




2017 Annual Passenger Counts

Board of Directors
June 1, 2017
Agenda Item #14

The slide features a red background with a white Caltrain logo in the top left corner. The main title '2017 Annual Passenger Counts' is centered in white. In the bottom right, the text 'Board of Directors June 1, 2017 Agenda Item #14' is displayed in white. A faint image of a train is visible in the background.



Presentation Outline

- Purpose and Count Methodology
- 2017 Challenges
- 2017 Count Results
- Summary
- Next Steps

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The slide features a white background with a red Caltrain logo in the top left corner. The title 'Presentation Outline' is in bold black text. Below it is a bulleted list of five items. A faint image of a train is visible in the background. The number '2' is in the bottom right corner.



Purpose of Ridership Counts

- Provide a measurement relative to previous years
- Data for evaluating service changes
 - Identify trends: station, time, train, direction
- Allocate resources to address capacity issues
- Validate revenue-based ridership estimates

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Data Collection Methodology

- Headcount on every weekday train averaged over 5 weekdays
- Headcount on every weekend train for one weekend
- Differs from monthly revenue-based average weekday ridership calculations
- Differs from ridership based on randomized samplings for National Transit Database (NTD)
- Sixth year for “bikes denied boarding” count

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Challenges

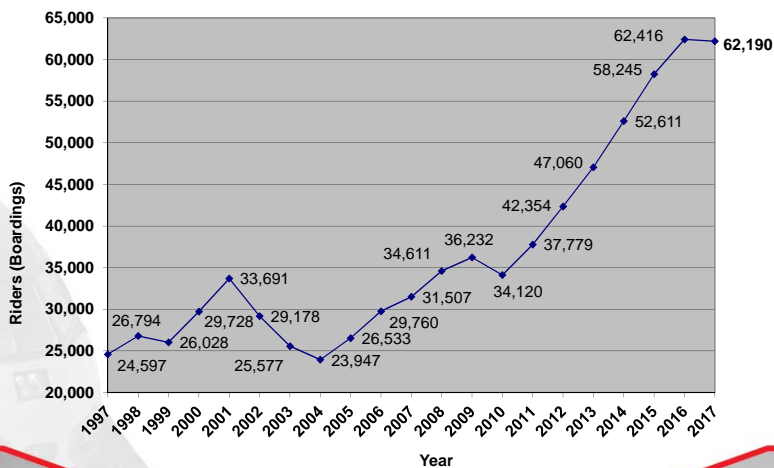
- New consultant & subconsultant team contracted to conduct, oversee & manage field surveys under Rail Operator Contract
- Later start date and end date
- More surveyors required for mixed 5 & 6 car fleet, Gallery vs. Bombardier set
- Increased project costs
- Past winter wettest year on record
- 2017 Weekday & Weekend Timetable Changes Post-Annual Count

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Average Weekday Ridership

-0.4% decrease



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Riders by Time Period: 2016 vs. 2017

	Feb 2016 92 Trains	Feb 2017 92 Trains	Difference	% Change
Traditional Peak	31,948	32,241	293	0.9%
Midday	7,544	7,388	-156	-2.1%
Reverse Peak	19,564	19,199	-365	-1.9%
Night	3,360	3,362	2	0.1%
TOTAL	62,416	62,190	-226	-0.4%

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2017 Station Ridership

9 stations increased weekday ridership 2016 vs. 2017

San Francisco	451	Hillsdale	1	Sunnyvale	122
South SF	30	Redwood City	58	Lawrence	5
Burlingame	6	California Ave.	41	College Park	21


19 stations decreased weekday ridership 2016 vs. 2017

22 nd Street	<19>	San Carlos	<148>	Tamien	<19>
Bayshore	<7>	Menlo Park	<55>	Capitol	<8>
San Bruno	<13>	Palo Alto	<20>	Blossom Hill	<18>
Millbrae	<228>	San Antonio	<37>	San Martin	<8>
San Mateo	<76>	Mountain View	<74>	Gilroy	<5>
Hayward Park	<48>	Santa Clara	<71>		
Belmont	<57>	San Jose Diridon	<50>		

1 station no change in weekday ridership 2016 vs. 2017

Morgan Hill	0
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Top 10 Stations (Weekday Boardings)

Station	2016 92 trains		2017 92 trains		Change In AWR	% AWR Growth
	Rank	AWR	Rank	AWR		
San Francisco	1	14,769	1	15,220	451	3.1%
Palo Alto	2	7,424	2	7,404	-20	-0.3%
San Jose Diridon	3	4,712	3	4,662	-50	-1.1%
Mountain View	4	4,659	4	4,585	-74	-1.6%
Redwood City	5	3,814	5	3,872	58	1.5%
Millbrae	6	3,606	6	3,378	-228	-6.3%
Sunnyvale	7	3,190	7	3,312	122	3.8%
Hillsdale	8	2,958	8	2,959	1	0.03%
San Mateo	9	2,179	9	2,103	-76	-3.5%
Menlo Park	10	1,796	10	1,740	-55	-3.1%

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County-by-county Comparison

SF county saw increase in ridership

County	2016 AWR	2017 AWR	Change	% Change
San Francisco	16,737	17,162	425	2.5%
San Mateo	19,160	18,630	-530	-2.8%
Santa Clara	26,518	26,397	-121	-0.5%
TOTAL	62,416	62,190		

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2017 Top 10 NB Trains: Max Load

Northbound				
Train Number	Depart SJ (Post 4/10/17 Timetable Update)	Max Load	Train Seating Capacity (Post 4/10/17 Timetable Update)	Percent of Seated Capacity (Post 4/10/17 Timetable Update)
329	8:04 AM	1054	760	139%
319	7:04 AM	1002	760	132%
323	7:49 AM	919	760	121%
217	6:59 AM	916	760	121%
225	7:54 AM	823	760	108%
313	6:49 AM	744	760	98%
233	8:36 AM	730	760	96%
215	6:54 AM	714	650	110%
AM				
269	4:40 PM	820	760	108%
PM				
375	5:20 PM	747	760	98%

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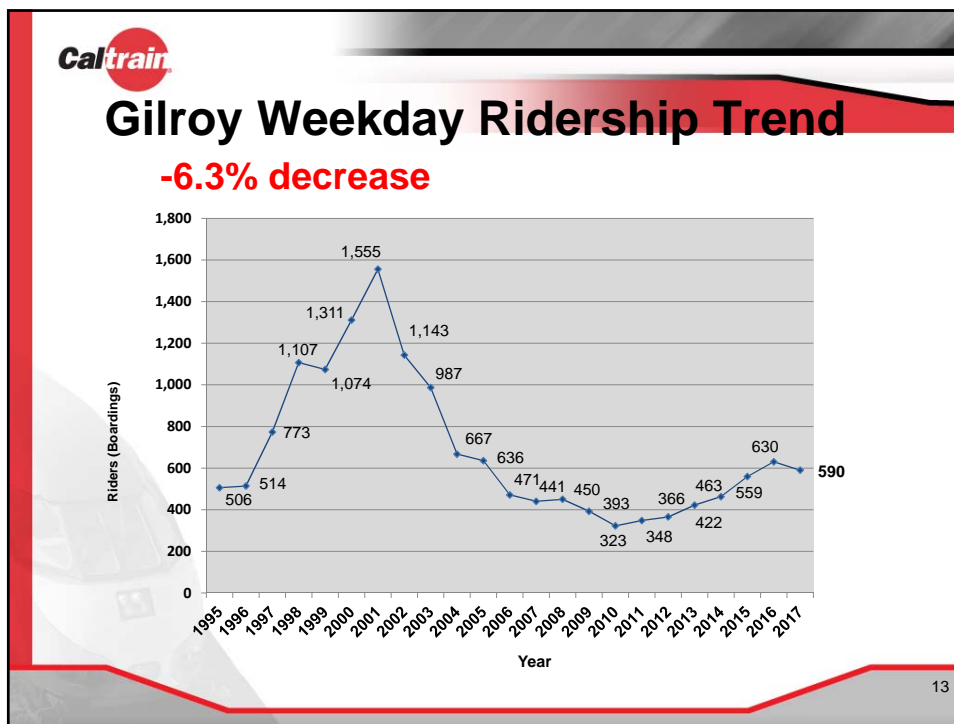


2017 Top 10 SB Trains: Max Load

Southbound				
Train Number	Depart SF (Post 4/10/17 Timetable Update)	Max Load	Train Seating Capacity (Post 4/10/17 Timetable Update)	Percent of Seated Capacity (Post 4/10/17 Timetable Update)
376	5:38 PM	1027	760	135%
366	4:38 PM	986	760	130%
278	5:58 PM	869	760	114%
370	5:16 PM	830	760	109%
272	5:27 PM	785	760	103%
268	4:58 PM	782	760	103%
380	6:16 PM	714	650	110%
258	3:34 PM	710	760	109%
360	4:12 PM	681	650	105%
PM				
220*	7:35 AM	686	650	106%
AM				

*Post 4/10/17 Timetable Update - Not equivalent train comparison

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- Caltrain**
- ### Gilroy Extension Ridership*
- Gilroy extension ridership was declining prior to introduction of Baby Bullet service
 - 2001: 1,555 (highest)
 - 2005: 636 (last year of 4 round trips)
 - 2010: 323 (lowest)
 - 2014: 463 (+41 AWR)
 - 2015: 559 (+96 AWR)
 - 2016: 630 (+71 AWR)
 - 2017: 590 (-40 AWR)
 - Ridership decreased -6.3% since last year
- * Numbers represent cumulative ridership for 5 stations
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2017 Riders per Train Type

Peak-period average ridership per train type

Train Type	2016	2017	Percent Change
Baby Bullet	870	1,011	16.2%
Limited	784	850	8.4%
Local	368	354	-3.8%

- Growth for Baby Bullet and Limited train travel

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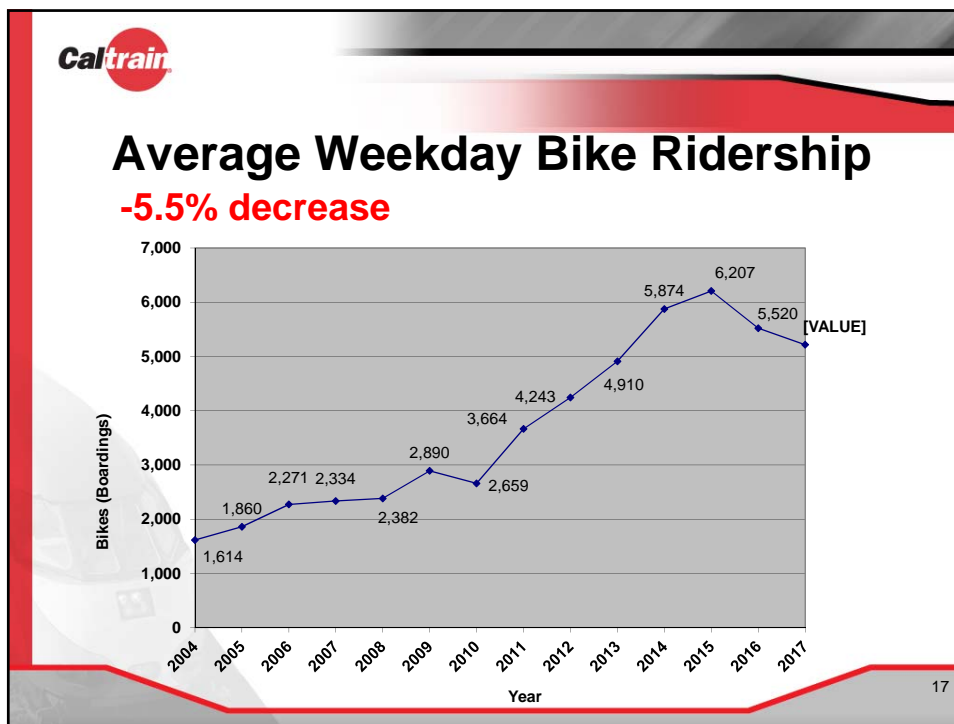


Average Trip Length

Weekday average trip length for 2017 is slightly higher than 2016

Train Type	Average Trip Length (mi)	
	2016	2017
Weekday	22.8	23.3
Baby Bullet	27.7	28.2
Peak Non-Baby Bullet	20.5	20.8
Off Peak	21.1	21.9
All Locals	20.8	21.5

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Bicycle Boardings: Top 5 Stations

Station	2016	2017	% change
San Francisco	1,325	1,206	-9.0%
Palo Alto	711	725	2.0%
Mountain View	451	453	0.4%
Redwood City	329	328	-0.3%
San Jose Diridon	377	309	-18.0%

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Bikes: Denied Boardings

- Sixth year counted with annual count
- 87 bikes were denied boarding from the 527 trains counted (decrease from 118 in 2016)
- First count conducted after 3rd Bike car added to 6-car Bombardier
- Carried approximately 27,369 bikes on the trains counted
- Denied boardings were observed at 11 stations
- Denials on 8 northbound trains and 4 southbound trains

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Weekend Service

	2016	2017	Numeric Difference	Percent Change
Saturday	15,003	15,612	609	4.1%
Sunday	12,631	11,274	-1,357	-10.7%
TOTAL	27,634	26,886	-748	-2.7%

Average Boardings at Weekend-only Stations

	2016	2017	Change
Broadway	157	166	5.7%
Atherton	162	154	-4.9%

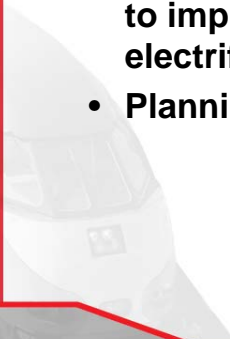


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Summary

- Average Weekday Passenger Ridership stayed relatively flat
- No changes in the Top 10 Major stations
- Bike Ridership & Bumps decreased
- Overall Weekend Passenger Ridership decreased

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Next Steps

- Review equipment allocation of 6-car trains
- Key Findings Report and ridership data posted by Summer 2017
- Future service planning using ridership data to improve capacity prior to and during electrification construction
- Planning for future Annual Counts Methodology

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