




2013 Annual Passenger Counts

Board of Directors
May 2, 2013

The slide features a red background with a white Caltrain logo in the top left corner. The main title '2013 Annual Passenger Counts' is centered in white. Below the title, the text 'Board of Directors May 2, 2013' is displayed in white. A faint image of a train is visible in the background.




Presentation Outline

- Purpose and Count Methodology
- 2013 Count Results
- Conclusions and Next Steps

2


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, three bullet points are listed in red text. A faint image of a train is visible in the bottom left corner. 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

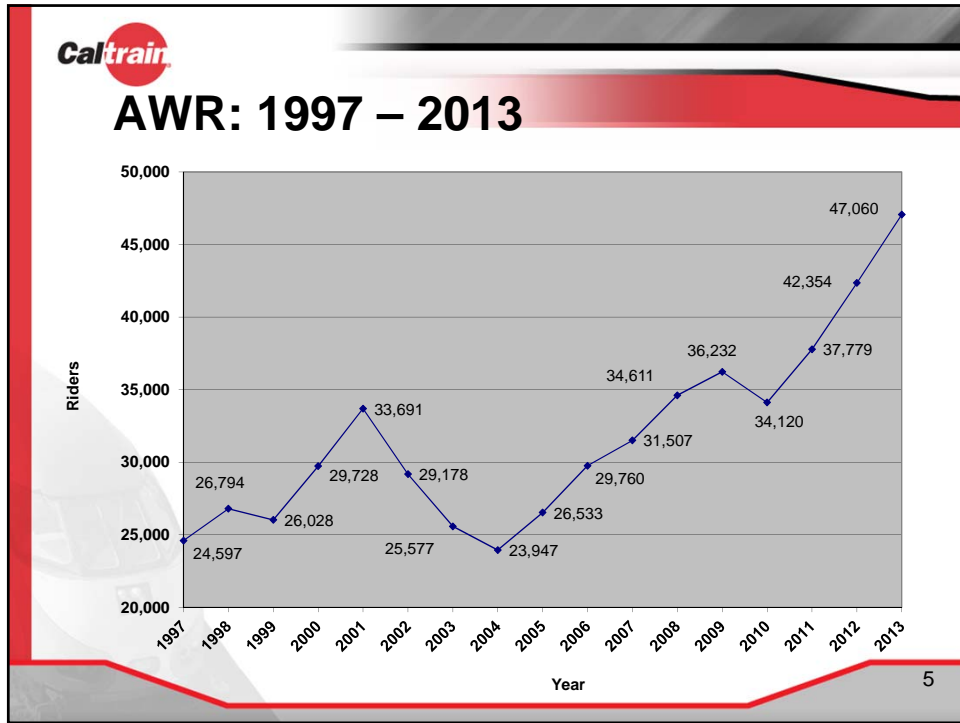
3



Data Collection Methodology

- Headcounts 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
- Second year for bikes denied boarding count


4



5

	Feb 2012 86 Trains	Feb 2013 92 Trains	Difference	% Change
Traditional Peak	20,473	22,583	2,110	10.3%
Midday	4,870	6,036	1,166	23.9%
Reverse Peak	14,353	15,575	1,222	8.5%
Night	2,658	2,867	209	7.8%
TOTAL	42,354	47,060	4,706	11.1%

6



2013 Station Ridership


27 Stations increased ridership 2012 vs 2013

San Francisco	1,115	Belmont	55	Lawrence	93
22 nd Street	60	San Carlos	133	Santa Clara	106
Bayshore	29	Redwood City	220	College Park	1
San Bruno	5	Menlo Park	55	San Jose	301
Millbrae	376	Palo Alto	808	Tamien	154
Burlingame	44	California Ave.	224	Capitol	17
San Mateo	94	San Antonio	64	Morgan Hill	20
Hayward Park	4	Mountain View	206	San Martin	6
Hillsdale	220	Sunnyvale	309	Gilroy	13

2 stations decreased/maintained ridership 2012 vs 2013

South San Francisco	<28>	Blossom Hill	0
---------------------	------	--------------	---


7



Station Rank - Top 10

Station	2012 86 trains		2013 92 trains		Change In AWR	% AWR Growth
	Rank	AWR	Rank	AWR		
San Francisco	1	9,670	1	10,786	1115	11.5%
Palo Alto	2	4,661	2	5,469	808	17.3%
Mountain View	3	3,670	3	3,876	206	5.6%
San Jose Diridon	4	3,187	4	3,489	301	9.5%
Millbrae	5	2,880	5	3,255	376	13.1%
Redwood City	6	2,399	6	2,619	220	9.2%
Hillsdale	7	2,097	7	2,317	220	10.5%
Sunnyvale	8	1,965	8	2,274	309	15.7%
San Mateo	9	1,477	9	1,571	94	6.4%
Menlo Park	10	1,471	10	1,526	55	3.8%

8




County-by-county Comparison

All counties saw significant increase in ridership

County	2012 AWR	2013 AWR	Change	%
San Francisco	11,088	12,292	1,204	10.9%
San Mateo	13,678	14,855	1,177	8.6%
Santa Clara	17,588	19,913	2,325	13.2%
TOTAL	42,354	47,060	4,706	11.1%

9



Gilroy Extension Ridership*

- **Gilroy extension ridership was declining prior to introduction of Baby Bullet service**
 - 2001: 1,524 (highest)
 - 2005: 598 (last year of 4 round trips)
 - 2012: 366
 - 2013: 422 (+57 AWR)
- **Ridership increased 12.1% since last year**

* Numbers represent cumulative ridership for 5 stations

10



2013 Riders per Train Type

Peak-period average ridership per train type

Train Type	Feb 2012	Feb 2013	Percent Change
Baby Bullet	615	667	8.4%
Limited	532	564	6.0%
Local	304	294	-3.3%

- Continued high growth of shortest travel times
- Moderate or no growth for slower trains

11



2013 Maximum Loads - Top 5

Northbound					
Train Number	Depart SJ	Max Load	Percent of Seated Capacity	High Season Max Load	High Season Capacity
329	8:03 AM	730	112%	854	131%
323	7:45 AM	678	104%	793	122%
319	7:03 AM	670	103%	783	121%
375	5:23 PM	636	98%	744	114%
217	6:57 AM	612	94%	716	110%

12



2013 Maximum Loads - Top 5

Southbound					
Train Number	Depart SF	Max Load	Percent of Seated Capacity	High Season Max Load	High Season Capacity
376	5:33 PM	780	120%	912	140%
370	5:14 PM	672	103%	786	121%
278	5:56 PM	649	100%	759	117%
366	4:33 PM	647	99%	757	116%
324	8:14 AM	590	91%	690	106%



New Service: October 2012

- **Restored four “shoulder peak” trains:**
 - Trains 236, 237, 257 and 254 (9:30am/2:30pm)
 - Restored trains and adjacent trains showed an 18.5% increase in ridership
- **Added 5th train per hour in PM peaks**
 - Early peak northbound 267 (4:30pm) and later peak southbound 282 (6:20pm)
 - Added trains slower in attracting ridership, carrying 300 - 400 (pre-baseball)



New Service: October 2012

- Added 6 stops at Sunnyvale to traditional commute limited-stop trains
- Added 6 stops at Palo Alto to reverse commute Baby Bullet trains
 - Trains with added stops averaged 22.5% more passengers
 - Most adjacent trains saw some decrease in passengers and on/offers at Palo Alto & Sunnyvale
 - Stanford Go Pass sales doubled with addition of hospital and clinic employees

15

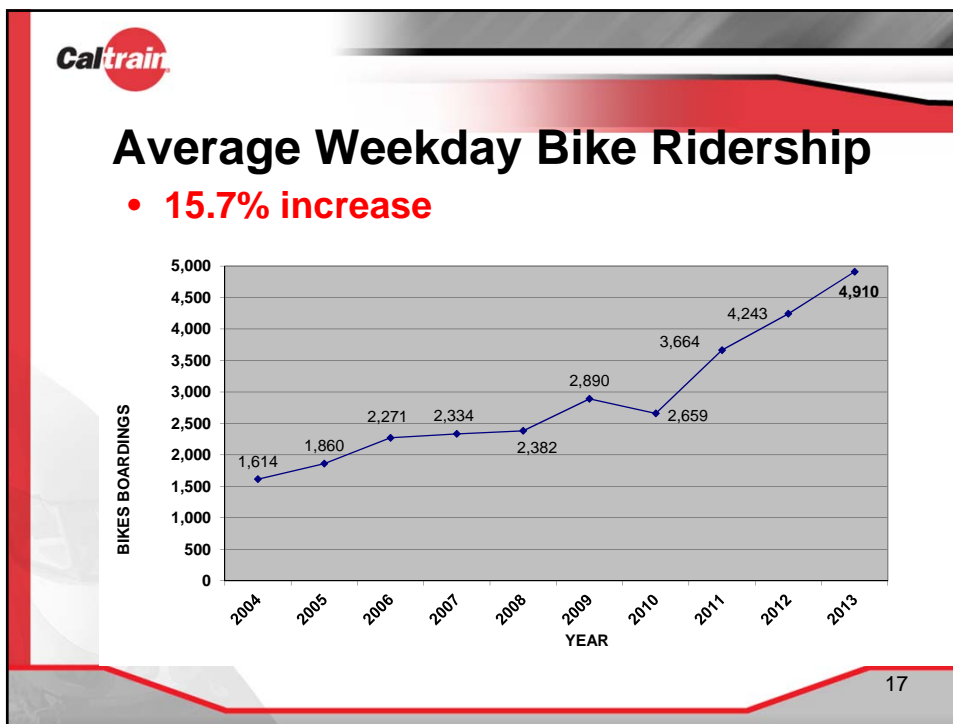


Average Trip Length

Weekday average trip length for 2013 is unchanged from 2012

Train Type	Average Trip Length (miles)
Weekday	22.8
Baby Bullet	28.2
Peak Non-Baby Bullet	20.3
Off Peak	20.6
All Locals	20.2

16



Caltrain

Bicycle Boardings: Top 5 Stations

Station	2012	2013	% change
San Francisco	1,051	1,166	10.9%
Palo Alto	520	644	23.8%
Mountain View	374	464	24.2%
Redwood City	263	307	17.0%
San Jose Diridon	248	305	23.1%

18



2013 Bicycle Top 10 Max Load

Train No.	Type	Departs		Max Load	AWBR
375	G	5:23 PM	SJ	79	92
332	G	8:59 AM	SF	76	79
322	G	7:59 AM	SF	74	85
220	G	7:44 AM	SF	74	110
324	G	8:14 AM	SF	72	86
285	G	6:23 PM	SJ	70	81
279	G	5:39 PM	SJ	69	97
269	G	4:39 PM	SJ	69	95
365	G	4:23 PM	SJ	63	75
230	G	8:44 AM	SF	62	85

G - Gallery Train

19



Bikes: Denied Boardings

- Second year counted with annual count
- Overall 59 total bikes over the 5 day counting period were denied boarding, compared to 58 denied in 2012
- 24,550 total bikes carried over 5 day period with 59 denied boarding
- System is accommodating 99.8% of demand

20



Bikes: Denied Boardings

- Denied boardings is a reverse-peak commute phenomenon
- About half were from Trains 322 & 324 due to breakdown of Train 314 at SF on 2/6/13
- Denials on other trains:
 - Trains 220, 332, 371, 375 and 279

21



Weekend Service

	2012	2013	2012 to 2013	Percent Change
Saturday	11,460	13,846	2,386	20.8%
Sunday	8,746	10,448	1,702	19.5%
TOTAL	20,206	24,294	4,088	20.2%

Average Boardings at Weekend-only Stations

	2012	2013	Change
Broadway	154	153	-0.6%
Atherton	101	129	27.7%

22



Weekend Baby Bullet Service

Northbound (Sat + Sun)			
Train	Feb 2012	Feb 2013	Change
427	626	893	42.7%
801	618	691	11.8%
429	694	834	20.2%
441	618	704	13.9%
803	329	478	45.3%
443	474	516	8.9%

23



Weekend Baby Bullet Service

Southbound (Sat + Sun)			
Train	Feb 2012	Feb 2013	Change
428	565	705	24.8%
802	373	609	63.3%
430	496	529	6.7%
442	729	902	23.7%
804	440	621	41.1%
444	389	583	49.9%

24



Conclusions

- Ridership is at an all-time high: 38% increase since 2010
- Sign of continued economic recovery
- All but two stations saw growth
- All three counties saw increases
- Capacity constraints seen on many trains, especially when projected to peak season
- Weekend ridership increase is robust
- October 2012 service change broadly accomplished goals
- Adjustments to bike capacity and train types allowed growth and reliable access

25



Next Steps

- Ridership growth continues to strain capacity in peak periods – many trains are full
- FY 2014 Operating and Capital Budgets must support the required resources to meet demand
- Increasing capacity FY 2014 – FY 2019 is essential to continue ridership/revenue growth
 - Staff investigating potential rail car purchase
- Future service planning requires origin/destination (O/D) study to understand current system use
 - Use future O/D data with annual count data to develop potential service scenarios pre/post electrification

26