



# 2011 Annual Passenger Counts

Caltrain Board Meeting  
April 2011



## Presentation Outline

- Purpose and Count Methodology
- 2011 Count Results
- Summary and Next Steps

## Purpose of Ridership Counts

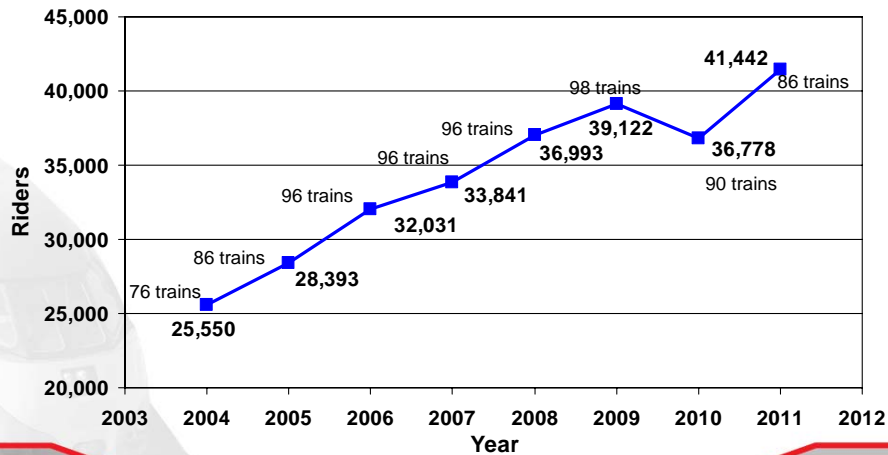
- Provide a measurement relative to previous years
  - February counts exist from 1995 to present
- Data for evaluating service changes
  - Identify trends: station, time, train, direction
- Allocate resources
- Comparison to revenue-based ridership estimates
- Identify potential access issues
  - Parking capacity, connectivity

## Data Collection Methodology

- Headcounts on every weekday train averaged over 5 weekdays
- Headcount on every weekend train for one weekend only
- Cost - approximately \$200,000
- Differs from monthly revenue based average weekday ridership (AWR)
  - Monthly pass estimate
  - Go Pass estimate
  - Day pass usage



## Average Weekday Ridership: 2004 – 2011



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## Riders by Time Period: 2010 vs 2011

	Feb 2010 90 Trains	Feb 2011 86 Trains	Difference	% Change
Traditional Peak	17,299	19,741	2,441	14.1%
Midday	5,222	5,025	-197	-3.8%
Reverse Peak	12,095	14,281	2,186	18.1%
Night	2,162	2,395	234	10.8%
<b>TOTAL</b>	<b>36,778</b>	<b>41,442</b>	<b>4,664</b>	<b>12.7%</b>

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## Midday Boardings: 2010 to 2011

NORTHBOUND				SOUTHBOUND			
Train	Total Boardings		% Change	Train	Total Boardings		% Change
	2010	2011			2010	2011	
135	350	523	49.5%	134	294	453	54.4%
237	323	-	-	236	249	-	-
139	316	476	50.5%	138	312	470	50.8%
155	382	427	11.7%	154	393	476	21.3%
257	288	-	-	256	263	-	-
159	360	622	72.7%	158	592	850	43.5%
<b>TOTAL</b>	<b>2019</b>	<b>2048</b>	<b>1.4%</b>	<b>TOTAL</b>	<b>2103</b>	<b>2249</b>	<b>6.9%</b>

- Reduced 4 midday trains Jan. 1, 2011
- Ridership on eliminated trains was redistributed to adjacent trains



## 2011 Station Ridership

24 Stations: SF to Tamien

- 27 stations increased ridership 2010 vs. 2011

San Francisco	1,119	Hillsdale	202	Sunnyvale	195
22 <sup>nd</sup> St.	256	Belmont	22	Lawrence	54
Bayshore	19	San Carlos	172	Santa Clara	79
SSF	78	Redwood City	288	College Park	16
San Bruno	71	Menlo Park	92	San Jose	211
Millbrae	226	Palo Alto	554	Tamien	38
Burlingame	89	California Ave.	151	Blossom Hill	27
San Mateo	182	San Antonio	2	Morgan Hill	8
Hayward Park	87	Mountain View	424	Gilroy	4

- 2 stations had no growth in ridership 2010 vs 2011

Capitol	-2	San Martin	0
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## Station Rank - Top 10: 2010 vs. 2011

Station	2010 90 trains		2011 86 trains		Change In AWR	% AWR Growth
	Rank	AWR	Rank	AWR		
San Francisco	1	8,673	1	9,791	1,119	12.9%
Palo Alto	2	3,905	2	4,459	554	14.2%
Mountain View	3	3,264	3	3,688	424	13.0%
San Jose Diridon	4	2,698	4	2,910	211	7.8%
Millbrae	5	2,485	5	2,712	226	9.1%
Redwood City	6	2,036	6	2,324	288	14.1%
Hillsdale	7	1,835	7	2,037	202	11.0%
Sunnyvale	8	1,736	8	1,931	195	11.2%
Menlo Park	9	1,377	9	1,469	92	6.7%
San Mateo	10	1,282	10	1,463	182	14.2%

## County-by-County Comparison

County	2010 AWR	2011 AWR	Change	%
San Francisco	9,726	11,120	1,394	14.3%
San Mateo	11,842	13,352	1,510	12.7%
Santa Clara	15,210	16,971	1,761	11.6%
<b>TOTAL</b>	<b>36,778</b>	<b>41,442</b>	<b>4,664</b>	<b>12.7%</b>

- All counties saw increases in ridership

## Gilroy Extension Ridership

- Gilroy extension ridership was declining prior to introduction of Baby Bullet service
  - Numbers represent cumulative ridership for 4 stations
  - 2004: 667
  - 2005: 636
- FY2006 Service was reduced to 3 trains
  - 2006 counts: 471
  - 2007 counts: 441 (-31 average weekday riders)
  - 2008 counts: 450 (+9 average weekday riders)
  - 2009 counts: 421 (-29 average weekday riders)
  - 2010 counts: 341 (-81 average weekday riders)
  - 2011 counts: 377 (+36 average weekday riders)
- Ridership has decreased 20% since 2006

## 2011 Riders per Train Type: Peak Period

- Peak-period average ridership per train type

Train Type	Feb 2010	Feb 2011	Percent Change
Baby Bullet	534	596	11.5%
Limited	443	519	17.2%
Local	230	319	38.5%

- Robust growth on all service types
- Demonstrates the need for a family of services including shoulder peak local trains



## 2011 Counts Maximum Loads: Top 5

### NORTHBOUND

Train #	Depart SJ	February		Peak Month (adjusted +16%)	
		Max Load	Seats Full	Max Load	Seats Full
323	7:45 AM	649	100%	752	116%
329	8:03 AM	643	99%	746	115%
369	4:45 PM	624	96%	724	111%
319	7:03 AM	586	90%	679	105%
217	6:57 AM	577	89%	669	103%

### SOUTHBOUND

Train #	Depart SF	February		Peak Month (adjusted +16%)	
		Max Load	Seats Full	Max Load	Seats Full
378	5:33 PM	659	101%	765	118%
372	5:14 PM	600	92%	696	107%
324	8:14 AM	637	98%	738	114%
280	5:56 PM	642	99%	745	115%
382	6:14 PM	548	84%	635	98%

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## Average Trip Length 2010 - 2011

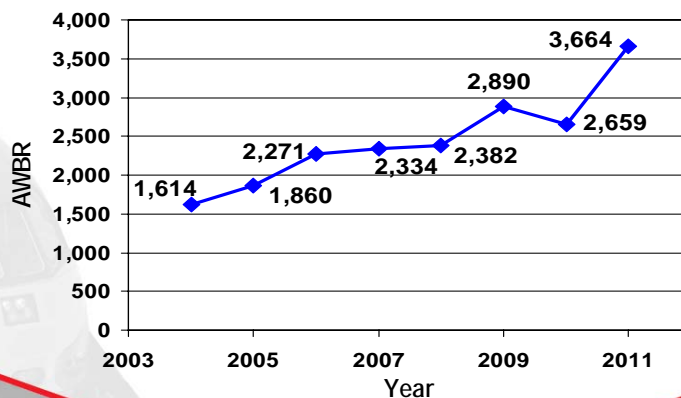
- Average trip length for 2011 has remained steady at 23 miles

Train Type	Average Trip Length (miles)
Weekday	23.0
Baby Bullet	28.5
Peak Non-Baby Bullet	20.3
Off Peak	20.7
All Locals	20.3

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## Average Weekday Bicycle Ridership

- 2011 saw a 37.8% increase in AWBR
- 33% increase in bike capacity since 2009



## Bicycle Boardings – Top 5 Stations: 2010 vs 2011

Station	2010 AWBR	2011 AWBR	% Change
San Francisco	635	895	40.91%
Palo Alto	323	430	33.27%
Mountain View	215	320	48.93%
San Jose Diridon	181	229	26.66%
Redwood City	158	217	37.59%





## 2011 Bicycle Boarding – Top 10 Max Load

Train No.	# Bike Cars	Departs	Max Load	AWBR
332	2-G	8:59 am SF	62	67
267	2-G	4:39 pm SJ	61	99
220	2-G	7:44 am SF	60	79
373	2-G	5:25 pm SJ	59	69
230	2-G	8:44 am SF	58	75
324	2-B	8:14 am SF	56	66
277	2-G	5:39 pm SJ	55	73
322	2-B	7:59 am SF	51	57
369	2-B	4:45 pm SJ	51	61
378	2-B	5:33 pm SF	50	66

B - Bombardier Car

G – Gallery Car



## Weekend Service

	2010	2011	2010 to 2011	% Change
<b>Saturday</b>	11,010	13,172	2,162	19.6%
<b>Sunday</b>	7,393	9,100	1,707	23.1%
<b>TOTAL</b>	18,403	22,272	3,869	21.0%

- Total weekend ridership increased 1.1% from 2009 to 2010

	2010		2011	
	Saturday	Sunday	Saturday	Sunday
<b>Broadway</b>	86	34	115	59
<b>Atherton</b>	45	34	75	47

## Weekend Pilot Bullet Service

- Weekend counts include pilot Bullet service
- Counts after first 5 weeks show robust and growing demand
- Bullet trains retained existing and gained new ridership

Northbound (Sat + Sun)			Southbound (Sat + Sun)		
Train	Feb 2010	Feb 2011	Train	Feb 2010	Feb 2011
427	780	782	428	562	735
801	-	632	802	-	395
429	702	780	430	529	558
441	689	716	442	831	942
803	-	305	804	-	456
445	548	585	444	643	507

## Summary

- Ridership exceeds previous high seen in 2009, even in current economic climate and with service reduction
- Midday service remains steady even with reduction of four trains, riders redistributed to shoulder peak
- All three counties saw comparable ridership increases
- Onboard bike ridership increased with expanded onboard capacity
- Weekend ridership growth shows demand for the full complement of Caltrain services

## Next Steps

- FY2012 budget remains challenging with projected deficit
- Weekend Bullet pilot demonstrates that faster weekend service attracts ridership
- Data used to validate service suspension scenarios that:
  - Impact the fewest number of customers
  - Maintains service productivity and efficiency
  - Secures largest cost reduction with ability to reinstate service when possible