

# FY2025 Annual Ridership Report

CITIZENS ADVISORY COMMITTEE  
AUGUST 20, 2025  
AGENDA ITEM 10



# Agenda

1. Background
2. Methodology
3. Service and Fare Changes
4. Key Findings
5. Next Steps

# Background

- Caltrain does not have fare gates or Automatic Passenger Counters (APC)
  - EMU-based APC system currently being tested and validated
- Caltrain historically conducted an annual passenger count, which was discontinued in 2020 due to cost and shifting travel patterns due to COVID-19 pandemic
- In Fiscal Year 2024, Caltrain began summarizing annual ridership from the monthly Board-reported ridership

# Methodology

- Monthly ridership is estimated from the Caltrain Fare Media Sales Based Ridership Model
- The Fare Media Model uses ticket and pass sales data to estimate ridership by day and origin station
- The model applies data-informed assumptions to estimate ridership when trip-level data is unavailable (e.g. monthly pass ridership)
- Model's assumption for monthly pass utilization rate increased January 2025 based on data from the 2024 Origin & Destination Survey

# Service and Fare Changes

## Service Changes

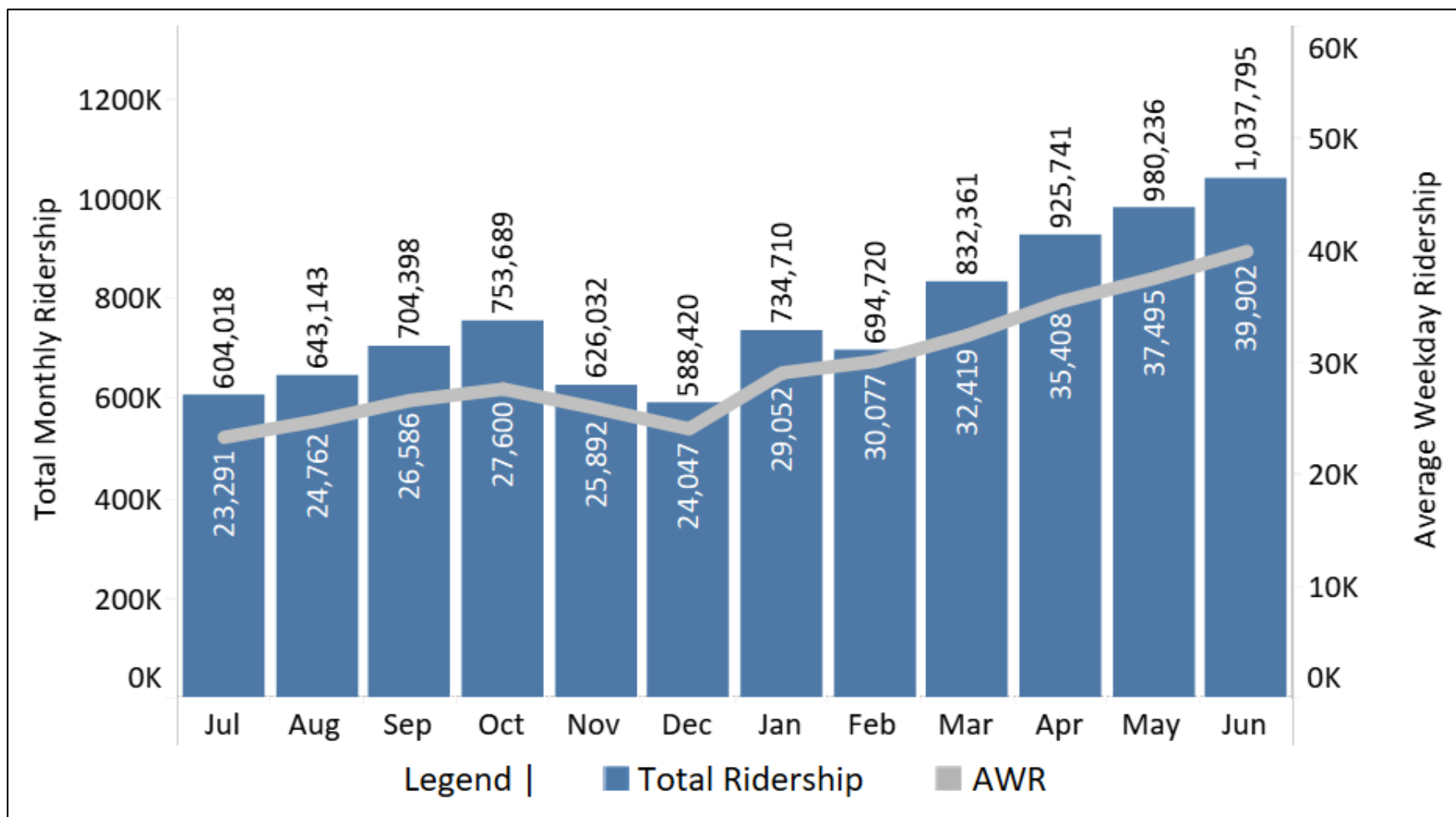
- September 2024 – Electrification
  - 20% increase in station-level service on weekdays
  - Weekend service doubled
  - Simplified clockface schedules
- January 2025 – Performance Related Schedule Adjustments
- June 2025 – Tamien Electrified Service Suspension and Bus Bridge

## Fare Changes

- September 1, 2024 – Youth Fare Program
- September 21 & 22, 2024 – Free Fare Electrification Opening Weekend

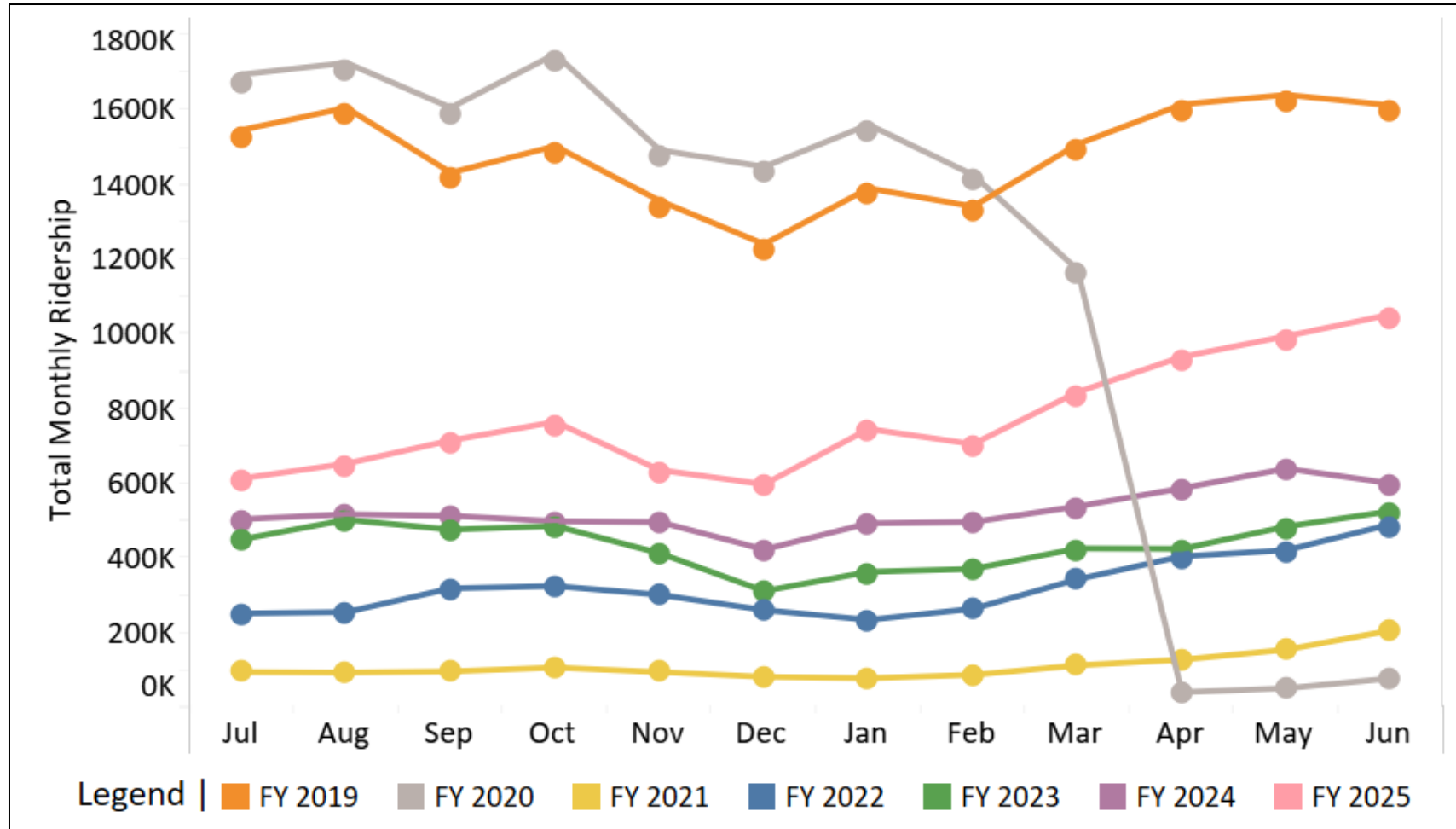
# Key Findings: Monthly Ridership

Total and Average Weekday (AWR) Ridership by Month



# Key Findings: Ridership by Fiscal Year

Monthly Ridership by Fiscal Year



# Key Findings: Post-Electrification Growth

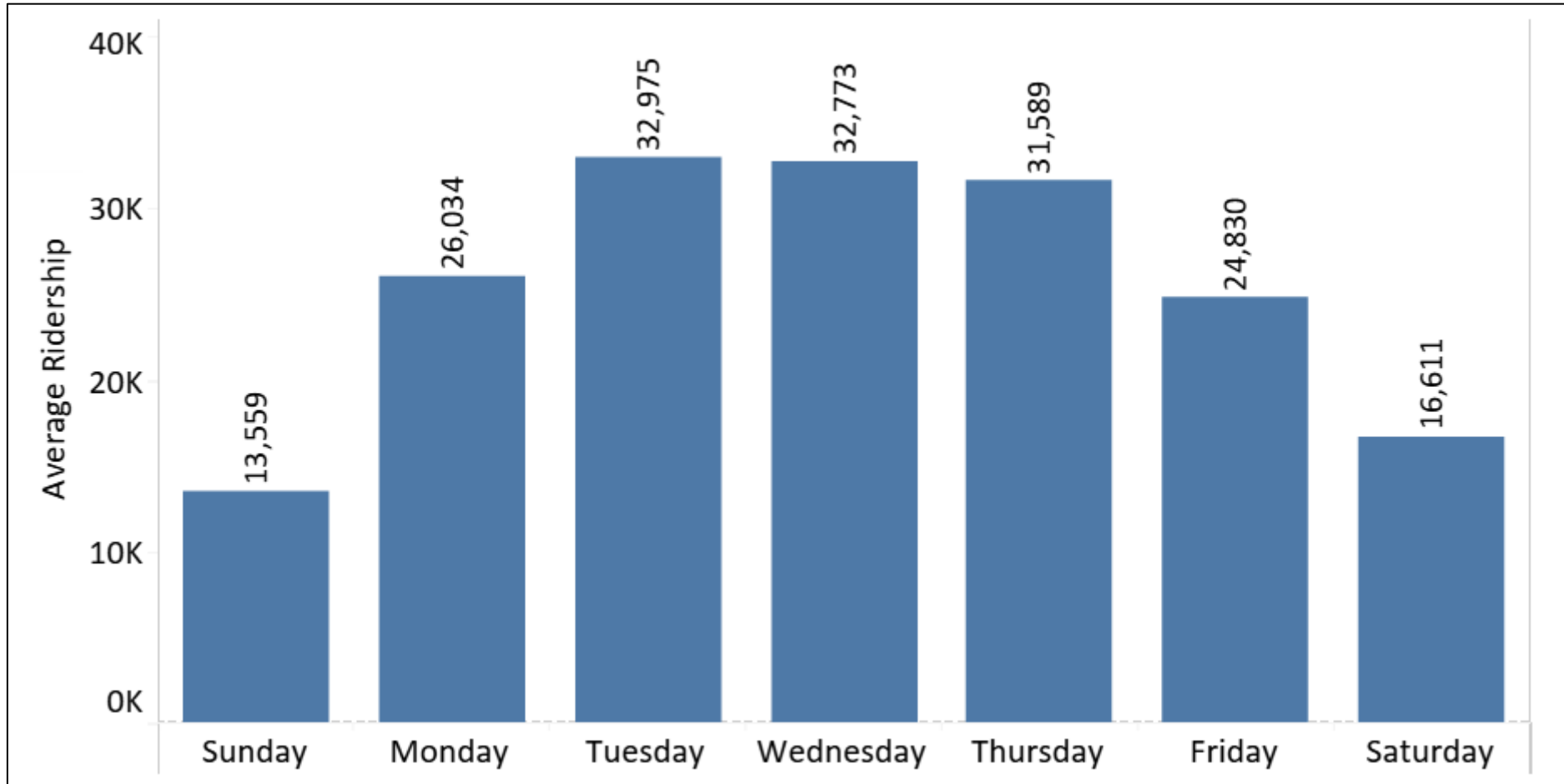
**Ridership Growth in Post-Electrification Months, by Day Type**

Day Type	Oct 2023 - June 2024	Oct 2024 - June 2025	% Growth
Weekday	21,494	31,450	46.3%
Saturday	8,610	17,367	101.7%
Sunday	6,968	13,799	98.0%



# Key Findings: Ridership by Day

Average Ridership by Day of Week



# Key Findings: Ridership by Station

Top 10 Stations by Average Mid-Week Ridership

Origin Station	FY2024*		FY2025		% Growth, FY24 to FY25
	Rank	AMWR	Rank	AMWR	
San Francisco	1	4,803	1	6,874	+43%
Palo Alto	2	2,889	2	3,603	+25%
Mountain View	3	1,703	3	2,288	+34%
San Jose Diridon	5	1,547	4	2,136	+38%
Redwood City	4	1,624	5	2,111	+30%
Sunnyvale	8	1,140	6	1,770	+55%
Hillsdale	7	1,212	7	1,596	+32%
Millbrae	6	1,222	8	1,489	+22%
San Mateo	9	914	9	1,270	+39%
22nd Street	10	854	10	1,261	+48%

*\*Fiscal Year 2024 data is for November 2023 – June 2024.*

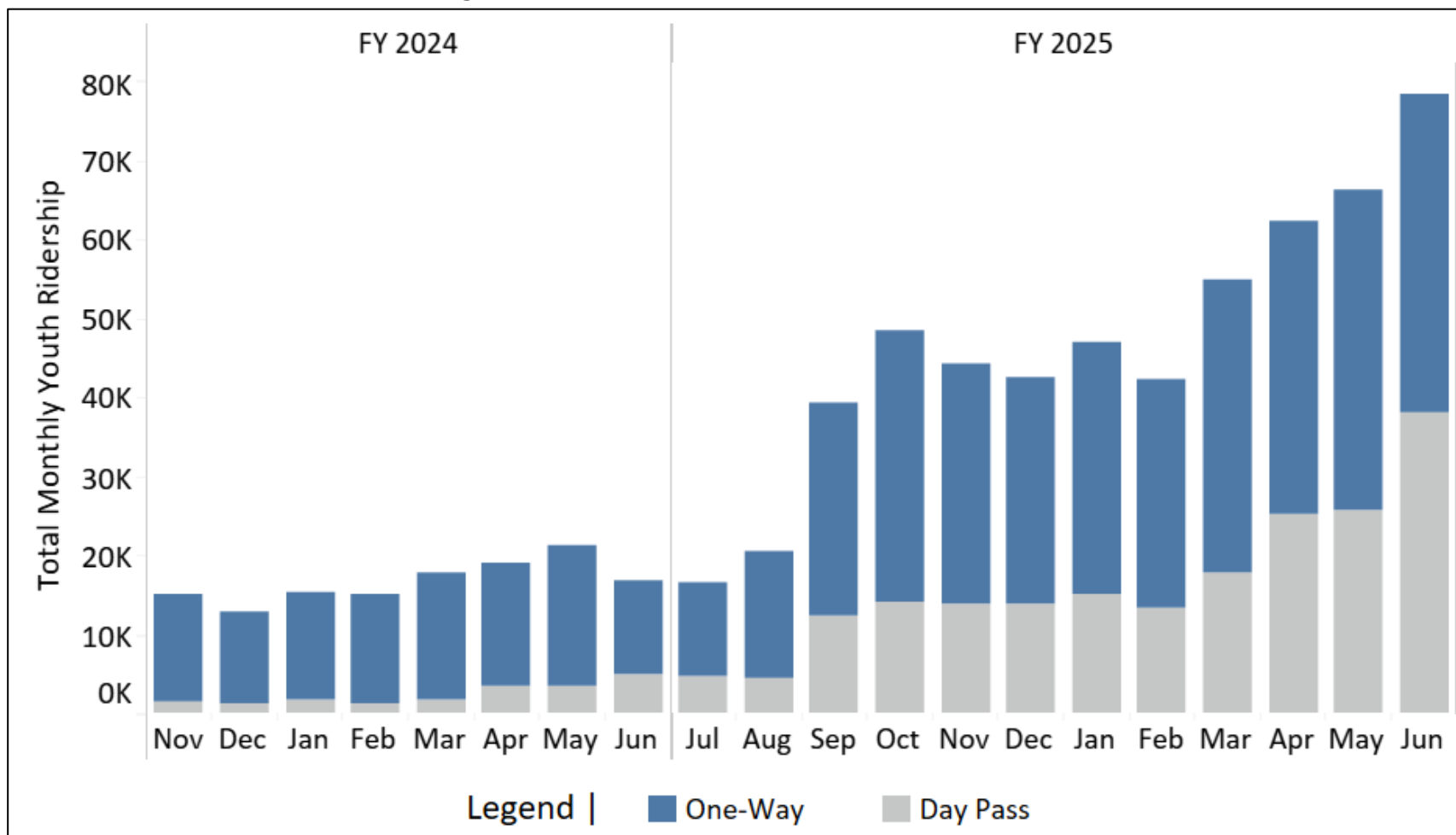
# Key Findings: Giants Ridership

**Average Ridership by Day Type and Giants Game Location**

Day Type	Giants Game Location		Difference	
	Away	Home	Absolute	Percent
Weekday	29,174	34,659	5,485	18.8%
Saturday	16,740	19,297	2,557	15.3%
Sunday	14,442	16,898	2,456	17.0%

# Key Findings: Youth Pass Ridership

Monthly Youth Ridership, Nov 2023 – Jun 2025




# Next Steps

- September TOPS & BATAC presentations
- Ridership webpage re-organization
- FY25 Annual Ridership Report to be posted to the webpage in September
- EMU-based APC system configuration and validation

# Ridership Webpage

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



## Caltrain Ridership Estimates Download


[Click Here to Download Ridership Estimate Data](#)

Click the button above to download Caltrain ridership estimate data in Excel or CSV (recommended) format. Monthly estimates for total ridership and average weekday ridership (AWR) are available from July 2017 to present. Starting November 2023, ridership estimates for Origin Station, Fare Distribution Channel, Ticket Type, Product Type, and Fare Type became available. Refer to the table below for file names and contents.

File Name	Description
<a href="#">1. Caltrain Monthly Ridership Estimates</a>	Monthly estimates of total system-wide ridership (beginning July 2017).
<a href="#">2. Caltrain Monthly AWR Estimates</a>	Monthly estimates of system-wide AWR (beginning July 2017).
<a href="#">3. Caltrain Monthly Ridership Estimates – Fare Media Detail</a>	Monthly ridership estimates by fare distribution channel, ticket type, product type, and fare type (beginning November 2023). Includes brief descriptions of estimation methodologies.
<a href="#">4. Caltrain Monthly Ridership Estimates – Origin Station Detail</a>	Monthly estimates for total ridership and average ridership for each Caltrain day type (Weekday, Saturday, Sunday, and Holiday) by origin station (beginning November 2023).
<a href="#">5. Caltrain Calendar</a>	Caltrain day type assignments used to calculate averages.

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## Ridership Executive Summary - Jun 2025

### Monthly Performance

	Current Year Jun 2025	Pre-Pandemic Jun 2019	Jun 2025 % of Pre-Pandemic	Last Year Jun 2024	Jun 2024 to Jun 2025 % Change
Total Ridership	1,037,161	1,590,653	65.2%	591,014	+ 75.5%
Average Weekday Ridership	39,872	72,370	55.1%	24,589	+ 62.1%
Average Saturday Ridership	23,953	16,637	144.0%	10,255	+ 133.6%
Average Sunday Ridership	20,809	12,012	173.2%	9,590	+ 117.0%

### Fiscal YTD Performance

	Current Year Jun 2025	Pre-Pandemic Jun 2019	Jun 2025 % of Pre-Pandemic	Last Year Jun 2024	Jun 2024 to Jun 2025 % Change
Total Ridership	9,124,628	17,554,018	52.0%	6,208,401	+ 47.0%
Average Weekday Ridership	29,754	63,029	47.2%	21,296	+ 39.7%
Average Saturday Ridership	16,516	16,836	98.1%	8,373	+ 97.3%
Average Sunday Ridership	13,559	11,498	117.9%	6,757	+ 100.7%

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# Questions?