

Service Planning and Regional Coordination

Operations Planning

**Citizens Advisory Committee
June 18, 2025
Agenda Item 9**



Agenda

- Regional Coordination Efforts
- Ridership Trends
- Recent Schedule Updates

Regional Coordination Efforts

Regional Coordination Efforts



Bay Area **T**ransit **R**eliability and **A**ccessibility **N**etwork
Scheduling **F**ramework and **E**quitable **R**egional Plan

Project Team

- Project Manager: Andy Metz, AC Transit
- Consultant: Jarrett Walker + Associates
- Project Working Group: Staff Representatives from 10 Bay Area Agencies, including Caltrain

Primary Objectives

- Develop a framework for better schedule alignment throughout the region
- Improve transfer timing for customers within the existing transit network
- Highlight efforts made by service providers to improve regional connectivity
- Continue work to advance service change alignment for all Bay Area transit providers



Regional Coordination Efforts

- **Regional Schedule Change Cadence**
 - Aim to align schedule changes each year in January and August
 - Caltrain began aligning with regional schedule cadence in January 2025
- **January 2025 Schedule Change**
 - Initial Transfer Pilot Hubs: El Cerrito del Norte and San Rafael Transit Center
- **August 2025 Schedule Change**
 - Four Additional Transfer Hubs: Daly City BART, Palo Alto Caltrain, Dublin/Pleasanton BART, and Concord BART
 - Palo Alto Caltrain: Proposals to improve transfers for the Dumbarton Express and SamTrans #280, #281, #296 (owl) and #397 (owl)

Regional Coordination Efforts



December 2024

February 2025

April 2025

June 2025

August 2025

Initial Hub Research

Initial Hub Group Meetings

Initial Route Proposals

Finalize Proposals with Agencies

Analysis + Comms.

Implement Proposals

Project Team leads an analysis of each hub to inform initial hub group meetings.

Meetings:
Palo Alto – 12/18
Daly City – 12/18
Concord – 1/6
Dub./Pleas. – 1/9

1:1 Meetings with agency staff to determine ideal transfers and develop route proposals.

Meetings:
Daly City – 4/22
Dub./Pleas. – 4/25
Concord – 4/28
Palo Alto – 4/29

Analyze metrics of implemented changes and develop comms. Plan.

Implementation of route proposals for the regional August 2025 Service Change.

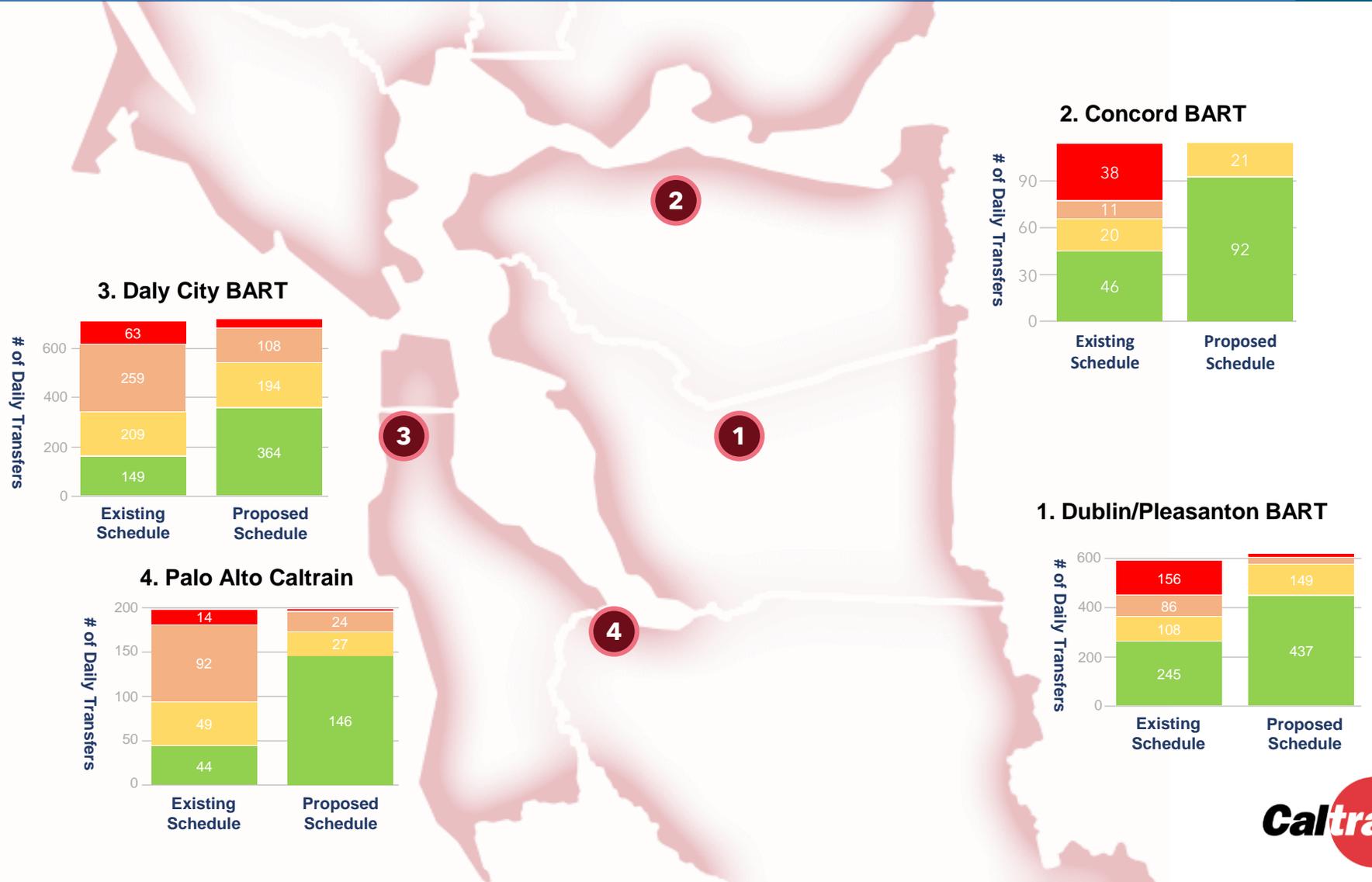


Regional Coordination Efforts

Transfer Quality Improvements:



*Transfer windows sometimes varied depending on route, agency, hub, and other factors decided by each agency.



Regional Coordination Efforts

Over the next few months, the TRANSFER Plan Project Working Group will be focused on the following:

- **Hub Reports**

- A detailed report on the process, analysis and proposals for each of the four August 2025 implementation hubs is currently being finalized and will be shared with agency staff this month.

- **Decisions on Implementation**

- Involved agencies are currently in the process of determining which proposals can and cannot be implemented for the August 2025 Service Change.

- **Communication Plan**

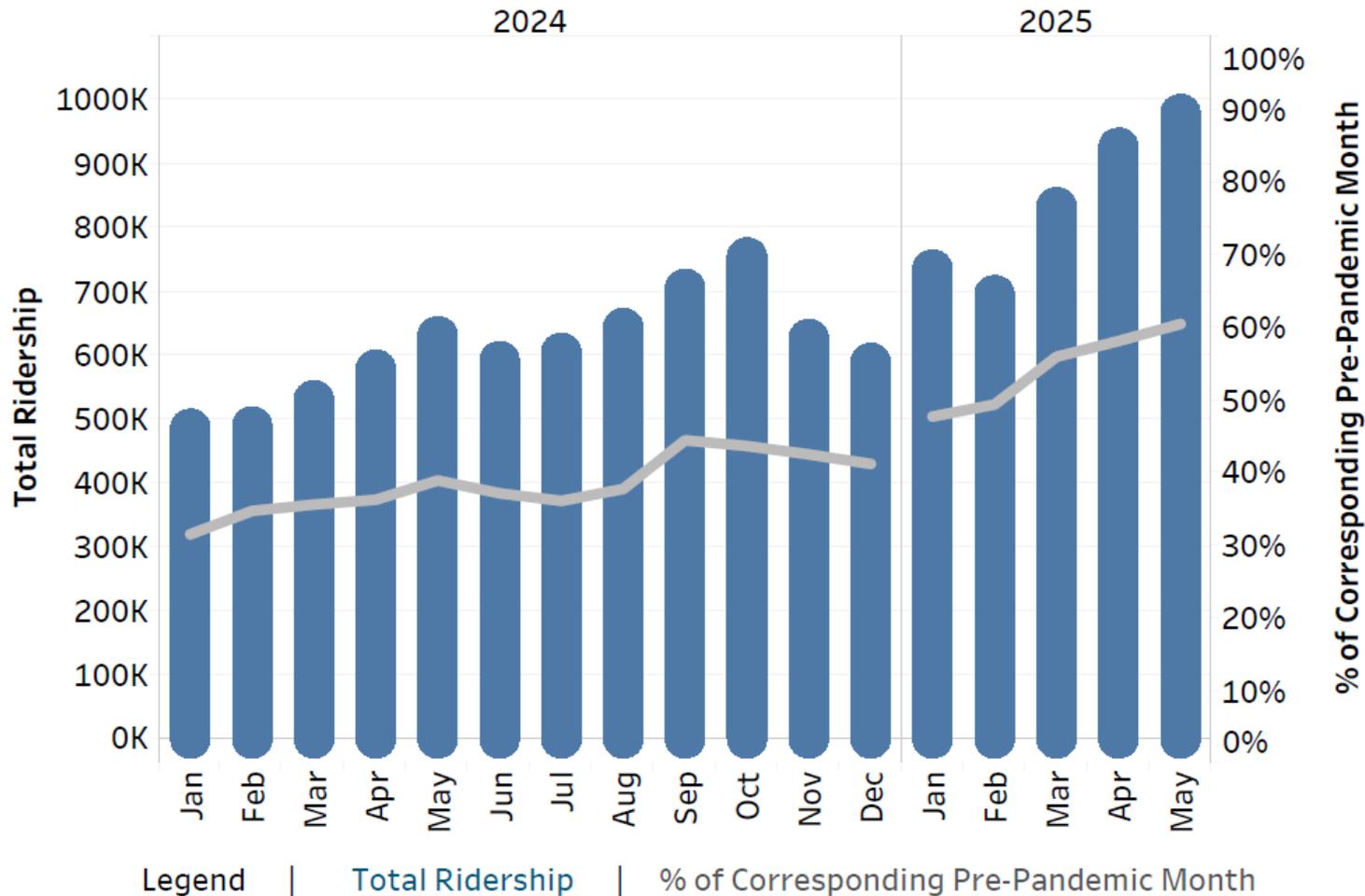
- We are seeking feedback from the GMs on how to best communicate transfer improvements to stakeholders and the public.

- **TRANSFER Plan Project Framework**

- We will draft a Project Framework that incorporates key learnings and outlines how the successes from the plan can be streamlined and improved upon.

Ridership Trends

Ridership Impacts from Electrification



- May total ridership has grown to a new high of 60% of 2019 Pre-Covid ridership
- For post-electrification months (October – May), ridership is up 49% year over year
- Post-electrification weekend ridership has exceeded pre-pandemic levels
- EMU Automatic Passenger Counters (APCs) in process of being validated

Average Caltrain Ridership			
Day Type	Oct 2023 – May 2024	Oct 2024 – May 2025	% Growth
Weekday	21,125	30,368	+44%
Saturday	8,368	16,654	+99%
Sunday	6,594	12,768	+94%



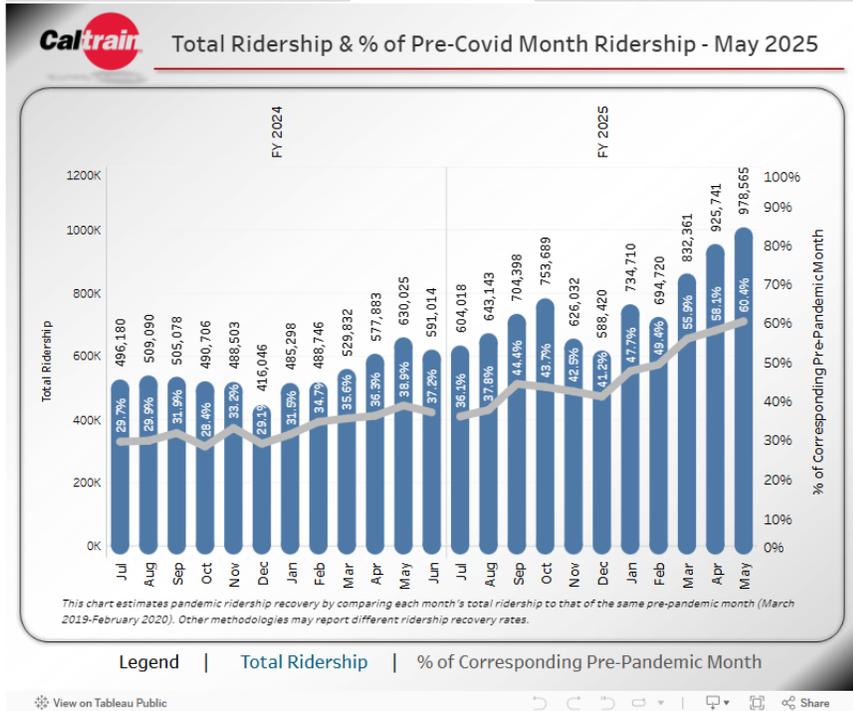
Ridership Webpage

- <https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>

Caltrain Ridership Dashboard

Use the dropdown in the upper lefthand corner of the dashboard to navigate to tabs with different visualizations of the monthly ridership estimates.

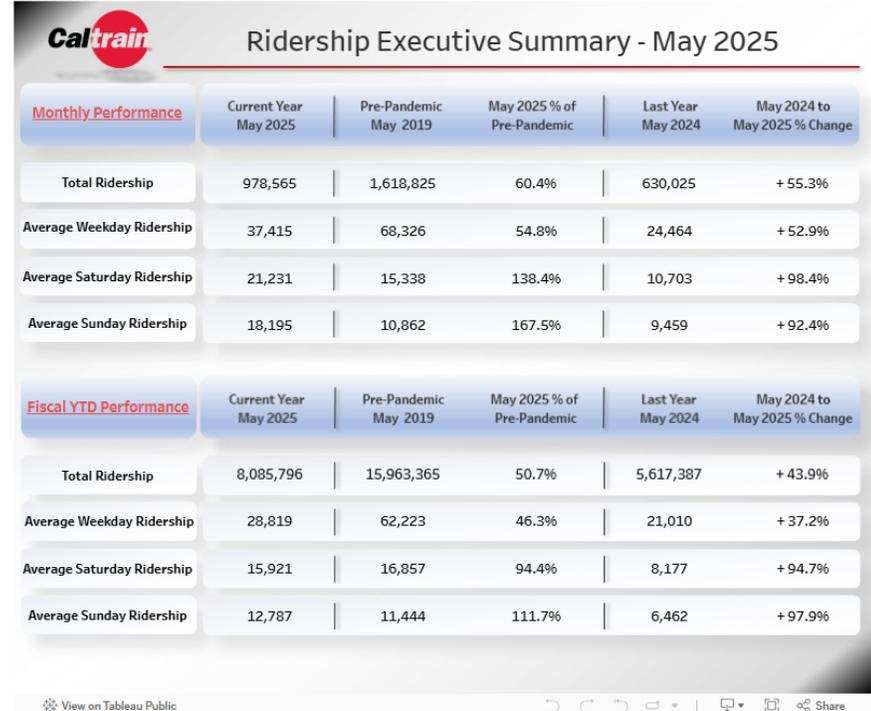
[Total Ridership & AWR](#) |
 [Total & Day Type Avg Ridership](#) |
 [Total Ridership & Pre-Pandem...](#) |
 [AWR & 13 Mo. Avg](#) |
 [Total Ridership by Fiscal Year](#) |
 [AW](#)



Caltrain Ridership Dashboard

Use the dropdown in the upper lefthand corner of the dashboard to navigate to tabs with different visualizations of the monthly ridership estimates.

[Ridership Intro](#) |
 [Caltrain Ridership Estimate Do...](#) |
 [Executive Summary](#) |
 [Total Ridership & AWR](#) |
 [Total & Day Type Avg Ridership](#) |
 [Total Ridersh...](#)



Recent and Upcoming Schedule Updates

Electrified Service Plan: Goals & Outcomes

Vision

**Long-Range
Service Vision**
(Caltrain Business Plan)

Goals

Equity

Connectivity

**Recovery &
Growth**

Outcomes

**More Frequent
Service**

Tailor station frequency to market demand and equity goals

**Competitive
Travel Times**

Offer competitive travel times for major markets compared to autos

**Enhanced Off-
Peak Service**

Build ridership markets outside of typical commute trips

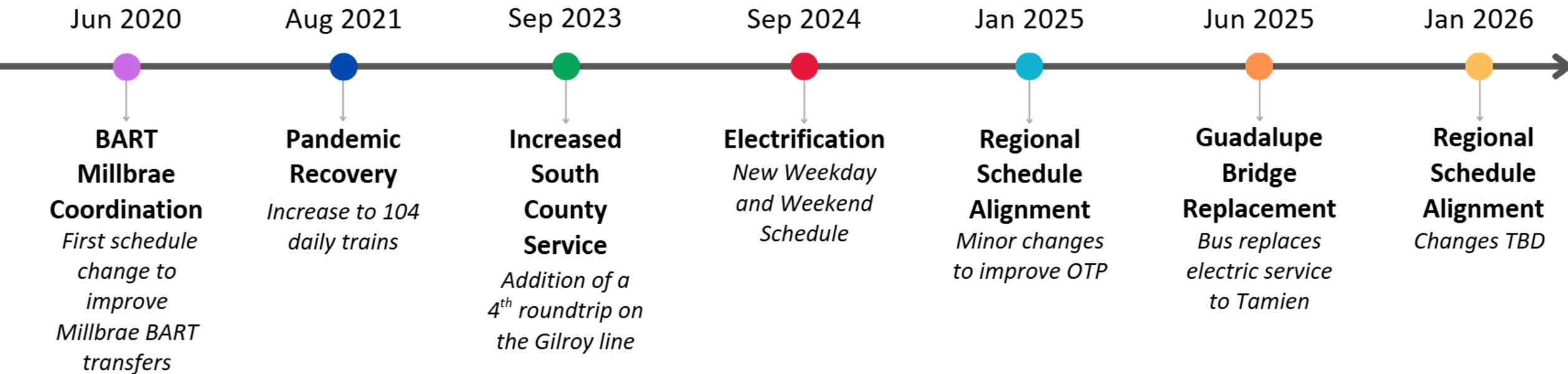
**Coordinated
Transfers**

Coordinate connections with BART and other transit operators

**Simplicity &
Legibility**

Provide a schedule that is easy to understand

Timeline of Key Service Changes



**Temporary Service Changes during PCEP Construction not shown*

January 2025 Schedule Change

- Caltrain implemented a minor schedule change for weekdays and weekends on Monday, January 27, 2025
 - Most weekday and weekend trains were adjusted by one to two minutes to improve on-time performance.
 - Trains 113 and 141 depart Tamien and San Jose Diridon stations four minutes earlier (College Park adjustments).
 - Train 104 starts 25 minutes earlier, leaving San Francisco Station at 5:30 a.m. and arriving at Tamien by 7:08 a.m. (Stanford Hospital request)
 - South County Connector evening trains adjusted by one minute (no change to morning trains).
- OTP improved from 89% to 94% within the first month

Guadalupe Bridge Replacement Project

- Tamien station will not receive electrified train service for approximately 8 months, starting **June 16, 2025**
- All electric trains originate or terminate at San Jose Diridon Station.
- South County Connector diesel train service continue to serve all stations from San Jose Diridon to Gilroy, including Tamien Station.
- Free replacement bus service between San Jose Diridon and Tamien stations provided by VTA
- No schedule changes north of San Jose Diridon
- For more information: www.caltrain.com/status

Questions?

