

FY2024 Annual Ridership Report

CITIZENS ADVISORY COMMITTEE
SEPTEMBER 18, 2024
AGENDA ITEM 10



Agenda

1. Background
2. Methodology Recap
3. Key Findings
4. Next Steps

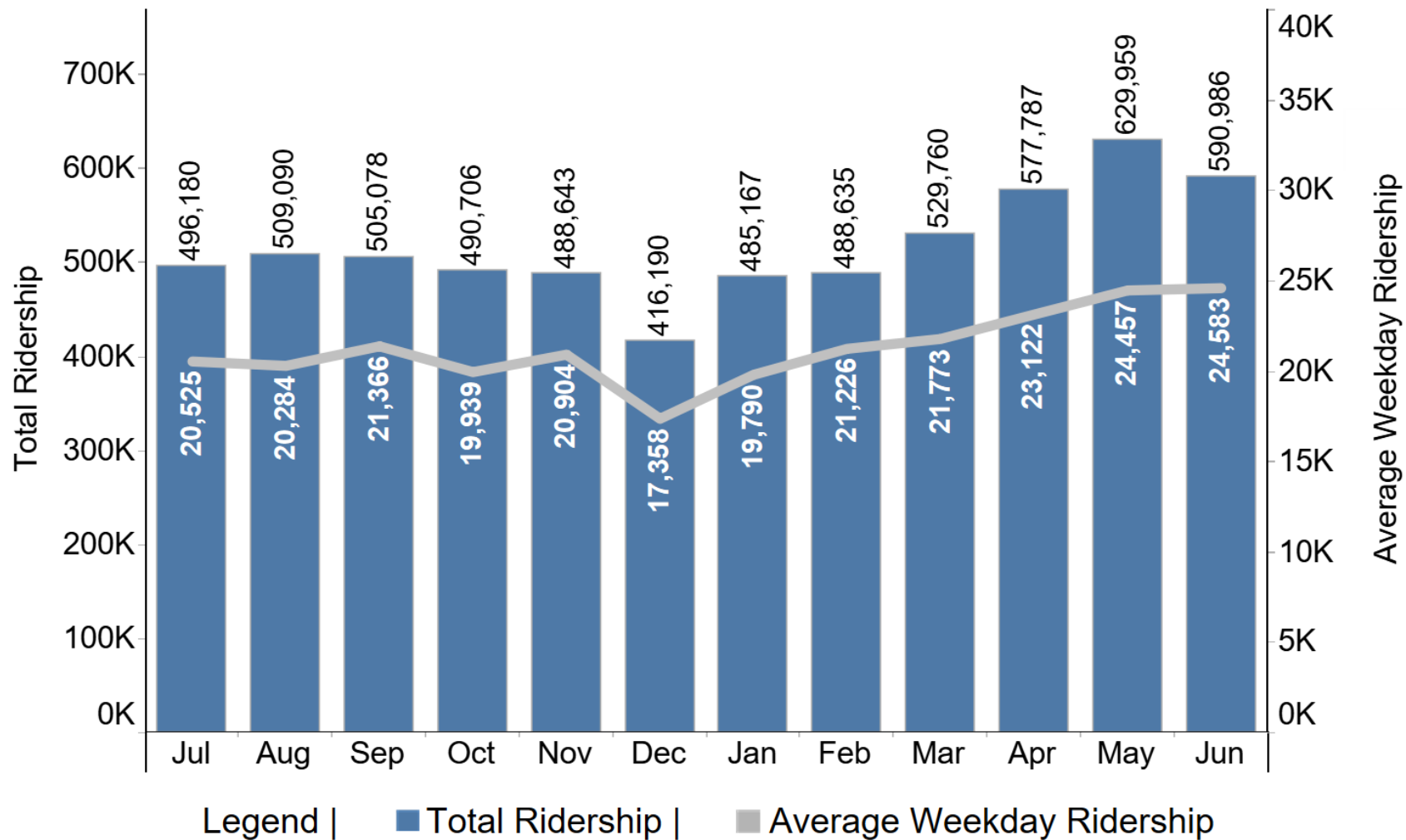
Background

- Prior to COVID-19 pandemic, Caltrain reported annual ridership through the Annual Passenger Count
- Physical headcount conducted every February
- Provided detailed ridership data by station, train, and time of day
- Also included information on bike and Passengers Needing Assistance (PNA) boardings
- Annual Passenger Count was discontinued in 2020 due to changing ridership patterns and cost

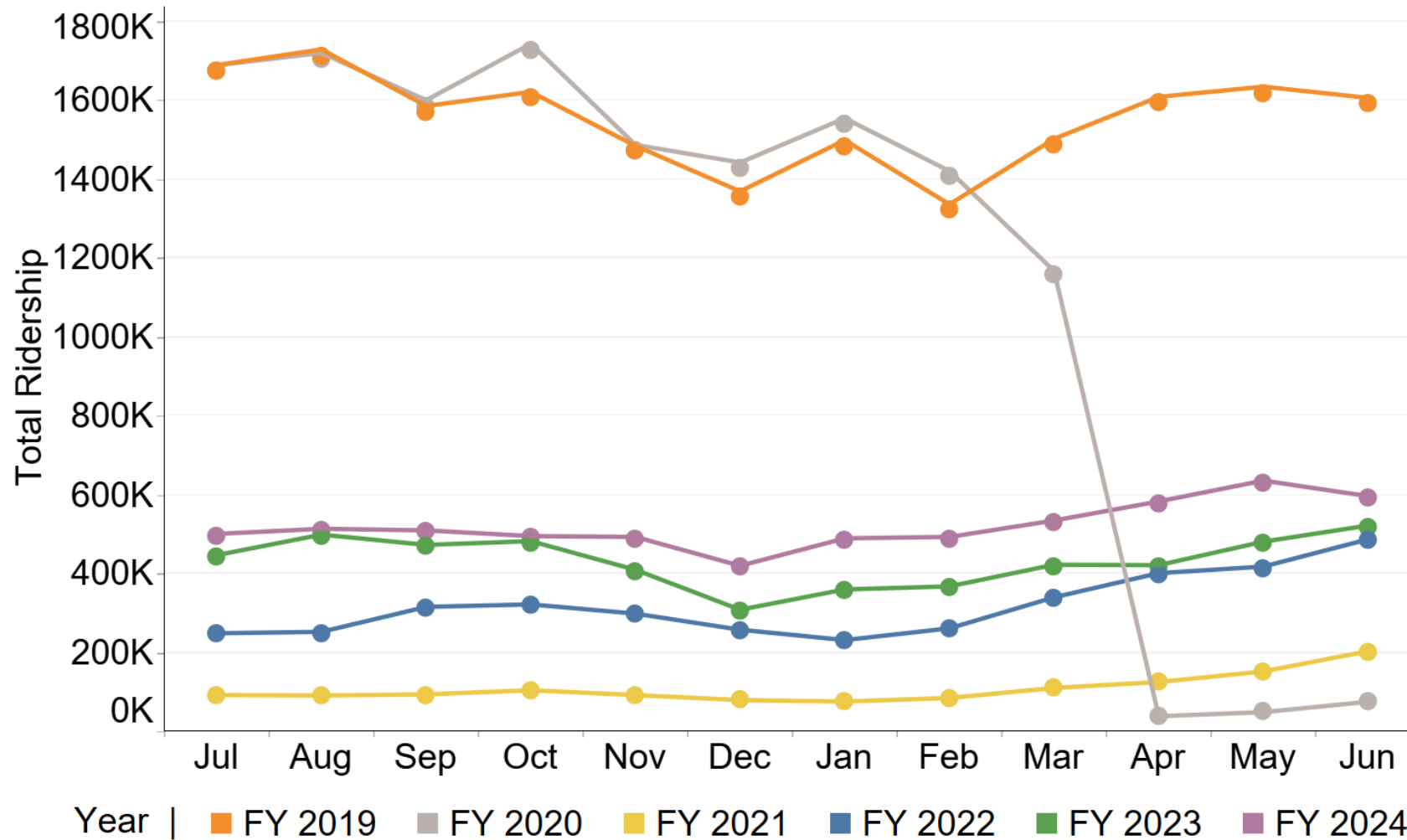
Methodology Recap

- The FY2024 Annual Ridership Report aggregates data from Caltrain's official monthly ridership estimates
- Monthly ridership estimates used two distinct methodologies in FY2024:
 - June 2023 – October 2023
 - Estimates based on limited conductor counts and Clipper tap data
 - November 2023 – July 2024
 - Fare Media Sales-Based Ridership Estimation Model

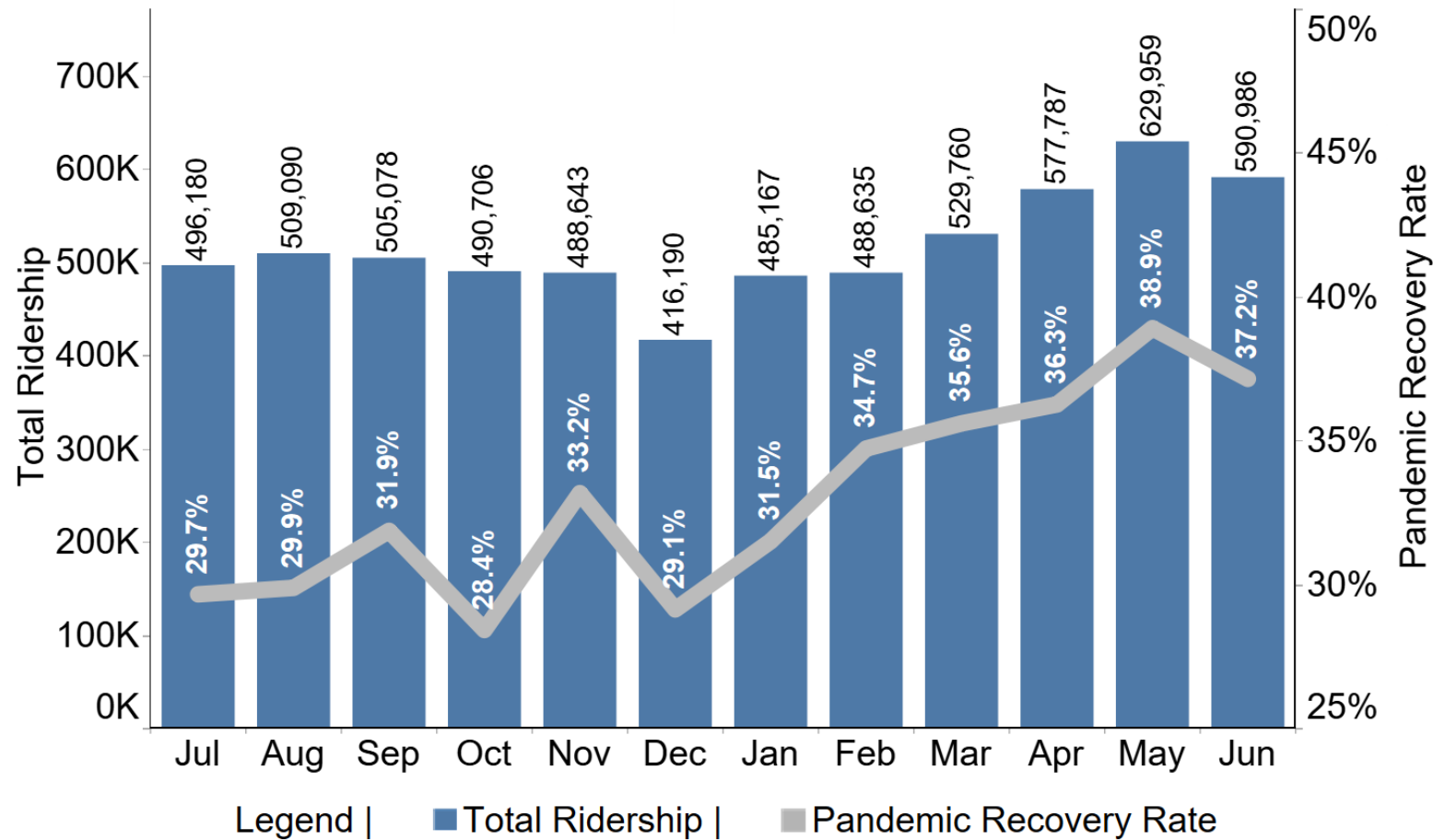
Key Findings: Average Weekday & Total Ridership



Key Findings: Ridership by Fiscal Year

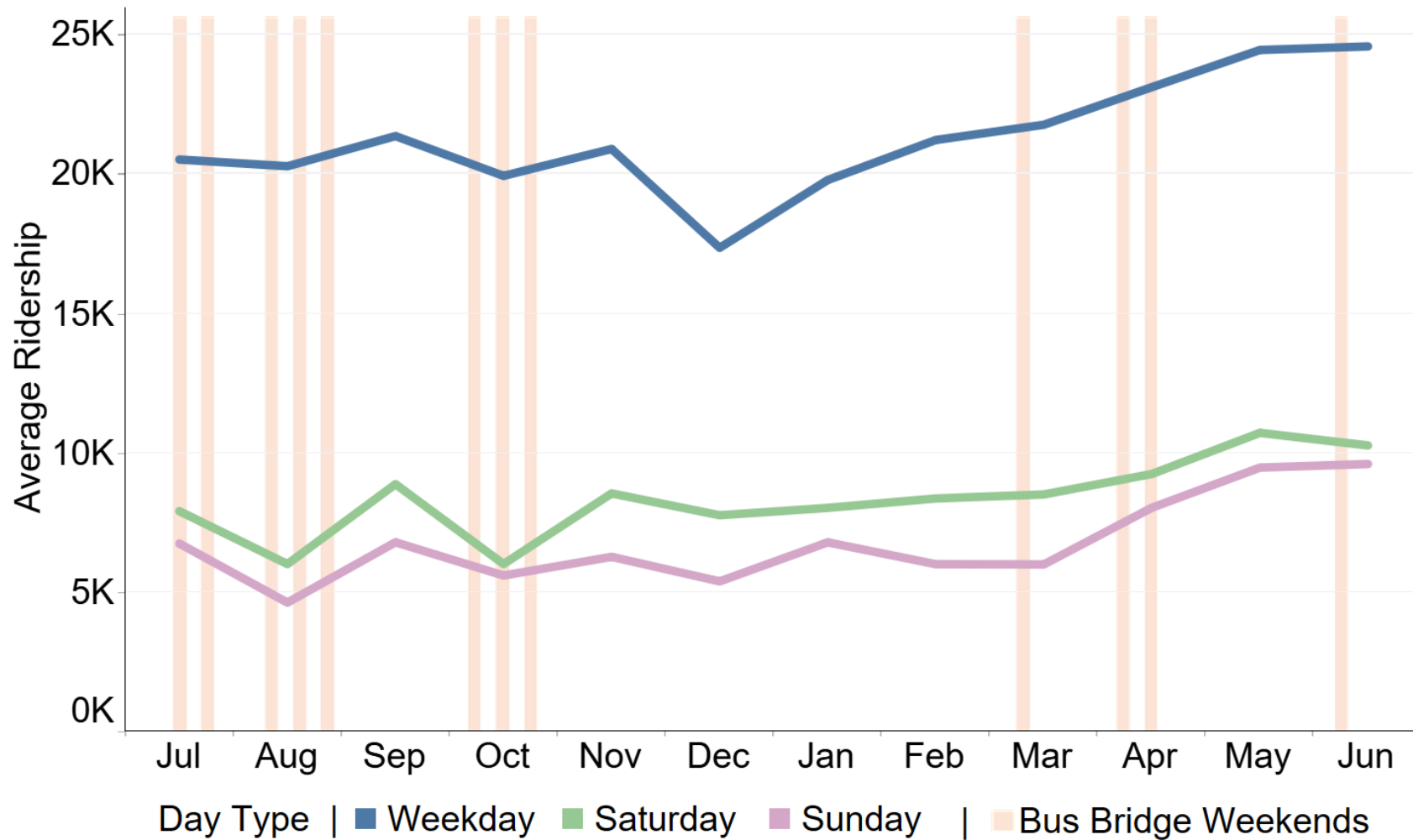


Key Findings: Pandemic Recovery



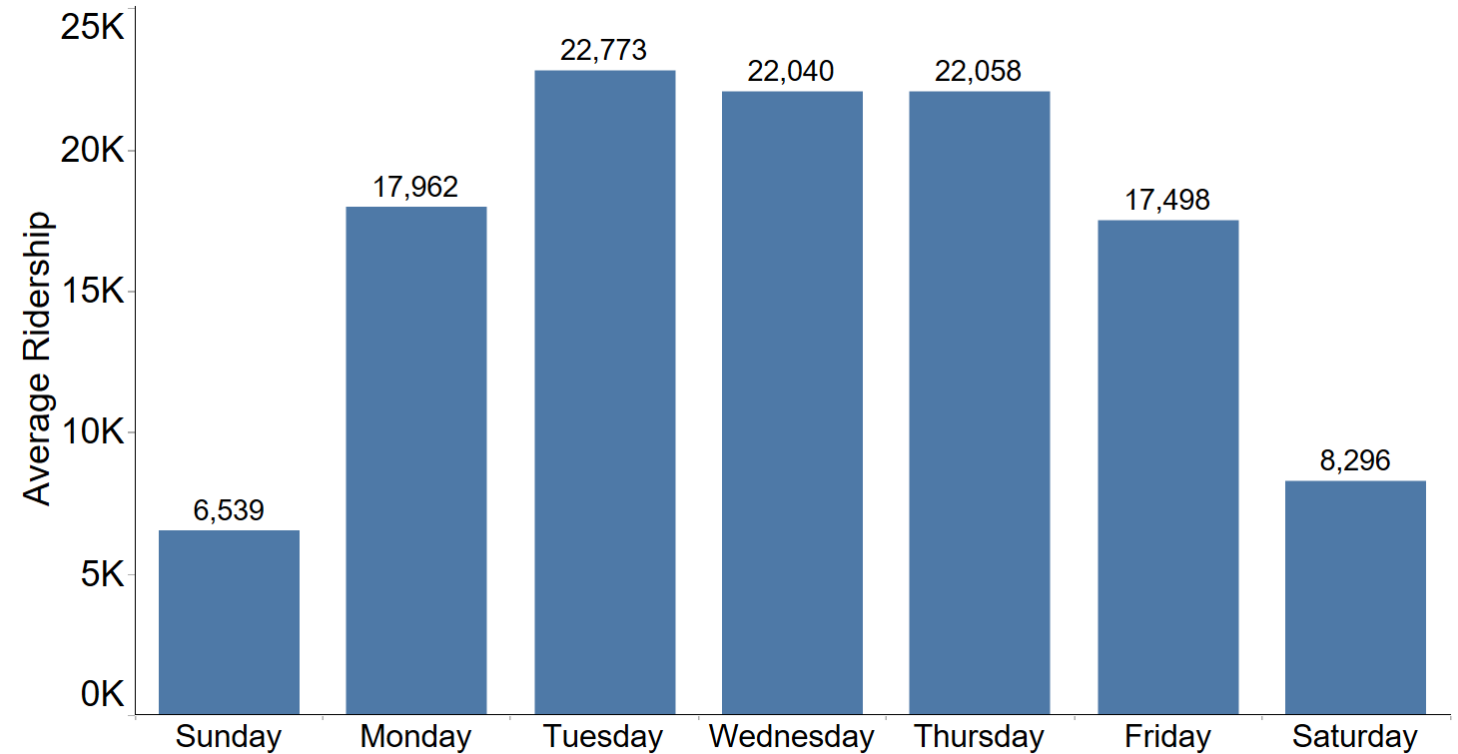
**Pandemic Recovery Rate calculated by comparing FY24 month to corresponding pre-pandemic month (March 2019 – February 2020)*

Key Findings: Ridership by Day Type



Key Findings: Ridership by Day of Week

- Average Monday and Friday Ridership 19% and 22% lower than Average Mid-Week Ridership, respectively
 - (vs. 1% & 9% pre-pandemic)



Key Findings: Boardings by County

Average Mid-Week Ridership (AMWR) by County

County	2019 Count AMWR	% of Total AMWR	FY2024* AMWR	% of Total AMWR
San Francisco	17,159	27%	5,752	24%
San Mateo	19,491	31%	7,705	33%
Santa Clara	26,948	42%	10,020	43%
TOTAL	63,597	100%	23,477	100%

**FY2024 data only available for November 2023 – July 2024*

Key Findings: Giants Ridership

Average Ridership by Day Type & Giants Game Location, FY2024

Day Type	Giants Game Location		Difference	
	Away	Home	Absolute	Percent
Weekday	20,546	23,571	+3,025	+15%
Saturday	7,666	10,610	+2,944	+38%
Sunday	5,960	8,705	+2,745	+46%

Next Steps

- Present to TOPS Committee
- Post FY24 Annual Ridership Report on the Caltrain ridership webpage
- New electric trains will have Automatic Passenger Counters (APCs) on every door
- Once the train-based APC system has been thoroughly validated, it will become the primary source of ridership data
- The Fare Media Sales-Based Ridership Model may be retained for its additional data points

FOR MORE INFORMATION

WWW.CALTRAIN.COM

