

Receive FY2025 Annual Ridership Report

JPB TOPS COMMITTEE MEETING
SEPTEMBER 24, 2025



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
- Board-reported ridership differs from NTD-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

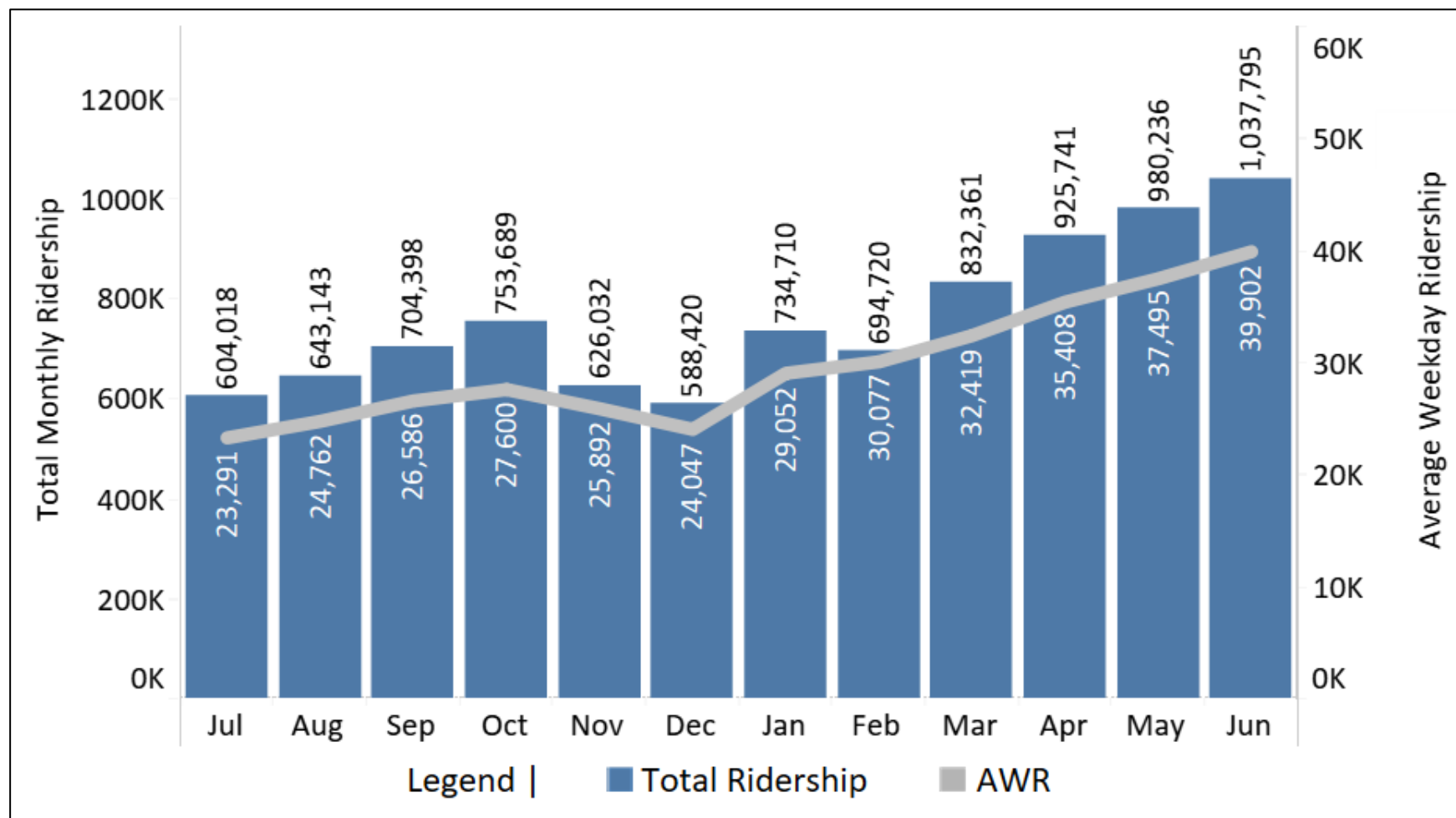
- September 21, 2024 – Electrification
 - 20% increase in station-level service on weekdays
 - Weekend service doubled
 - Simplified clockface schedules
- January 27, 2025 – Performance Related Schedule Adjustments
- June 16, 2025 – Temporary Tamien Electrified Service Suspension and Bus Bridge (approximately 8 months)

Fare Changes

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

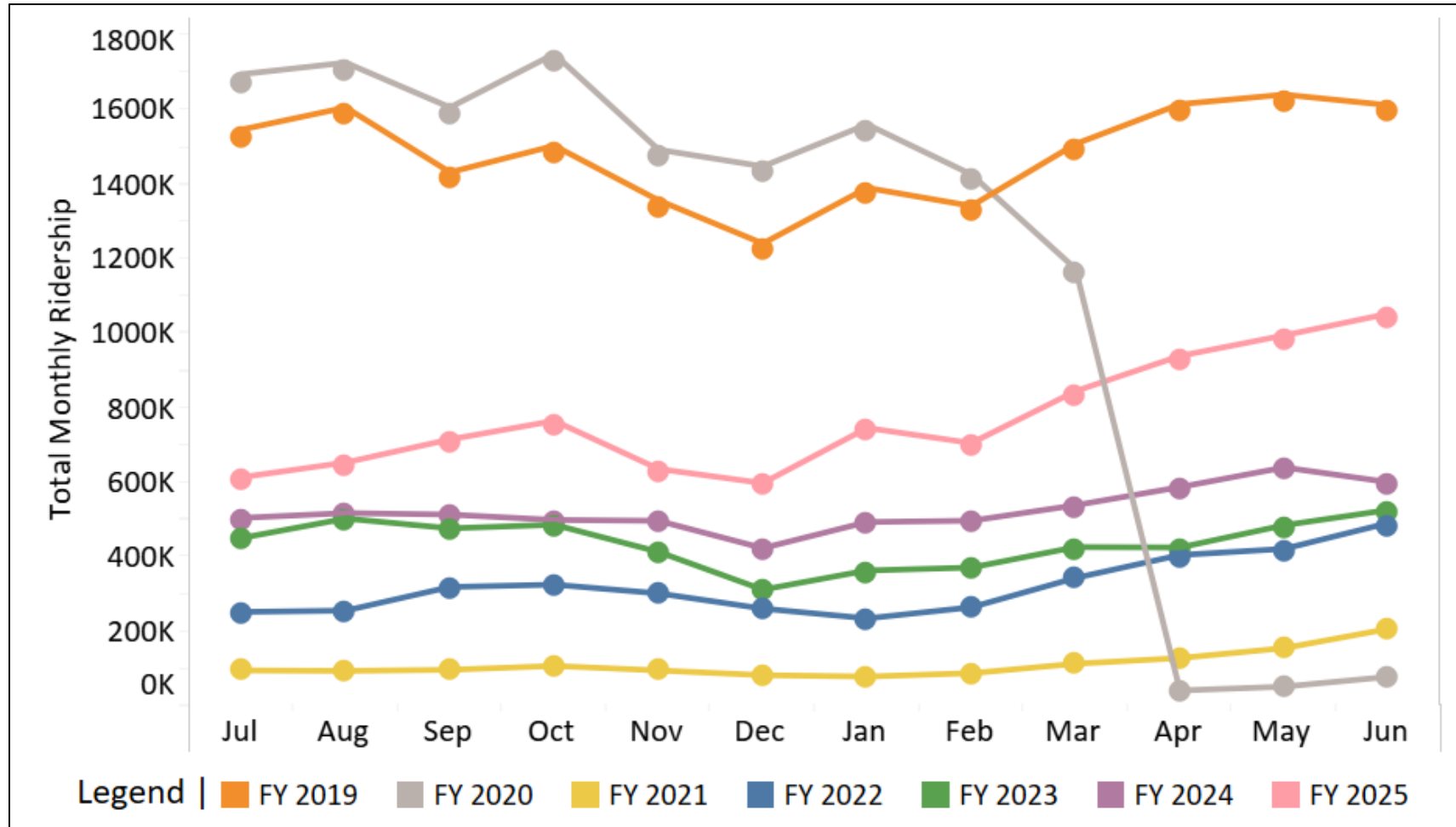
Key Findings: Monthly Ridership

Total and Average Weekday (AWR) Ridership by Month



Key Findings: Ridership by Fiscal Year

Monthly Ridership by Fiscal Year



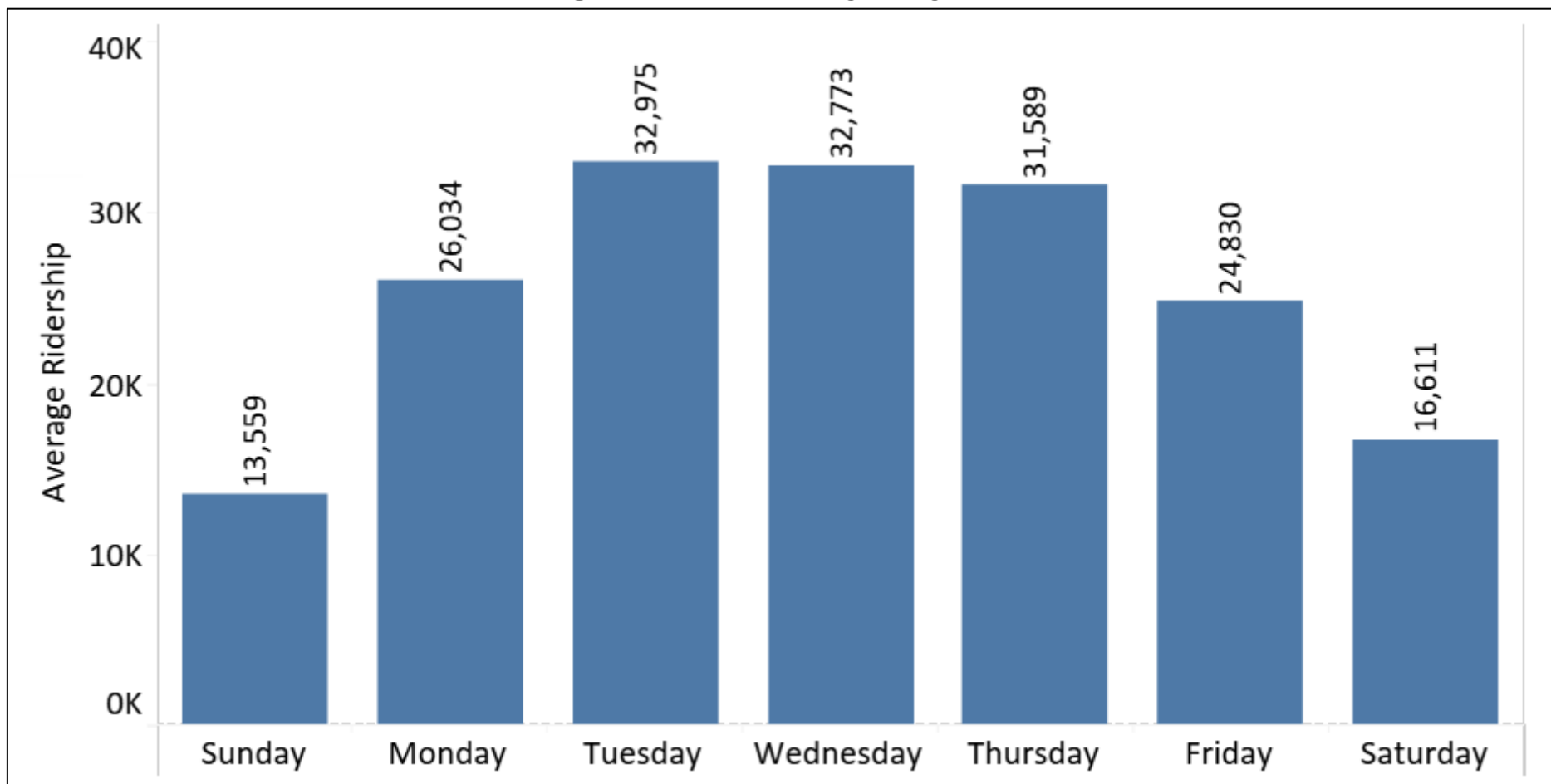
Key Findings: Post-Electrification Growth

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%

Next Steps

- Ridership webpage re-organization
- FY25 Annual Ridership Report posted to the webpage
- EMU-based APC system configuration and validation

Questions?