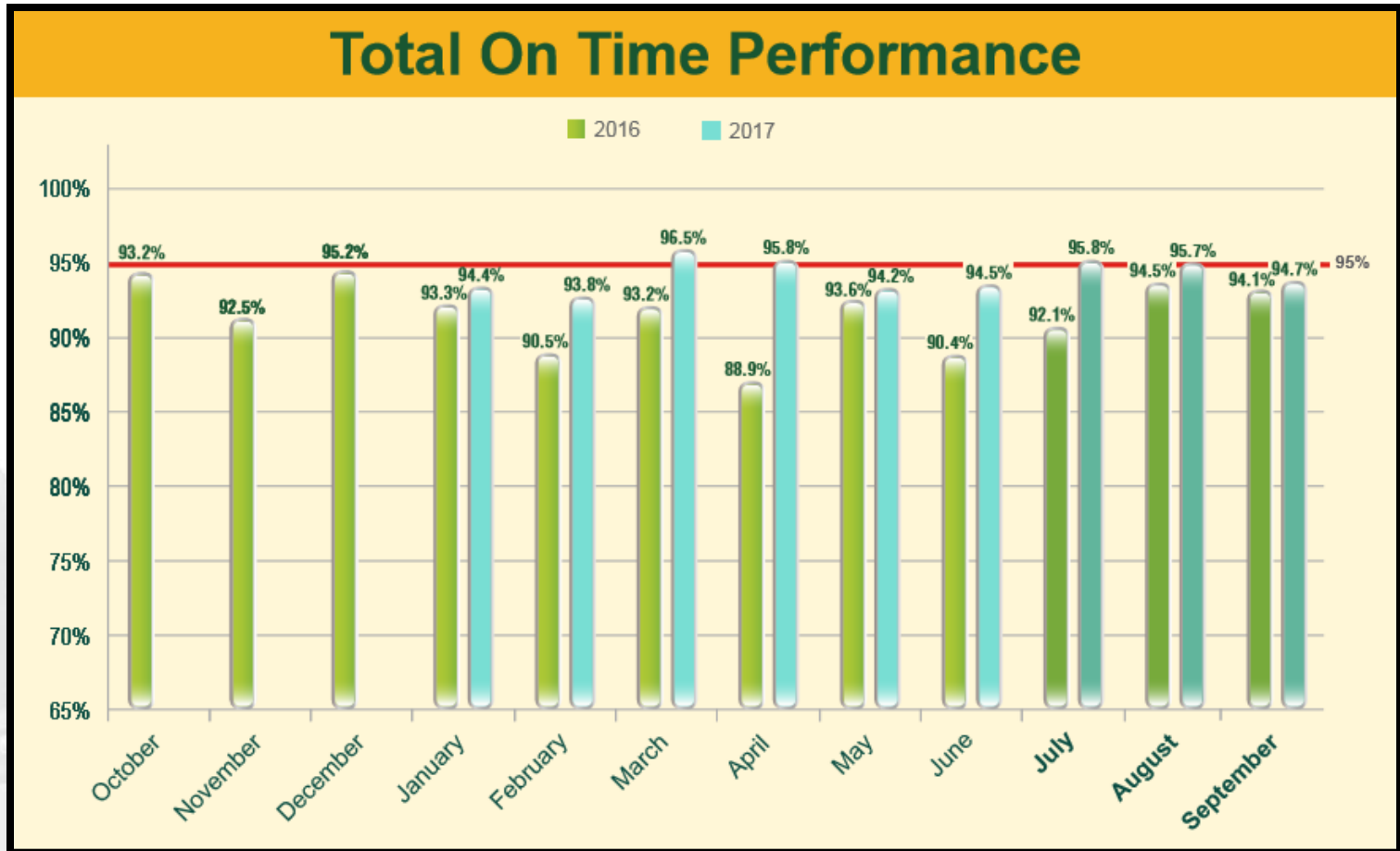# On Time Performance & Delay Mitigation

Bicycle Advisory Committee

11/16/2017

Rail Operations

2017 vs 2016 OTP Performance

Total On Time Performance

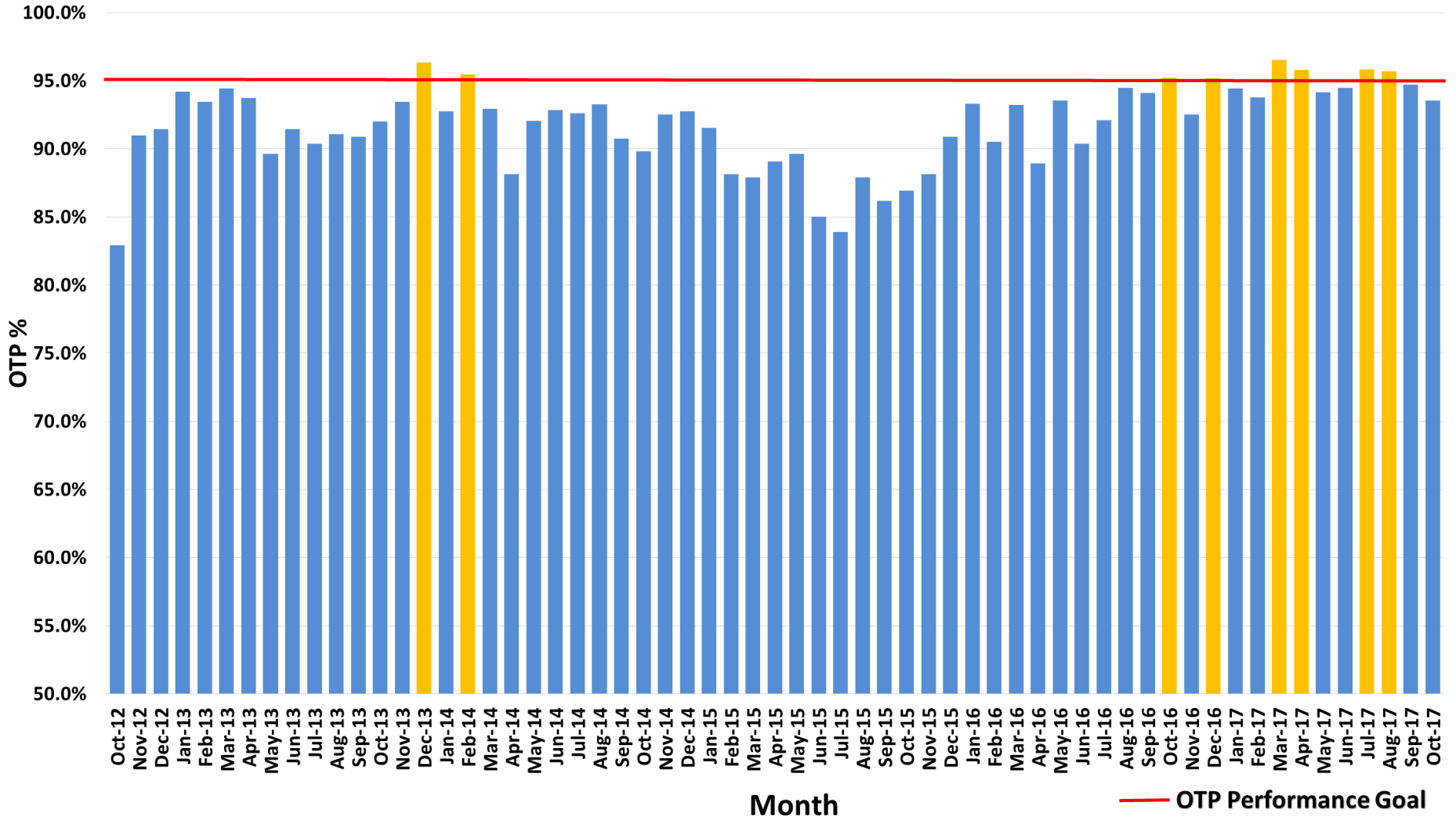|	2016	2017
October	93.2%	
November	92.5%	
December	95.2%	
January	93.3%	94.4%
February	90.5%	93.8%
March	93.2%	96.5%
April	88.9%	95.8%
May	93.6%	94.2%
June	90.4%	94.5%
July	92.1%	95.8%
August	94.5%	95.7%
September	94.1%	94.7%

Target line: 95%

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 Ridership:**

  Oct 2017: 94.9%   **Oct 2014: 91.6%**

  Oct 2016: 94.0%   **Oct 2013: 91.1%**

  Oct 2015: 86.2%   **Oct 2012: 89.0%**

On-Time Performance Improvement

- **Key Contributors**
  - o **Rail Ops Mgmt. Oversight & Guidance**
  - o **Timely Responses to Incidents**
  - o **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**
  - o **Incident Play Book (Issued Fall 2016)**
    - → **Management of Customer Expectations**
  - o **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**
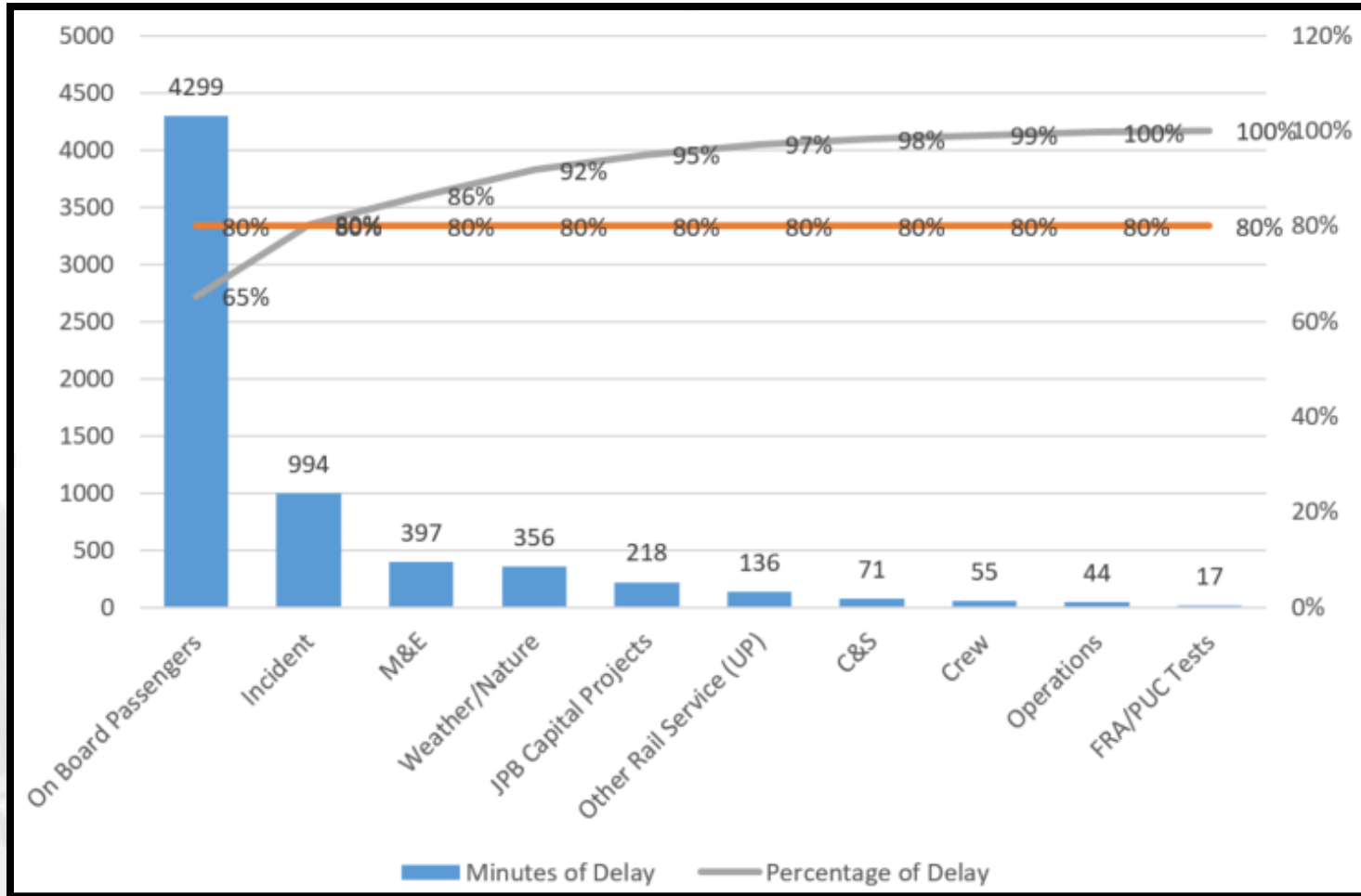
Delay Minutes by Type

- **Oct 2016 - Oct 2017**

Delay Type	Minutes	Percentage
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%

September Delays

September On-Boarding PAX Breakdown
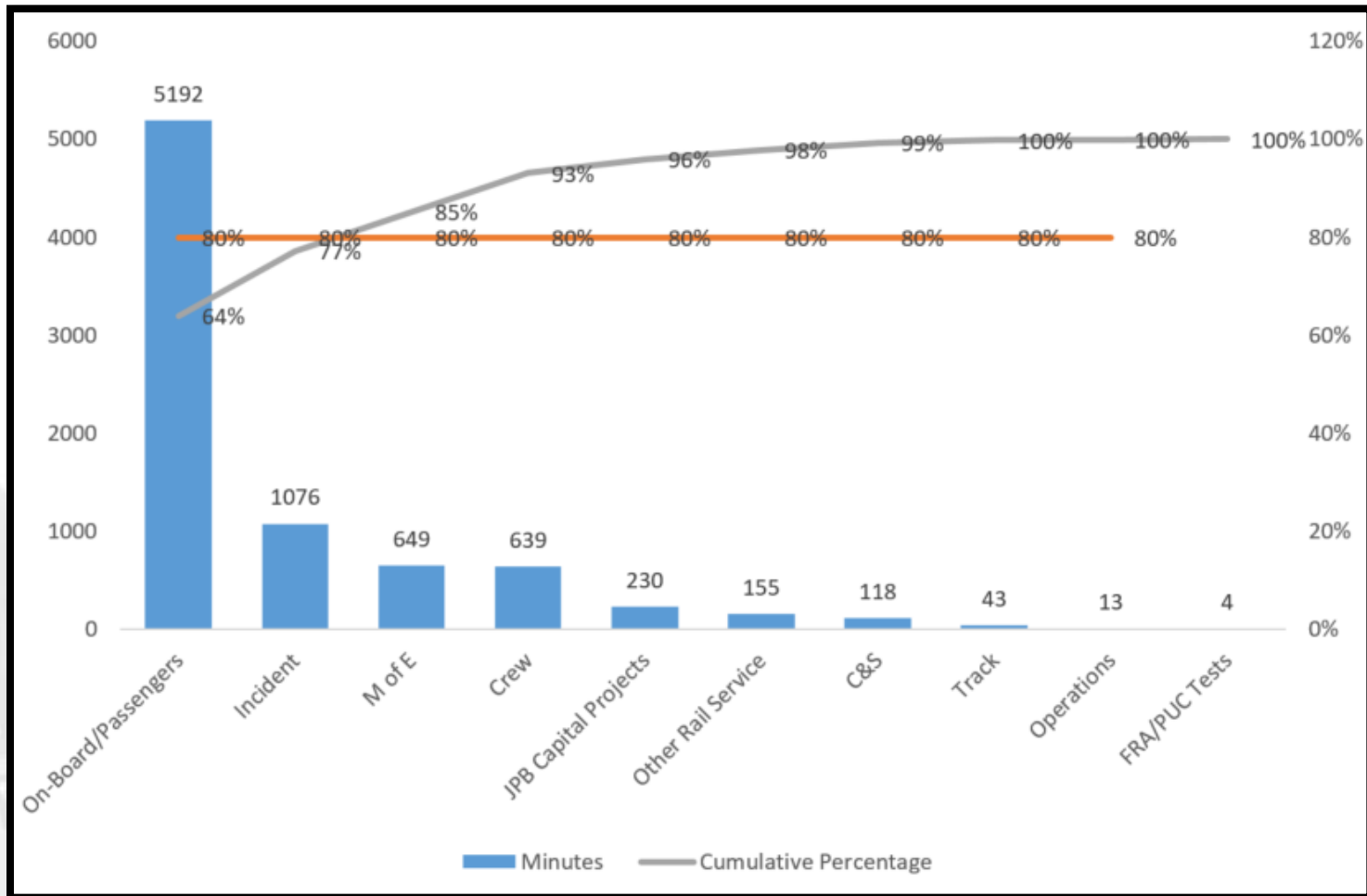
4299 Minutes of On-Boarding Passenger Delays.

-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
22nd 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?