SAN JOAQUIN REGIONAL RAIL COMMISSION
BOARD MEETING

Friday, September 5, 2025 – 9:30 am

Robert J. Cabral Station
Board Room
949 E. Channel Street
Stockton, CA 95202

Teleconference Locations:

44 N. San Joaquin St. Suite 627 Stockton, CA 95202	1046 W. Yosemite Ave. Manteca, CA 95337	3300 Capitol Ave. Building A Fremont, CA 94538

Members of the public may attend the meeting at the above addresses, or may observe the meeting by using the link or dial-in information below:

Join Zoom Meeting
https://us06web.zoom.us/j/87961933868

Or Telephone: +1 669 444 9171 US

Persons wishing to address the Commission on any item of interest to the public regarding rail shall state their names and address and make their presentation. The Commission cannot take action on matters not on the agenda unless the action is authorized by Section 54954.2 of the Government Code. Materials related to an item on the Agenda submitted to the Board of Commissioners after distribution of the agenda packet are available for the public inspection in the Commission Office at 949 E. Channel Street during normal business hours. These documents are also available on the San Joaquin Regional Rail Commission website at https://www.sjrrc.com/events/ subject to staff's ability to post the documents prior to the meeting. If a member of the public wishes to make a public comment:

1. **Submit written comments to SJRRC staff via email at clerk@sjrrc.com, in which staff will read the comment aloud during the public comment period.**
2. **Complete a Request to Speak form (available at the entrance to the Board Room) and give it to the SJRRC Board Clerk before the Item is considered by the Board.**
3. **Join from the Zoom meeting link and notify SJRRC staff by alerting them via the "Raise hand" or "Chat" function; call +1 669 444 9171, dial *9 to raise your hand when you wish to speak, and dial *6 to unmute when you are requested to speak. Please note that if participating using Zoom, all members of the public will be placed on mute until such times allow for public comments to be made.**

Public comments should be limited to five (5) minutes per comment.

This Agenda shall be made available upon request in alternative formats to persons with a disability, as required by the Americans with Disabilities Act of 1990 (42 U.S.C. § 12132) and the Ralph M. Brown Act (California Government Code § 54954.2). Persons requesting a disability related modification or accommodation in order to participate in the meeting should contact San Joaquin Regional Rail Commission (SJRRC) staff, at (209) 944-6220, during regular business hours, at least twenty-four hours prior to the time of the meeting.

All proceedings before the Commission are conducted in English. Anyone wishing to address the SJRRC Board is advised to have an interpreter or to contact SJRRC during regular business hours at least 48 hours prior to the time of the meeting so that SJRRC can provide an interpreter. Any writings or documents provided to a majority of the Commission regarding any item on this agenda will be made available upon request in both English and Spanish for public inspection at the Office of the Executive Director located at 949 East Channel Street, Stockton, California, 95202 during normal business hours or by calling (209) 944-6220. The Agenda is available on the San Joaquin Regional Rail Commission website: www.sjrrc.com.

***Disclosures:** Commissioners shall disclose any agenda item in which they have a conflict of interest under State law and acknowledge whether they will recuse from hearing that item. Among other State laws, the Levine Act (Gov. C. §84308) may require recusal on agenda items involving a contract or entitlement before the Commission where a campaign donor is a participant, and the campaign contribution totals more than $250 within the 12-month period before the decision on the item.*

1. **Call to Order and Pledge of Allegiance** — **Chair Craig-Hensley**

2. **Quarterly Safety Briefing** — **Cameron Paler**

3. **Roll Call**

Roll Call:	Arriola, Ding, Fugazi, Marchand, Morowit, Salwan, Vice-Chair Zuber, Chair Craig-Hensley
Ex-Officios:	Zwahlen (StanCOG), Nguyen (SJCOG), Clifford (SJRTD), Magsayo (Catrans)

4. **Public Comment**
   Persons wishing to address the Commission on any item of interest to the public regarding rail shall state their names and addresses and make their presentation. Please limit presentations to five minutes. The Commission cannot take action on matters not on the agenda unless the action is authorized by Section 54954.2 of the Government Code. Materials related to an item on the Agenda submitted to the Board of Directors after distribution of the agenda packet are available for public inspection in the Commission Office at 949 E. Channel Street during normal business hours. These documents are also available on the San Joaquin Regional Rail Commission website at https://www.sjrrc.com/events/ subject to staff's ability to post the documents prior to the meeting.

   Public comments should be limited to five (5) minutes per comment.

5. Consent Calendar

5.1	Approve Minutes of San Joaquin Regional Rail Commission August 1, 2025 Board Meeting (Regular and Special Voting Members)	**ACTION**
5.2	Rail Commission/ACE Monthly Expenditure	**INFORMATION**
5.3	Capital Programs Expenditure	**INFORMATION**
5.4	ACE Monthly Fare Revenue	**INFORMATION**
5.5	ACE Ridership	**INFORMATION**
5.6	ACE On-Time Performance	**INFORMATION**
5.7	Rail Safety Month Update	**INFORMATION**
5.8	Monthly Marketing and Outreach Report	**INFORMATION**
5.9	Stations/Facilities Development Committee Report Out	**INFORMATION**
5.10	Washington Update	**INFORMATION**

6. Adopt a Resolution Ratifying the Execution of Amendment 07 to the Agreement with Nomad Digital, Inc. for Next Generation Wi-Fi Services, Increasing the Compensation Amount by $1,849,395 for a New Not-To-Exceed Amount of $5,931,097, Extending the Term of the Agreement to May 31, 2030, and Authorizing the Executive Director, or Designee, to Execute Any and All Documents Related to the Project including Approving Any and All Amendments thereto within Their Spending Authority **ACTION**
(Marques Cook/Autumn Gowan) (Regular and Special Voting Members)

7. FY24/25 ACE Performance Update **INFORMATION**
(David Lipari)

8. ACE Passenger and Market Survey Update **INFORMATION**
(David Lipari)

9. ACE Community Assistance Program (CAP) Update **INFORMATION**
(Rene Gutierrez)

10. Board Member Comments

11. Ex-Officio Comments

12. Executive Director's Report

13. CLOSED SESSION
Public Employment - Recruitment
One Position: Executive Director/Chief Executive Officer
Conference with General Counsel Janice D. Magdich and Recruiter Gregg Mosser
Pursuant to Government Code Section 54957
(Regular and Special Voting Members)

14. CLOSED SESSION
Public Employment – One Position – Appointment of Interim Executive Director
Agency Negotiator: General Counsel Janice D. Magdich
Pursuant to Government Code Section 54957
(Regular Voting Members Only)

15. Return to Open Session and Disclosure of Action
(Janice D. Magdich)

16. Adjournment
The next regular meeting is scheduled for October 3, 2025 – 9:30 am

SAN JOAQUIN REGIONAL RAIL COMMISSION
Meeting of September 5, 2025

Item 5.1 **ACTION**

Minutes of San Joaquin Regional Rail Commission August 1, 2025 Board Meeting

The meeting of the San Joaquin Regional Rail Commission (Rail Commission) was held at 9:30 am on August 1, 2025. Board Members attended this meeting via videoconference or in person.

1. Call to Order, Pledge of Allegiance **Chair Craig-Hensley**

Chair Craig-Hensley called the meeting to order at 9:30 am and led the audience in the Pledge of Allegiance.

2. Roll Call

Commissioners Present: Salwan, Arriola, Morowit, Vice-Chair Zuber, Chair Craig-Hensley

Commissioners Absent: Marchand, Ding, Fugazi

Ex-officios Present: Sue Zwahlen (StanCOG), Ken Baxter (SJRTD)

3. Public Comment

There were no public comments.

4. Consent Calendar **ACTION**

4.1	Minutes of San Joaquin Regional Rail Commission July 17, 2025 Board Special Meeting (Regular and Special Voting Members)	**ACTION**
4.2	Quarterly Report Out of Agreements and Purchases over $100,000 Executed in the Fourth Quarter of the Fiscal Year 2024/2025	**INFORMATION**
4.3	Rail Commission/ACE Monthly Expenditure	**INFORMATION**
4.4	ACE Monthly Fare Revenue	**INFORMATION**
4.5	ACE Ridership	**INFORMATION**
4.6	ACE On-Time Performance	**INFORMATION**
4.7	Washington Update	**INFORMATION**
4.8	Monthly Marketing and Outreach Support	**INFORMATION**

There were no public comments.

M/S/C (Arriola/Zuber) to approve Items 4.1-4.8 of the Consent Calendar.

Passed and Adopted by the San Joaquin Regional Rail Commission on August 1, 2025, by the following vote to wit:

AYES:	5	Salwan, Arriola, Morowit, Vice-Chair Zuber, Chair Craig-Hensley
NOES:	0	
ABSTAIN:	0	
ABSENT:	3	Marchand, Ding, Fugazi

5. Update Regarding the Future of the ACE Shuttle Program, Including Proposed Changes to Santa Clara Valley Transportation Authority's (VTA) Involvement and Plans for the Program Starting FY 26/27 **INFORMATION**

Teri Hayes gave a presentation on this item.

Chair Craig-Hensley asked about the potential challenges of managing funds and tracking metrics for the proposed oversight.

Ms. Hayes stated the Rail Commission currently funds the shuttle program while Santa Clara Valley Transportation Authority (VTA) runs the operations and relays information between the shuttle service and the Rail Commission. Ms. Hayes explained that the proposed oversight will allow Rail Commission staff to have smoother and more direct communication with the vendor [shuttle service].

Chair Craig-Hensley also asked if there would be any anticipated future fiscal impact for this proposed plan.

Ms. Hayes stated there are no initial anticipations for increased fiscal impact. Ms. Hayes shared the proposed work can be managed by current Rail Commission staff members.

There were no public comments on this item.

This was an information item only.

6. The Rail Academy of Central California (TRACC) Update **INFORMATION**

Megan Craig gave a presentation on this item and introduced various industry partners, including Tim Gubbins, Yolonda Onic, Paul Estabrook, Michelle Castanon, Katrina Johnson León, Joe Gonzalez, and Elizabeth Lewis.

Ms. Lewis shared her experience with recent TRACC hires as the Union Pacific Senior Recruiter and explained a separate job posting site will be created for applicants with advanced skills, such as TRACC graduates.

Chair Craig-Hensley asked Ms. Lewis if hired TRACC students are advancing in roles quicker than non-TRACC hires and asked for feedback on any TRACC curriculum that should be implemented in courses moving forward.

Ms. Lewis stated TRACC hires have a strong understanding of safety and operating experience, as well as impressive on-the-job learning skills. Experience or knowledge on switching (freight) would be beneficial for TRACC students to learn.

Stacey Mortensen stated there will be a layered approach to what Rail Commission staff should be including in measurements, in terms of success. Staff will plan to bring a 'metrics' item to the board at a future date.

There were no public comments on this item.

This was an information item only.

7. Board Member Comments

Commissioner Arriola congratulated staff on a very successful graduation event.

Chair Craig-Hensley echoed Commissioner Arriola's sentiments and shared information regarding the Channel Street Groundbreaking event.

8. Ex-Officio Comments

Sue Zwahlen with StanCOG congratulated the recent TRACC graduates.

Ken Baxter with SJRTD complimented the Rail Commission on their ridership efforts.

9. Executive Director's Report

Ms. Mortensen had various managers introduce new staff members: Shaun Baum, Manager of Equipment Services; Marianne Lawrence, Procurement & Contracts Supervisor; Hugo-Castro-Ponce, Assistant Planner; and Joy Pinne, Chief Program and Construction Manager.

10. CLOSED SESSION
Public Employment - Recruitment
One Position: Executive Director/Chief Executive Officer
Conference with General Counsel Janice D. Magdich and Consultant Brent Ives
Pursuant to Government Code Section 54957
(Regular and Special Voting Members)

11. CLOSED SESSION
Threatened or Anticipated Litigation: Government Code §54956.9(d)(2); One Case;
Conference with Legal Counsel regarding Claim filed by Stronghold Engineering, Inc., Alleging Monetary Claims Regarding Project 22-R-1700, Regional Rail Maintenance Facility Expansion
(Regular Voting Members Only)

12. Return to Open Session and Disclosure of Action

Janice D. Magdich announced the return to open session at 10:39 am.

Ms. Magdich explained item 10 was for discussion only and there were no other reportable actions.

Ms. Magdich shared for item 11 directions were given by the Commission to staff and there were no other reportable actions.

13. Adjournment

Chair Craig-Hensley adjourned the meeting at 10:40 am.

The next regular meeting is scheduled for:
September 5, 2025 – 9:30 am

San Joaquin Regional Rail Commission
ACE
Rail Support Services
TRACC
Operating Expense Report
JUNE 2025
100% of Budget Year Elapsed

SJRRC OPERATING EXPENSES	FY 24-25 BUDGET	EXPENSE THRU JUNE 2025	% SPENT TO DATE
Project Management, Services & Supplies Subtotal	$ 5,369,127	$ 5,147,953	96%
Contracted Services Subtotal	$ 724,435	$ 370,768	51%
TOTAL OPERATING EXPENSES	$ 6,093,562	$ 5,518,721	91%

ACE OPERATING EXPENSES	FY 24-25 BUDGET	EXPENSE THRU JUNE 2025	% SPENT TO DATE
Project Management, Services & Supplies Subtotal	$ 5,146,940	$ 4,879,890	95%
Contracted Services Subtotal	$ 29,652,395	$ 28,280,847	95%
Shuttle Services	$ 2,677,033	$ 2,677,033	100%
Capital Access	$ 3,242,516	$ 3,242,516	100%
Capital Maintenance	$ 4,500,000	$ 4,500,000	100%
TOTAL OPERATING EXPENSES	$ 45,218,885	$ 43,580,286	96%

RAIL SUPPORT SERVICES OPERATING EXPENSES	FY 24-25 BUDGET	EXPENSE THRU JUNE 2025	% SPENT TO DATE
Project Management, Services & Supplies Subtotal	$ 318,047	141,288	44%
Contracted Services Subtotal	$ 104,347,559	$ 17,750,693	17%
TOTAL RSS EXPENSES	$ 104,665,606	$ 17,891,981	17%

*RSS - Work Contracted with Caltrans; State-owned Venture car Pre Revenue "acceptance" and Post Revenue "ongoing" maintenance.

TRACC OPERATING EXPENSES	FY 24-25 BUDGET	EXPENSE THRU JUNE 2025	% SPENT TO DATE
Project Management, Services & Supplies Subtotal	$ -	-	0%
Contracted Services Subtotal	$ 620,000	$ 104,027	17%
TOTAL CONTRACTED SERVICES EXPENSES	$ 620,000	$ 104,027	17%

Capital Expense Report
June 2025

		PROJECT PHASE					8/15/2025		
		PA&ED	PS&E	ROW	CON	OTHER	24/25 CAPITAL BUDGET	YTD EXPENSE THROUGH JUNE 2025	% OF PLANNED EXPENDITURES
SAN JOAQUIN RAIL COMMISSION MINOR PROGRAM (WORK PROGRAM TABLE 2)									
1	BNY Debt Service					X	1,768,400	1,768,400	100%
2	Non-Revenue Vehicles (Agency Vehicles)					X	150,000	131,534	88%
3	Robert J. Cabral Building Improvements				X		200,000	-	0%
4	SJ COG Debt Service					X	1,118,012	1,118,012	100%
TOTAL MINOR PROGRAM SJRRC							**$ 3,236,412**	**$ 3,017,946**	**93%**
SAN JOAQUIN RAIL COMMISSION MAJOR PROGRAM (WORK PROGRAM TABLE 4)									
1	Cabral Annex Building Expansion		X	X	X		5,517,770	21,339	0%
2	East Channel Street Improvements				X		5,999,747	14,966	0%
3	Del Paso Area Action Plan					X	250,000	27,054	11%
4	Newark - Albrae Siding Connection		X				267,113	672,786	252%
5	Stockton Dr. MLK Underpass Reconstruction	X					375,000	94,391	25%
6	Stockton Yard South Crossover	X	X				520,352	77,363	15%
7	Union City Intermodal Station Phase 3 Environmental & Preliminary Engineering					X	250,000	-	0%
TOTAL MAJOR PROGRAM SJRRC							**$ 13,179,982**	**$ 907,900**	**7%**
ACE MINOR PROGRAM (WORK PROGRAM TABLE 1)									
1	ACE Capital Spares/Rolling Stock/Preventative Maintenance					X	1,500,000	292,556	20%
2	ACE Stations and Facility Program					X	200,000	160,968	80%
3&4	ACE Station Signage Project (Phase 1 Design) & (Phase 2 Production & Installation					X	245,906	177,198	72%
5	ACE Wi-Fi Phase 2					X	60,450	-	0%
6	Locomotive Simulator				X		903,112	387,552	43%
7	Positive Train Control Capital Components					X	600,000	368,597	61%
8	Public Information Display System (PIDS)					X	431,289	-	0%
9	RMF Equipment					X	100,000	216,686	217%
TOTAL MINOR PROGRAM ACE							**$ 4,040,757**	**$ 1,603,556**	**40%**
ACE MAJOR PROGRAM (WORK PROGRAM TABLE 3)									
1	ACE Valley Rail	X	X	X	X		86,357,704	23,452,542	27%
2	ACE Platform Extensions		X		X		10,190,260	167,924	2%
3	ACE Rolling Stock Equipment Purchase					X	3,100,000	2,322,085	75%
4	ACE Midlife Overhaul					X	2,895,553	885,104	31%
5	ACE Locomotive (Options)					X	3,474,157	1,547,484	45%
6	ACE Locomotive Conversion					X	800,000	-	0%
7	ACE Ticketing Platform Project - Phase 1					X	1,417,636	437,668	31%
8	Rail Maintenance Facility (RMF) Expansion		X		X		4,505,852	5,087,145	113%
9	Stockton Diamond		X	X	X		36,276,988	5,531,984	15%
10	Stockton Track Extension		X	X			8,394,909	80,531	1%
11	TRAC-C Facility (HUD Community Project Funding)						1,800,000	-	0%
12	Tracy Station Improvements & Egress		X		X		930,708	818,772	88%
TOTAL CAPITAL PROJECTS ACE							**$ 160,143,767**	**$ 40,331,238**	**25%**
VALLEY RAIL PROJECTS (WORK PROGRAM TABLE 5)									
1	Ceres Station & Trackwork		X	X			9,710,008	1,375,268	14%
2	Ceres to Turlock Double Track		X	X			6,167,045	2,821,586	46%
3	Del Paso Siding Extension		X	X			4,139,281	1,154,540	28%
4	Elk Grove Double Track	X					638,361	862,931	135%
5	Elk Grove Station & Trackwork		X	X			3,671,916	1,542,464	42%
6	Lathrop Wye & Track Extension		X	X	X		14,278,723	8,329,713	58%
7	Lodi Station & Trackwork		X	X			9,523,212	1,083,883	11%
8	Manteca Station & Parking Lot Extension		X				1,739,030	79,807	5%
9	Midtown Station		X	X			3,478,834	757,663	22%
10	Modesto Station and Trackwork		X	X			5,998,510	404,522	7%
11	Natomas Airport Station and Layover Facility		X	X			3,804,986	508,227	13%
12	North Lathrop Transfer Station		X	X			3,036,071	1,066,681	35%
13	Phillips Siding Rehabilitation		X		X		12,583,796	260,825	2%
14	Pollock Siding Upgrade		X				355,628	132,372	37%
15	Pollock to South Sacramento Yard Extension	X					1,721,500	423,286	25%
16	Rail Engineering Support		X				863,042	647,236	75%
17	Ripon Station Multimodal Station project		X				1,413,563	289,998	21%
18	Sacramento City College		X				30,450	14,146	46%
19	Sacramento Subdivision Curves (4 projects)		X				96,000	313	0%
20	Stanislaus River Bridge		X				468,837	190,656	41%
21	Tuolumne River Bridge & Track Extension		X				785,967	124,021	16%
22	Turlock Station and Track Extension		X				1,650,163	1,382,404	84%
23	Valley Rail Support		X		X		202,781	-	0%
TOTAL VALLEY RAIL PROJECTS							**$ 86,357,704**	**$ 23,452,542**	**27%**
TOTAL CAPITAL PROJECTS SJRRC & ACE							**$ 180,600,918**	**$ 45,860,640**	**25%**

Capital Expense Report
June 2025

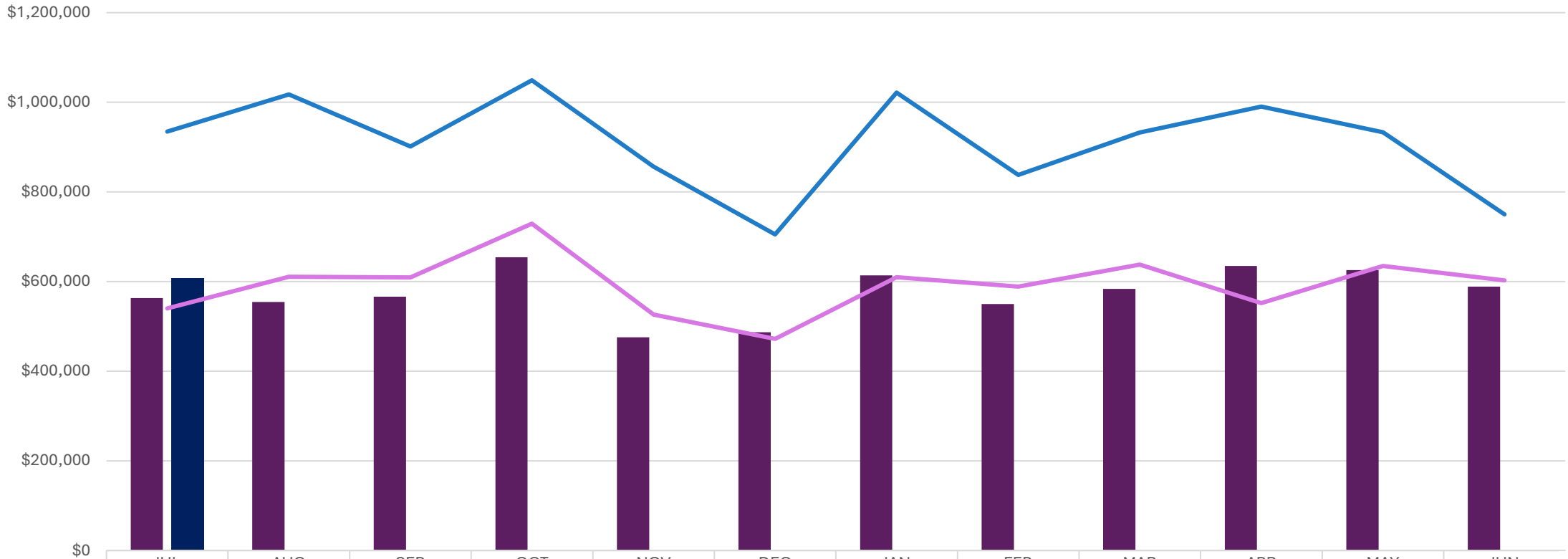
SAN JOAQUIN JOINT POWERS AUTHORITY MINOR PROGRAM (WORK PROGRAM TABLE 6)									
1	ASJ Station Signage Project (Phase 1 Design) & (Phase 2 Production and Installatic					X	417,219	216,575	52%
3	Public Information Display System (PIDS)				X	X	350,000	-	0%
4	Facility & Station Improvements					X	250,000	-	0%
5	San Joaquins Minor Capital Program					X	148,344	2,100	1%
TOTAL SJJPA MINOR CAPITAL PROJECTS							**$ 1,165,563**	**$ 218,675**	**19%**

SAN JOAQUIN JOINT POWERS AUTHORITY MAJOR PROGRAM (WORK PROGRAM TABLE 7)									
1	BNSF 2nd Main Track Capital Improvements	X					1,369,919	-	0%
2	BNSF CP Lake to CP Escalon				X		8,700,000	2,185,443	25%
3	Cabral Annex Building Expansion			X	X		2,646,488	166,391	6%
4	Hanford Station Community Safety and Accessibility Enhan		X				576,236	35,540	6%
5	High-Speed Rail/Early Train Operator Coordination Support					X	3,385,000	1,088,836	32%
6	Madera Station Relocation				X		14,794,000	470,894	3%
7	Madera High Speed Rail Station Early Operating Segment B		X				478,400	-	0%
8	Madera High Speed Rail Station Full Build	X					1,004,352	1,014,886	101%
9	Merced Integrated Track Connector (MITC) Environr	X					2,970,890	1,178,836	40%
10	Oakley Station & Track Improvements		X		X		3,443,393	227,674	7%
11	Rail Maintenance Facility (RMF) Expansion				X		1,000,000	1,451,041	145%
12	Stockton Wye		X		X		8,517,631	3,867,523	45%
13	Union City Intermodal Station Phase 3 Environmenta	X					250,000	6,092	2%
TOTAL SJJPA MAJOR CAPITAL PROGRAM							**$ 49,136,309**	**$ 11,693,155**	**24%**

TOTAL CAPITAL PROJECTS SJJPA							**$ 50,301,872**	**$ 11,911,830**	**24%**

TOTAL COMISSION/ACE/SJJPA CAPITAL PROGRAMS							**$ 230,902,790**	**$ 57,772,470**	**25%**

ACE Monthly Revenue

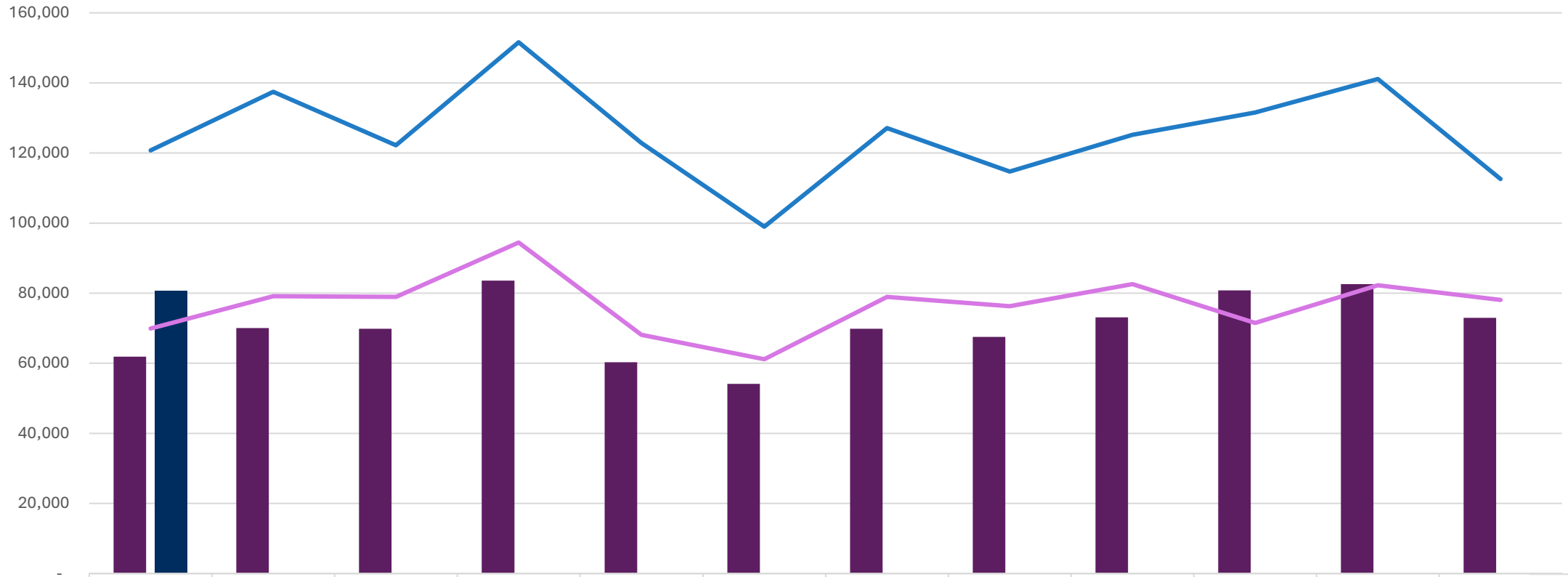


	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total
FY 24/25	$563,073	$554,275	$566,474	$654,322	$475,942	$486,864	$613,911	$550,131	$583,629	$634,729	$625,418	$588,682	$6,897,450
FY 25/26	$607,691												$607,691
FY 25/26 Forecast	$539,921	$610,992	$609,300	$729,241	$526,138	$472,121	$609,596	$588,808	$637,861	$551,960	$634,921	$602,731	$7,113,590
FY18/19 (Pre-Pandemic)	$934,823	$1,017,601	$901,396	$1,049,117	$856,601	$705,227	$1,021,424	$837,812	$932,548	$990,292	$933,163	$749,848	$10,929,84

San Joaquin Regional Rail Commission

ACE

ACE Monthly Ridership

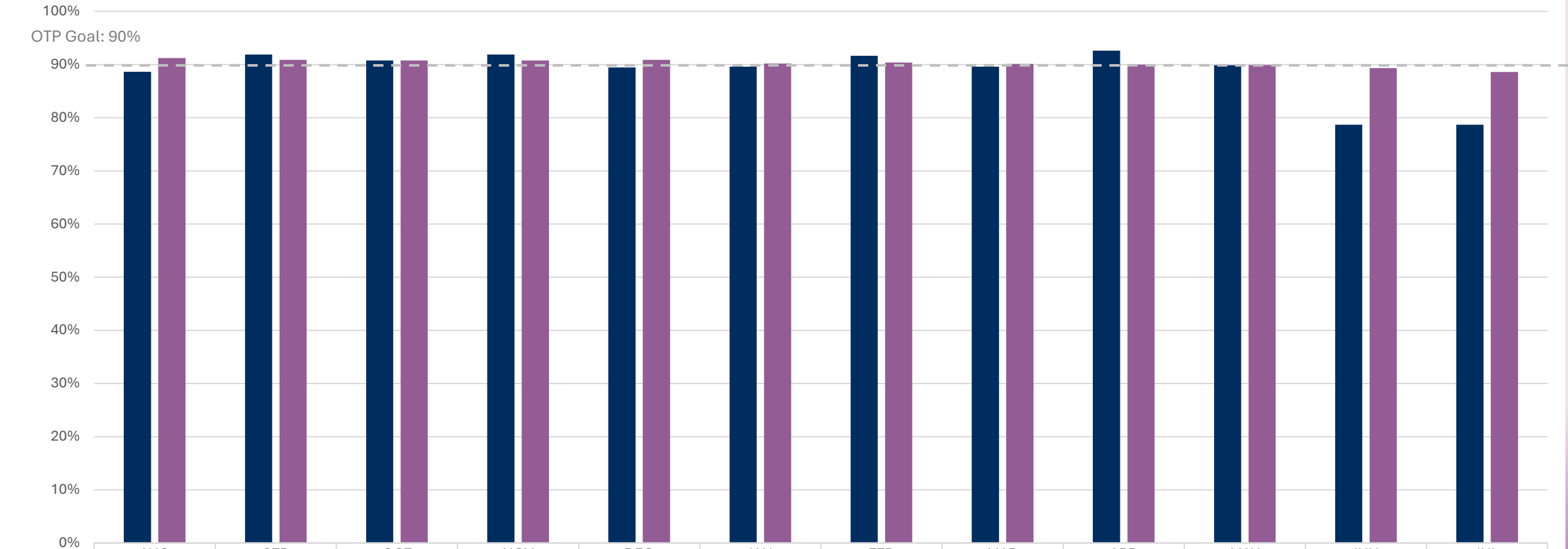


	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total
FY 24/25	61,892	70,039	69,845	83,594	60,312	54,120	69,879	67,496	73,119	80,829	82,570	72,967	846,662
FY 25/26	80,599												80,599
FY 25/26 Forecast	69,938	79,144	78,925	94,461	68,153	61,156	78,963	76,270	82,624	71,497	82,244	78,074	921,449
FY18/19 (Pre-Pandemic)	120,779	137,442	122,227	151,604	122,880	98,973	127,130	114,725	125,199	131,558	141,113	112,573	1,506,203

San Joaquin Regional Rail Commission

ACE

ACE On-Time Performance



	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
FY 24-25	89%	92%	91%	92%	89%	90%	92%	90%	93%	90%	79%	79%
12mo. Avg	91%	91%	91%	91%	91%	90%	90%	90%	90%	90%	89%	89%

San Joaquin Regional Rail Commission

ACE

SAN JOAQUIN REGIONAL RAIL COMMISSION
Meeting of September 5, 2025

STAFF REPORT

Item 5.7 **INFORMATION**

Rail Safety Month Update

Background:
In preparation for the upcoming 2025 Rail Safety Month initiatives, the San Joaquin Regional Rail Commission (Rail Commission) is excited to announce its collaboration with California Operation Lifesaver (COL). Established in 1972, COL is a respected organization promoting railroad safety. Their mission is to raise public awareness about the dangers associated with railroad tracks and highway-rail grade crossings, utilizing comprehensive educational programs to reduce collisions, injuries, and fatalities across the United States.

This year, the Rail Commission is intensifying its efforts through a dynamic partnership with local law enforcement, COL, and the host railroad, UPRR. This coalition aims to enhance rail safety awareness in the surrounding communities. A notable initiative involves creating eye-catching co-branded posters that communicate essential safety messages. These posters will be prominently displayed in station lobbies, on train platforms, and onboard ACE trains to ensure maximum visibility and impact.

To further support law enforcement initiatives, we are hosting an “Officer on the Train” event on September 24th, focusing on key support areas. Law enforcement officers from Stockton, Lathrop, and Tracy will ride in Car #1 from Stockton to Tracy. Following this journey, we will return to the Cabral station to review rail safety topics, including effective communication between law enforcement and the railroad and our passenger line. We will also discuss EPREP training and its benefits for addressing various issues.

Additionally, the Rail Commission is pleased to host a “Red Out for Rail Safety Day,” during which staff wear red to symbolize the agency's commitment to safety. The event will conclude with a group photo featuring staff alongside COL signs, serving as a strong visual representation of our shared mission.

Fiscal Impact:
There is no fiscal impact.

Recommendation:
This is an informational item. There is no action requested.

SAN JOAQUIN REGIONAL RAIL COMMISSION
Meeting of September 5, 2025

STAFF REPORT

Item 5.8 **INFORMATION**

Monthly Marketing and Outreach Report

Background:
San Joaquin Regional Rail Commission's local, embedded grassroots Outreach Consultant/Team is responsible for leading agency outreach efforts along the ACE route, marketing and promoting the ACE service and its programs, supporting employer outreach, serving as liaison with stakeholders, developing partnerships to promote destination travel, maintaining a contact database, and submitting monthly reports.

September 2025
Upcoming Outreach Events Overview:

Event	Date	Type
Tracy Connect	September 6, 2025	Networking
Intel Return to Office Vendor Fair	September 10, 2025	Community Outreach
Riverbank Mexican Independence Day	September 13, 2025	Networking
Dublin Splatter	September 13, 2025	Networking
Family Day in the Park	September 20, 2025	Community Outreach
Santa Clara University Get Connected Resource Fair	September 20, 2025	Community Outreach
San José State University 2025 Employee Benefits and Services Fair	September 24, 2025	Community Outreach
Officer on the Train	September 24, 2025	Rail Safety Event

Fiscal Impact:
There is no fiscal impact.

Recommendation:
This is an informational item. There is no action requested.

SAN JOAQUIN REGIONAL RAIL COMMISSION
Meeting of September 5, 2025

STAFF REPORT

Item 5.9 **INFORMATION**

San Joaquin Regional Rail Commission Station/Facilities Development Committee Monthly Report Out

Background:
The San Joaquin Regional Rail Commission Station/Facilities Development Committee (Committee) was established by the San Joaquin Regional Rail Commission (Rail Commission) to delegate decision-making on the stations and facilities associated with the Valley Rail Program to a small group of elected officials affected by the service expansion. The state statutory deadlines for new rail service to Ceres and Merced/Natomas require a focused effort and significant coordination with numerous cities within three counties.

The four-member Committee includes representatives from Stanislaus, San Joaquin, and Sacramento counties. Leo Zuber (Ripon) was appointed and serves as Chair and Lisa Craig-Hensley (Lodi) was appointed and serves as Vice-Chair of the Committee.

In July of 2024, the Rail Commission requested that staff provide the Board with monthly summaries of Committee activities. Attached are approved meeting Minutes from the Committee's May 2, 2025, meeting. The August 1, 2025, meeting Minutes will be presented to the Committee for approval at the October 3, 2025, 11:30 am regular meeting and will be included as an information item on the Rail Commission's Consent Calendar at the November 7, 2025, meeting.

Fiscal Impact:
There is no fiscal impact.

Recommendation:
This is an informational item. There is no action requested.

SAN JOAQUIN REGIONAL RAIL COMMISSION
STATION/FACILITIES DEVELOPMENT COMMITTEE
Special Meeting of August 1, 2025

Item 3.1 **ACTION**

Minutes of Committee Meeting May 2, 2025

The regular meeting of the Station/Facilities Development Committee (Committee) was held at 11:30 am on May 2, 2025. Committee Members attended this meeting via videoconference or in person.

1. Call to Order and Roll Call **Chair Zuber**

Chair Zuber called the meeting to order at 11:32 am.

Board Members Present: Hume, Vice-Chair Craig-Hensley, Chair Zuber

Board Members Absent: Chiesa

2. Public Comment

There were no public comments.

3. Consent Calendar

3.1 Approve Minutes of Committee Meeting February 7, 2025 **ACTION**

There were no comments on this item.

M/S/C (Craig-Hensley/Hune) to approve Item 3.1 of the Consent Calendar.

Passed and Adopted as amended by the San Joaquin Regional Rail Commission Station/Facilities Development Committee on May 2, 2025, by the following vote to wit:

AYES:	3	Hume, Vice-Chair Craig-Hensley, Chair Zuber
NOES:	0	
ABSTAIN:	0	
ABSENT:	1	Chiesa

4. Adopt a Resolution of the San Joaquin Regional Rail Commission Station/Facilities Development Committee Approving an Agreement with Mark Thomas Inc. for Plans, Specifications and Estimates (PS&E) for the Sacramento City College Project for an Amount Not-to-Exceed $3,420,730 and Authorizing the Executive Director to Negotiate, Award, and Execute Any and All Agreements and Documents Related to the Project Including Approving Any and All Amendments thereto within Her Spending Authority **ACTION**

Christine Inouye and Autumn Gowan gave a presentation on this item.

Member Chiesa joined the meeting remotely at 11:38 am.

There were no comments on this item.

M/S/C (Hume/Craig-Hensley) to Approve an Agreement with Mark Thomas Inc. for Plans, Specifications and Estimates (PS&E) for the Sacramento City College Project for an Amount Not-to-Exceed $3,420,730 and Authorizing the Executive Director to Negotiate, Award, and Execute Any and All Agreements and Documents Related to the Project Including Approving Any and All Amendments thereto within Her Spending Authority.

Passed and Adopted by the San Joaquin Regional Rail Commission Station/Facilities Development Committee on May 2, 2025, by the following vote to wit:

AYES:	4	Chiesa, Hume, Vice-Chair Craig-Hensley, Chair Zuber
NOES:	0	
ABSTAIN:	0	
ABSENT:	0	

5. Adopt a Resolution of the San Joaquin Regional Rail Commission Station/Facilities Development Committee Approving Amendment 03 to the Agreement with JMA Civil, Inc. for Plans, Specifications and Estimates (PS&E) for the Ceres to Turlock Double-Track Project Increasing the Compensation Amount by $257,814 for a New Not-to-Exceed Amount of $4,101,463 and Authorizing the Executive Director to Negotiate, Award, and Execute Any and All Agreements and Documents Related to the Project including Approving Any and All Amendments thereto within Her Spending Authority **ACTION**

Blake Loftus and Ms. Gowan gave a presentation on this item.

Vice-Chair Craig-Hensley asked if there were any contingencies staff will start including in contracts to anticipate new Union Pacific standards.

Stacey Mortensen stated that there is difficulty in doing that due to the unforeseen standards that will be set in place.

Member Chiesa asked if the tasks being completed with this amendment would be minor or major work.

Mr. Loftus explained the tasks would be minor survey work.

There were no public comments on this item.

M/S/C (Hume/Craig-Hensley) to Approve Amendment 03 to the Agreement with JMA Civil, Inc. for Plans, Specifications and

Estimates (PS&E) for the Ceres to Turlock Double-Track Project Increasing the Compensation Amount by $257,814 for a New Not-to-Exceed Amount of $4,101,463 and Authorizing the Executive Director to Negotiate, Award, and Execute Any and All Agreements and Documents Related to the Project including Approving Any and All Amendments thereto within Her Spending Authority.

Passed and Adopted by the San Joaquin Regional Rail Commission Station/Facilities Development Committee on May 2, 2025, by the following vote to wit:

AYES:	4	Chiesa, Hume, Vice-Chair Craig-Hensley, Chair Zuber
NOES:	0	
ABSTAIN:	0	
ABSENT:	0	

6. Adopt a Resolution of the San Joaquin Regional Rail Commission Station/Facilities Development Committee Adopting the Elk Grove Station Elements of Distinction, as Set Forth in Attachment A **ACTION**

David Lipari gave a presentation on this item.

Member Hume expressed his enthusiasm for the iconography.

Vice-Chair Craig-Hensley asked about the maintenance needed on the proposed column wraps.

Mr. Lipari stated the wraps will have an anti-graffiti coating and maintenance routines for necessary cleaning(s) will be established accordingly.

M/S/C (Hume/Craig-Hensley) to Adopt the Elk Grove Station Elements of Distinction, as Set Forth in Attachment A.

Passed and Adopted by the San Joaquin Regional Rail Commission Station/Facilities Development Committee on May 2, 2025, by the following vote to wit:

AYES:	4	Chiesa, Hume, Vice-Chair Craig-Hensley, Chair Zuber
NOES:	0	
ABSTAIN:	0	
ABSENT:	0	

7. Adopt a Resolution of the San Joaquin Regional Rail Commission Station/Facilities Development Committee Amending Chapter 15 (Signage and Wayfinding) of the Valley Rail Station Design Criteria **ACTION**

Mr. Lipari gave a presentation on this item.

There were no comments on this item.

M/S/C (Hume/Craig-Hensley) to Amend Chapter 15 (Signage and Wayfinding) of the Valley Rail Station Design Criteria.

Passed and Adopted by the San Joaquin Regional Rail Commission Station/Facilities Development Committee on May 2, 2025, by the following vote to wit:

AYES:	4	Chiesa, Hume, Vice-Chair Craig-Hensley, Chair Zuber
NOES:	0	
ABSTAIN:	0	
ABSENT:	0	

8. CLOSED SESSION
Pursuant to Government Code Section 54956.8
Property: Acquisition of Additional Railroad Right-of-Way and Tracks (Trackage Rights) within the Valley Rail Project Corridor, including but not limited to Sacramento Subdivision between El Pinal near Stockton (Mile Post 95) and Natomas (Mile Post 147); Fresno Subdivision Between El Pinal in Stockton (Mile Post 83) and the Lathrop UP Connection (Mile Post 84.5); and Fresno Subdivision Between the Lathrop UP Connection (Mile Post 84.5) and Turlock (Mile Post 129)
Agency Negotiator: Stacey Mortensen, Executive Director
Negotiating Party: Union Pacific Railroad Company, a Delaware corporation
Under negotiation: Price and payment terms

9. Return to Open Session and Disclosure of Action

The Committee returned to the open session at 1:15 pm. Janice D. Magdich announced directions were given by the Committee members to staff, and there were no other reportable actions.

10. Committee Member Comments

There were no comments.

11. Adjournment

Chair Zuber adjourned the meeting at 1:15 pm.

The next regular meeting is scheduled for:
June 6, 2025 – 11:30 am

TG | &A

PREPARED BY TAI GINSBERG & ASSOCIATES, LLC

MONTHLY REPORT

LATEST LEGISLATIVE & REGULATORY UPDATES

AUGUST 2025 REPORT

Table of Contents

EXECUTIVE SUMMARY

AUGUST RECESS OUTLOOK

Following the August recess, Congress will look to advance FY26 appropriations bills this fall. Respective committees are working to hit their targeted deadline of passing a budget before the end of the year. There could be a Continuing Resolution (CR) as Congress hashes out the final agreement for the budget.

JULY SESSION RECAP

During the July session, significant developments occurred in U.S. federal transportation policymaking. The "One Big Beautiful Bill" (H.R. 1), a major legislative initiative that included a heavy focus on infrastructure programs, received notable attention during appropriations discussions, highlighting the allocation of funds to support nationwide transportation projects.

ABC News, 7/4/25

Concurrently, Transportation Secretary Sean Duffy testified before the House Transportation and Infrastructure Committee, emphasizing the importance of infrastructure investments and advocating for policies to improve transportation safety and efficiency. Additionally, the Senate Environment and Public Works Committee conducted a hearing on the Surface Transportation Reauthorization, which is set to expire in 2026, aimed at modernizing surface transportation infrastructure, securing federal funding, and addressing long-term infrastructure resilience and sustainability.

APPROPRIATIONS & BUDGET UPDATES

	FY2024			FY2025			FY 2026			
	IIJA Advance Approps	Final Approps bill	Total Funding	IIJA Advance Approps	Final Approps bill	Total Funding	IIJA Advance Approps	President request	House	Senate
USDOT BUILD	$1.5b	$345m	$1.8b	$1.5b	$345m	$1.8b	$1.5b	$0	$0	$250m
USDOT MEGA	$1b	$0	$1b	$1b	$0	$1b	$1b	$0	$0	$0
Amtrak NEC	$1.2b	$1.14b	$2.3b	$1.2b	$1.14b	$2.3b	$1.2b	$850m	$925m	$850m
Amtrak National Network	$3.2b	$1.29b	$4.5b	$3.2b	$1.29b	$4.5b	$3.2b	$1.58b	$1.388b	$1.58b
FRA CRISI	$1b	$199m	$1.2b	$1b	$100m	$1.1b	$1b	$500m	$538m	$151.5m
FRA Fed-State Partnership	$7.2b	$75m	$7.3b	$7.2b	$75m	$7.3b	$7.2b	$0	($75m)	$75m
FRA Rail Restoration & Enhancement	$50m	$0	$50m	$50m	$0	$50m	$50m	$0	$0	$0
FRA Rail Crossing Elimination	$600m	$0	$600m	$600m	$0	$600m	$600m	$0	$0	$0

HOUSE UPDATES

- On July 14, 2025, the House Appropriations Subcommittee on Transportation, Housing, and Urban Development (THUD) held a markup of the Fiscal Year 2026 THUD appropriations bill, advancing it by a party-line vote of 9–7.
- The $89.9 billion proposal, $6 billion below current levels, prioritizes infrastructure modernization, including $5 billion for FAA upgrades and funding for 2,500 new air traffic controllers, while reducing federal housing outlays. No amendments were adopted.
- The House THUD bill for FY 2026 utilizes Infrastructure Investment and Jobs Act (IIJA) advanced appropriations to fund programs like CRISI and Amtrak in FY26. The bill proposes funding for Amtrak and CRISI by transferring unobligated FY 2026 funding from the Federal-State Partnership for Intercity Passenger Rail Program, which was initially provided through advance appropriations in the IIJA.
- The bill reduces the General Fund appropriation for Amtrak compared to FY 2025 enacted levels, while significantly increasing funding for CRISI Grants.

SENATE UPDATES

On July 24, 2025, the Senate Appropriations Committee approved tFY26 Transportation, Housing and Urban Development, and Related Agencies (THUD) Appropriations Act. The measure, which was advanced by a vote of 27-1, provides $400 million in defense funding and $99.8 billion in nondefense funding.

The bill includes $26.5 billion in discretionary budget authority for DOT, including:

- Office of the Secretary: $1.1 billion, including $250 million for the BUILD grant program and $513.6 million for the Essential Air Service program.
- Federal Aviation Administration: $22 billion, including $13.8 billion for Operations, $4 billion for Facilities and Equipment, $290 million for Research and Development, and $4 billion for Grants-in-Aid for Airports. This funding provides for an additional 2,500 new air traffic controllers and prioritizes investments to modernize outdated systems in our National Airspace.
- Federal Highway Administration: $63.3 billion, including $350 million for a competitive Rural Bridge Repair and Rehabilitation program, $25 million for high priority Tribal transportation projects, and $10 million for the National Scenic Byways Program.
- Federal Railroad Administration (FRA): $2.9 billion, including $2.4 billion for Amtrak, of which $1.6 billion is for the National Network, as well as $100 million is for the Consolidated Rail Infrastructure and Safety Improvements grant program (CRISI). Additionally, $4.8 million is provided for FRA's Close Call Reporting System, as well as funding for railroad trespass prevention and positive train control support.
- Federal Transit Administration: $16.8 billion, including $1.9 billion for the Capital Investment Grants program, $1.1 billion for the bus and bus facilities program, and $55 million for the ferry program, which includes rural ferries.

The bill also includes $29.2 million for the Amtrak Inspector General, $145 million for the National Transportation Safety Board, and $40.8 million for the Surface Transportation Board.

H.R. 1 OVERVIEW RELEVANT TO T&I PRIORITIES

SUMMARY

On July 3, 2025, the House passed the Senate-approved H.R.1, One Big Beautiful Bill Act via a party-line vote (218-214). This mirrors the party-line 51 to 50 vote in the Senate, with Vice President Vance casting the tie breaking vote. President Trump then signed this legislation into law on July 4th, meeting his original deadline.

RESCINDED GRANT PROGRAMS

OBBBA rescinds unobligated funding for a large swath of IRA programs, including:

- EPA's Greenhouse Gas Reduction Fund (GGRF);
- EPA's Environmental Justice Block Grants;
- EPA's Climate Pollution Reduction Grants;
- DOE's State-Based Home Energy Efficiency Contractor Training Grants; and
- DOT's Neighborhood Access and Equity Program

Link to final bill text

For several of these programs, unobligated balances are relatively low, consisting largely of administrative funds.

However, how these programs will continue to be administered in the absence of designated funds is an open question. It may become more difficult for local governments to communicate with agency contacts or certify compliance with grant terms. It is also unclear how funds that are currently obligated to awardees under these programs will be treated if the underlying grants are terminated.

The GGRF fares particularly badly: in addition to the rescission of unobligated balances, the Act repeals the underlying statutory authority for the program (i.e. it strikes the relevant section from Clean Air Act). The provisions of the OBBBA sit alongside EPA's efforts to terminate the National Clean Investment Fund and the Clean Communities Investment Accelerator, and the litigation surrounding these two GGRF programs.

U.S. DEPARTMENT OF ENERGY LOAN PROGRAMS RESCINDED AND REFOCUSED

OBBBA:

- Repeals several IRA loan authorities and rescinds billions in unobligated credit subsidy, including:
  - $3.6 billion for DOE's Title 17 loan guarantee program
  - $3 billion for the Advanced Technology Vehicles Manufacturing (ATVM) loan program
  - $5 billion for the Energy Infrastructure Reinvestment (EIR) program under Section 1706
- Revises and reauthorizes Section 1706 of the Energy Policy Act as a new Energy Dominance Financing authority; capitalized with $1 billion and enables DOE to guarantee loans that:
  - Repower, repurpose or expand existing energy infrastructure, including fossil, nuclear and critical minerals projects
  - Include projects that improve grid reliability or increase capacity and output, but explicitly bars support for projects receiving other forms of direct federal financial assistance

SURFACE TRANSPORTATION PROVISIONS

OBBBA will:

- Rescind unobligated funding from several IRA transportation programs, including Federal Highway Administration (FHWA) Neighborhood Access and Equity (NAE) Grants, Environmental Review Implementation Funds and Low-Carbon Transportation Materials Grants
- Eliminate the Corporate Average Fuel Economy (CAFE) civil penalties

REDUCTION IN TAX CREDITS FOR CONSUMERS

Previously, commuters could deduct up to $175 per month each for vanpool, transit pass, or a parking pass. This bill will mandate that commuters can only deduct up to $175 total per month for any combination of those services. The deduction for bicycle commuting has been eliminated entirely.

SF Bike Coalition, 6/23/24

EV AND GAS-POWERED CAR PROVISIONS

Since the passage of the IRA, local governments, nonprofits, and other eligible entities have been able to claim the value of certain clean vehicle and clean energy tax credits in cash, through a mechanism referred to as elective pay. Elective pay itself is untouched in the OBBBA, but the aggressive phase-out of and additional restrictions imposed upon the underlying tax credits severely impact eligible entities' ability to claim them via elective pay.

COMMERCIAL EVS

The OBBBA eliminates the Commercial Clean Vehicle Tax Credit under Section 45W of the Internal Revenue Code (IRC) for all vehicles acquired after September 30, 2025. This tax credit, which provides $7,500 back for qualified vehicles under 14,000 pounds and $40,000 back for vehicles over 14,000 pounds, has been used by cities across the country to support the electrification of their municipal fleets, from electric police cars to school buses to public works vehicles. Cities can still file for elective pay to offset the costs of commercial clean vehicles acquired before the September 30, 2025, cut-off; after that, the tax credit is repealed.

RMI, 8/20/2024

EV CHARGING

The Alternative Fuel Infrastructure Tax Credit under Section 30D of the IRC receives a marginally more generous phase-out than the EV tax credits. The 30D credits covers up to 30 percent of the costs of EV charging, hydrogen fueling, and other low emissions fueling installations in low-income areas and non-urban census tracts.

In addition to tax credits available directly to local governments through elective pay, the OBBBA repeals several incentives used by residents and businesses for investments that can help save money and reduce local building, transportation, and electricity sector emissions. The new and used clean vehicles tax credits for individuals – the Clean Vehicle Tax Credit under Section 30D of the IRC and the Used Clean Vehicle Credit under Section 25E of the IRC – will terminate on September 30, 2025, in line with the Commercial Clean Vehicle Tax Credit (discussed above).

It does **not include** the House-passed annual fee for electric and hybrid vehicles.

AVIATION & AIR TRAFFIC CONTROL

Flying Magazine, 2/28/2025

OBBBA invests $12.52 billion for federal air traffic control modernization, including radar replacement, telecommunications upgrades and new air traffic control centers, including:

- $4.75 billion for telecommunications infrastructure modernization and system upgrades
- $3 billion in radar systems replacement
- $1.9 billion for construction of a new Air Route Traffic Control Center (ARTCC)
- $1 billion for Terminal Radar Approach Control (TRACON) recapitalization
- $500 million for runway safety technologies and airport surface surveillance
- $100 million for advanced training technologies for air traffic controllers

It also rescinds unobligated funds for Federal Aviation Administration (FAA) alternative fuel and Low-Emission Aviation Technology programs authorized under Section 40007(A) of the IRA.

Wikipedia

NOTABLE JULY HEARINGS

JULY 16TH SENATE COMMERCE NOMINATIONS HEARING

TT News, 7/31/2025

- On July 16th, 2025, the Senate Committee on Commerce, Science, and Transportation held a nomination(s) hearing to consider President Trump's picks to lead FMCSA, NHTSA, and PHMSA: Derek Barrs, Jonathan Morrison, and Paul Roberti, respectively.

- Senators from both sides of the aisle raised concerns about declining enforcement, pointing to major drops in safety activity across all three agencies.

- Senators questioned the nominees on freight fraud, fake CDLs, and truck parking shortages to impaired driving prevention, pipeline cybersecurity, and unfinished mandates under the 2023 PIPES Act. Autonomous vehicles (AVs) were a significant focus, with multiple Senators urging NHTSA to lead with clear federal standards.
  - Morrison said AV regulation would be a top priority.

- Senators also voiced broader concerns around how DOT can modernize safety rules without driving up costs.

- All three nominees committed to rebuilding enforcement capacity, improving transparency, and working closely with Congress. They agreed to focus on overdue rulemaking, better coordination across agencies, and making sure DOT keeps pace with new safety risks.

JULY 16TH HOUSE T&I OVERSIGHT HEARING

AOL, 7/16/2025

- On July 16th, 2025, the House Transportation and Infrastructure Committee held an oversight hearing in which DOT Secretary Sean Duffy testified on the Department of Transportation's FY26 budget request and priorities.

- Much of the discussion focused on air traffic control modernization, especially in light of recent aviation safety incidents.
  - Secretary Duffy outlined a three- to four-year plan to overhaul the system.

- Members also raised concerns about proposed workforce cuts across DOT agencies and questioned the administration's plan to cancel $5.7 billion in EV charging infrastructure grants.

- Duffy said the Department is still reviewing over 1,300 competitive grant applications. Members from both sides emphasized the importance of reauthorizing surface transportation programs.

- While Republicans focused on regulatory reform and expanding state flexibility, Democrats called for continued investments in safety, equity, and implementation of the FAA Reauthorization Act of 2024.

- Members used the hearing to highlight a wide range of district-level priorities, from outdated airport towers and port expansion needs to rail safety and grant delivery delays.

- Several lawmakers pressed the Secretary on the Department's approach to autonomous vehicles.
  - Duffy expressed support for a cautious, data-driven approach and agreed that regulation must keep pace with innovation.

City of Phoenix, 7/18/25

JULY 16TH SENATE ENVIRONMENT AND PUBLIC WORKS HEARING ON SURFACE TRANSPORTATION

- This hearing was convened to discuss the upcoming surface transportation reauthorization bill and gather stakeholders' perspectives.
- Witnesses, including Kelly Armstrong and Austin Ramirez, highlighted the need to initiate permitting reform through an expedited the judicial review process and enforced deadlines in the regulatory process. These witnesses also emphasized the need to strengthen our supply chains and increase flexibility for localities through federal grants.
- All witnesses, Including Phoenix Mayor Kate Gallego, agreed on the importance of federal funding, although Armstrong argued that formula funding was more helpful than discretionary grants.
- Republican Members stressed the need to streamline regulations and advance projects more quickly, especially in rural communities. These Members made it clear that they will attempt to advance permitting reform this Congress.
- Democratic Members highlighted the importance of federal funding in improving the nation's infrastructure, pointing to the success of the PROTECT, Safe Streets for All, and Healthy Streets Initiatives. Democrats focused on building resilience in infrastructure that will withstand climate change and natural disasters, like extreme heat.

CONTACT US

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SAN JOAQUIN REGIONAL RAIL COMMISSION
Meeting of September 5, 2025

STAFF REPORT

Item 6 **ACTION**

Adopt a Resolution Ratifying the Execution of Amendment 07 to the Agreement with Nomad Digital, Inc. for Next Generation Wi-Fi Services, Increasing the Compensation Amount by $1,849,395 for a New Not-To-Exceed Amount of $5,931,097, Extending the Term of the Agreement to May 31, 2030, and Authorizing the Executive Director, or Designee, to Execute Any and All Documents Related to the Project including Approving Any and All Amendments thereto within Their Spending Authority

Background:
At the April 2020 San Joaquin Regional Rail Commission (Rail Commission) Board Meeting, an agreement was approved with Nomad Digital, Inc. (Nomad) for Wi-Fi Hardware, Installation, Software, Service, and Support Services. Nomad successfully installed and deployed passenger Wi-Fi on all 29 ACE railcars with the service being launched for passenger use in May 2021. The agreement was executed with a not-to-exceed total of $2,620,000 for a base term of five (5) years with an option period of five (5) years**.** Having access to Wi-Fi has been a sought after and desired amenity for ACE passengers who can connect for free from their personal devices. Each month, an average of more than 4,000 users make use of the onboard Wi-Fi each month. And based on recent market and onboard surveys, it is the kind of amenity that might influence increased ridership as well as an expressed desire for improved performance.

Amendment 01 was executed in November 2020, with no change in the amount of compensation, to accommodate a request by Nomad's insurance provider to revise the notification language to reflect their business practices and allow issuance of the Certificate of Insurance.

Amendment 02 was executed in March 2021, in the amount of $58,495 to add features to the Nomad Portal, include the integration of analytics, and to support the integration of other onboard systems from ISC and include other systems to be installed on ACE trains.

Amendment 03 was executed in February 2022, in the amount of $1,294,837 to have Nomad install and support Wi-Fi services on 21 new Bombardier rail cars.

Amendment 04 was executed in February 2023, in the amount of $56,248 to modify and convert one of the existing fleet's railcars into a "brain car."

Amendment 05 was executed in January 2024, in the amount of $7,651 to modify and include supply service set identifier (SSID)/Password and global position system (GPS) location of trains for operational purposes for the current onboard Glocol PeopleSense software.

Amendment 06 was executed in May 2025, in the amount of $44,471 for Nomad to continue to provide Wi-Fi services for three (3) months to allow time to complete negotiations for the five (5) year option period. While Amendment 06 expired August 31, 2025, due to delays in negotiation, staff was unable to present Amendment 07 prior to that expiration date. Staff seeks ratification of the execution of Amendment 07, exercising the second five (5) year phase of the agreement with Nomad to continue onboard Wi-Fi services.

Nomad and Rail Commission staff have negotiated the scope and price for the option period of five (5) years. This seventh amendment would be in the amount of $1,849,395 for renewal of the Operations and Maintenance agreement in support of the Rail Commission Next Generation Wi-Fi Delivery Services by Nomad Digital for a five (5) year period ending May 31, 2030. Costs for Nomad Digitals services have increased from the original contract as a result of doubling the number of ACE vehicles and the expansion of Wi-Fi infrastructure on board the vehicles. This amendment will allow operations to continue without interruption of service on 51 vehicles.

Procurement Approach:
The amendment was handled in accordance with the Rail Commission's Procurement Manual. Amendment 07 to the agreement with Nomad Digital Inc. will increase the current agreement amount of $4,081,702 by $1,849,395 for a new Not-to-Exceed Amount of $5,931,097. Amendment 07 will be effective on September 1, 2025, with an end date of May 31, 2030, unless extended in writing.

Procurement and Contracts Staff reviewed and confirmed the price of the amendment to be fair and reasonable.

Fiscal Impact:
Expenses and Revenues for the first year of the Agreement are identified in the Fiscal Year 2025/2026 Operating budget under the ACE Contracted Services – Wi-Fi line. Future years' costs will be brought before the Board for consideration as part of the annual Budget approval process.

Recommendation:
Adopt a Resolution Ratifying the Execution of Amendment 07 to the Agreement with Nomad Digital, Inc. for Next Generation Wi-Fi Services, Increasing the Compensation Amount by $1,849,395 for a New Not-To-Exceed Amount of $5,931,097, Extending the Term of the Agreement to May 31, 2030, and Authorizing the Executive Director, or Designee, to Execute Any and All Documents Related to the Project including Approving Any and All Amendments thereto within Their Spending Authority.

SJRRC RESOLUTION 25/26 –

RESOLUTION RATIFYING THE EXECUTION OF AMENDMENT 07 TO THE AGREEMENT WITH NOMAD DIGITAL, INC. FOR NEXT GENERATION WI-FI SERVICES, INCREASING THE COMPENSATION AMOUNT BY $1,849,395 FOR A NEW NOT-TO-EXCEED AMOUNT OF $5,931,097, EXTENDING THE TERM OF THE AGREEMENT TO MAY 31, 2030, AND AUTHORIZING THE EXECUTIVE DIRECTOR, OR DESIGNEE, TO EXECUTE ANY AND ALL DOCUMENTS RELATED TO THE PROJECT INCLUDING APPROVING ANY AND ALL AMENDMENTS THERETO WITHIN THEIR SPENDING AUTHORITY

WHEREAS, at the April 2020 San Joaquin Regional Rail Commission (Rail Commission) Board Meeting, an agreement was approved with Nomad Digital, Inc. (Nomad) for Wi-Fi Hardware, Installation, Software, Service, and Support Services; and

WHEREAS, Nomad successfully installed and deployed passenger Wi-Fi on all 29 ACE railcars with the service being launched for passenger use in May 2021; and

WHEREAS, Amendment 01 was executed in November 2020, with no change in the amount of compensation, to accommodate a request by Nomad's insurance provider to revise the notification language to reflect their business practices and allow issuance of the Certificate of Insurance; and

WHEREAS, Amendment 02 was executed in March 2021, in the amount of $58,495 to add features to the Nomad Portal, include the integration of analytics, and to support the integration of other onboard systems from ISC and include other systems to be installed on ACE trains; and

WHEREAS, Amendment 03 was executed in February 2022, in the amount of $1,294,837 to have Nomad install and support Wi-Fi services on 21 new Bombardier rail cars; and

WHEREAS, Amendment 04 was executed in February 2023, in the amount of $56,248 to modify and convert one of the existing fleet's railcars into a "brain car;" and

WHEREAS, Amendment 05 was executed in January 2024, in the amount of $7,651 to modify and include supply service set identifier (SSID)/Password and global position system (GPS) location of trains for operational purposes for the current onboard Glocol PeopleSense software; and

WHEREAS, Amendment 06 was executed in May 2025, in the amount of $44,471 for Nomad to continue to provide Wi-Fi services for three (3) months to allow time to complete negotiations for the five (5) year option period; and

WHEREAS, this seventh amendment would be in the amount of $1,849,395 for renewal of the Operations and Maintenance agreement in support of the Rail Commission Next Generation Wi-Fi Delivery Services by Nomad Digital for a five (5) year period ending May 31, 2030; and

WHEREAS, Procurement and Contracts Staff reviewed and confirmed the price of the amendment to be fair and reasonable.

NOW, THEREFORE, BE IT RESOLVED that the Board of Commissioners of the San Joaquin Regional Rail Commission hereby Ratifies the Execution of Amendment 07 to the Agreement with Nomad Digital, Inc. for Next Generation Wi-Fi Services, Increasing the Compensation Amount by $1,849,395 for a New Not-To-Exceed Amount of $5,931,097, Extending the Term of the Agreement to May 31, 2030, and Authorizing the Executive Director, or Designee, to Execute Any and All Documents Related to the Project including Approving Any and All Amendments thereto within Their Spending Authority.

PASSED AND ADOPTED, by the San Joaquin Regional Rail Commission on this 5th day of September 2025, by the following vote:

AYES:
NOES:
ABSTAIN:
ABSENT:

ATTEST:

SAN JOAQUIN REGIONAL
RAIL COMMISSION

_____
STACEY MORTENSEN, Secretary

_____
LISA CRAIG-HENSLEY, Chair

SAN JOAQUIN REGIONAL RAIL COMMISSION
Meeting of September 5, 2025

STAFF REPORT

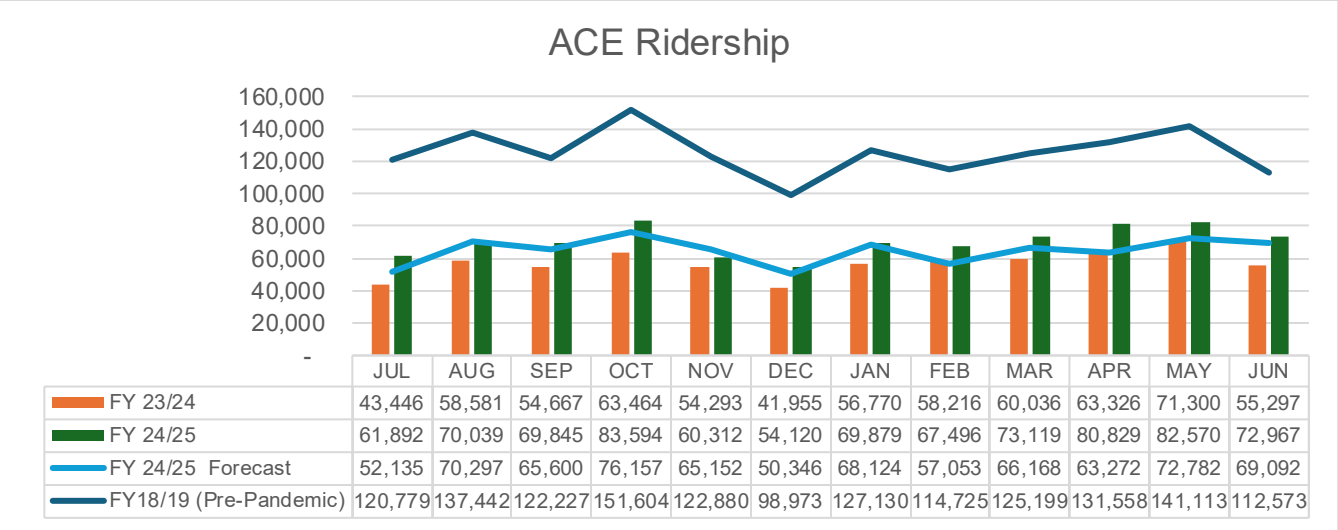
Item 7 **INFORMATION**

FY24/25 ACE Performance Update

Background:
FY24/25 was a year where ACE realized year-over-year growth, carrying a total of over 845K (+24%) riders and bringing over $6.8M (+25%) in fare revenue, as compared to FY23/24. These gains continue despite the current landscape, where regular commuters travel less frequently, given the flexibility of hybrid work schedules. To support this growth, staff has continued to develop and refine strategies aimed at new rider acquisition for the commuter base, expanding its paid marketing tactics to include billboards in high traffic areas, as well as attracting more leisure ridership through successful Special Train service that has been realized through a strong partnership with Levi's® Stadium. Additionally, staff made a schedule change in November 2024 to target an audience of commuters that would be interested in having an earlier return train home. ACE 02 became the earliest eastbound train, which meant discontinuing ACE 10, a decision that was made leveraging passenger feedback and market analysis. Thus far, FY24/25 results have shown this optimization to the ACE schedule was beneficial, as the earlier train has outperformed the later service that had reached a stagnant point in ridership recovery.

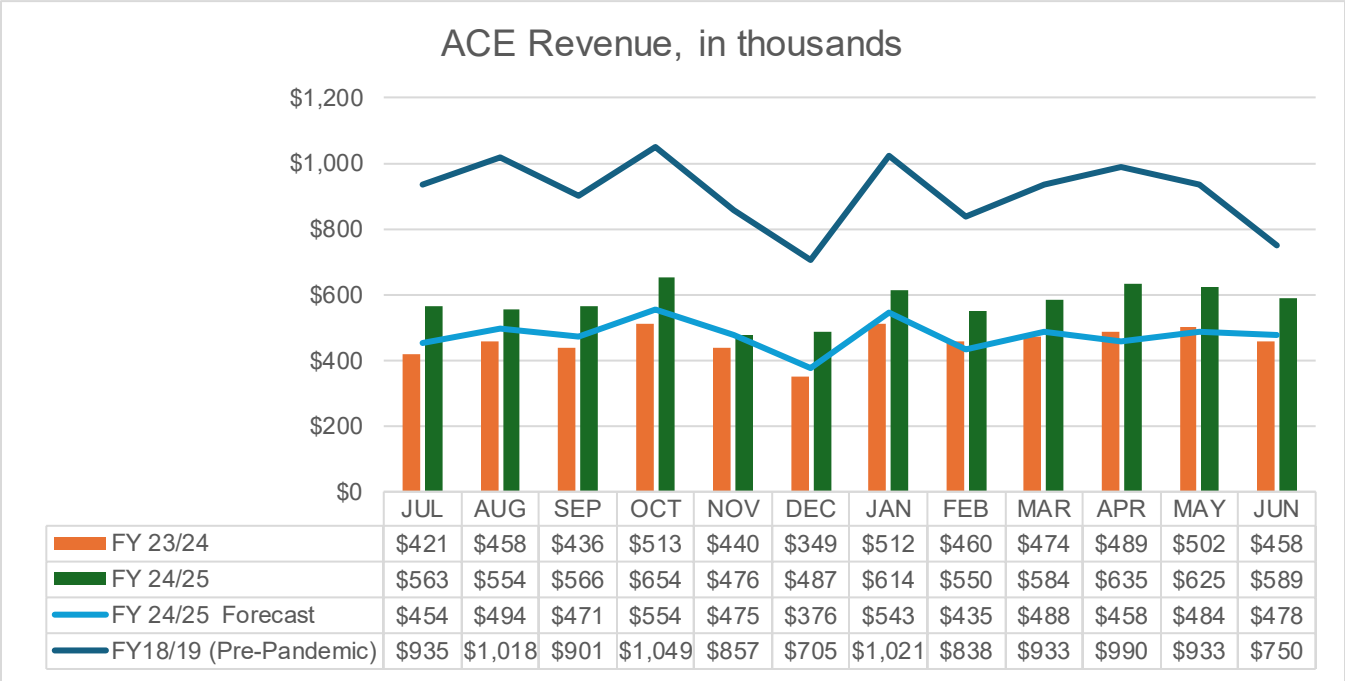
The year-over-year benchmark performance for FY24/25 highlights the important and positive progress that the service continues to make. Staff will continue to focus efforts and strategies to pursue prior year performance while also acknowledging the historical ridership. Figure 1 shows FY18/19's record-setting performance numbers while FY24/25 represents 56% of ridership and 67% of revenue as compared to ACE's past success.

Figure 1



	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
FY 23/24	43,446	58,581	54,667	63,464	54,293	41,955	56,770	58,216	60,036	63,326	71,300	55,297
FY 24/25	61,892	70,039	69,845	83,594	60,312	54,120	69,879	67,496	73,119	80,829	82,570	72,967
FY 24/25 Forecast	52,135	70,297	65,600	76,157	65,152	50,346	68,124	57,053	66,168	63,272	72,782	69,092
FY18/19 (Pre-Pandemic)	120,779	137,442	122,227	151,604	122,880	98,973	127,130	114,725	125,199	131,558	141,113	112,573

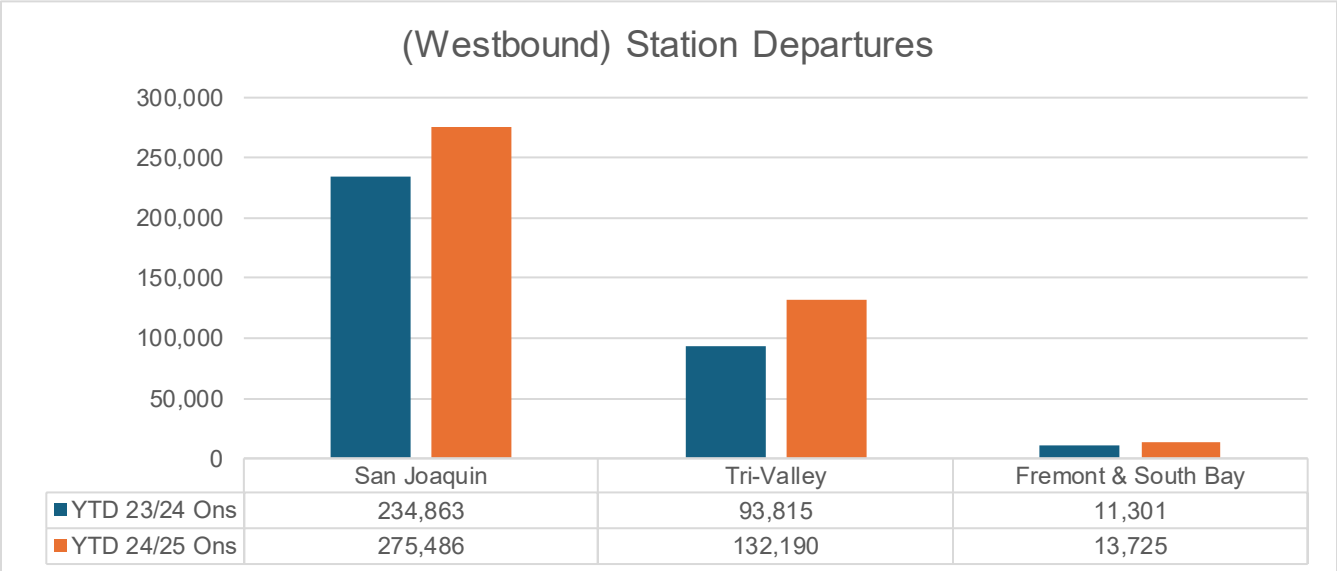
Figure 2



	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
FY 23/24	$421	$458	$436	$513	$440	$349	$512	$460	$474	$489	$502	$458
FY 24/25	$563	$554	$566	$654	$476	$487	$614	$550	$584	$635	$625	$589
FY 24/25 Forecast	$454	$494	$471	$554	$475	$376	$543	$435	$488	$458	$484	$478
FY18/19 (Pre-Pandemic)	$935	$1,018	$901	$1,049	$857	$705	$1,021	$838	$933	$990	$933	$750

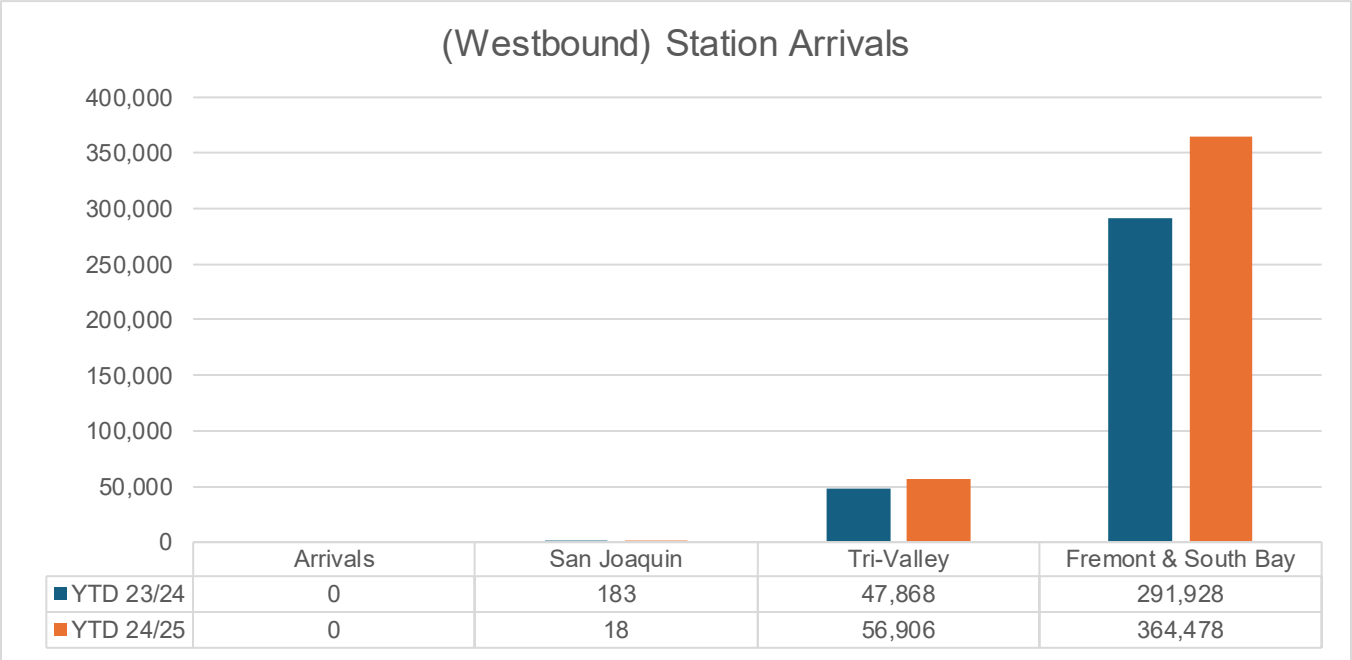
In addition to overall route performance, staff is also tracking individual market performance to see how each region continues to perform. All three markets (San Joaquin, Tri-Valley, and Fremont and South Bay) have shown continued growth from the prior year. The Lathrop-Manteca station in the San Joaquin market has seen notable growth, as the station's ridership increased just under 19%. Partnerships and rider engagement programs are among the strategies being used to find commuters that are willing to use ACE rather than their personal vehicle.

Figure 3



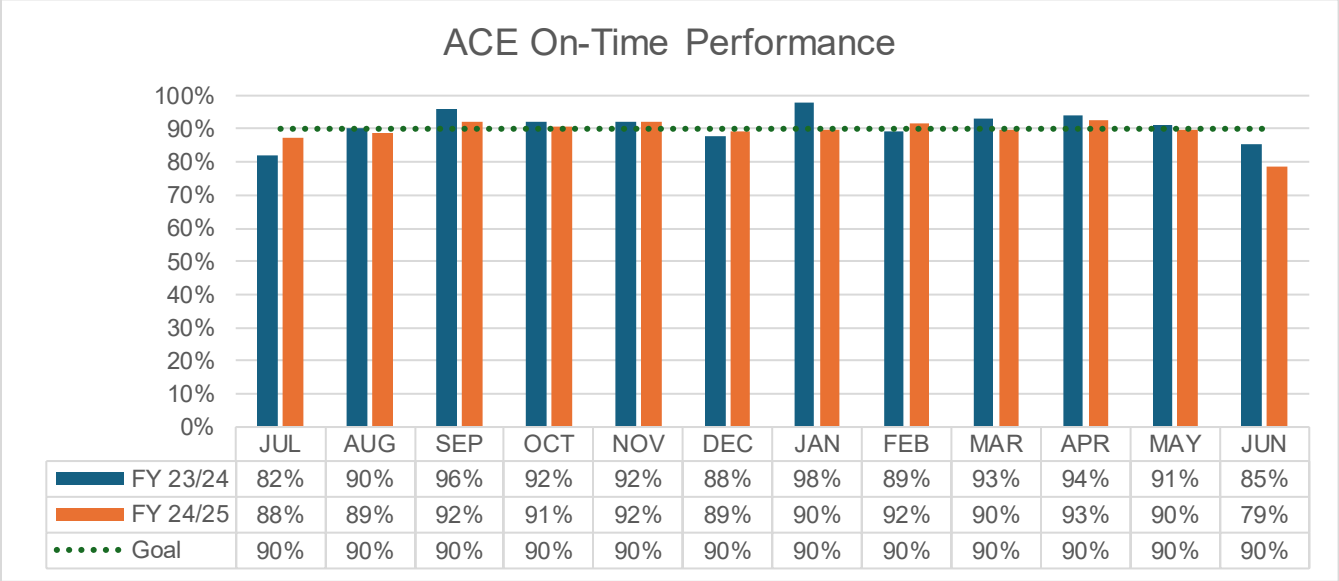
	San Joaquin	Tri-Valley	Fremont & South Bay
YTD 23/24 Ons	234,863	93,815	11,301
YTD 24/25 Ons	275,486	132,190	13,725

Figure 4



Arrivals	San Joaquin	Tri-Valley	Fremont & South Bay
YTD 23/24	0	183	47,868	291,928
YTD 24/25	0	18	56,906	364,478

Figure 5



	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
FY 23/24	82%	90%	96%	92%	92%	88%	98%	89%	93%	94%	91%	85%
FY 24/25	88%	89%	92%	91%	92%	89%	90%	92%	90%	93%	90%	79%
Goal	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

The on-time performance (OTP) for FY24/25 varied as compared to the prior fiscal year. A contributing factor for the morning (westbound trains) has been train congestion from morning freight trains. Evening, eastbound trains have been impacted by a recent schedule change by Capitol Corridor, causing a train meet conflict out of San Jose. Both San Joaquin Joint Powers Authority and Capitol Corridor Joint Powers Authority have a planned schedule change for their respective services later this year which will create an immediate OTP improvement.

For FY25/26, Staff have been focusing on strengthening their employer outreach approach and relationships working with stakeholders that are responsible for employer commuter programs and those who will be champions for ACE. Positive outcomes have included ACE's branding and information being placed on digital screens within the employers' facilities, participation in on-site employer benefits fairs, and support in disseminating ACE's information to employees. With the launch of the new ticketing program, staff will also look to introduce new fare promotions and partner portals to continue to drive revenue and ridership growth.

Fiscal Impact:
There is no fiscal impact at this time.

Recommendation:
This is an information item only.

SAN JOAQUIN REGIONAL RAIL COMMISSION
Meeting of September 5, 2025

STAFF REPORT

Item 8 **INFORMATION**

ACE Passenger and Market Survey Update

Background:
In Spring of 2025, ACE consultants conducted an onboard passenger survey. The survey was administered over two (2) consecutive days in February 2025 on four (4) ACE trains, yielding 518 valid, complete questionnaires. Respondents were provided with a tablet to complete the survey or were given a postcard with a survey link to complete the survey on their own device during their trip (Table 1 illustrates the schedule and capture metrics for the survey effort).

The goal of the survey was to gain insight into passenger travel patterns, satisfaction, preferred train schedules, and demographic information. Some of the survey highlights are found in Table 2. Seven out of ten respondents identify as male. About half of all respondents fall between the ages of 35 and 54 (58%). The majority of the sample identifies as either Asian (45%) or White (35%). Nearly a fifth identify as having Spanish, Hispanic, or Latino origin (19%).Overall, respondents are high income earners. According to the 2023 US Census, San Joaquin County has a median household income of $88,531. With many passengers coming from San Joaquin County, 87% make at least $75,000 a year, with 41% making over $200,000, annually.

The data obtained from the survey will provide staff with a better understanding of the background of current ACE riders; identify the reasons for riding the service; gain recommendations for service improvement; and establish current characteristics for riders by looking at varying demographic and geographic groups. This information will allow staff to positively influence passenger behaviors by addressing concerns and improving the overall experience as well as introduce strategies to increase ridership and deepen loyalty.

TABLE 1: SAMPLED TRAINS WITH RIDERSHIP AND RESPONSE

Direction	Train Number	Day Surveyed	Actual Ridership	Station Departure Time (San Jose)	Valid Survey Completes	% Riders Surveyed *
Eastbound	ACE 06	Tues, 2/25	700	4:35 PM	185	36%
Eastbound	ACE 08	Tues, 2/25	471	5:35 PM	147	28%
Eastbound	ACE 02	Weds, 2/26	235	2:10 PM	72	14%
Eastbound	ACE 04	Weds, 2/26	723	3:35 PM	114	22%
Total			**2,129**		**518**	

TABLE 2: ONBOARD SURVEY DEMOGRAPHICS

Demographics	Onboard Survey
Age	
Under 35	23%
35-54	58%
55+	20%
Gender	
Male	73%
Female	26%
Other/Prefer not to answer	2%
Race	
White	35%
South Asian	30%
Other Asian	15%
African American / Black	5%
Pacific Islander	4%
American Indian / Alaskan Native	2%
Other	13%
Are you of Spanish, Hispanic, or Latino origin?	
Yes	19%
No	81%
Income (<50k and >50k)	
Less than $25,000	3%
$25,000 - $74,999	10%
$75,000 - $99,999	8%
$100,000 - $199,999	38%
$200,00 or more	41%

Additionally, ACE consultants conducted a Market Survey which was distributed entirely online to residents of ACE's primary geographical markets. The main goals of this survey were to investigate awareness and perceptions of the ACE route and ACE connections, as well as to better understand travel patterns and needs (independent of mode) of those in the ACE region.

Staff can use the survey findings to adopt more effective and strategic marketing and outreach tactics to attract new riders to the service by focusing on key considerations that would influence them to ride ACE.

Staff will present a summary of the findings. The full reports are attached.

Fiscal Impact:
There is no fiscal impact.

Recommendation:
There is no action requested. This is an informational item.

RSG
the science of insight

San Joaquin Regional Rail Commission

ACE MARKET SURVEY REPORT

June 18, 2025

ACE

San Joaquin Regional Rail Commission

55 Railroad Row
White River Junction, VT 05001
802.295.4999
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CONTENTS

LIST OF FIGURES

LIST OF TABLES

1.0 EXECUTIVE SUMMARY

In the fall of 2024, RSG conducted a Market Survey on behalf of Altamont Corridor Express (ACE). The Market Survey was distributed entirely online to residents of ACE's primary geographical markets and collected 420 valid completed responses.

Respondent Profiles

The demographic profile of survey respondents can be found in Table 1 (weighted results). Half of the respondents are female, and 64% identify as White. Additionally, most respondents (54%) have a household income of more than $75,000 per year before taxes.

TABLE 1: RESPONDENT DEMOGRAPHICS

Demographics	
Age	
Under 25	15%
25 – 34	17%
35 – 44	21%
45 – 54	16%
55+	32%
Gender	
Female	50%
Male	50%
Other/Prefer not to answer	0%
Race	
White	64%
African American / Black	13%
Other Asian	9%
American Indian / Alaskan Native	5%
Pacific Islander	3%
South Asian	3
Other	12%
Are you of Spanish, Hispanic, or Latino origin?	
Yes	38%
No	62%

Income	
Less than $25,000	14%
$25,000 - $74,999	32%
$75,000 - $99,999	13%
$100,000 - $199,999	29%
More than $200,000	12%

n = 402

ACE Awareness and Travel Behavior

About half of respondents in the geographic area are aware of ACE, and less than four in ten respondents have ever used ACE. These findings imply that the first step of increasing ridership is to increase residents' awareness of the service. Improving social media presence or ensuring that ACE is easy to find in an online search might be good venues for promotion, given that these were the most common ways respondents heard about ACE (23% via online search, 20% via social media), besides word of mouth (49%). Of respondents who commute, 19% use ACE. ACE is used much less by respondents traveling for leisure, with only 9% reporting that they had used it for their most recent trip for leisure. Those who report having used ACE in the past are much more likely to indicate that their employer offers one or more commuting benefits compared to those who have not used ACE. One possible explanation is that employers offering these incentives could lead to more employees considering transit, including ACE.

ACE Preferences

The most common factors that respondents say would increase their use of ACE services are cheaper fares, faster trips, and more convenient departure times. Furthermore, the second and fourth most important motivator for taking leisure trips via ACE are weekend service and free transfer to local transit. Taken together, this suggests that one potential way to increase ridership for leisure trips could be for ACE to start a limited weekend service, and to offer a ticket that is valid only on weekends and allows free transfers to other local transit operators.

2.0 BACKGROUND AND PURPOSE

In the fall of 2024, RSG conducted a Market Survey on behalf of Altamont Corridor Express (ACE). The market survey, the second conducted for ACE by RSG, was distributed entirely online to residents of ACE's primary geographical markets. The main goals of this survey were to investigate awareness and perceptions of the ACE route and ACE connections, and to better understand travel patterns and needs (independent of mode) of those in the ACE region. ACE can use the survey results to see if there is potential for improving ACE service, as well as shaping more effective marketing and outreach strategies that speak to new riders or increases trip-making by current riders. The data obtained from both surveys provides a complete understanding of who rides ACE, who does not, and why they do so. It can also help to uncover differences in ACE usage and perception between varying demographic and geographic groups.

3.0 ACE MARKET SURVEY

3.1 METHODOLOGY

Recruitment

RSG worked with an online sample provider, Dynata, to collect 420 usable surveys from the California regions where residents are most likely to use ACE. Targets, shown in Table 2, were established for each study region based on each area's share of the total population of ACE's market area, as detailed in Table 3. Survey invitations were sent daily and targeted to meet these regional quotas; while recruiting respondents, Dynata used an "e-rewards" program to incentivize participation. Recruitment took place from November 11th to December 6th, 2024.

TABLE 2: POPULATION OF SURVEYED AREAS

Area	Population	% of Total Population
Stockton Area	391,614	24%
Modesto Area	413,402	26%
Tracy, Manteca, Lathrop Areas	283,774	18%
Lodi and other San Joaquin County Areas	98,830	6%
Tri-Valley Area	388,302	25%
Total	**1,069,655**	**100%**

TABLE 3: SAMPLING QUOTAS PURCHASED SAMPLE

Market	Completes	% of Total Completes
Stockton Area	115	29%
Modesto Area	115	29%
Tracy, Manteca, Lathrop Areas	65	16%
Lodi and other San Joaquin County Areas	25	6%
Tri-Valley Area	80	20%
Total	**400**	**100%**

Questionnaire Design

The ACE Market Survey questionnaire was designed to develop a detailed understanding of the perception and travel needs of residents in relevant ACE market regions. Sections of the questionnaire included:

1. **Screening Questions**: First, respondents were asked for their home ZIP Code and based on that were assigned to a home city and county. Respondents outside the study region were terminated. If respondents lived in the ACE region, they were asked how long they had lived there, their employment status, and what cities they have visited along the ACE train and shuttle routes. Respondents that had not visited any of the listed cities were also terminated.
2. **ACE Awareness and Brand Recognition**: Respondents were asked which train services in California they had heard of, as well as which of the train service logos they recognized, and if they had heard of ACE specifically. Those who had heard of ACE were asked how they heard about it, how they perceived it, and if they had ridden any portion of the ACE route. Respondents who had ridden ACE were asked if they were aware of the connecting transit partners, such as Amtrak's San Joaquins service, if they had used any of the transit partners, and how satisfactory the experience was if they had. Finally, all respondents were asked what would motivate them to start riding ACE more or start riding at all.
3. **Commuting Behavior:** All respondents were asked how often they travel to the cities they previously selected. Employed and student respondents were asked what cities they commuted to for work, how often they commute and telecommute, how (e.g., personal vehicle, bus) and when they commute, and how many others travel with them. Those that did not use ACE to commute were asked why not, and all commuters were asked what would make them commute using ACE more or at all.
4. **Leisure Travel Behavior:** Respondents that visited Livermore, Pleasanton, Fremont, Santa Clara, or San Jose for leisure were asked how frequently they do so, the specific purpose of their most recent leisure trip, what time of day and year it was, how they traveled, and with how many others. Those that did not use ACE were asked why not, and all respondents were asked what would make them travel for leisure using ACE more or at all.
5. **Reasons to Ride and Satisfaction with ACE:** All respondents were asked what they saw as advantages of traveling by train. Those that had ridden ACE in the past reported how satisfied they were with ACE service.
6. **Preferred ACE Schedule:** All respondents were asked how interested they would be in:
    a. Westbound ACE trains (Stockton to San Jose) that depart later in the morning;
    b. Eastbound ACE trains (San Jose to Stockton) that depart earlier in the afternoon/evening;
    c. Eastbound ACE trains (San Jose to Stockton) that depart earlier in the afternoon/evening on Fridays; and

d. Weekend ACE trains.

7. **Demographics:** Respondents were asked to provide demographic information, which included details about household income, household size, race, ethnicity, employment, and income.

Sampling

RSG identified five regional markets for ACE shown in Figure 1:

1. Stockton (colored in purple),
2. Lodi and cities north and east of Stockton (colored in blue),
3. Tracy, Lathrop, Manteca, and all other San Joaquin County ZIP Codes (colored in yellow),
4. Modesto, Ceres, Salida, and Turlock ZIP Codes (colored in orange),
5. Livermore, Dublin, and other Tri-Valley ZIP Codes (colored in green

The Livermore, Dublin, and other Tri-Valley market was added to the 2024 sample and were not sampled in 2023.

FIGURE 1: SAMPLE PROVIDER MARKET MAP

These markets were selected based on the geographical location of ACE stops, along with assumptions regarding ACE's ridership and schedule. ACE trains operate westward in the morning and eastward in the afternoon/evening. Therefore, it is assumed that many ACE riders reside in the regions highlighted in Figure 1. Although the Modesto (orange) and Lodi (blue)

regions do not contain any ACE stops, they are included because it is assumed that ACE trains are still easily accessible to residents in those areas. The area surrounding Livermore and Dublin (green) does contain ACE stops and was added to the area under study this year.

Data Processing

A total of 420 completed surveys were collected for the ACE Market survey. Respondents' write-in questions were checked for unreasonable or inappropriate responses. An example of an unreasonable response would be a write-in that contained a random string of letters or a write-in that was entirely unrelated to the question, transportation, transit, or ACE services. Arrival and departure times for commuting that were clearly incorrect (e.g., arriving at work before they left for work) were coded as missing. 18 respondents were removed from the dataset based on these quality control checks, leaving 402 completed valid responses that were weighted and are part of this report.

Weighting

The collected data was weighted to broadly reflect the 2023 Census demographics for each region based on gender, ethnicity, and household income. Weighting targets were created using an iterative proportional fit (IPF) algorithm, which was applied to generate weights that aligned with the respective demographic targets. Following the IPF algorithm, a factor was applied to the resulting weights. These factors were created using the Census population of each area's ZIP Codes, therefore aligning the weights with how the population breakdowns across the entire region. Unless otherwise specified, all results that are presented as part of this report are shown with weighted data.

3.2 RESULTS

This section presents key findings from the survey, with all data weighted to ensure a representative sample. Results are organized into the following areas:

- Respondent Profile: Demographic and socioeconomic characteristics of survey participants.
- ACE Awareness and Brand Recognition: Respondents' familiarity with and use of the ACE service.
- Travel Behavior: Insights into respondents' travel patterns and habits.
- Satisfaction: Respondent satisfaction with ACE and ACE attributes.
- Reasons to Ride Ace: Factors influencing respondents' decisions to use the ACE service.

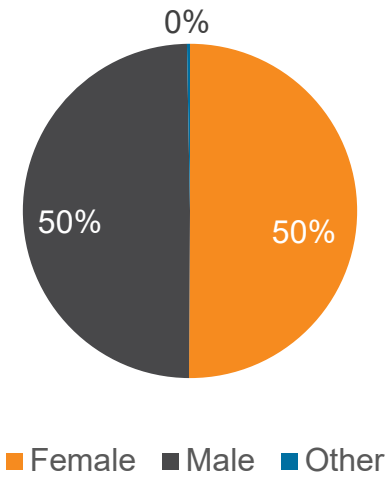
- Preferred ACE Schedule: Respondents' preferred times and frequencies for ACE service.
- Select Crosstabs: Key comparisons across demographic and travel behavior groups.

Respondent Profile

The section below summarizes the demographics of the respondents. Out of the 402 total respondents in the Market Survey, only two completed the survey in Spanish.

Half of the respondents identified as female, half as male, and less than 1% of respondents identified as another gender (Figure 2).

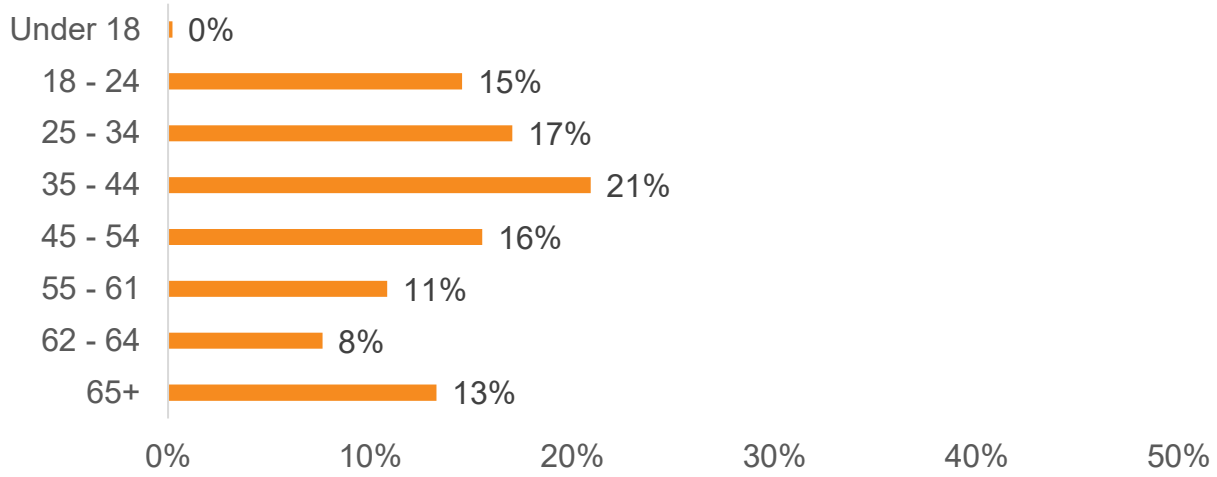
FIGURE 2. GENDER



n = 402

Figure 3 shows the age distribution of survey respondents. The largest age group is 35-44 (21%), followed by 25-34 (17%) and 45-54 (16%). Younger (18-24: 15%) and older groups (55-61: 11%, 62-64: 8%, 65+: 13%) are smaller. Only one respondent was under 18.

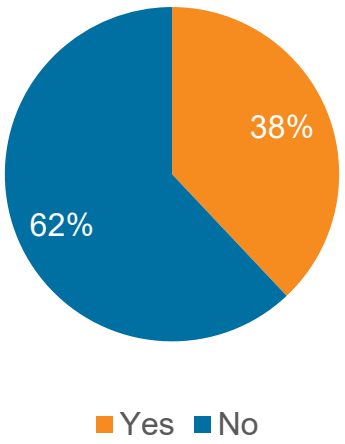
FIGURE 3. AGE



n = 402

Over a third (38%) of respondents identify as being of Spanish, Hispanic or Latino origin (Figure 4).

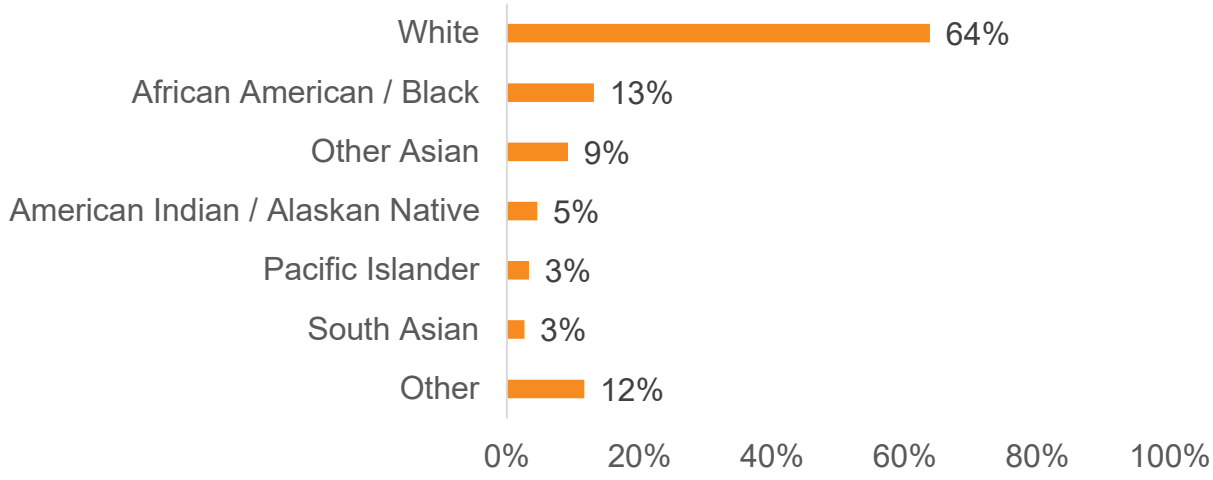
FIGURE 4. HISPANIC/LATINO ORIGIN



n = 402

The majority of respondents identified as White (64%), followed by African American/Black (13%) and Other Asian (9%). Smaller groups include American Indian/Alaskan Native (5%), Pacific Islander (3%), and South Asian (3%), with Other making up 12% (Figure 5).

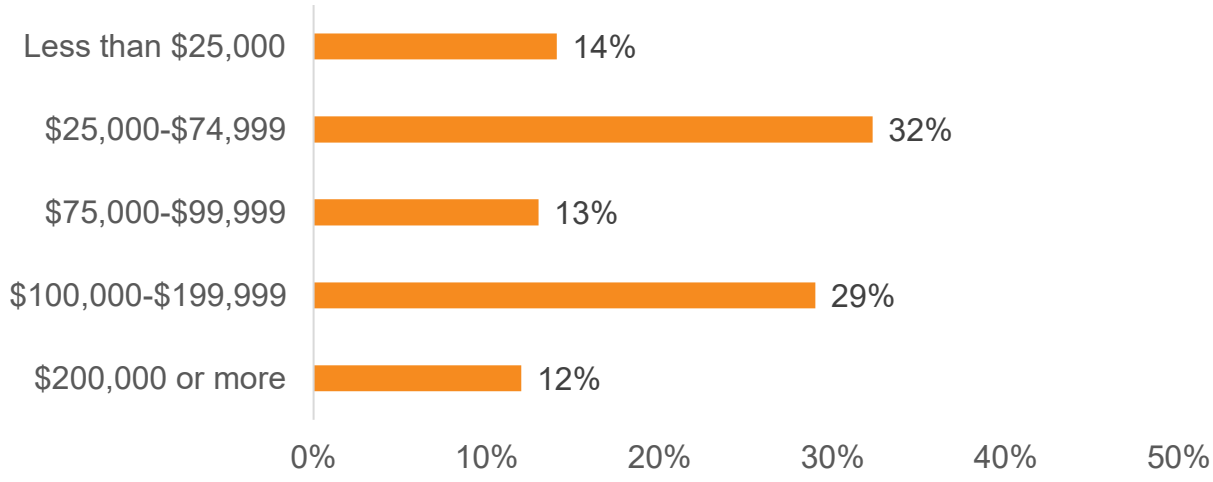
FIGURE 5. RACE



n = 402 (Respondents could select multiple categories.)

The income distribution of respondents is varied, with the largest share earning $25,000–$74,999 (32%), followed closely by those making $100,000–$199,999 (29%). Altogether, 54% of respondents earn more than $75,000 (Figure 6).

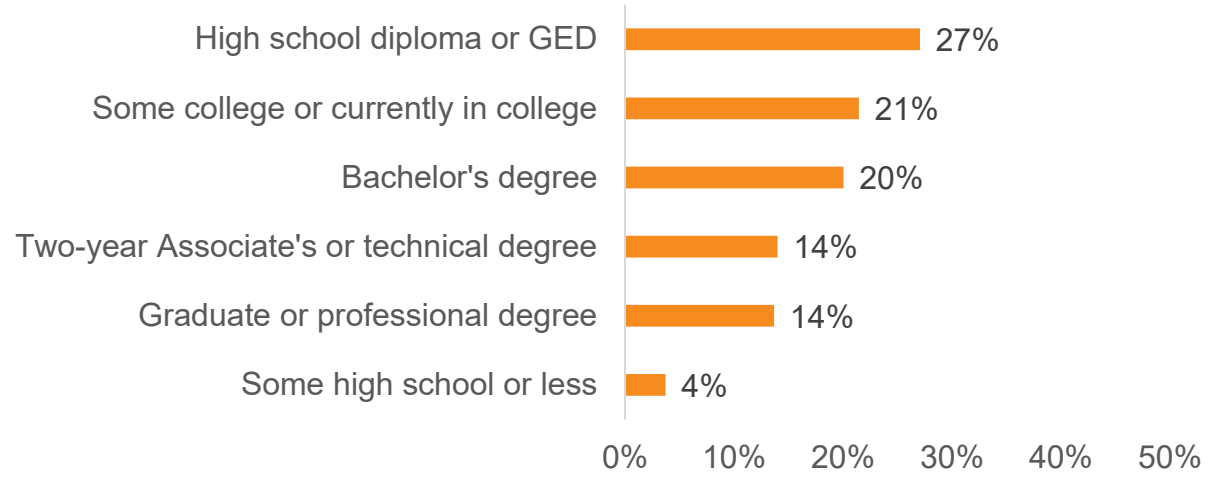
FIGURE 6. YEARLY HOUSEHOLD INCOME



n = 401 (Answering this question was optional.)

Almost half of the respondents (48%) hold a degree—whether it's a two-year associate or technical degree, a bachelor's degree, or a graduate/professional degree (Figure 7).

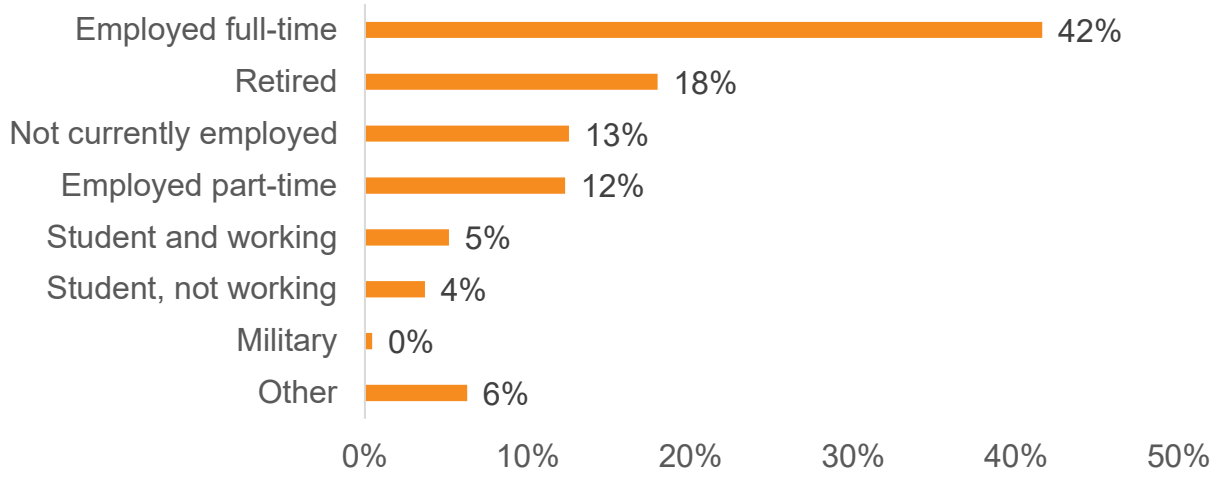
FIGURE 7. EDUCATION



n = 402

Fifty-nine percent of respondents are employed in some capacity, whether full-time (42%), part-time (12%), or as students who also work (5%). Additionally, 18% are retired, 13% are not currently employed, 4% are students not working, and 6% selected Other (Figure 8).

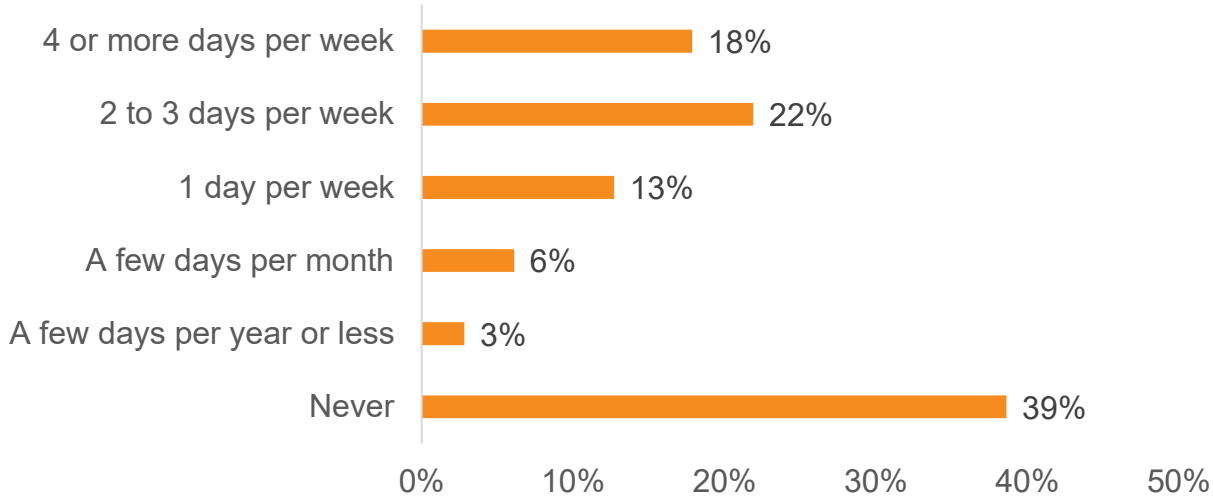
FIGURE 8. EMPLOYMENT STATUS



n = 402

More than half (53%) of respondents telecommute at least one day per week, while nearly four in ten (39%) do not telecommute at all (Figure 9)

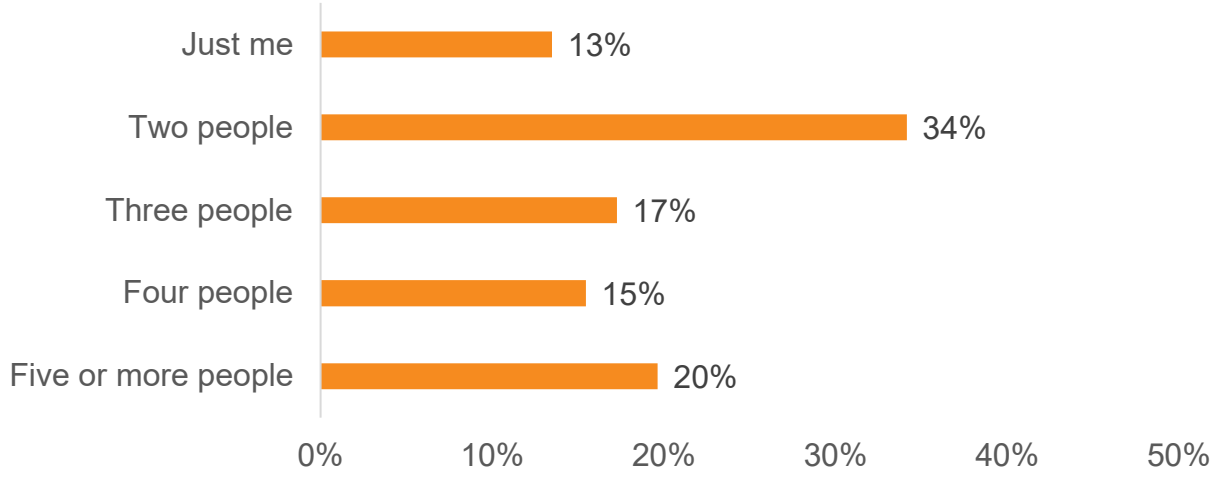
FIGURE 9. FREQUENCY OF TELECOMMUTING FOR WORK OR SCHOOL



n = 243 (Respondents who are employed or students.)

Household sizes among respondents vary, with the largest share living in two-person households (34%). Five or more people make up 20%, followed by three-person (17%) and four-person (15%) households. Single-person households account for 13% (Figure 10).

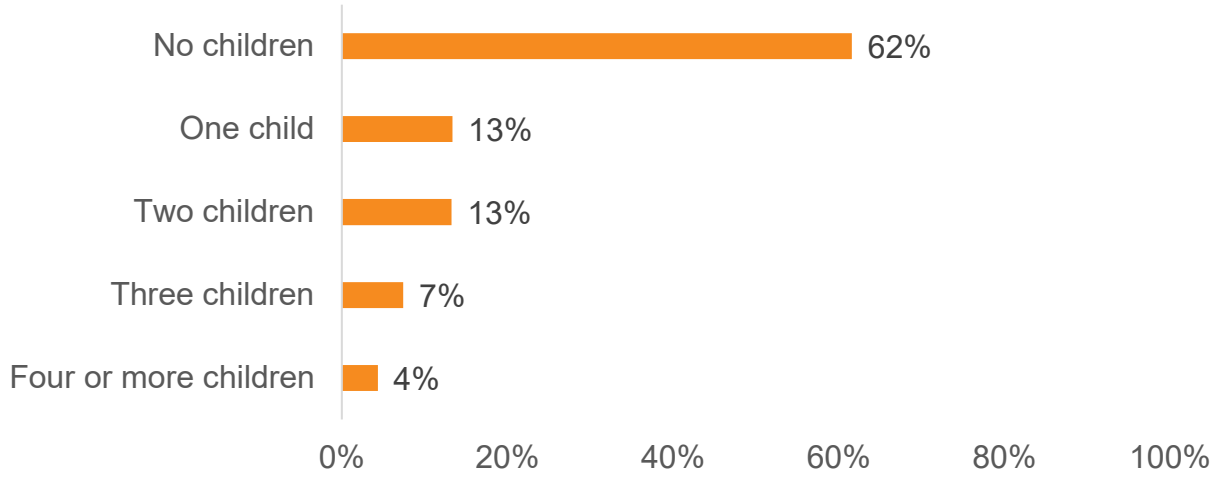
FIGURE 10. HOUSEHOLD SIZE



n = 402

A majority (62%) of respondents do not live in households with children, while 13% report living with one child and another 13% report living with two children (Figure 11).

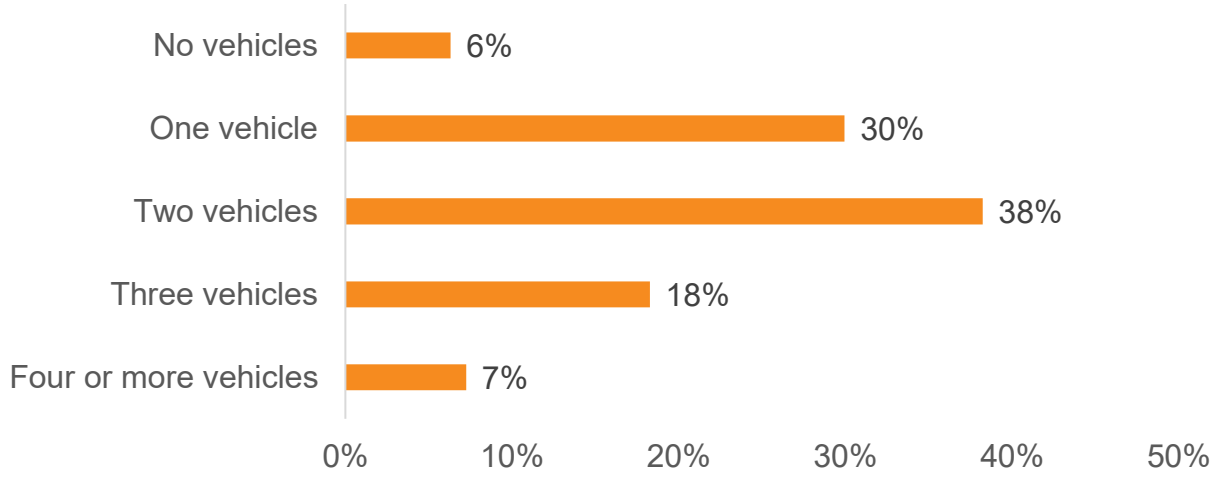
FIGURE 11. CHILDREN IN HOUSEHOLDS



n = 402

More than two-thirds (68%) of respondents have one or two vehicles in their household (Figure 12).

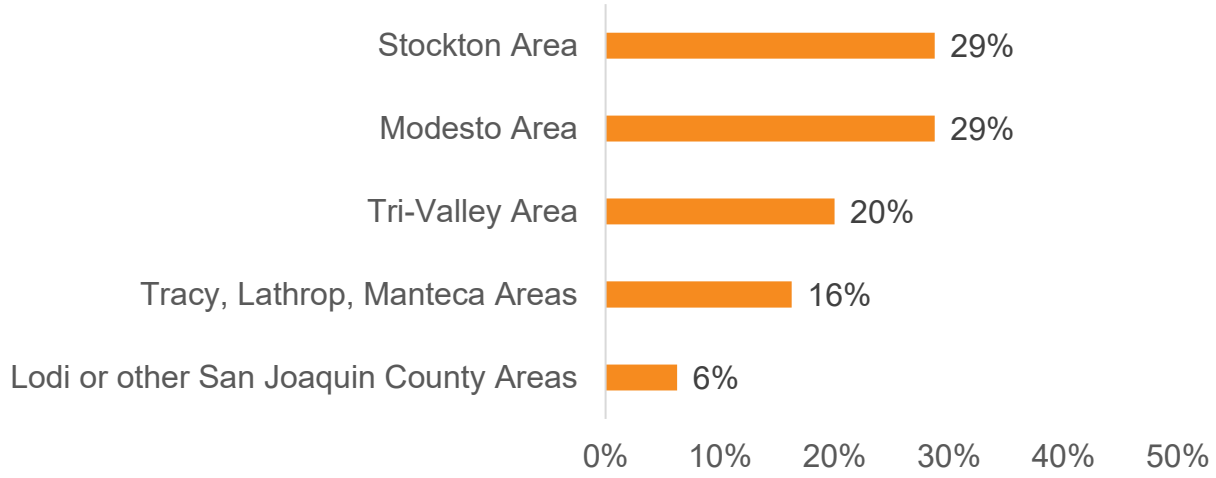
FIGURE 12. HOUSEHOLD VEHICLES



n = 402

Almost one-third (29%) of respondents live in the Stockton area, while another one-third (29%) reside in the Modesto area (Figure 13).

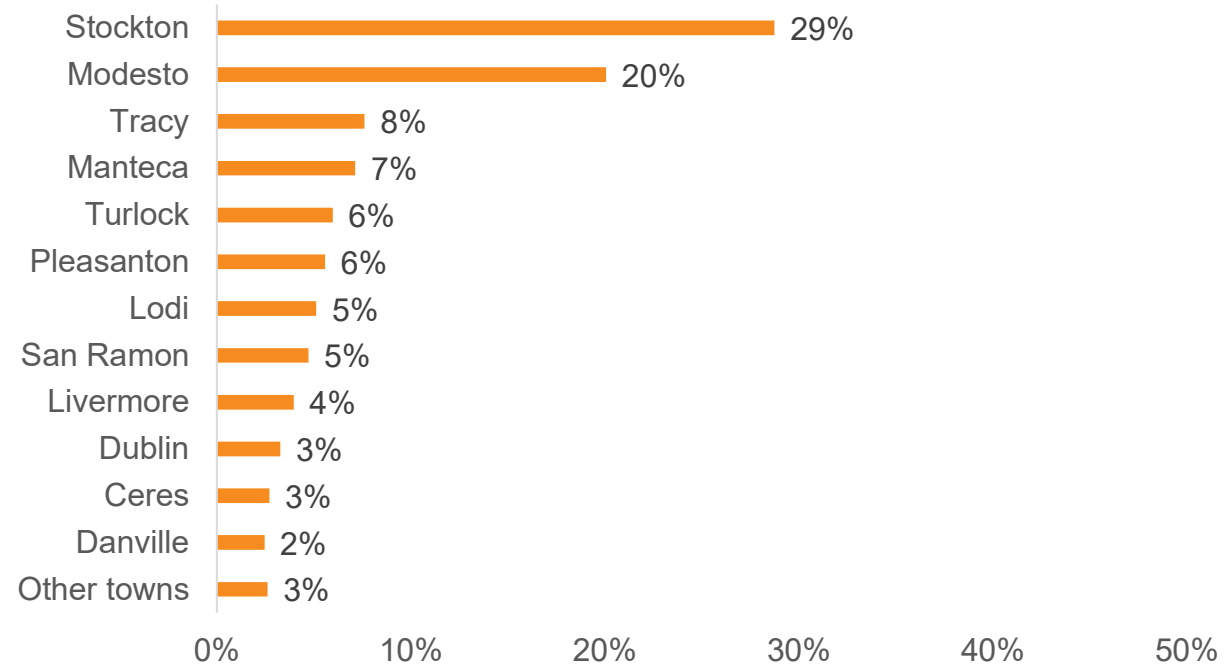
FIGURE 13. RESPONDENT HOME REGION



n = 402

Twenty-nine percent of respondents reported living in Stockton, while 20% reported living in Modesto (Figure 14).

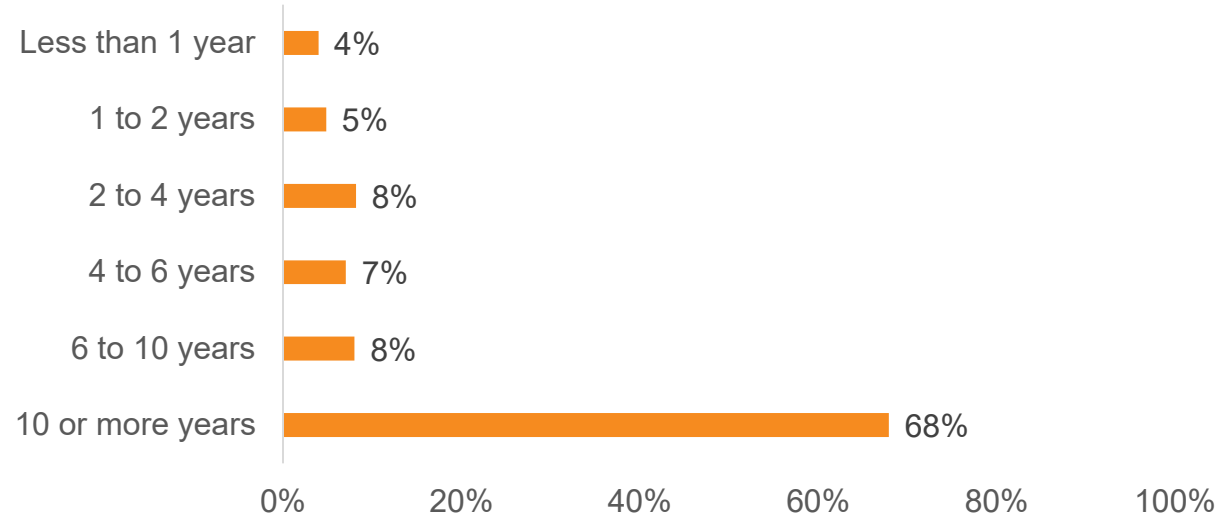
FIGURE 14. RESPONDENT HOME CITIES



n = 402

A majority of respondents (68%) reported living in their current home county for 10 or more years (Figure 15).

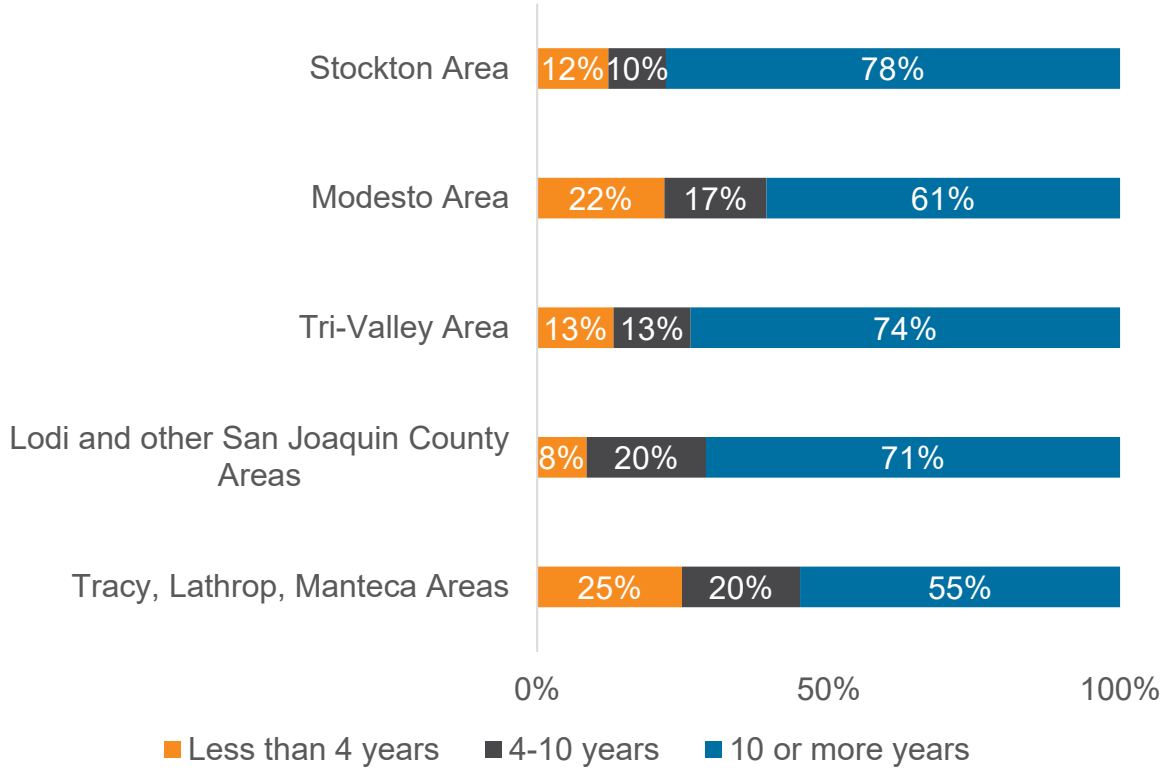
FIGURE 15. LENGTH OF RESIDENCY IN HOME COUNTY



n = 402

Stockton-area residents were the most likely to report living in their home county for 10 or more years (78%), while residents of Tracy, Lathrop, and Manteca were the least likely, with 55% reporting 10 or more years in their home county (Figure 16).

FIGURE 16: TIME LIVING IN HOME COUNTY BY HOME COUNTY



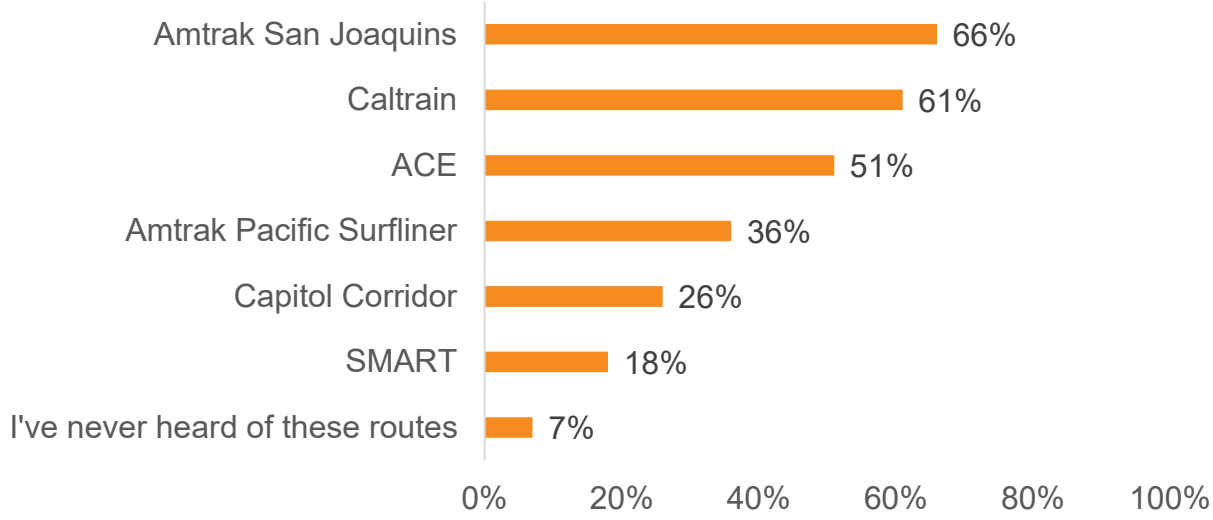
n = 402
Note: "Lodi area" category is comprised of N = 32. Interpret with caution.

ACE Awareness and Brand Recognition

The Market Survey measured respondents' awareness of ACE in three ways. First, it presented the written names of various train services, such as "Amtrak Pacific Surfliner." Next, it showed the logos of each service. Finally, it asked respondents whether they were aware of a commuter train running between Stockton and San Jose, without mentioning "ACE" or displaying its logo.

Figure 17 shows that the most recognized rail services among 2024 survey respondents are Amtrak San Joaquins (66%), Caltrain (61%), and ACE (51%). Awareness drops off for other services, with 36% familiar with Amtrak Pacific Surfliner, 26% with Capitol Corridor, and 18% with SMART.

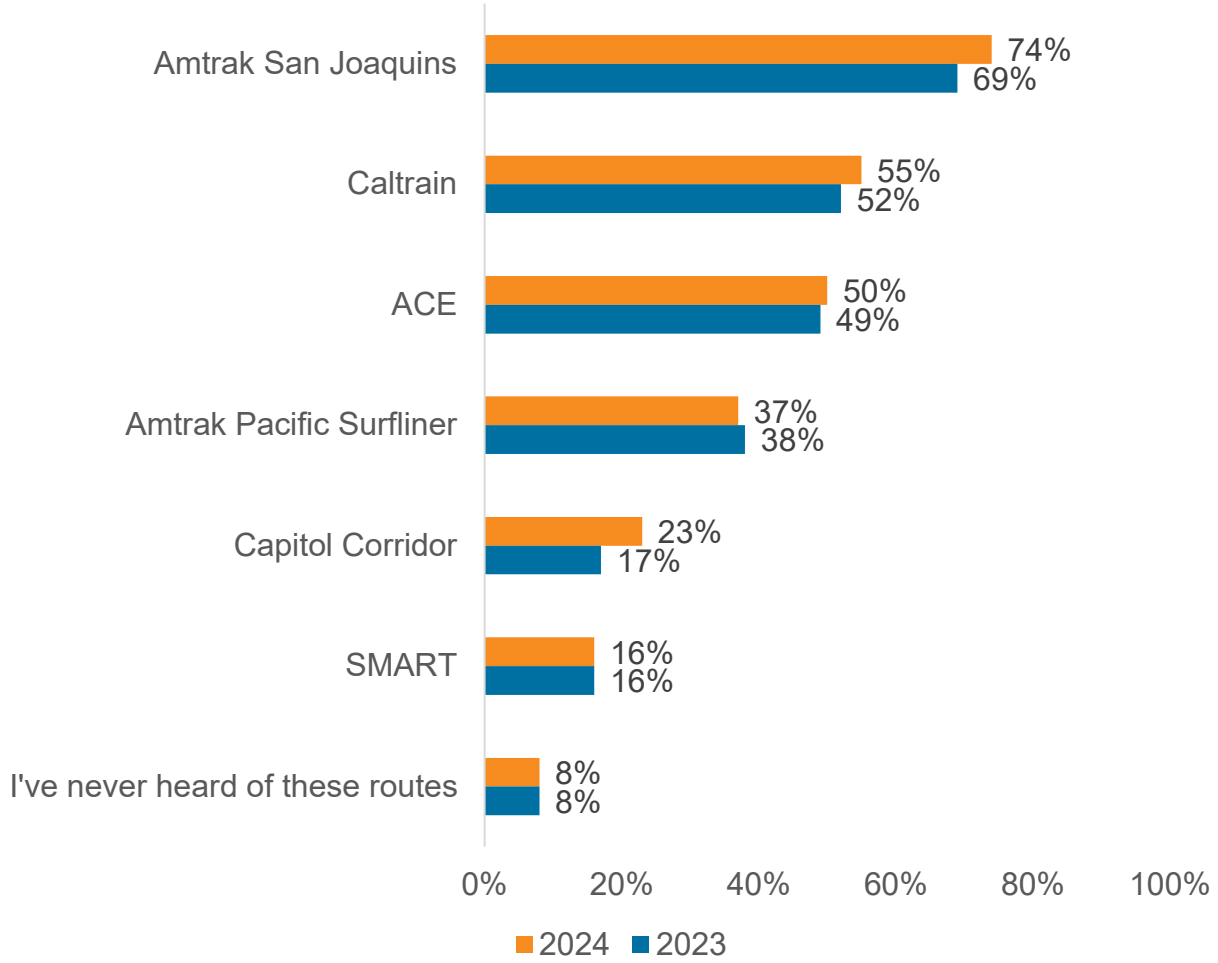
FIGURE 17: AWARENESS OF LOCAL RAIL SERVICES BY NAME (2025 ONLY)



n = 402 (Respondents could select multiple categories.)

Figure 18 compares awareness of local rail services between 2023 and 2024. The 2024 data is filtered to include only respondents living in the same regions surveyed in 2023 (excluding the Tri-Valley). Awareness increased slightly for Amtrak San Joaquins (74% in 2023 vs. 69% in 2023), Caltrain (55% vs. 52%), and Capitol Corridor (23% vs. 17%). Recognition of ACE remained nearly the same (50% vs. 49%), while awareness of the Amtrak Pacific Surfliner, SMART, and general unfamiliarity with rail services stayed consistent year over year.

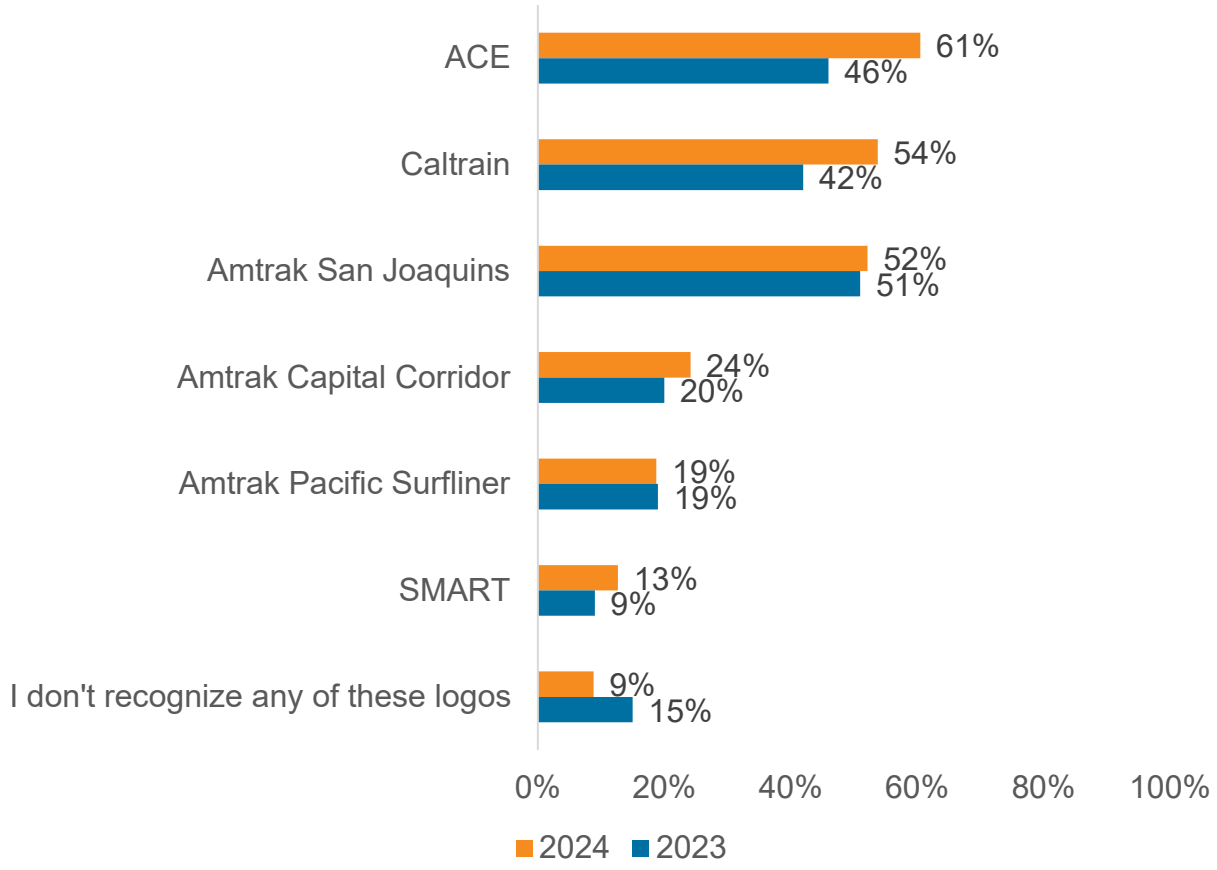
FIGURE 18. AWARENESS OF LOCAL RAIL SERVICES BY NAME (2025 VS. 2024)



2024: n = 322; 2023: n = 402 (Respondents could select multiple categories.)

The ACE logo was the most commonly recognized by respondents, with 61% indicating they were familiar with it (Figure 19). This is a marked increase since 2023, when only 46% of respondents recognized the logo.

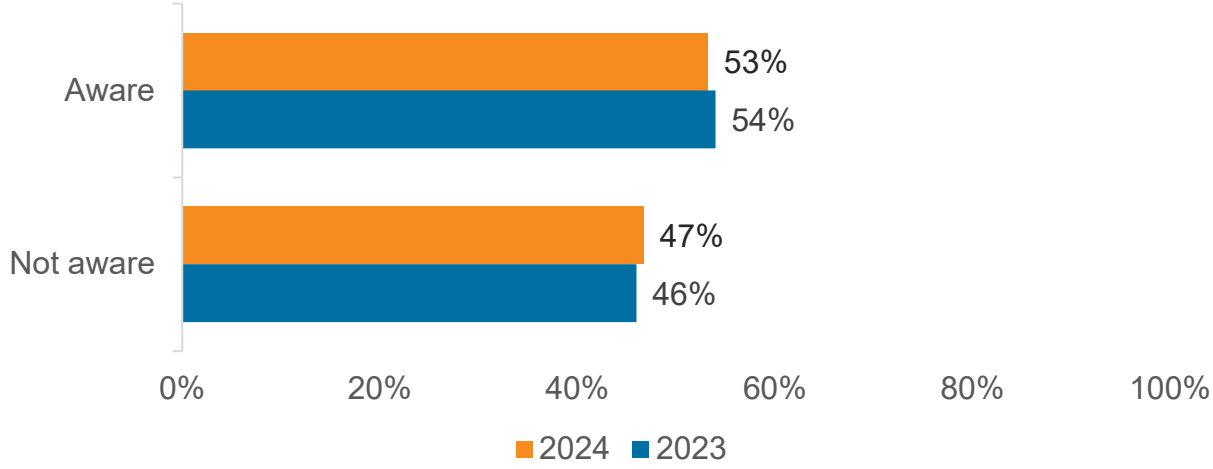
FIGURE 19. FAMILIARITY WITH LOGOS



2024 and 2023: n = 402 (Respondents could select multiple categories.)

When asked about their awareness of a commuter train between Stockton and San Jose—without mentioning "ACE" or showing its logo—53% of respondents reported being aware of such a service, a slight decrease from 2023 (Figure 20).

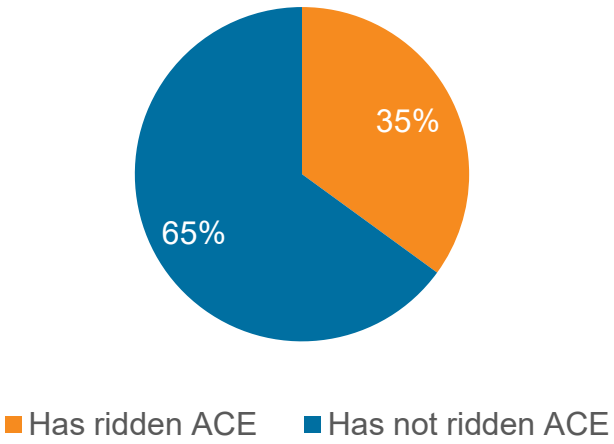
FIGURE 20. AWARENESS OF COMMUTER RAIL BETWEEN STOCKTON AND SAN JOSE



2024 and 2023: n = 402

Of respondents who are aware of ACE, almost two-thirds of respondents say they have not used ACE (65%; Figure 21).

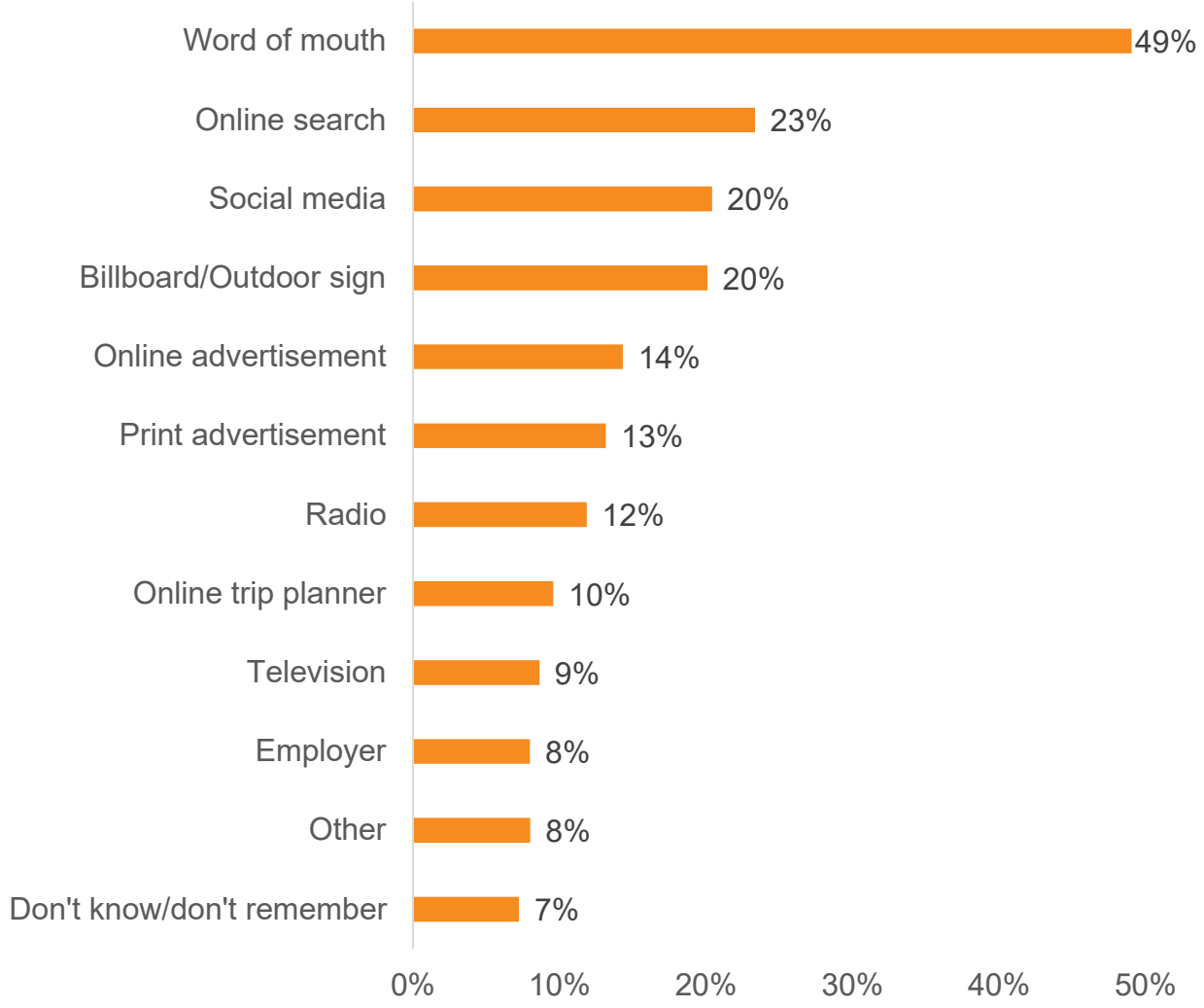
FIGURE 21. USE OF ACE



n = 215 (Respondents who were aware of ACE)

Figure 22 shows that half of respondents (49%) reported learning about ACE through word of mouth. Other common sources included online search (23%), social media (20%), and billboards or outdoor signs (20%).

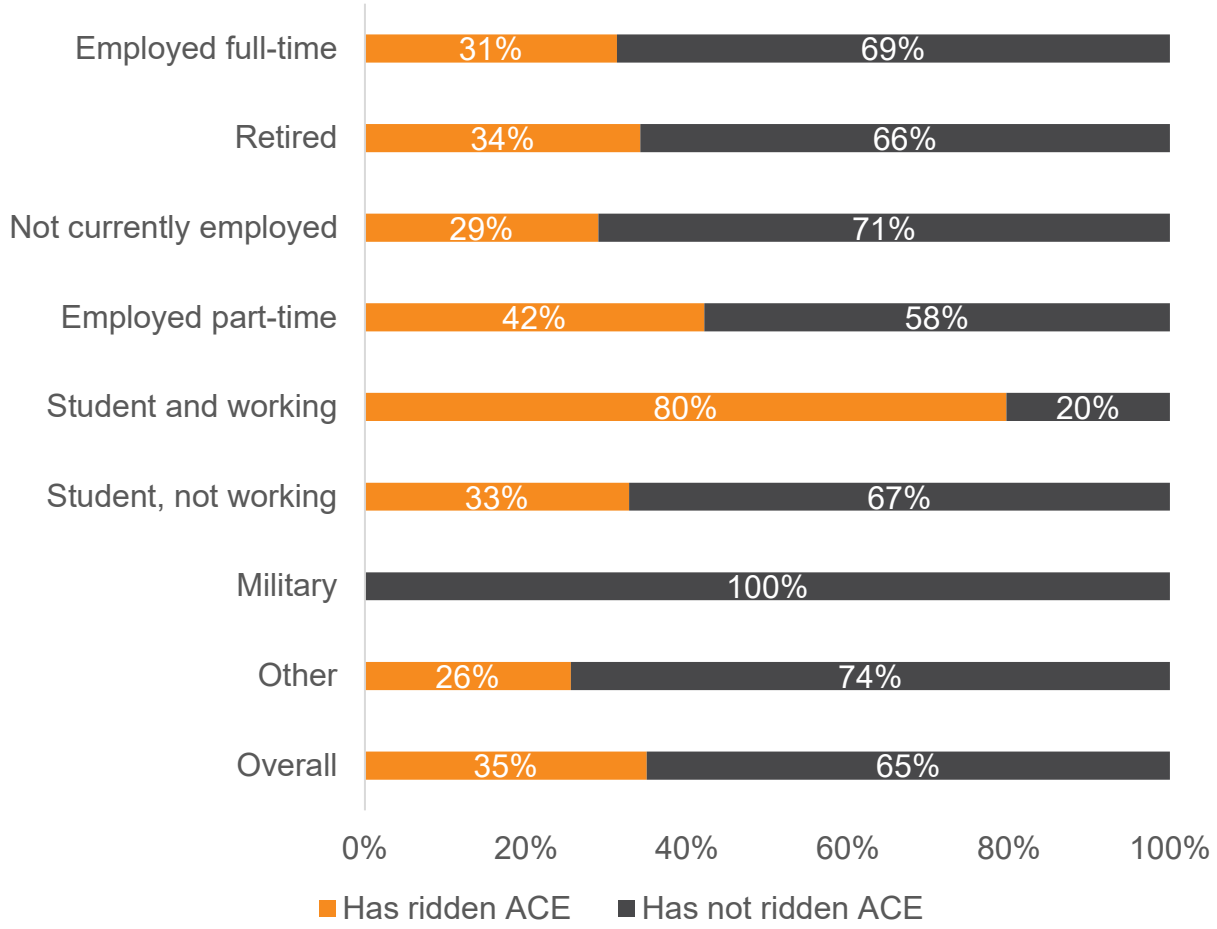
FIGURE 22. METHODS OF EXPOSURE TO ACE



n = 215 (Respondents who report being aware of ACE; Respondents could select multiple categories.)

The proportion of those who have used ACE is highest among those that indicated they were both a student and employed (80%), but the size of this segment is small and this result should be interpreted with caution. Part-time workers were also more likely than others to have ridden ACE, with 42% reporting doing so (Figure 23).

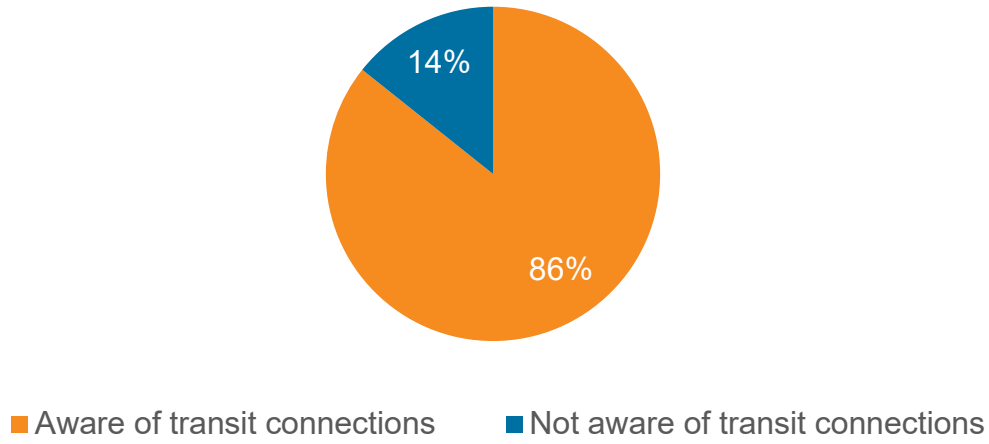
FIGURE 23. EMPLOYMENT STATUS AND USE OF ACE



n = 215 (Respondents who were aware of ACE)
Note: The "Student and working" category is comprised of N = 9, the "Student and not working" category is comprised of N = 7, and the "Military" category is comprised of N = 1. Interpret with caution.

Among those respondents who have used ACE in the past, 86% say that they are aware of connections between ACE and other transit lines such as the San Joaquins, Caltrain, and BART (Figure 24).

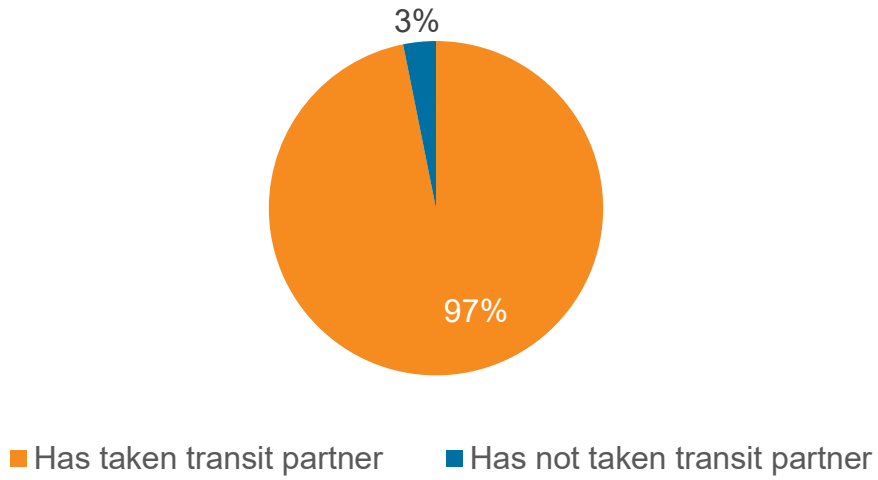
FIGURE 24. AWARE OF TRANSIT CONNECTIONS



n = 75 (Respondents who have ridden ACE.)

Of those respondents that were aware of transit connections, almost all (97%) have used those connections (Figure 25).

FIGURE 25. USED TRANSIT CONNECTIONS

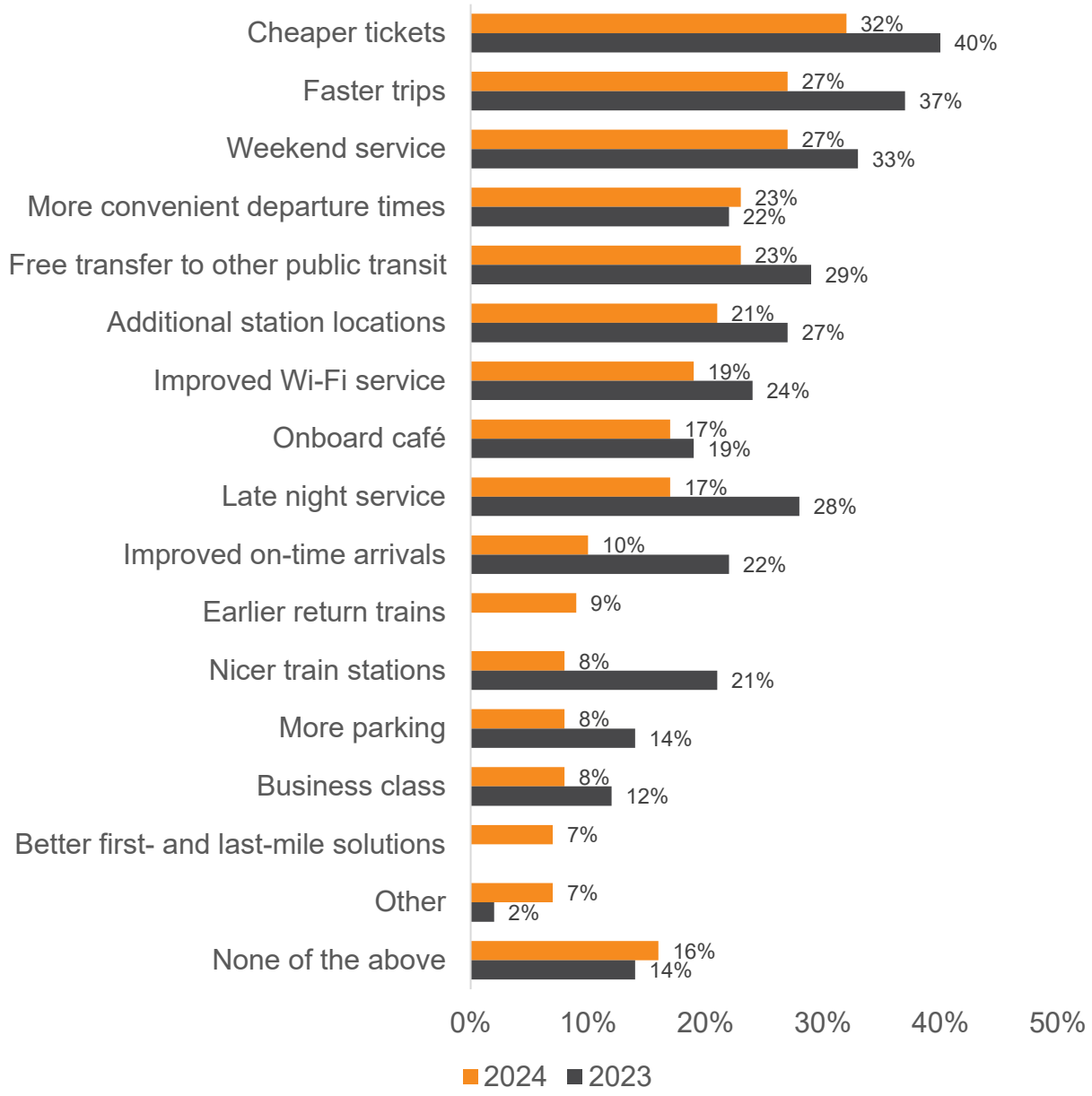


n = 65 (Respondents who have ridden ACE and are aware of connections.)

Figure 26 compares rider motivators for using ACE more often in 2024 versus 2023, specifically among those who are aware of ACE. While “cheaper tickets” and “faster trips” remain the top

motivators, interest in both declined in 2024 (32% and 27%) compared to 2023 (40% and 37%). Similarly, interest in weekend service dropped from 33% in 2023 to 27% in 2024.

FIGURE 26. MOTIVATORS FOR STARTING TO USE/USING ACE MORE

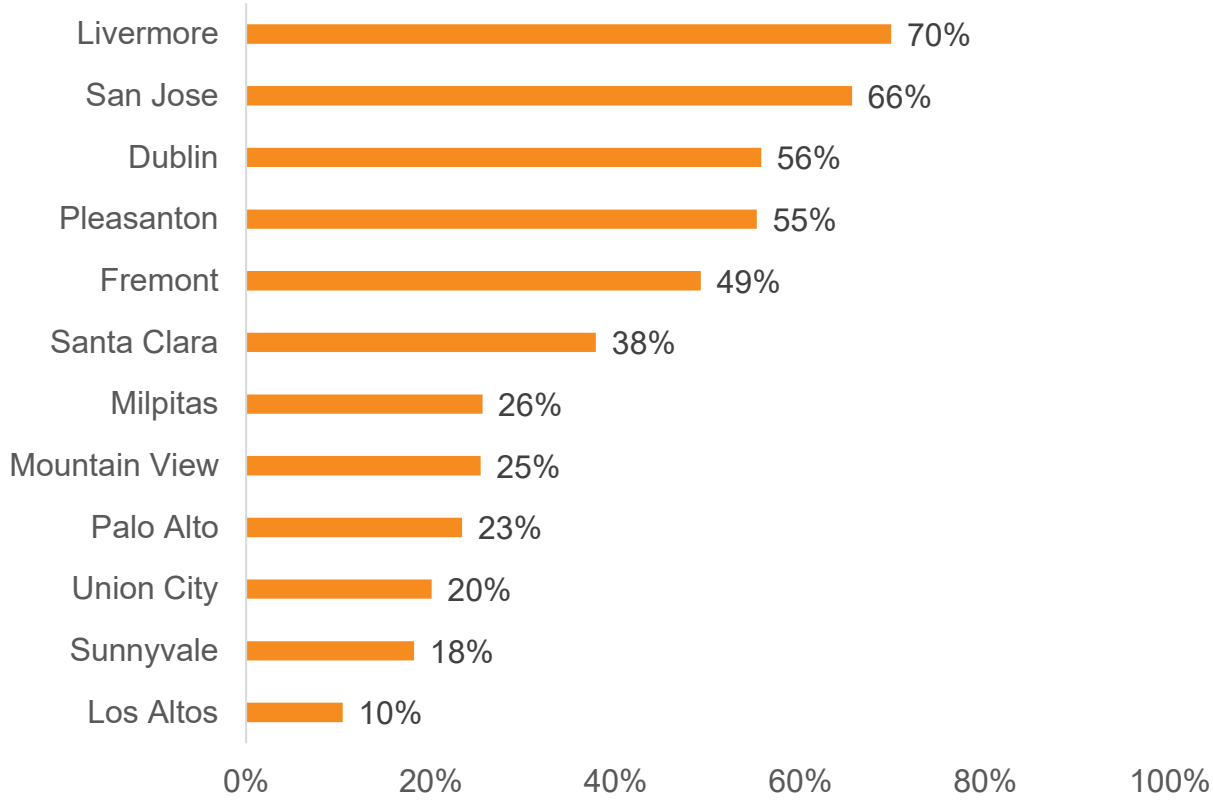


2024: n = 215; 2023: n = 209 (Only respondents who are aware of ACE; Respondents could select up to 5 categories.)

Travel Behavior

All respondents were asked which out of 12 cities shown in Figure 27 they had visited in the past year. These cities were pre-selected based on their relative proximity to the ACE corridor. Livermore was most visited (70%), closely followed by San Jose (68%; Figure 27). While speculative, it is possible that Livermore is more frequently visited than San Jose, simply because the respondent population lives closer to Livermore than to San Jose, and individuals are more likely to make shorter vs. longer trips.

FIGURE 27: CITIES VISITED IN THE PAST YEAR

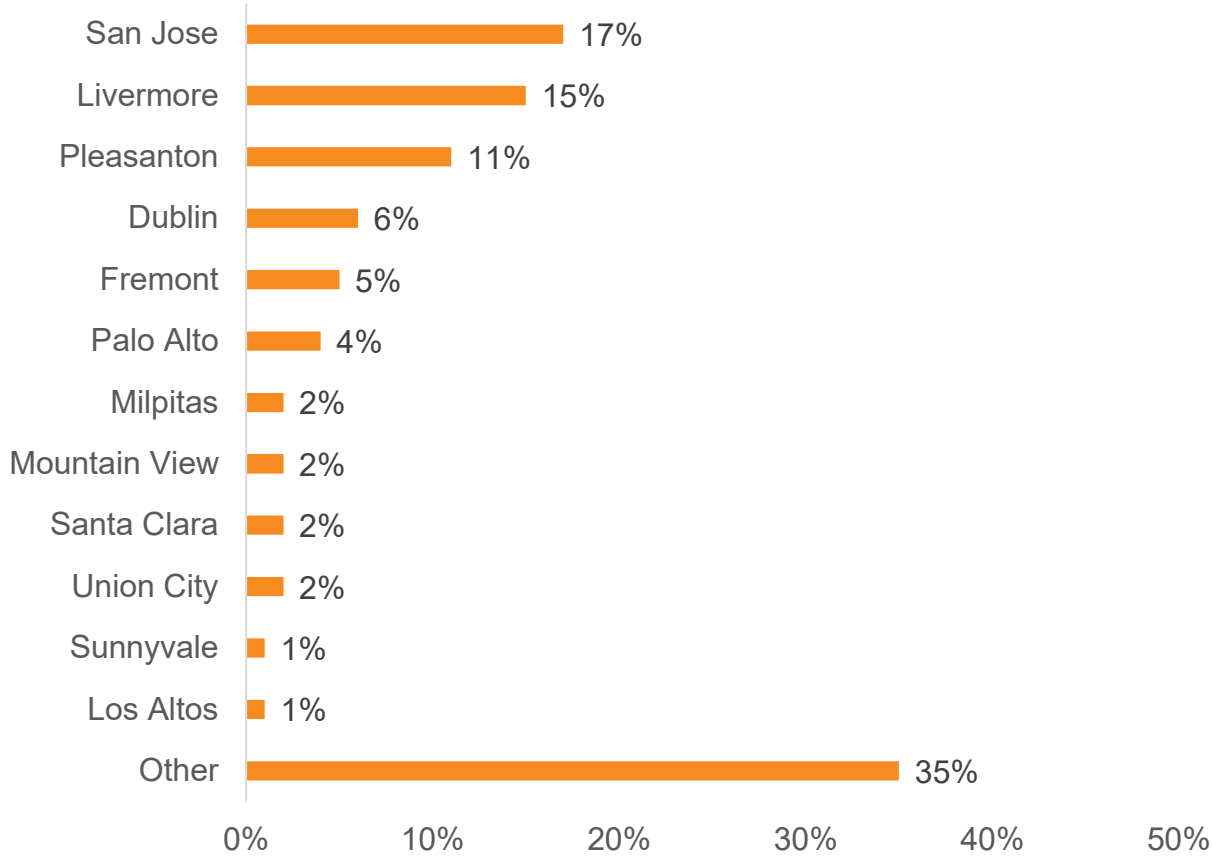


n = 402 (Respondents could select multiple categories.)

Commuting Behavior

The chart below represents respondents who indicated that they were employed full- or part-time, or a student (independent of whether they were working or not) who commute to work. The most common commute destinates are San Jose (17%), Livermore (15%), and Pleasanton (11%). Additional destinations include Dublin (6%), Fremont (5%), and Palo Alto (4%), with several other Bay Area cities like Milpitas, Mountain View, and Santa Clara each drawing 2% of commuters. A significant portion (35%) reported commuting to locations not listed, reflecting a wide range of employment destinations across the region (Figure 28).

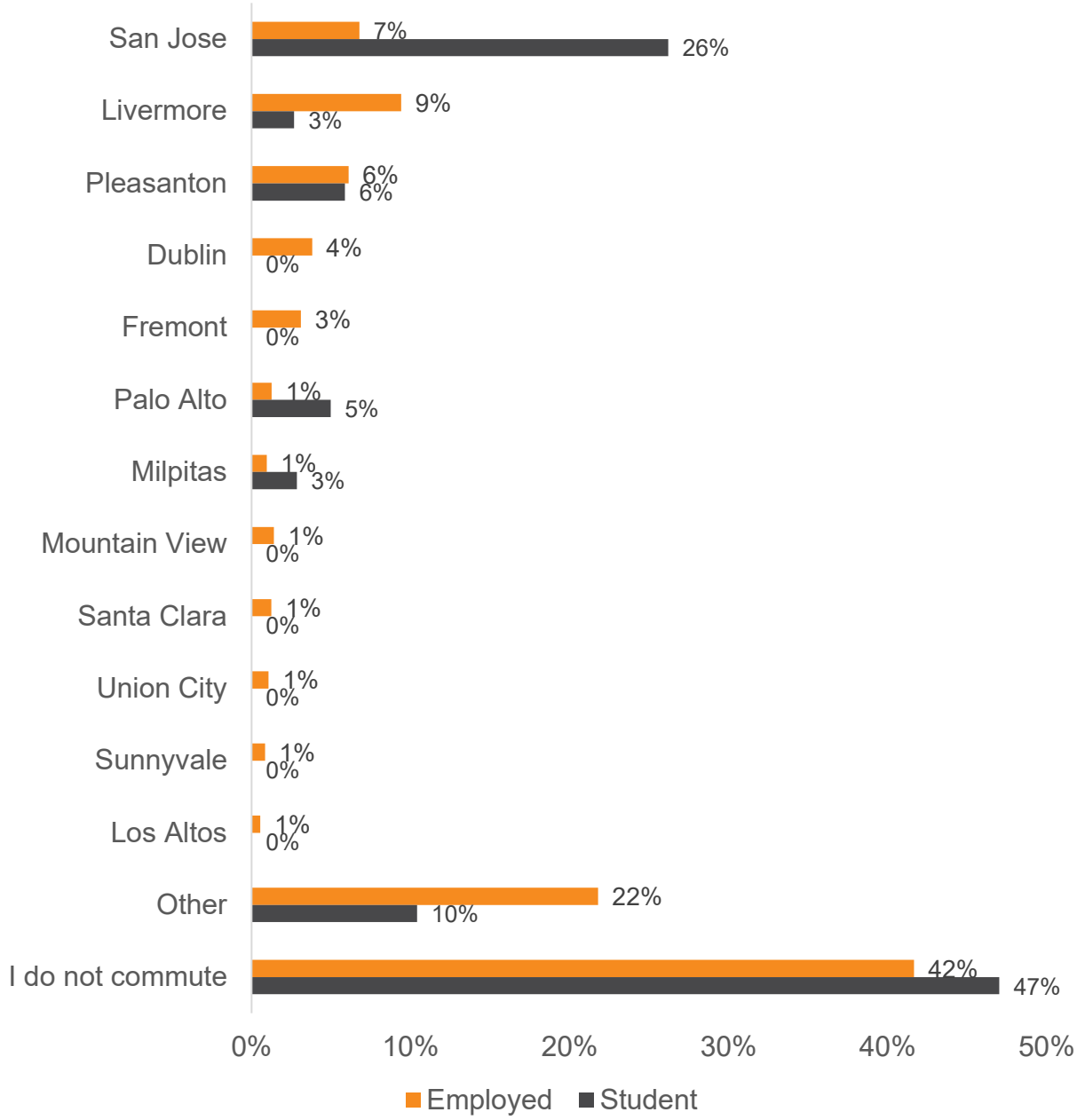
FIGURE 28. PRIMARY CITY COMMUTED TO FOR WORK OR SCHOOL



n = 136 (Respondents who commute.)

A larger proportion of students commute to San Jose (26%) and Palo Alto (5%) compared to employed respondents However, based on the low sample size for students, these results should be interpreted with caution (Figure 29).

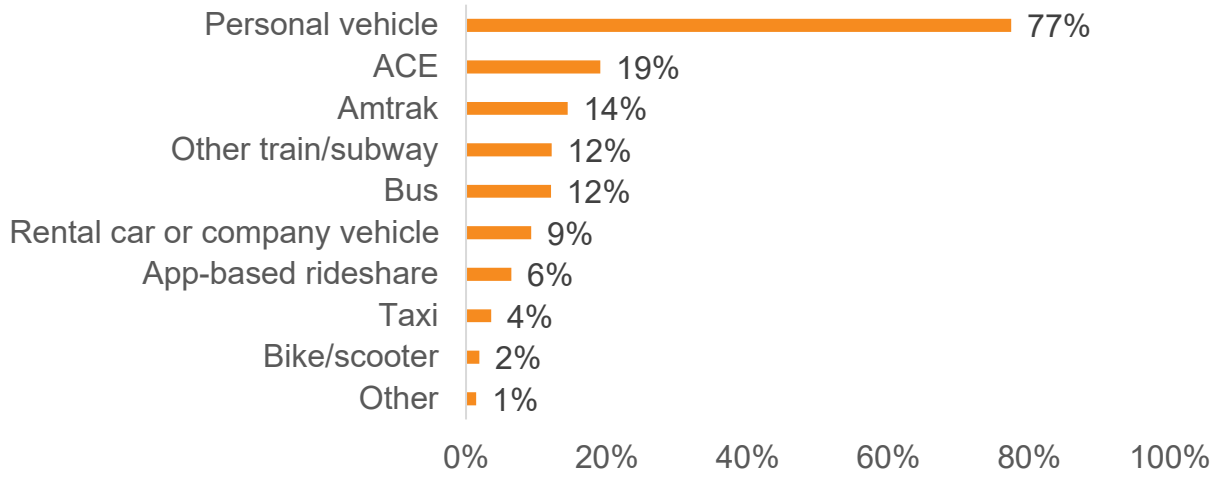
FIGURE 29. PRIMARY CITY COMMUTED TO FOR WORK OR SCHOOL BY EMPLOYED VS. STUDENT STATUS



n = 34 – 209 (Student segment has a low sample size. Interpret with caution).

The majority of respondents commute using their personal vehicle (77%; Figure 30)

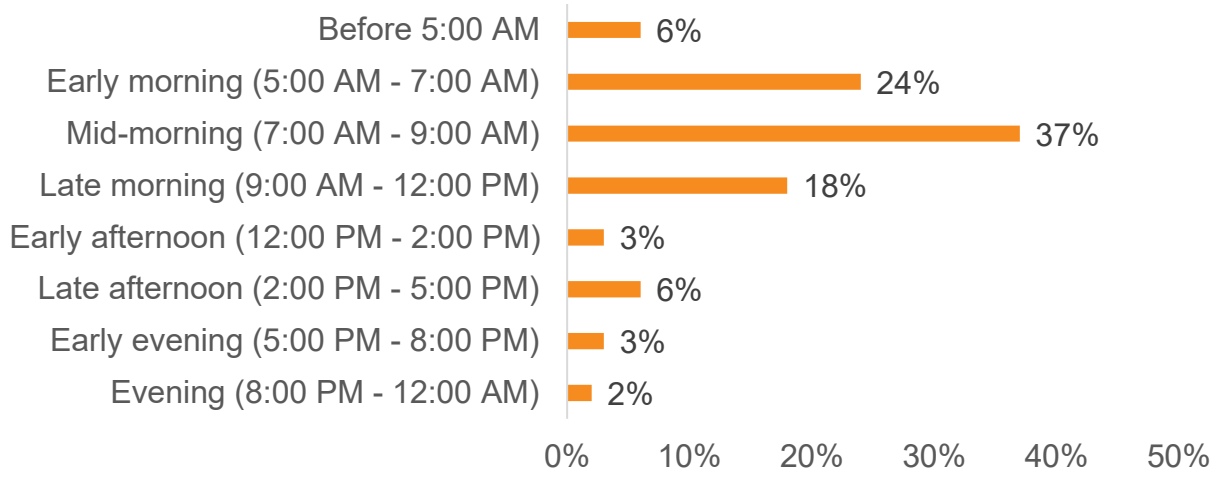
FIGURE 30. COMMUTING MODES



n = 136 (Respondents who commute; Respondents could select multiple categories.)

Early morning, between 5:00 AM and 9:00 AM, was the most popular departure time among respondents who commute (61%; Figure 31).

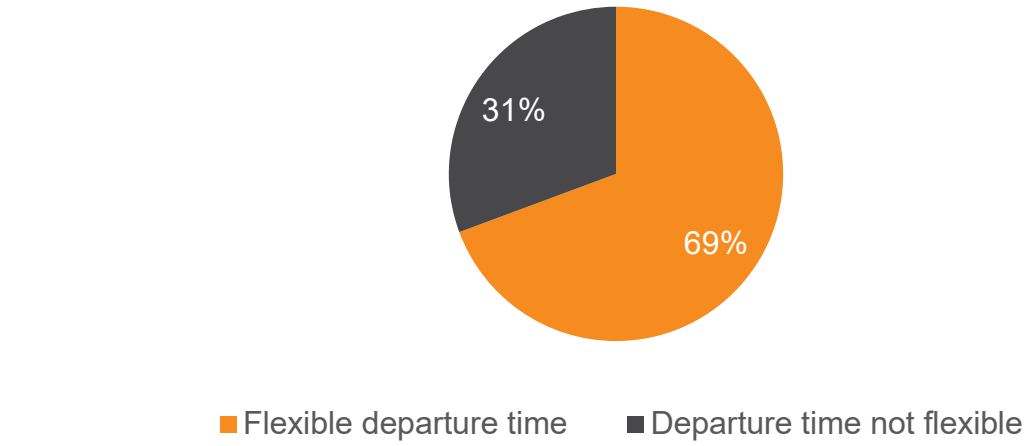
FIGURE 31. USUAL COMMUTING DEPARTURE TIME



n = 136 (Respondents who commute.)

Most respondents who commute (69%) report that their departure time for work is flexible (Figure 32).

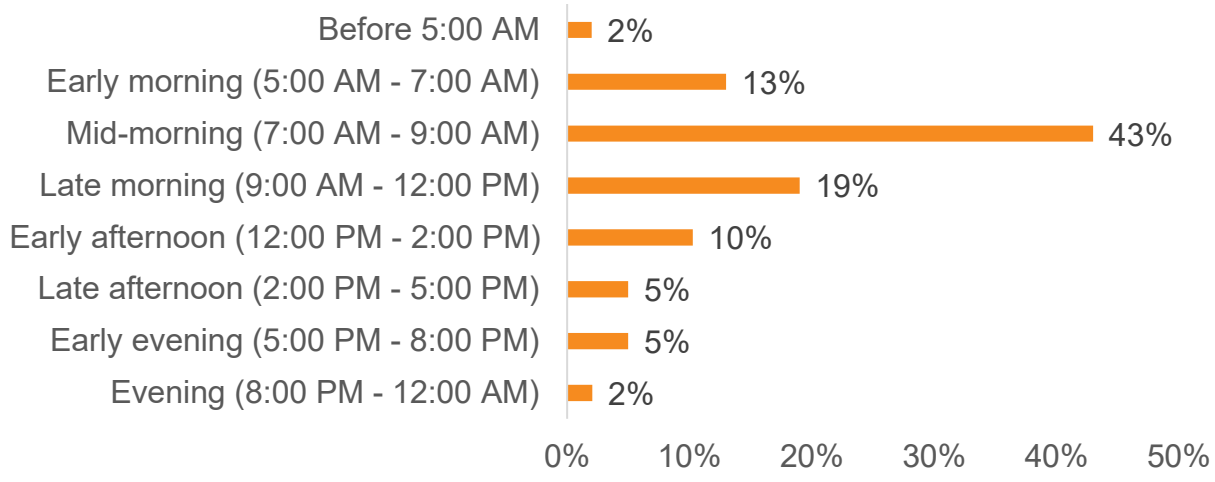
FIGURE 32. FLEXIBILITY OF COMMUTING DEPARTURE TIME



n = 136 (Respondents who commute.)

Figure 33 shows that 43% of respondents arrive at their destination during the mid-morning, between 7:00 AM and 9:00 AM, while making commuting trips.

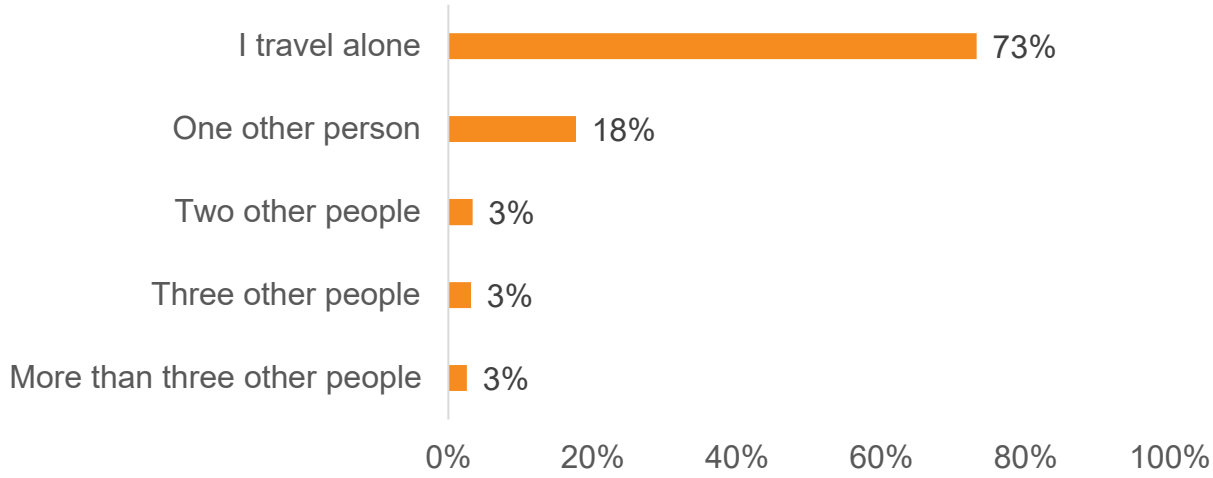
FIGURE 33. USUAL ARRIVING TIME ON COMMUTING TRIPS



n = 136 (Respondents who commute.)

Almost three in four respondents (73%) report making their commute trip alone. An additional 18% make their commute trip with one other person (Figure 34).

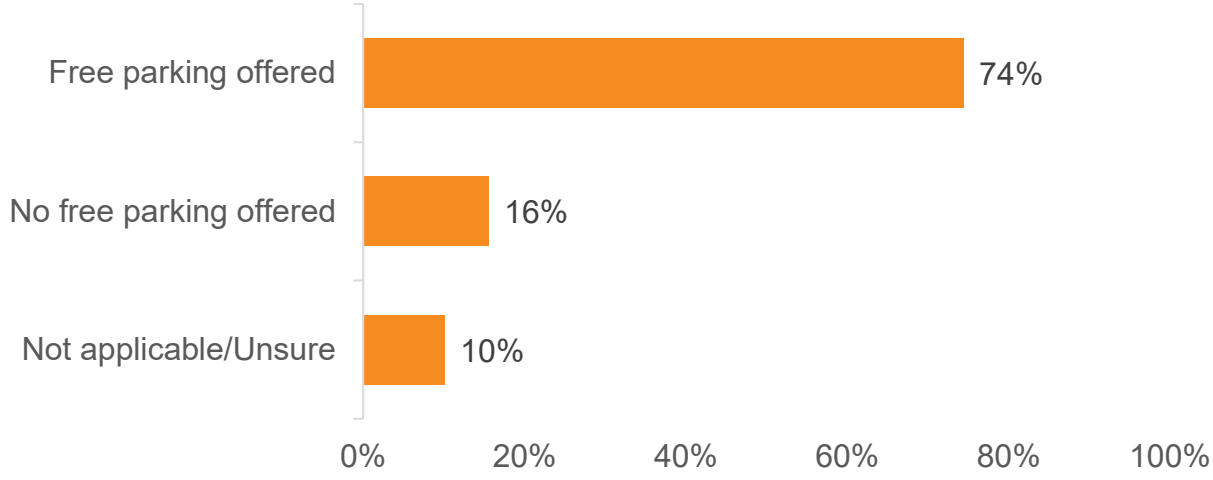
FIGURE 34. SIZE OF USUAL COMMUTING GROUP



n = 136 (Respondents who commute.)

Nearly three-quarters of commuting respondents (74%) say they can park at their place of employment for free (Figure 35).

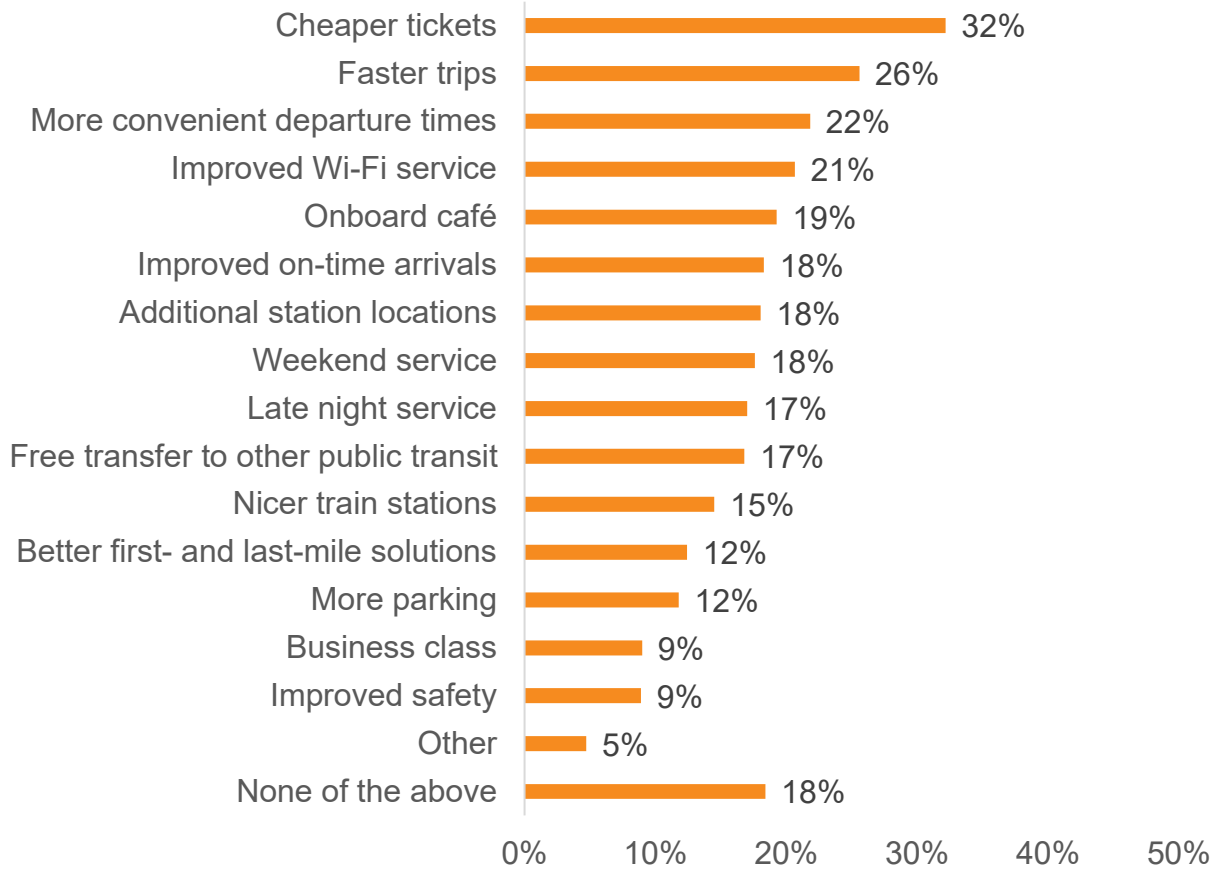
FIGURE 35. FREE PARKING AVAILABILITY AT PLACES OF EMPLOYMENT



n = 136 (Respondents who commute.)

The top three factors that respondents who commute say would motivate them to consider using ACE for their commute are cheaper fares (32%), faster service (26%), and more convenient departure times (22%; Figure 36).

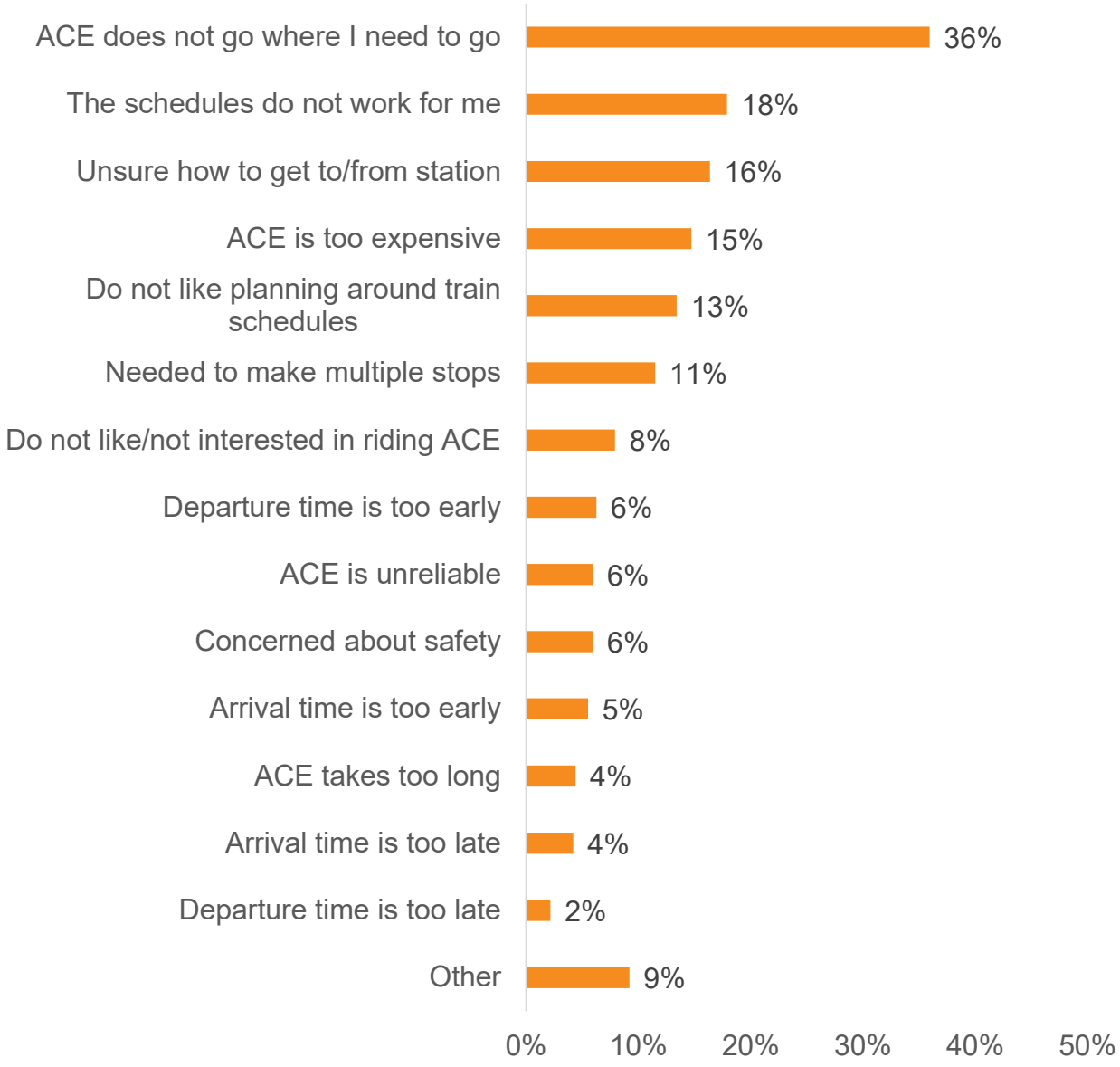
FIGURE 36. MOTIVATORS FOR STARTING TO USE/USING ACE MORE FOR COMMUTING TRIPS



n = 136 (Respondents who commute; Respondents could select multiple categories.)

Among respondents who commute using a mode other than ACE, 36% said they do not use ACE because it does not go where they need to go, 18% cited schedule limitations, and 16% were unsure how to get to or from a station (Figure 37).

FIGURE 37. REASON FOR NOT COMMUTING VIA ACE

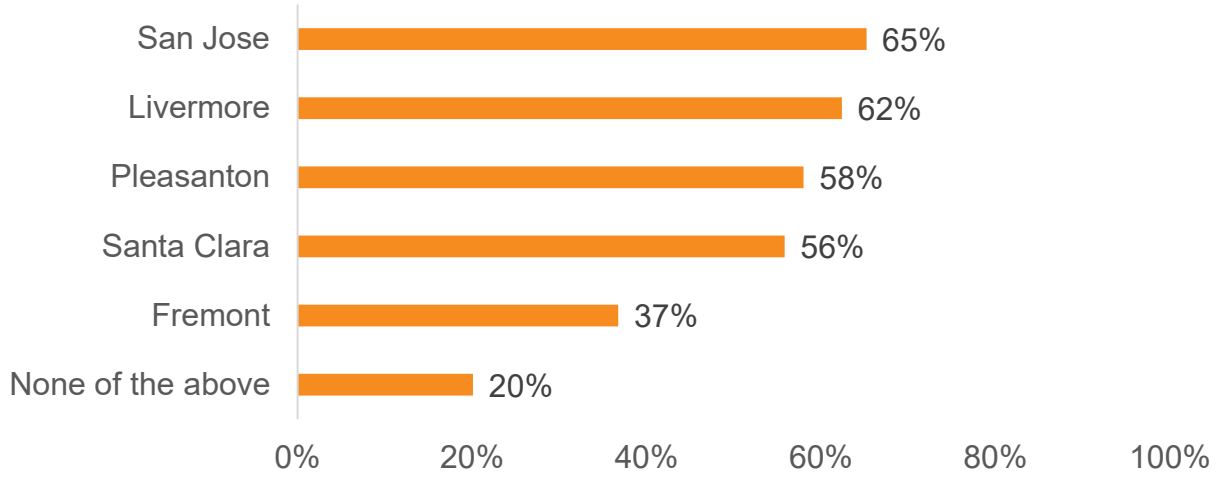


n = 90 (Respondents who commute using mode other than ACE; Respondents could select multiple categories.)

Leisure Travel Behavior

More than half of respondents indicated that they had traveled to either San Jose, Livermore, Pleasanton, or Santa Clara in the past year for leisure (Figure 38).

FIGURE 38. CITIES VISITED FOR LEISURE



n = 377 (Respondents could select multiple categories.)

Table 4 provides details about the purpose of respondents' most recent leisure trip. Pleasanton and Livermore, compared to other cities, attract relatively more respondents for shopping or malls. Additionally, respondents going to Santa Clara are relatively more likely to report going there for sporting events, outdoor recreation, or museums.

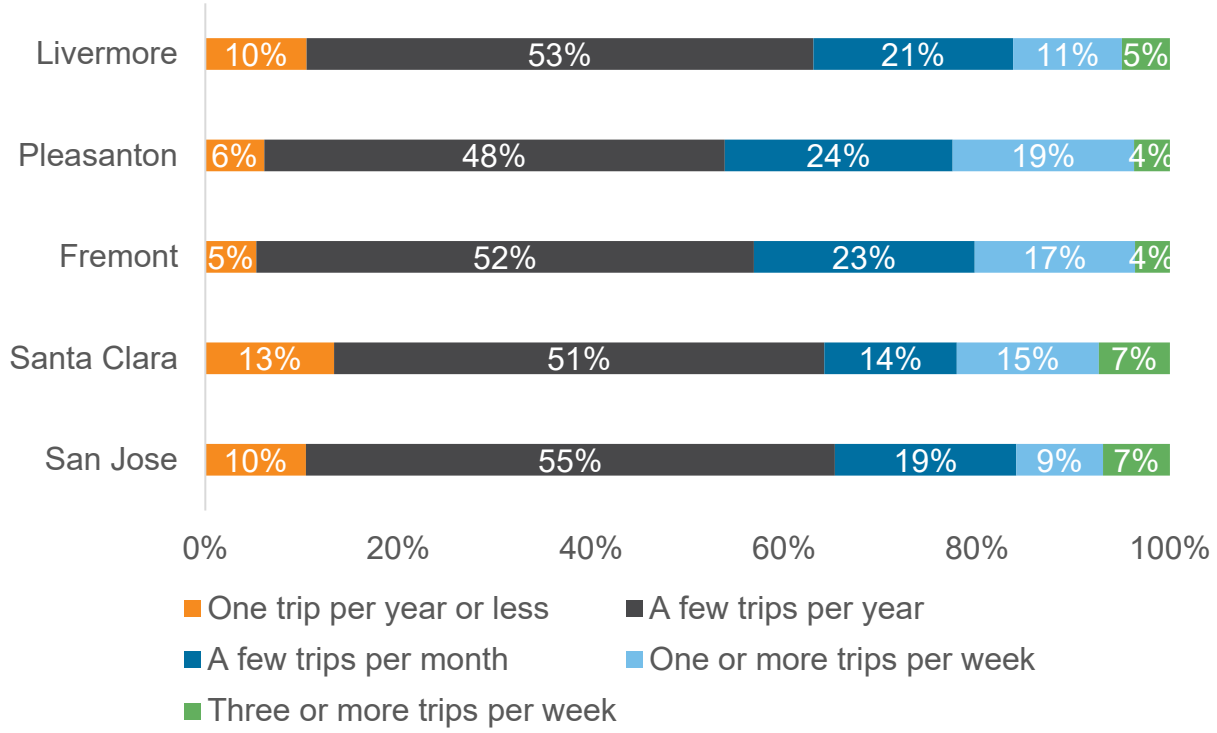
TABLE 4. CITIES VISITED FOR LEISURE BY PURPOSE

Purpose	Livermore	Pleasanton	Fremont	Santa Clara	San Jose	Total
Shopping plazas/malls	54%	59%	43%	36%	41%	47%
Visit family, friends	37%	35%	35%	30%	40%	37%
Sporting events	12%	17%	20%	36%	19%	30%
Outdoor recreation	10%	16%	18%	27%	17%	26%
Theme parks	15%	24%	23%	22%	14%	23%
Private events	10%	15%	15%	17%	19%	22%
Concerts/Theatre	16%	14%	15%	14%	13%	17%
Museums	4%	8%	10%	13%	8%	10%
Other	17%	15%	14%	7%	12%	2%
None of the above	2%	0%	3%	2%	2%	0%
N	163	122	74	82	161	45

n = 45-220 (Respondents who make leisure trips to these cities.)

Most respondents who visit each city make a few trips per year (48% to 55%). More frequent visitors—those making a few trips per month—visit Santa Clara (14%) and Pleasonton (24%), while weekly visitors are highest for Pleasanton (19%) and lowest for San Jose (9%; Figure 39).

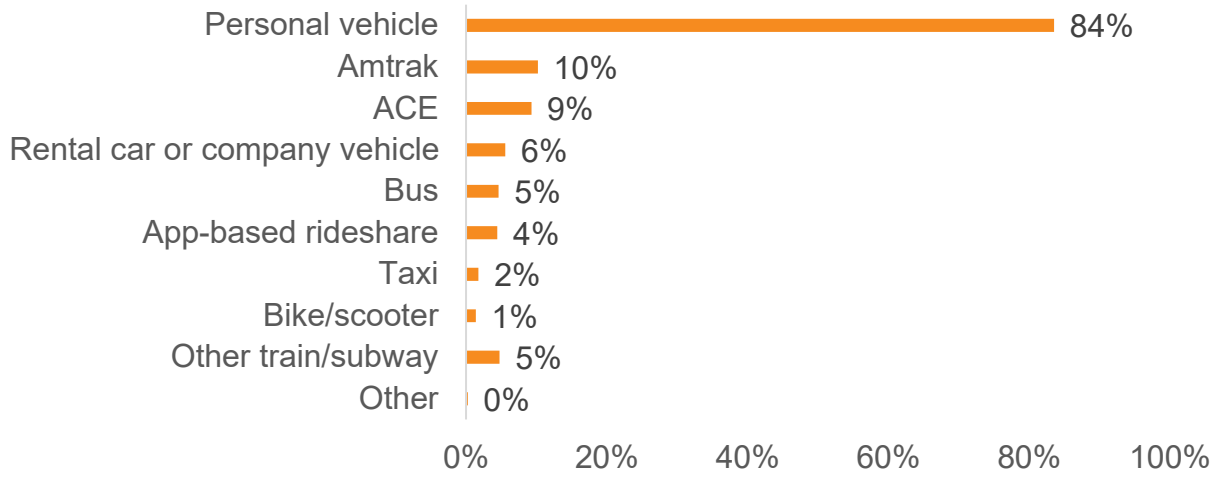
FIGURE 39. FREQUENCY OF LEISURE TRIPS TO SELECTED CITIES



n = 74 – 163 (Cities respondents said they traveled to for leisure in the last year.)

Regarding their most recent trip, more than eight-in-ten (84%) respondents report that they used their personal vehicle for at least a portion of this trip, and 9% report taking ACE (Figure 40).

FIGURE 40. MODES USED FOR MOST RECENT LEISURE TRIP



n = 304 (Respondents who made leisure trip to relevant city; Respondents could select multiple categories.)

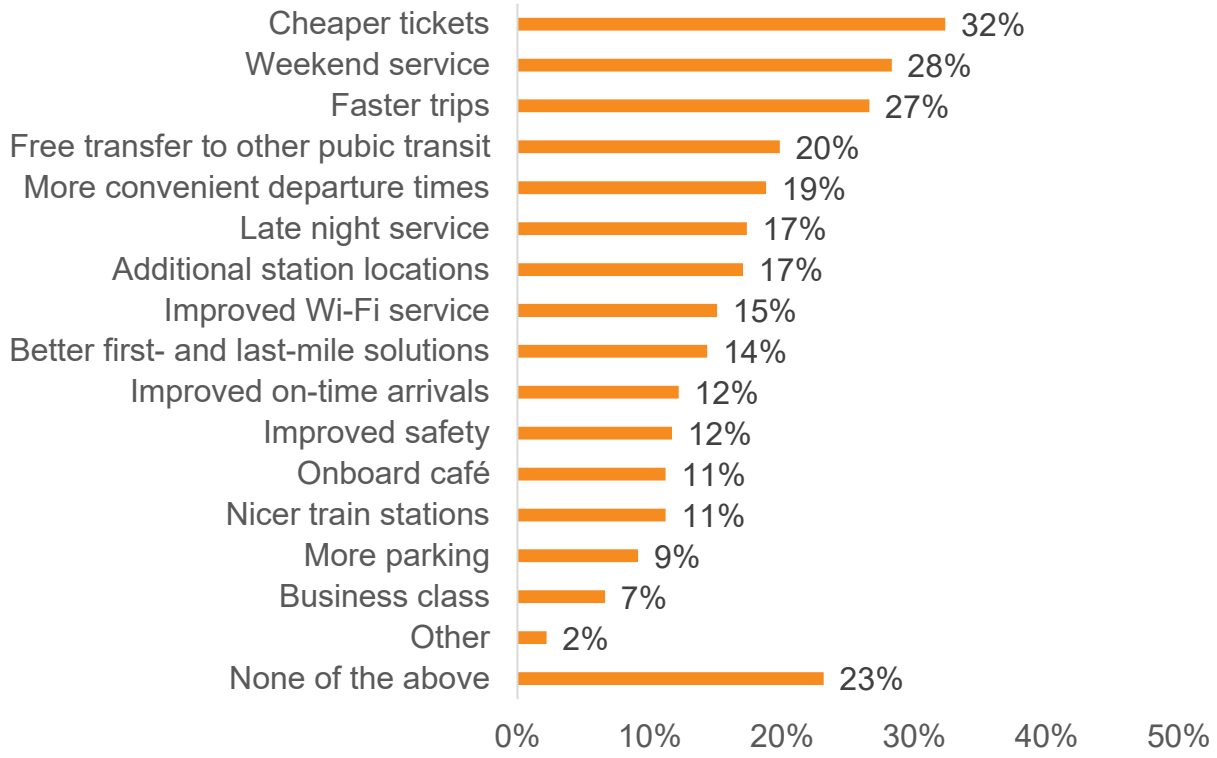
Among respondents who could have used ACE for their most recent leisure trip but chose not to, the most common reasons respondents gave were ACE did not travel where they were going (25%), they needed to make multiple stops on their trip (25%), and that the schedules did not work for them (19%; Figure 41).

FIGURE 41. REASONS FOR NOT CONSIDERING ACE FOR LEISURE TRIPS

n = 122 (Respondents who are aware of ACE and did not travel on ACE for leisure; Respondents could select multiple categories.)

Among respondents aware of ACE services, 32% cited cheaper tickets, 28% mentioned weekend service, and 27% highlighted faster trips as motivators for starting to use or increasing their use of ACE for leisure trips (Figure 42).

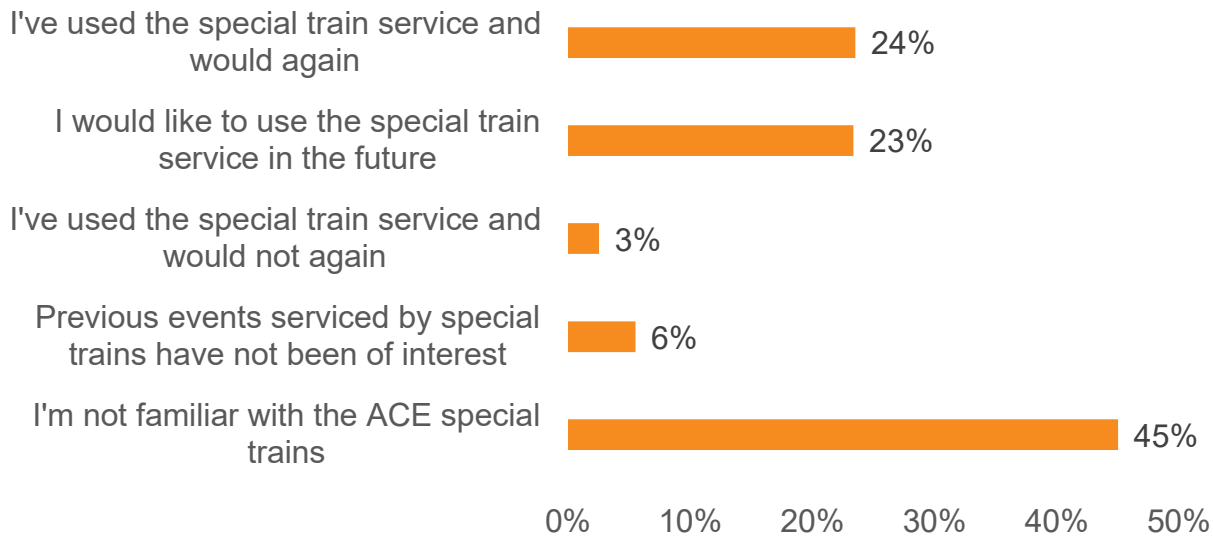
FIGURE 42. MOTIVATORS FOR STARTING TO USE/USING ACE MORE FOR LEISURE TRIPS



n = 304 (Respondents who are aware of ACE; Respondents could select multiple categories.)

Among respondents aware of ACE, 55% are aware of the special event service to Levi's® Stadium. Of these, 24% have used the service and would use it again, while 23% said they would like to use the special train service in the future (Figure 43).

FIGURE 43. FAMILIARITY WITH SPECIAL EVENT SERVICE TO LEVIS STADIUM

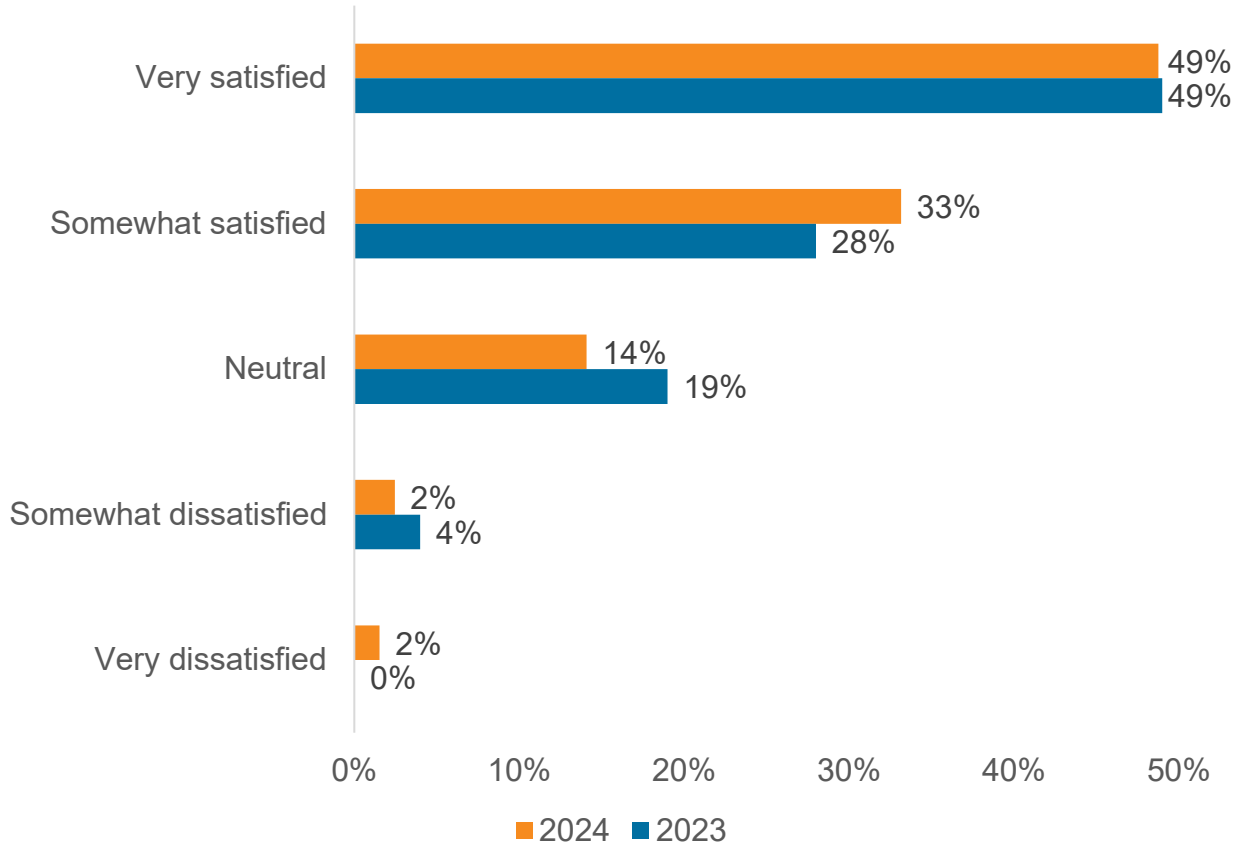


n = 304 (Respondents who are aware of ACE.)

Satisfaction

Among respondents who have ridden ACE, satisfaction is high, with a combined 82% reporting they were somewhat or very satisfied with service; this represents an increase of five percentage points since 2023 (Figure 44).

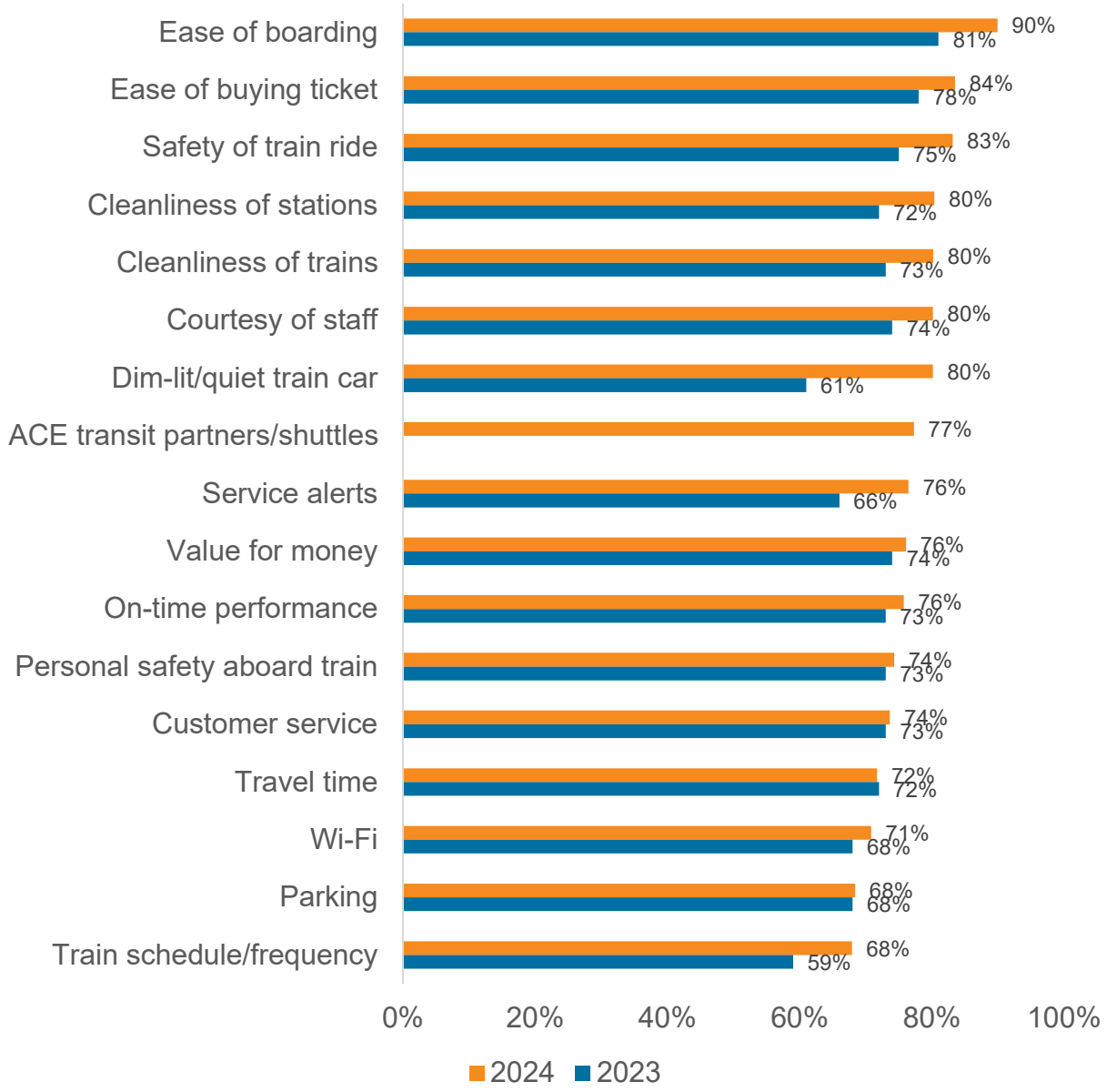
FIGURE 44. OVERALL SATISFACTION BY YEAR



2024: n = 77, *2023*: n = 85 (Respondents who have ridden ACE)

Respondents were also asked about their satisfaction with various attributes of ACE service. Satisfaction with nearly all aspects has increased since 2023; satisfaction with travel time has decreased by less than a percent and respondents in 2023 were not asked about their satisfaction with ACE's local transit partners. Please note that satisfaction with ACE transit partners/shuttles was a new attribute to the 2024 Market Survey (Figure 45).

FIGURE 45. SATISFACTION WITH SERVICE ATTRIBUTES BY YEAR

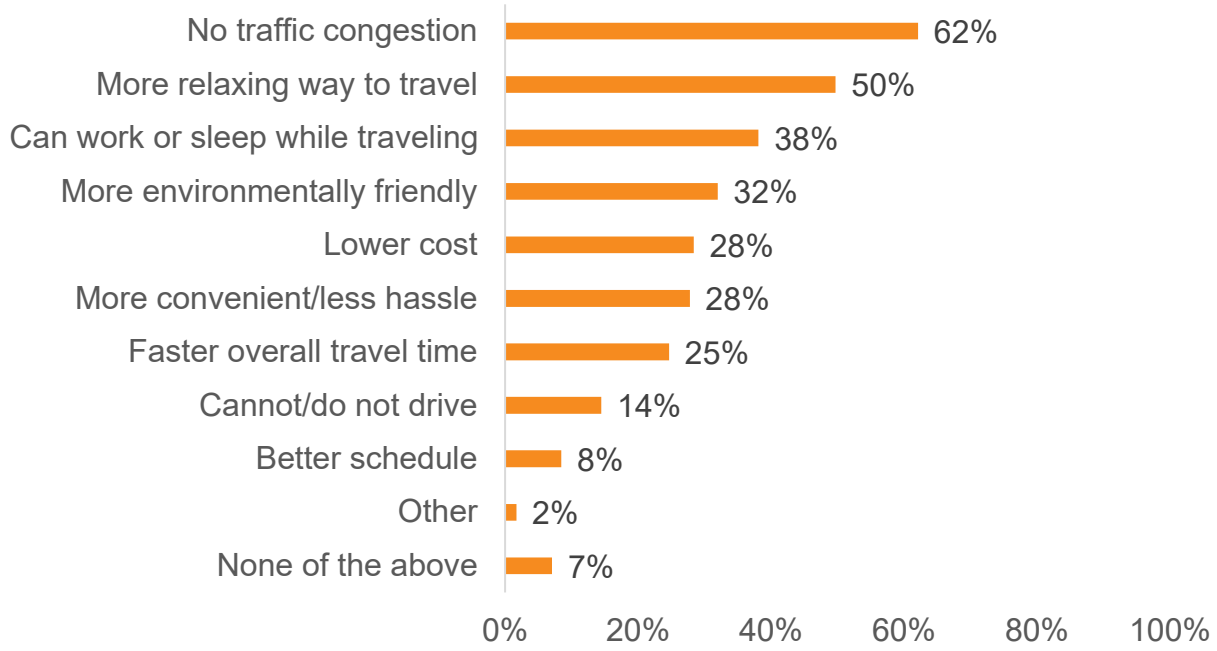


2024: n = 75 –77, *2023*: n = 85 (Respondents who have ridden ACE)

Reasons to Ride ACE

At least half of respondents identified a lack of traffic congestion, and more relaxation compared to other modes of travel as advantages of train travel (Figure 46).

FIGURE 46. PERCEIVED ADVANTAGES OF TRAIN TRAVEL

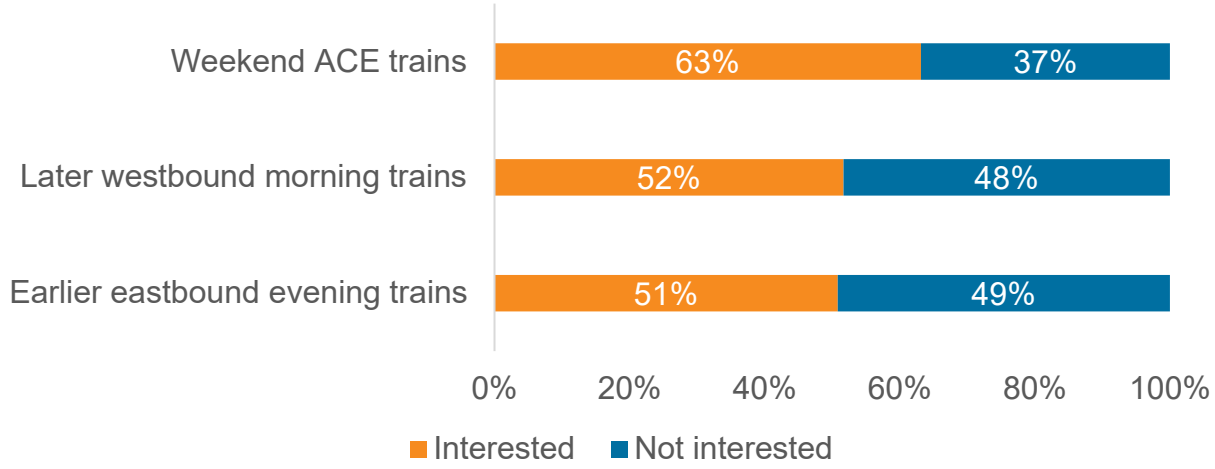


n = 402 (Respondents could select multiple categories.)

Preferred ACE Schedule

More than half of respondents indicated some level of interest in all three schedule changes listed in the survey. Respondents were most interested in weekend trains, with over six-in-ten respondents (63%) reporting they were interested (Figure 47).

FIGURE 47. INTEREST IN VARIOUS SCHEDULE CHANGES



n = 402

Select Crosstabs

By Home Region

ACE, overall and by region, still lacks awareness compared to some other rail services in the region. For instance, ACE is less known than Amtrak San Joaquins in three of the five study regions, and overall awareness rests at just over half (51%) compared to more than six-in-ten for Caltrain or the Amtrak San Joaquins (Table 5).

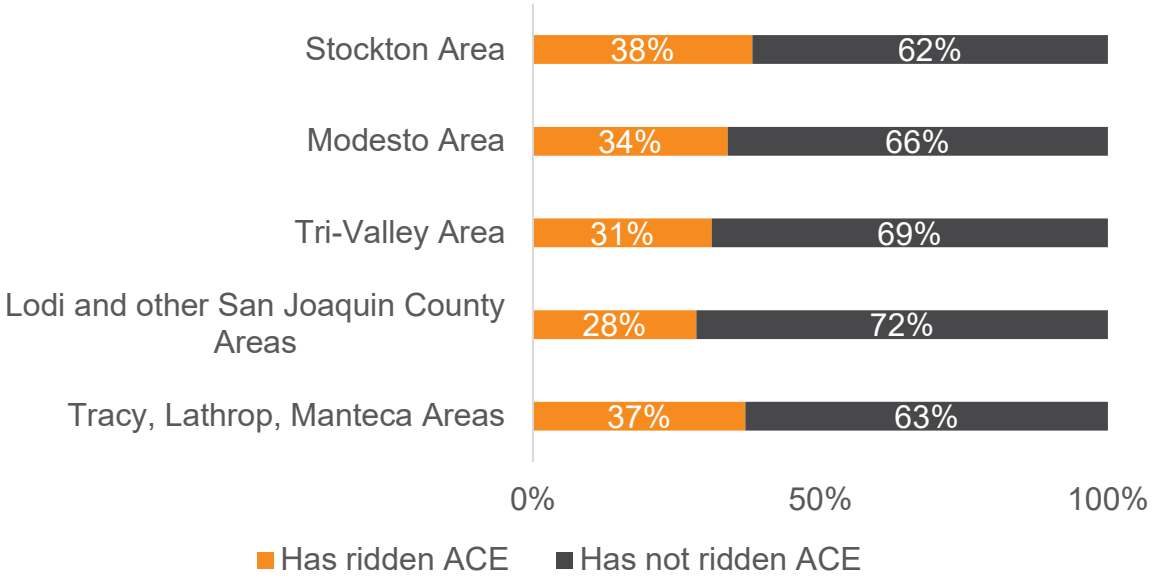
TABLE 5: TRAIN ROUTE AWARENESS BY HOME REGION

Awareness Of Rail Brands	Stockton Area	Modesto Area	Tri-Valley Area	Lodi and Other San Joaquin County Areas	Tracy, Lathrop, Manteca Areas	Overall
Amtrak San Joaquins	78%	74%	35%	85%	60%	66%
Caltrain	50%	54%	84%	42%	69%	61%
Altamont Corridor Express (ACE)	**52%**	**40%**	**58%**	**49%**	**62%**	**51%**
Amtrak Pacific Surfliner	34%	40%	31%	38%	36%	36%
Capitol Corridor	22%	23%	38%	29%	22%	26%
Sonoma-Marin Area Rail Transit (SMART)	13%	20%	27%	22%	13%	18%
I've never heard of these routes	7%	8%	5%	2%	10%	7%
N	**127**	**122**	**80**	**32**	**41**	**402**

Note: "Lodi Area" category is comprised of N = 25. Interpret with caution.

The top priorities of respondents vary by region. Cheaper tickets are the most valued motivator in Stockton, Modesto, and Lodi and other San Joaquin County areas, while convenient departure times matter most in the Tri-Valley (28%) and free transfers to other public transit are a key motivator for Tracy/Lathrop/Manteca residents (31%). Lodi and other San Joaquin County respondents are significantly more likely than other regions to prioritize faster trips (45%), and Tracy/Lathrop/Manteca shares a strong preference for convenient departure times (30%).

FIGURE 48. EVER USED ACE BY HOME REGION



n = 25-130
Note: "Lodi area" category is comprised of N = 25. Interpret with caution.

Lodi and other San Joaquin County residents are significantly more likely than those in other regions to cite faster trips as a key motivator for using ACE (45%). Free transfers to other public transit are a stronger motivator for Modesto and Tracy/Lathrop/Manteca residents compared to other areas (31%). Meanwhile, convenient departure times are particularly important for Tri-Valley (28%) and Tracy/Lathrop/Manteca (30%) respondents (

Table 6).

TABLE 6: MOTIVATORS FOR STARTING TO USE/USING ACE MORE BY HOME REGION

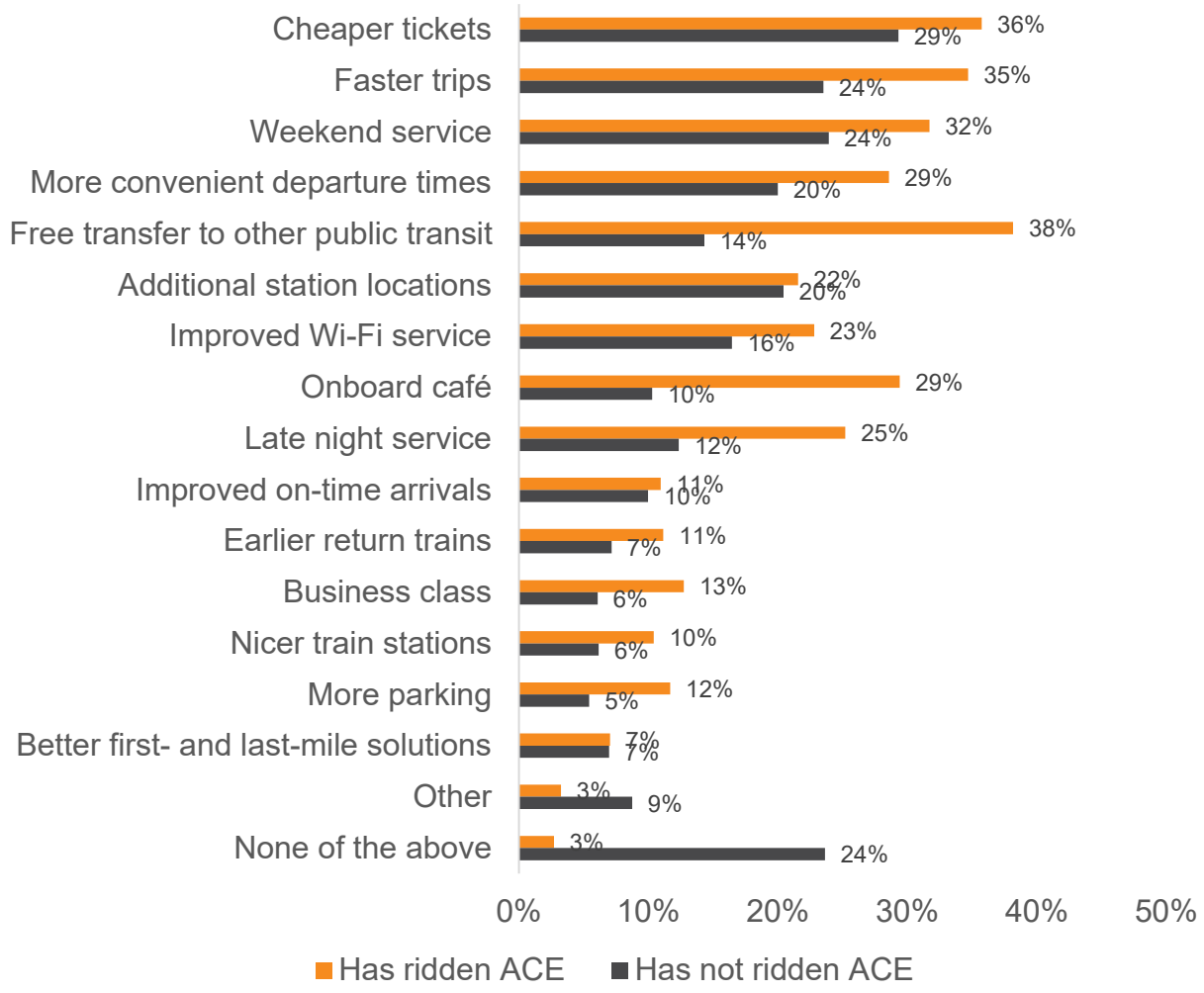
Awareness of Rail Brands	Stockton Area	Modesto Area	Tri-Valley Area	Lodi and Other San Joaquin County Areas	Tracy, Lathrop, Manteca Areas	Overall
Cheaper tickets	48%	43%	27%	47%	21%	38%
Faster trips	22%	32%	21%	45%	29%	27%
Weekend service	29%	33%	26%	17%	20%	27%
Free transfer to other public transit	23%	31%	17%	19%	31%	25%
More convenient departure times	20%	17%	28%	11%	30%	22%
Improved Wi-Fi service	20%	23%	16%	28%	17%	20%
Additional station locations	15%	21%	19%	23%	17%	18%
Late night service	23%	12%	12%	21%	16%	16%
Onboard café	16%	21%	8%	5%	20%	16%
Nicer train stations	11%	12%	18%	14%	17%	14%
Improved on-time arrivals	13%	11%	13%	25%	8%	12%
More parking	10%	8%	12%	8%	9%	10%
Earlier return trains	12%	9%	5%	10%	11%	9%
Better first- and last-mile solutions	6%	8%	8%	10%	19%	9%
Business class	12%	8%	3%	7%	4%	8%
Other	5%	0%	11%	0%	3%	4%
None of the above	10%	14%	22%	21%	22%	16%
N	**127**	**122**	**80**	**32**	**41**	**402**

Note: Only respondents who are aware of ACE; Respondents could select multiple categories.

By ACE Usage

Across most attributes, those who have taken ACE before perceive the potential motivators higher than those who have not, perhaps reflecting the fact that they might be generally more open to using it. For instance, nearly a quarter of respondents that have not used ACE in the past would not start using ACE for any reason (24%). Even so, the three most important motivators for both groups are the same: cheaper tickets, faster trips, and weekend service. Those who have taken ACE before perceive free transfers to connecting transit, late-night service, and an onboard café in particular as relatively more important compared to those who have never taken ACE (Figure 49).

FIGURE 49. MOTIVATORS FOR STARTING TO USE/USING ACE MORE BY WHETHER EVER USED ACE



n = 209 (Only respondents who are aware of ACE; Respondents could select multiple categories.)

Those who also report having used ACE in the past indicate that their employer is much more likely to offer one or more commuting benefits (73%) compared to those who have not used ACE (34%; Table 7). One possible explanation is that employers offering these incentives could lead to more employees taking transit, including ACE.

TABLE 7. BENEFITS EMPLOYER OFFERS BY WHETHER EVER USED ACE

Employer Offered Benefits	Used Ace	Have Not Used Ace	Overall
Free transit passes	50%	19%	30%
Money toward your transit fares	30%	15%	21%
Pre-tax transit benefits	19%	10%	13%
None of the above	27%	66%	51%
N	***46***	***77***	***123***

By Frequency of Commute

Many respondents who commute four days or more every week would use ACE for their commute or start using it more often if weekend service were introduced (31%). Of respondents that commute three days or less every week, cheaper tickets (39%) and faster trips (39%) are the top motivators to commute via ACE (Table 8).

TABLE 8. MOTIVATORS FOR STARTING TO USE/USING ACE MORE FOR COMMUTE BY FREQUENCY OF COMMUTE

Feature	4 or More Days Per Week	3 Days Per Week or Less	Overall
Cheaper tickets	38%	39%	39%
Faster trips	28%	39%	35%
Free transfer to other public transit	25%	28%	27%
Improved Wi-Fi service	28%	25%	26%
Weekend service	31%	22%	26%
More convenient departure times	26%	25%	26%
Additional station locations	24%	19%	21%
Onboard café	16%	23%	20%
Late night service	19%	20%	20%
Nicer train stations	22%	14%	17%
Improved on-time arrivals	20%	13%	16%
Earlier return trains	7%	13%	11%
Business class	5%	13%	10%
More parking	7%	9%	8%
Better first- and last-mile solutions	6%	2%	4%
N	***59***	***77***	***136***

Note: Only respondents who commute

By Age

Respondents under 45 would be more motivated to use ACE or start using ACE if tickets were cheaper (42%) compared to respondents over 45 (34%). Improved Wi-Fi is also more important to younger respondents (24%) than older ones (16%). Inversely, respondents over 45 were more likely to report weekend service as a motivator (32%) than younger respondents (23%). Overall, respondents 45 years or older (20%) are more likely to say that "none of the above" that were listed are motivators to take ACE/take it more, reflecting the fact that younger respondents might be more easily nudged towards trying ACE (Table 9).

TABLE 9. MOTIVATORS FOR STARTING TO USE/USING ACE MORE BY AGE

Feature	Under 45	45+	Overall
Cheaper tickets	42%	34%	38%
Faster trips	31%	23%	27%
Weekend service	23%	32%	27%
Free transfer to other public transit	26%	25%	25%
More convenient departure times	20%	23%	22%
Improved Wi-Fi service	24%	16%	20%
Additional station locations	15%	22%	18%
Late night service	18%	14%	16%
Onboard café	20%	11%	16%
Nicer train stations	16%	11%	14%
Improved on-time arrivals	13%	12%	12%
More parking	7%	12%	10%
Earlier return trains	7%	12%	9%
Better first- and last-mile solutions	9%	9%	9%
Business class	8%	6%	8%
Other	1%	8%	4%
None of the above	13%	20%	16%
N	***208***	***194***	***402***

Note: Only respondents who are aware of ACE

4.0 CONCLUSION

Results from this survey can be used to better understand travel habits and priorities of residents in ACE's core geographical market, as well as show opportunities for ACE improvement and expansion.

Of those surveyed, only about half are aware of ACE, and only a third have used the service before. Increasing awareness of ACE is the first step to increasing overall ridership. A stronger online presence may be beneficial to promote ACE, since many respondents who had heard of it did so through online searches and social media.

Another potential way to increase ridership for leisure trips could be for ACE to start a limited weekend service, and to offer a weekend-only ticket that includes free transfers to other local transit operators. Since only 9% of respondents that went on a trip for leisure in the last year used ACE to travel, adding weekend schedules could expand the usage of ACE for leisure.

In conclusion, the results from this survey show potential for the expansion of ACE service by capturing travel needs and preferences of those in the region.

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the science of insight

San Joaquin Regional Rail Commission

ACE PASSENGER SURVEY DRAFT REPORT

June 5, 2025

ACE

San Joaquin Regional Rail Commission

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White River Junction, VT 05001
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CONTENTS

LIST OF FIGURES

LIST OF TABLES

1.0 EXECUTIVE SUMMARY

In the spring of 2025, RSG conducted an onboard survey on behalf of the Altamont Corridor Express (ACE). The survey was administered via tablets and postcards among ACE riders while on the train. The survey collected a total of 518 valid complete questionnaires from riders intercepted over two consecutive days in February 2025 on four trains, all operating eastbound from San Jose to Stockton.

Respondent Profiles

The demographics of onboard survey respondents are found in Table 1. The majority of ACE riders surveyed fall between the ages of 35 and 54 (58%), with 23% under 35 and 20% aged 55 or older. Riders are predominantly male (73%), while 26% identify as female, and 2% selected another gender identity or preferred not to answer.

In terms of racial identity, 35% of respondents identify as White, 30% as South Asian, and 15% as Other Asian. Smaller shares identify as African American or Black (5%), Pacific Islander (4%), American Indian or Alaskan Native (2%), or Other (13%). Additionally, 19% of respondents report being of Spanish, Hispanic, or Latino origin.

Income data shows that the rider base skews toward higher-income households, with 41% earning $200,000 or more, and 38% earning between $100,000 and $199,999. Smaller proportions report incomes between $75,000 and $99,999 (8%), $25,000 and $74,999 (10%), or under $25,000 (3%).

TABLE 1: ONBOARD SURVEY DEMOGRAPHICS

DEMOGRAPHICS	ONBOARD SURVEY
Age	
Under 35	23%
35-54	58%
55+	20%
Gender	
Male	73%
Female	26%
Other/Prefer not to answer	2%
Race	
White	35%
South Asian	30%
Other Asian	15%
African American / Black	5%

Pacific Islander	4%
American Indian / Alaskan Native	2%
Other	13%
Are you of Spanish, Hispanic, or Latino origin?	
Yes	19%
No	81%
Income	
Less than $25,000	3%
$25,000 - $74,999	10%
$75,000 - $99,999	8%
$100,000 - $199,999	38%
$200,000 or more	41%

n = 489 - 518

Intercepted Trip

The majority of ACE riders (83%) take round trips, with most boarding in the westward direction at Lathrop/Manteca (29%) or Tracy (25%). Top westward destinations include Great America (52%), San Jose (18%), and Santa Clara (16%), reflecting strong commuting patterns toward Silicon Valley. Most riders access the train by driving and parking at the station (67%), while the most common egress mode is the ACE Shuttle (24%). Over half of respondents (54%) say a shuttle would improve their trip, while others point to improved transit connections (39%) and rideshare discounts (24%) as helpful last-mile solutions.

ACE Travel

Among round-trip riders, ACE 05 and ACE 03 are the most commonly used morning trains, each taken by 30% of respondents. Most riders use ACE regularly, with 49% riding 4 to 5 days per week and 44% riding 2 to 3 days. While 60% expect to maintain their current frequency over the next year, 38% plan to ride more. Word of mouth is the primary way riders learn about ACE (62%), far exceeding other sources like online search (21%) and employers (15%).

Preferred ACE Schedules

Most riders prefer weekday morning arrivals between 7 to 9am (49%) and afternoon departures between 4:30 to 7:30pm (63%), with 5:30 to 6:30pm as the most popular slot. Changes to train schedules could significantly impact ridership: 82% of ACE 01 riders would stop riding if ACE 03 replaced it, and 21% of ACE 07 riders would stop riding if its departure were delayed by an hour. On weekends, 45% of riders are interested in Saturday service and 37% on Sunday, with most preferring San Jose-bound departures between 9am and noon. For Stockton-bound trips, evening departures are most popular, especially between 4 to 8pm.

Satisfaction

Overall satisfaction with ACE is high, with 87% of riders satisfied and 94% saying they would recommend the service. Riders are especially pleased with onboard safety (94%), staff courtesy (93%), and train cleanliness (92%). However, satisfaction drops for on-time performance (59%), train schedule and frequency (53%), and Wi-Fi (32%). Most riders (71%) are very likely to recommend ACE, with another 22% somewhat likely to do so.

2.0 BACKGROUND AND PURPOSE

In the spring of 2025, RSG conducted an Onboard Survey on behalf of the Altamont Corridor Express (ACE). The survey was conducted as a self-administered, tablet-based intercept study among ACE riders while on the train. Intercepted riders were provided with a tablet to complete the survey or were given a postcard with a survey link to complete the survey on their own device. The goal of the survey was to gain an understanding of travel patterns, but also customer satisfaction, preferences regarding train times, interest in weekend service, and demographic profiles of current ACE riders. The data obtained from the survey provides an understanding of who rides ACE, why they do so, and their satisfaction with different service aspects. It can also help to uncover differences in ACE usage and perception between varying demographic and geographic groups.

This survey builds on a prior onboard survey conducted by RSG in spring 2023, which collected 601 valid responses. That iteration also focused on rider patterns and satisfaction, with added attention to post-pandemic commuting shifts.

ONBOARD SURVEY

2.1 METHODOLOGY

Questionnaire Design

The Onboard Survey questionnaire was designed to develop a detailed profile of current ACE riders. While largely consistent with the 2023 onboard study, questions related to COVID-19 were removed, and new questions were added, such as how riders first heard about ACE and follow-up questions for those dissatisfied with Wi-Fi, ACE shuttle service, or train schedule/frequency. Some response options were updated, including the addition of "South Asian" as a race category. The survey covered the topics below:

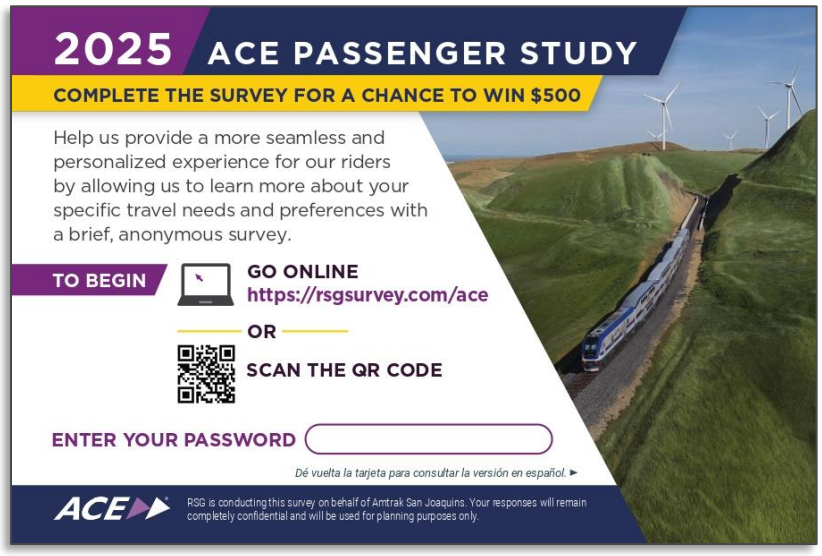
1. **Trip details**: The first questions were used to determine what stations on the ACE route respondent's trip started and ended at, as well as their home ZIP code. The following questions requested additional details about the respondents' trip, including how they got to and from their train, the origins and destinations, and the purpose of their trip.
2. **Ticketing**: Respondents were asked what kind of ticket they purchased (one-way ticket, 10-trip pass, etc.), where they purchased it (ACE Rail mTickets app, travel agent, etc.) and how (cash, credit card, etc.), and whether they have used or were aware of ACE ticket promotions.
3. **Travel behavior**: These questions focused on whether the respondent made a round trip, which morning train they usually ride, the frequency with which the respondent rode ACE, and other ways they could travel their route.
4. **Satisfaction**: These questions examined the respondent's attitudes about service attributes aboard the train, such as Wi-Fi and travel time, as well as reasons for riding, and other elements of their decision to ride.
5. **Travel preferences:** Respondents were asked how interested they would be in potential additions or changes to current services, such as an ACE weekend service, a ticketing pilot program, or how different departure times would affect their travel plans.
6. **Demographics**: Respondents were asked to provide demographic information, which included details about household income, household size, race, ethnicity, employment, and income.

Survey Programming

The survey was administered online and accessible through tablets provided by surveyors or via a QR code on postcards distributed to riders. This allowed riders flexibility to complete the

survey after alighting the train. Each postcard had a unique password, ensuring one response per rider. Figure 1 shows an example of a postcard. Staff tracked password ranges distributed on each train. The survey was available in English and Spanish on all platforms. Due to short intervals between ACE stops, many respondents took a postcard and completed the survey on their personal devices.

FIGURE 1: POSTCARD FOR ACE ONBOARD STUDY



Branching techniques were implemented to display only relevant questions to respondents. For instance, respondents who indicated the ACE shuttle as their access mode were shown specific questions about it. The survey also utilized logic checks to minimize invalid responses. For example, the selected boarding station is not displayed as an option in the list of exit stations, preventing respondents from choosing the same station for both boarding and alighting.

Survey Administration

The survey was conducted over two consecutive days, February 25th and 26th, 2025. The field effort was overseen by the RSG Field Manage, who worked alongside another Field Manager and seven surveyors from Ebony Marketing Systems. Each day, two teams, each consisting of 3 to 4 surveyors, rode one train each, covering the full route from San Jose to Stockton. In total, all four trains were covered, each operating eastbound from San Jose to Stockton in the afternoon and evening. No AM westbound trains were surveyed since ACE primarily serves commuters, meaning that riders generally travel westbound the morning and eastbound in the PM, and surveying in both directions would largely be redundant since the same riders would be captured. The detailed schedule of the surveyed trains can be found in Table 3.

At the start of each shift, the surveyors met the Field Managers at the scheduled station, checked the tablets' functionality, and discussed best practices for intercepting riders. Each day, staff boarded the selected train with 2-3 tablets each and a stack of postcards. Refusals were recorded to calculate response rate. Postcards were handed to riders that had to alight the train soon and did not have time to complete the survey onboard.

Sampling

The sample target was originally set at 200, but RSG collected a total of 518 valid completes over the two intercept days. Details of the overall sampling effort are shown in Table 2. Four eastbound trains from San Jose to Stockton were surveyed, one per day. Table 3 presented a detailed breakdown of the sampled trains, including the actual ridership on the intercepted train (as reported by the conductor) and the number of complete surveys collected for each train.

TABLE 2: SAMPLE DETAILS

DESCRIPTION	COUNT
Valid Questionnaires	518
Total Ridership on Sampled Trains	2,129
Participation Rate (valid questionnaires / total ridership)	24%

TABLE 3: SAMPLED TRAINS WITH RIDERSHIP AND RESPONSE

DIRECTION	TRAIN NUMBER	DAY SURVEYED	ACTUAL RIDERSHIP	STATION DEPARTURE TIME (SAN JOSE)	VALID SURVEY COMPLETES	% RIDERS SURVEYED
Eastbound	ACE 06	Tues, 2/25	700	4:35 PM	185	36%
Eastbound	ACE 08	Tues, 2/25	471	5:35 PM	147	28%
Eastbound	ACE 02	Weds, 2/26	235	2:10 PM	72	14%
Eastbound	ACE 04	Weds, 2/26	723	3:35 PM	114	22%
Total			**2,129**		**518**	

Data Processing

Open-ended responses were thoroughly reviewed to remove any inappropriate or nonsensical comments. The destinations provided by respondents were cross-checked with the direction of travel to ensure their validity. If a respondent's destination was too far from their alighting station, making it implausible to have taken the ACE, it was flagged in the dataset. Additionally, access and egress modes were thoroughly vetted against destination, boarding station, and alighting station. Any records indicating an illogical mode for the given distance, such as a respondent claiming to have walked 20 miles, were also flagged.

2.2 WEIGHTING

Data weighting was applied to ensure that the survey sample accurately reflected the ACE trains traveling population. Weights were calculated by dividing the percent of total daily ACE ridership by the percent of the sample.

Train number, percentage of surveys collected, percentage of ridership and weight are reported in Table 4. All tabulations in the report were conducted using the weighted data.

TABLE 4: WEIGHTS

TRAIN NUMBER	VALID SURVEY COMPLETES	% OF SURVEYS	DAILY RIDERSHIP	% OF RIDERSHIP	WEIGHT
02	72	14%	411	11%	0.79
04	114	22%	312	34%	1.54
06	185	36%	225	33%	0.92
08	147	28%	85	22%	0.78
Total	**518**	**100%**	**1,033**	**100%**	

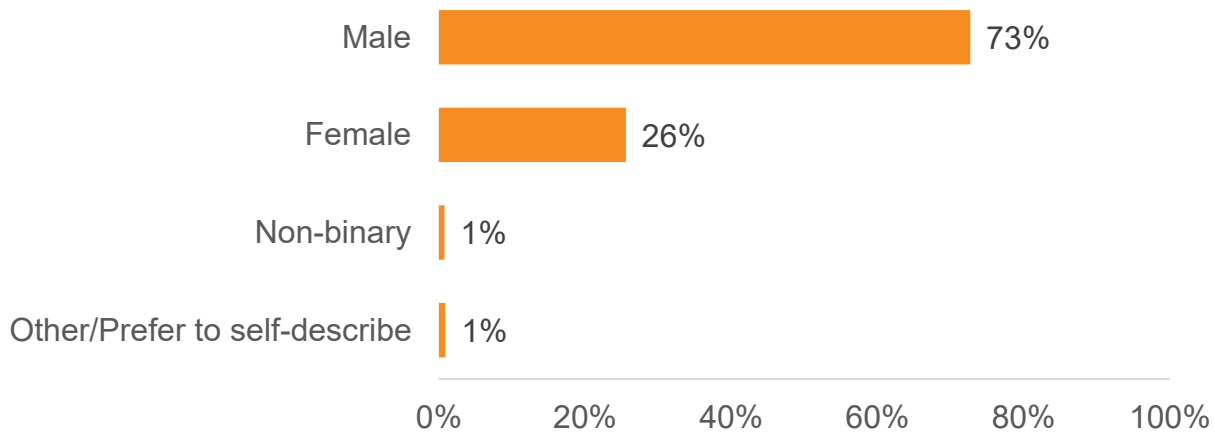
2.3 RESULTS

The following section presents results on the 2025 ACE Onboard Survey. Unless otherwise specified, all results that are presented as part of this report are shown with weighted data.

Surveyed Riders (Respondent) Profile

The section below details the respondent demographic profile. The majority of surveyed riders (73%) identify as male, 26% identify as female, and the remaining identify as non-binary or chose to self-describe (Figure 2).

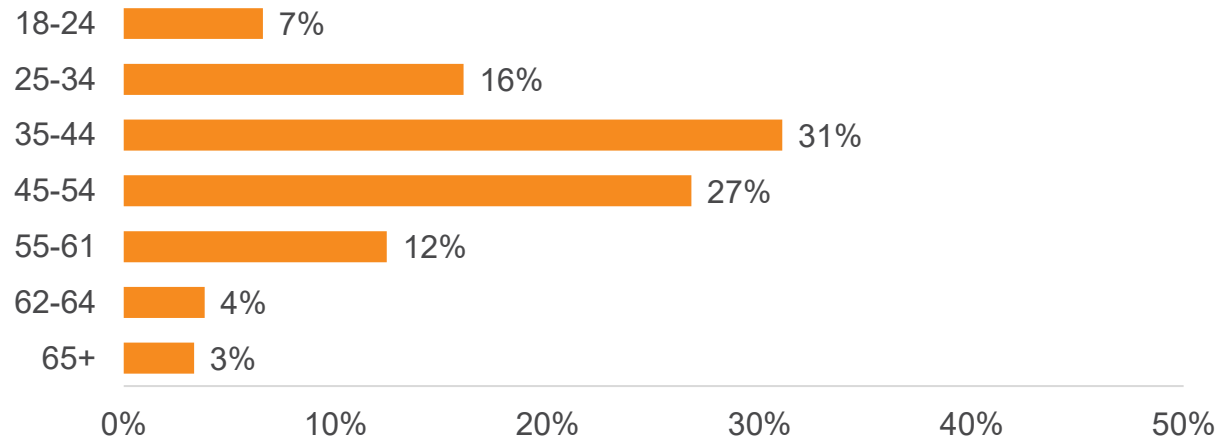
FIGURE 2: GENDER



n = 518

The distribution of surveyed riders' skews towards middle-aged adults. The largest proportion of respondents (31%) are between the ages of 35 and 44, followed closely by respondents aged 45 to 54 (27%). Riders between the ages of 25 and 34 years old account for 16%, and 12% are between 55 and 61. Younger riders, aged 18 to 24, represent 7% of respondents. Respondents ages 62 or older account for an additional 7% of respondents (Figure 3.

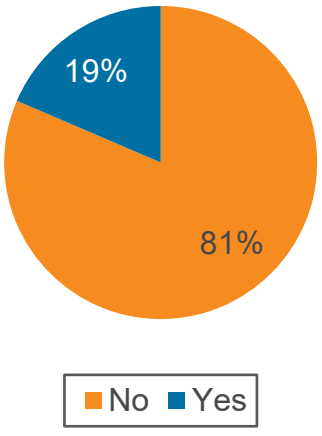
FIGURE 3: AGE



n = 518

Nearly one in five respondents (19%) identify as having Hispanic, Latino, or Spanish origins (Figure 4).

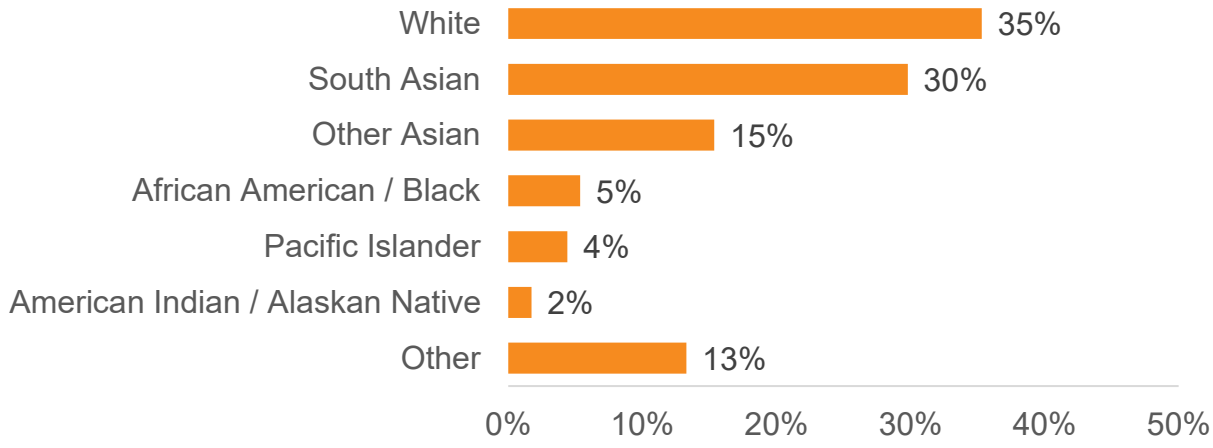
FIGURE 4: HISPANIC, LATINO, OR SPANISH ORIGIN



n = 518

Over a third (35%) identify as White, while nearly one-third (30%) identify as South Asian (from Bangladesh, Bhutan, India, the Maldives, Nepal, Pakistan, and/or Sri Lanka). Another 15% identify as Asian of non-South Asian origin. Small portions of respondents identify as African American / Black (5%), Pacific Islander (4%), or American Indian / Alaskan Native (2%). Additionally, 13% of respondents identify as another race (Figure 5).

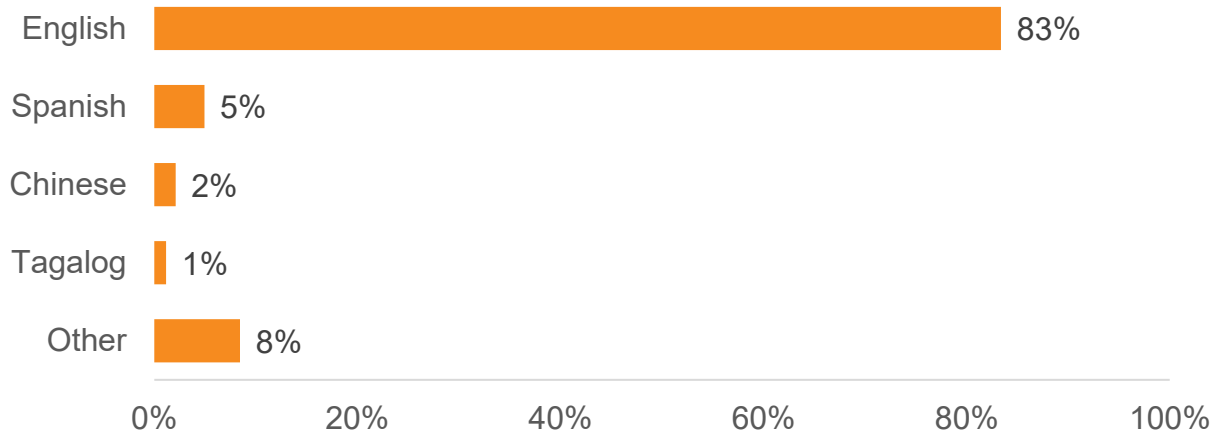
FIGURE 5: RACE



n = 518 (Respondents select all that apply.)

The vast majority (83%) report English as the primary language spoken in their home. Spanish (5%), Chinese (2%), and Tagalog (1%) are less commonly reported. An additional 8% speak a language not listed among the provided options (Figure 6).

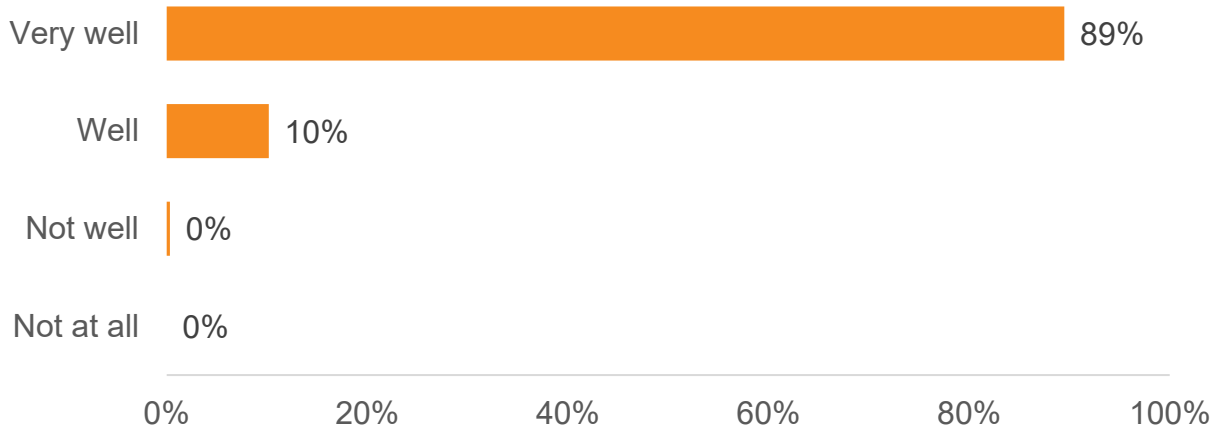
FIGURE 6: PRIMARY LANGUAGE SPOKEN AT HOME



n = 518

An overwhelming majority (89%) report that they speak English “very well,” while another 10% report speaking it “well”. Less than 1% of respondents reported speaking English “not well” or “not at all” (Figure 7).

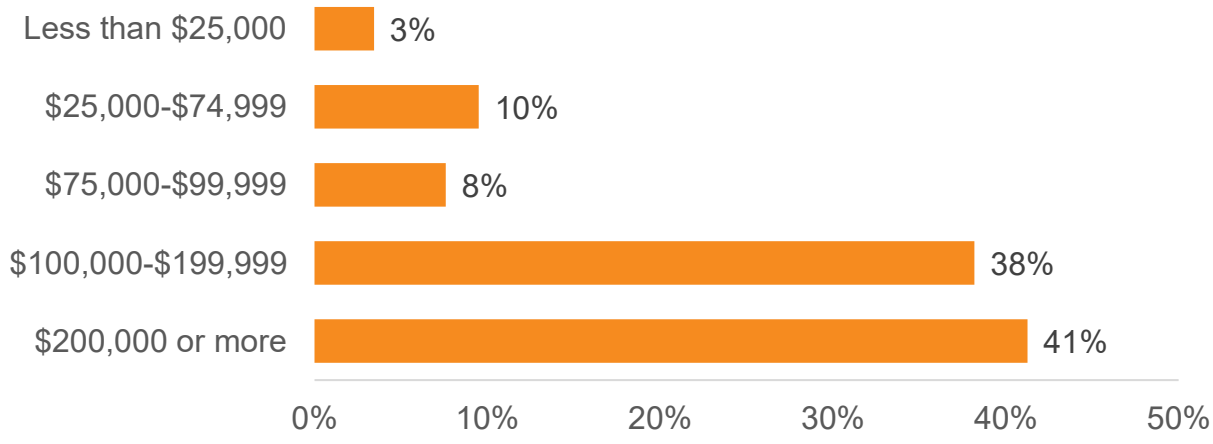
FIGURE 7: ENGLISH ABILITY



n = 518

A significant majority report relatively high incomes, with 41% earning $200,000 or more and another 38% earning between $100,000 and $199,999. Fewer respondents report household incomes below $100,000, with 8% earning between $75,000 and $99,999, 10% between $25,000 and $74,999, and 3% earning less than $25,000 (Figure 8).

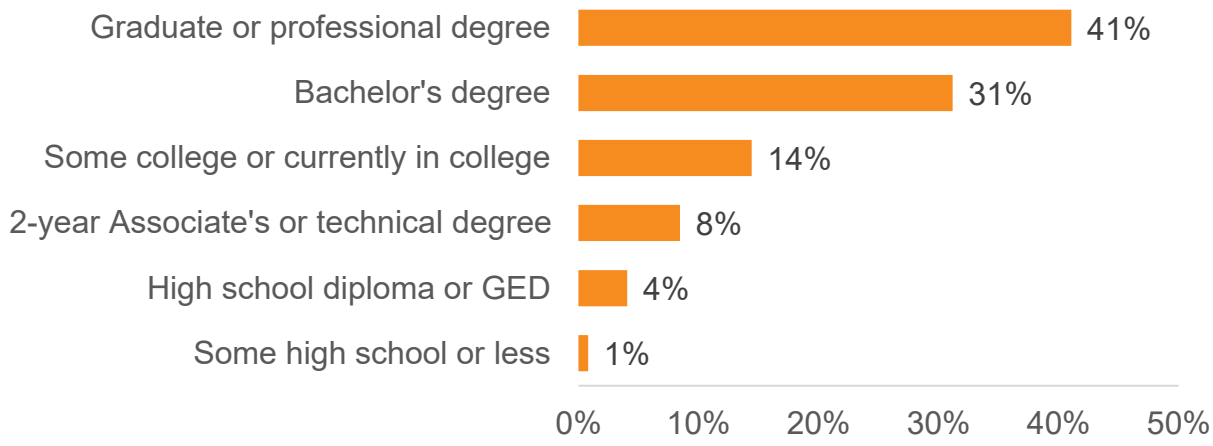
FIGURE 8: ANNUAL HOUSEHOLD INCOME BEFORE TAXES



n = 489 (Respondents could complete survey without answering question.)

A plurality of respondents (41%) hold a graduate or professional degree, while 31% have a bachelor's degree. An additional 22% have either attended some college, are enrolled, or hold a 2-years Associate or technical degree. Five percent report having a high school diploma, GED, or less (Figure 9).

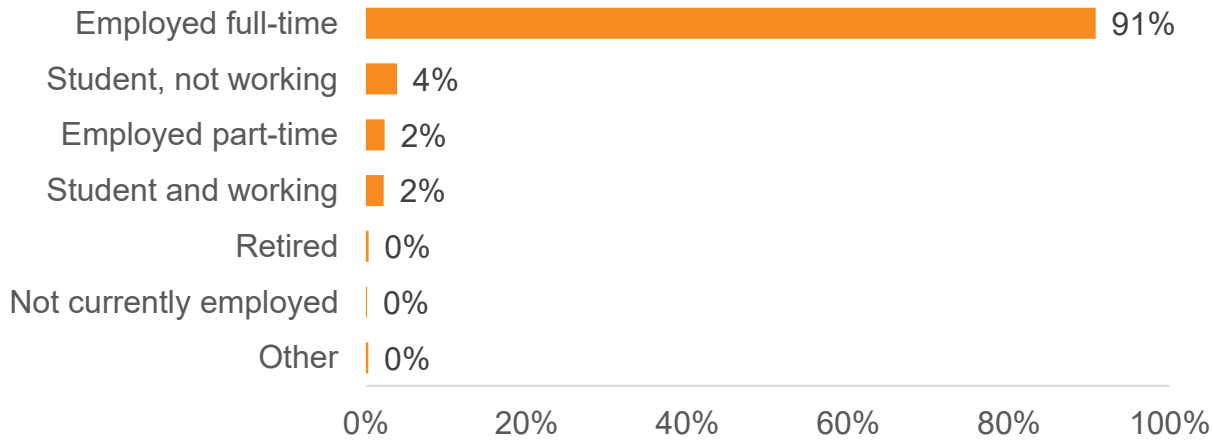
FIGURE 9: EDUCATION



n = 518

Over 90% of respondents report being employed full-time. An additional 4% identify as students who are not currently working, 2% are being employed part-time, and another 2% are students who also work. Fewer than 1% of respondents identify as retired, not currently employed, or selected “Other” (Figure 10).

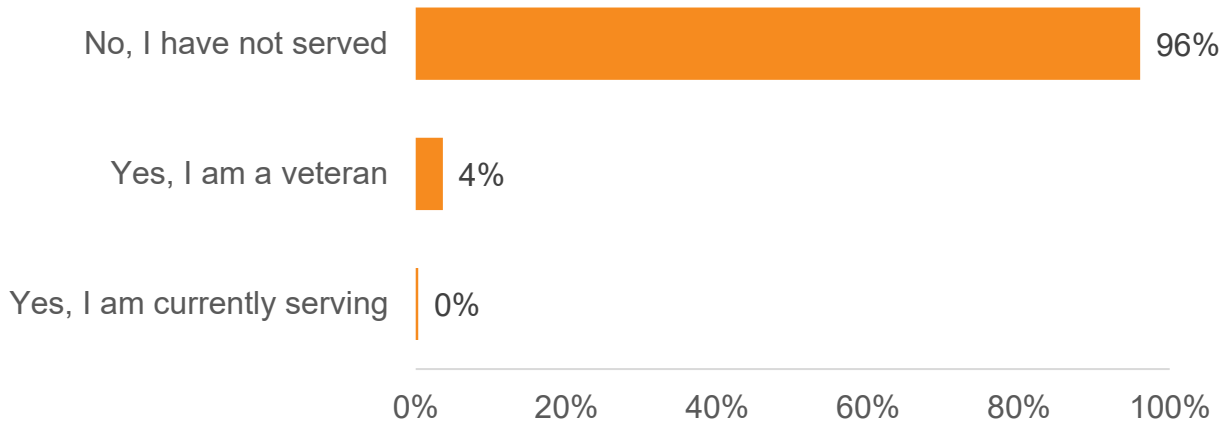
FIGURE 10: EMPLOYMENT STATUS



n = 518

Most respondents (96%) report that they have not served in the U.S. Armed Forces, Reserves, or National Guard. A small portion (4%) identify as veterans, and fewer than 1% of respondents are currently serving (Figure 11).

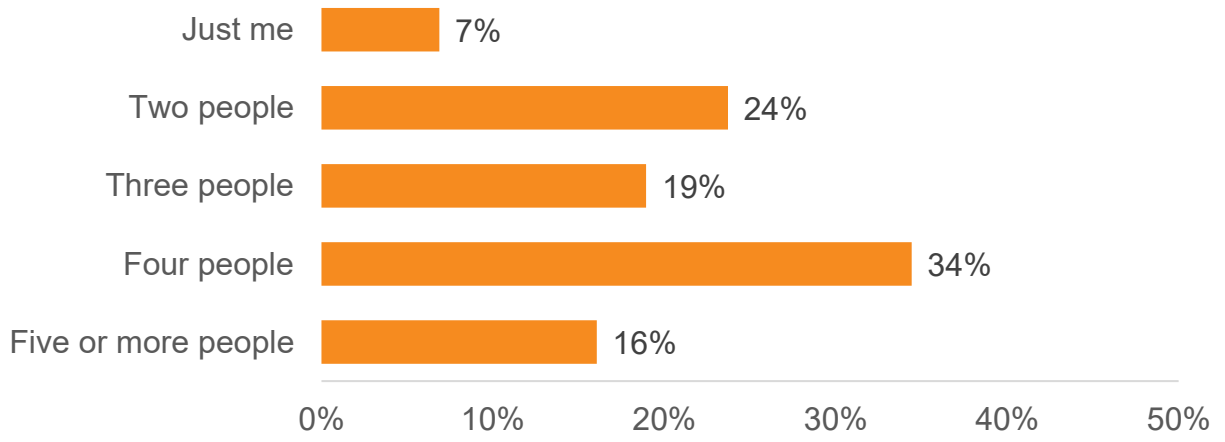
FIGURE 11: MILITARY SERVICE STATUS



n = 518

The most common household size is four people (34%), followed by two-person households (24%) and three-person households (19%). An additional 16% report living in households of five or more people, and 7% report living alone (Figure 12).

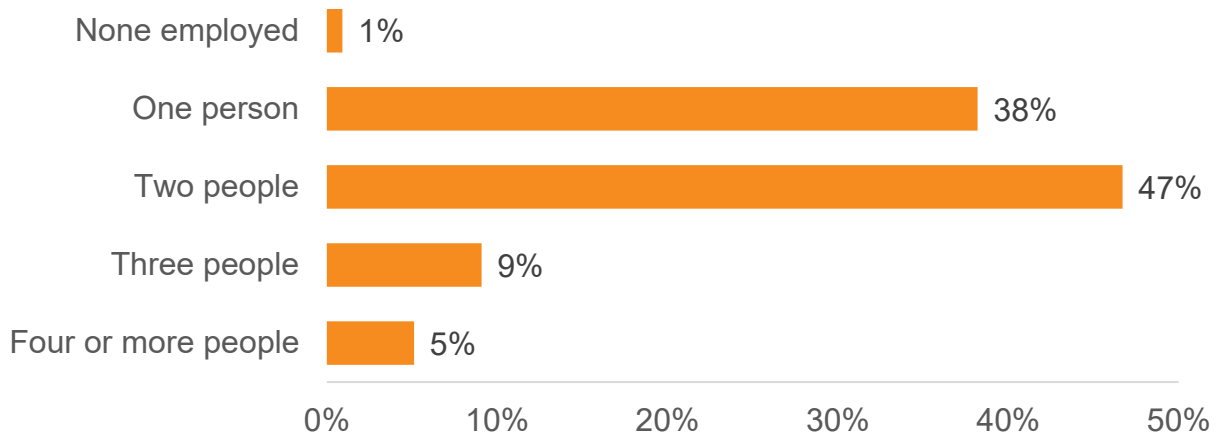
FIGURE 12: HOUSEHOLD SIZE



n = 518

Nearly half (47%) report that two people in their household are employed, while 38% report that one person is employed. Fourteen percent of respondents reported that three or more people are employed, and 1% live in a household where no one is employed (Figure 13).

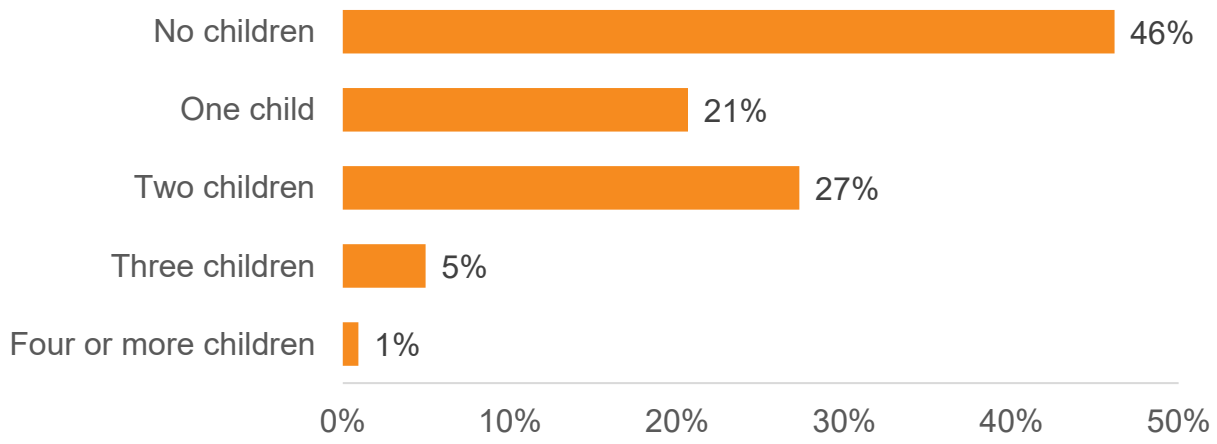
FIGURE 13: EMPLOYED IN HOUSEHOLD



n = 518

Almost half of respondents (46%) report having no children in their household. Meanwhile, 27% have two children, 21% have one child, and 6% have three or more children (Figure 14).

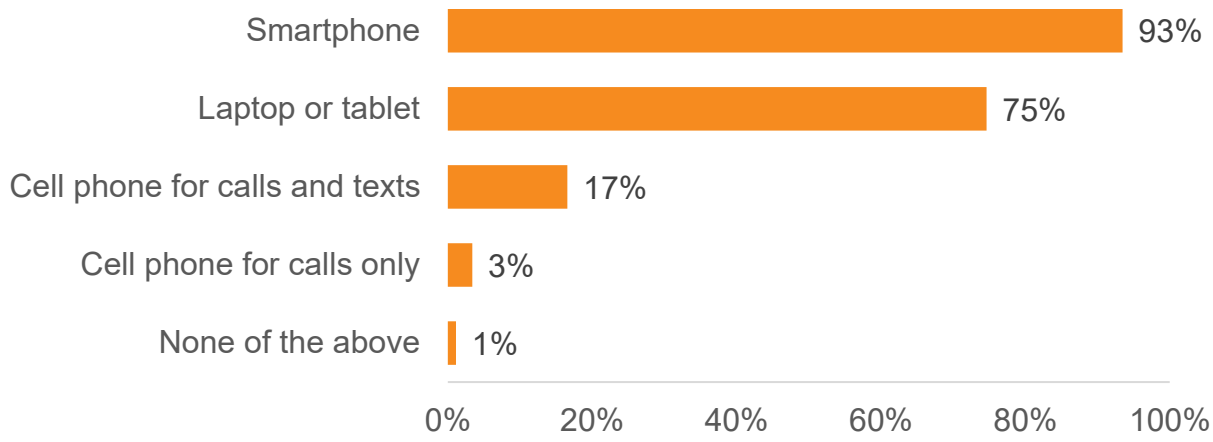
FIGURE 14: CHILDREN IN HOUSEHOLD



n = 518

The vast majority (93%) own a smartphone and 75% own a laptop or table. An additional 17% have a cell phone for calls and texts, and 3% have a cell phone for calls only. One percent of respondents indicate that they do not have access to any of the listed devices (Figure 15).

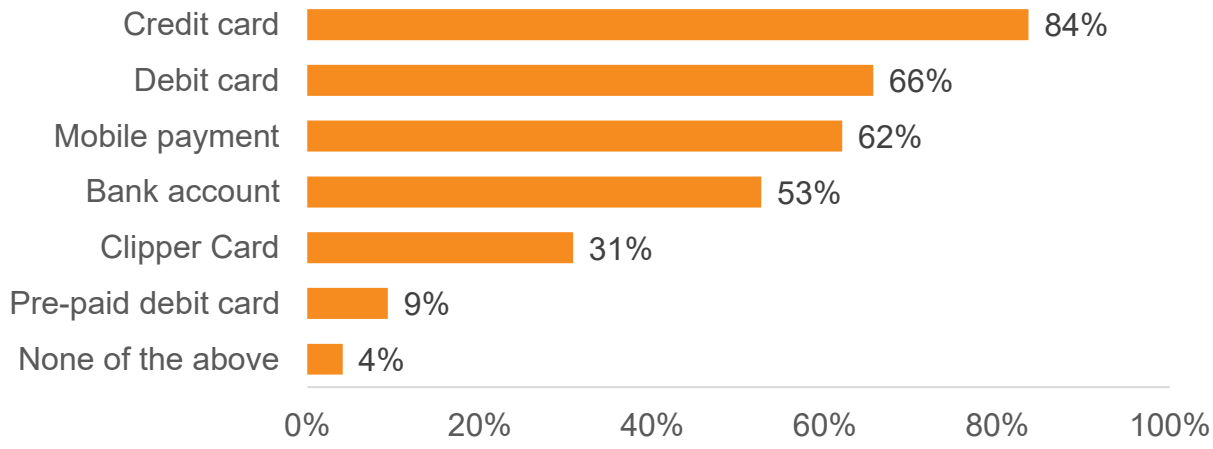
FIGURE 15: DEVICES OWNED



n = 518 (Respondents select all that apply.)

A large majority of respondents (84%) report having and using a credit card in daily life, followed by 66% who use a debit card, 62% who use mobile payment methods, and 53% with a bank account. Nine percent report using a pre-paid debit card. Nearly one-third (31%) of respondents say they use a Clipper Card as part of their daily routine. Four percent do not use any of the listed payment options in their daily life (Figure 16).

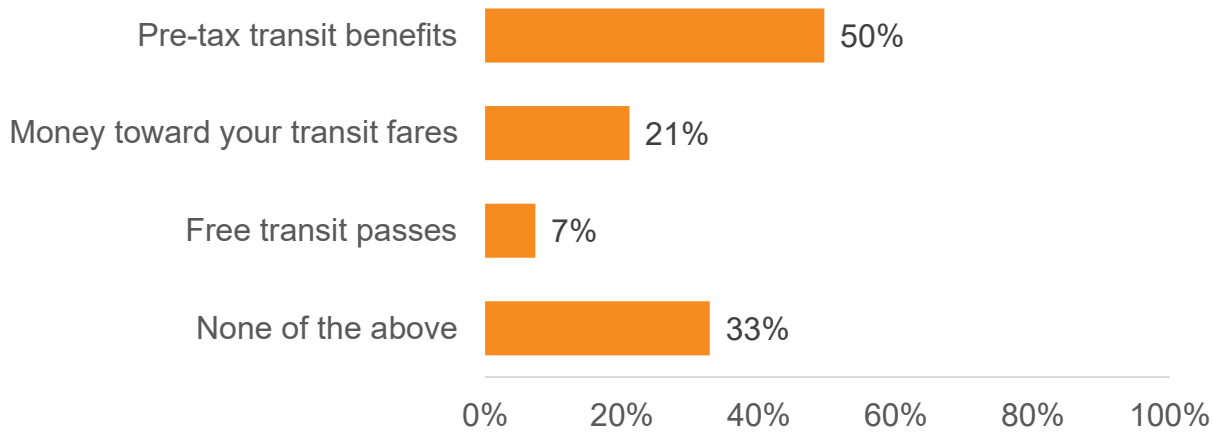
FIGURE 16: PAYMENT OPTIONS USED IN DAILY LIFE



n = 518 (Respondents select all that apply.)

Half (50%) of respondents report that their employers offer pre-tax transit benefits. In addition, 21% report that their employers offer money toward transit fares, and 7% say their employers offer free transit passes. One-third of respondents (33%) indicate that their employers do not offer any of these transit-related benefits (Figure 17).

FIGURE 17: TRANSIT BENEFITS OFFERED BY EMPLOYER



n = 493 (Respondents that are employed. Respondents select all that apply.)

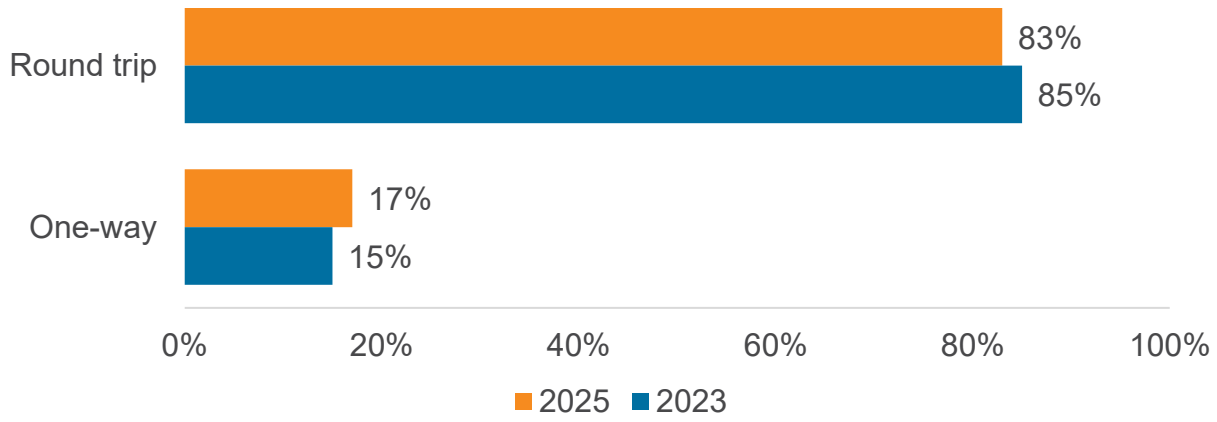
Trip Details

Westbound Trip: Boarding, Alighting, Access, and Egress

Trains were surveyed in the afternoon and evening in the eastward direction from San Jose to Stockton. However, the great majority of riders live on the eastern end of the ACE route, and for many the intercepted trip represented their commute back home in the afternoon. Since it is easier to think about the trip from east to west, the following section describes the trip in the direction of Stockton to San Jose, only among those who indicated that they took a round-trip in the opposite direction.

In both 2025 and 2023, the vast majority of ACE riders reported taking a round trip. In 2025, 83% of riders indicated they were making a round trip, compared to 85% in 2023. Conversely, 17% of riders in 2025 and 15% in 2023 reported taking a one-way trip (Figure 18).

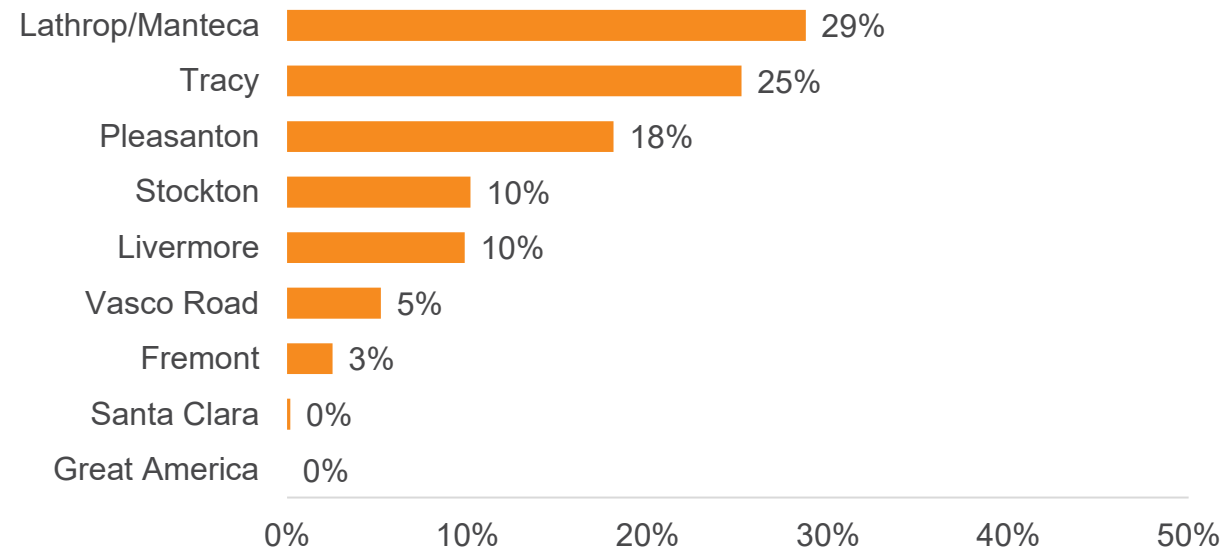
FIGURE 18: ROUND-TRIP OR ONE-WAY



2025: n = 518; *2023:* n = 600

Figure 19 shows that most riders boarded their morning train at Lathrop/Manteca (29%) or Tracy (25%), reinforcing the importance of these San Joaquin Valley stations in ACE's ridership base. Other commonly used boarding locations include Pleasanton (18%), Stockton (10%), and Livermore (10%). Smaller shares boarded at Vasco Road (5%) and Fremont (3).

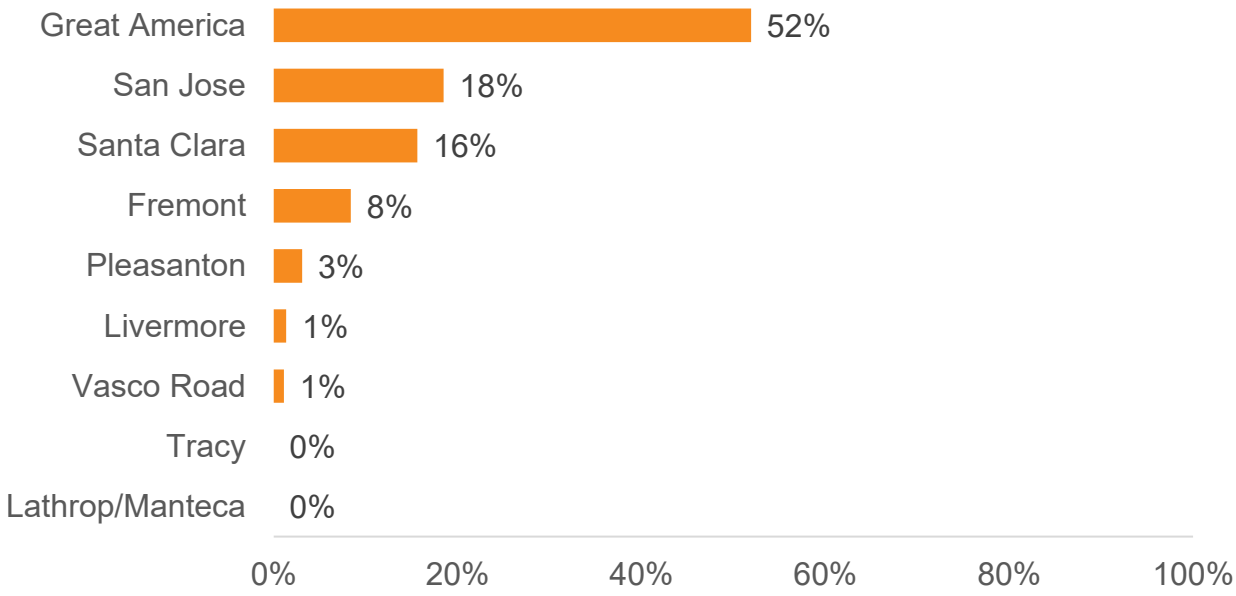
FIGURE 19: BOARDING ACE STATION (WESTWARD DIRECTION)



n = 428 (Respondents who made a round-trip.)

Over half of respondents (52%) got off the train at Great America, making it by far the most common alighting station in the westward direction. Other major destinations include San Jose (18%) and Santa Clara (16%), both key employment hubs in the Silicon Valley corridor. Fewer riders exited at Fremont (8%), Pleasanton (3%), and a few additional East Bay stations (Figure 20).

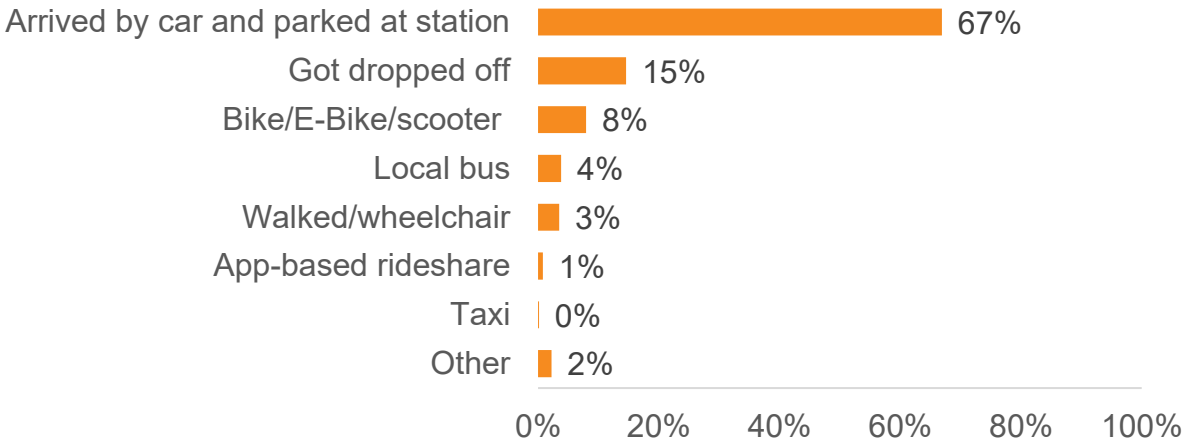
FIGURE 20: ALIGHTING ACE STATION (WESTWARD DIRECTION)



n = 428 (Respondents who made a round-trip.)

Among round-trip riders, whose responses reflect their morning trip westbound from Stockton to San Jose, most reported arriving by car and parking at the station (67%). Additional access modes included being dropped off (15%), biking or scootering (8%), and taking a local bus (4%). Smaller shares walked (3%), used app-based rideshare (1%), took a taxi (<1%), or selected "Other" (2%; Figure 21).

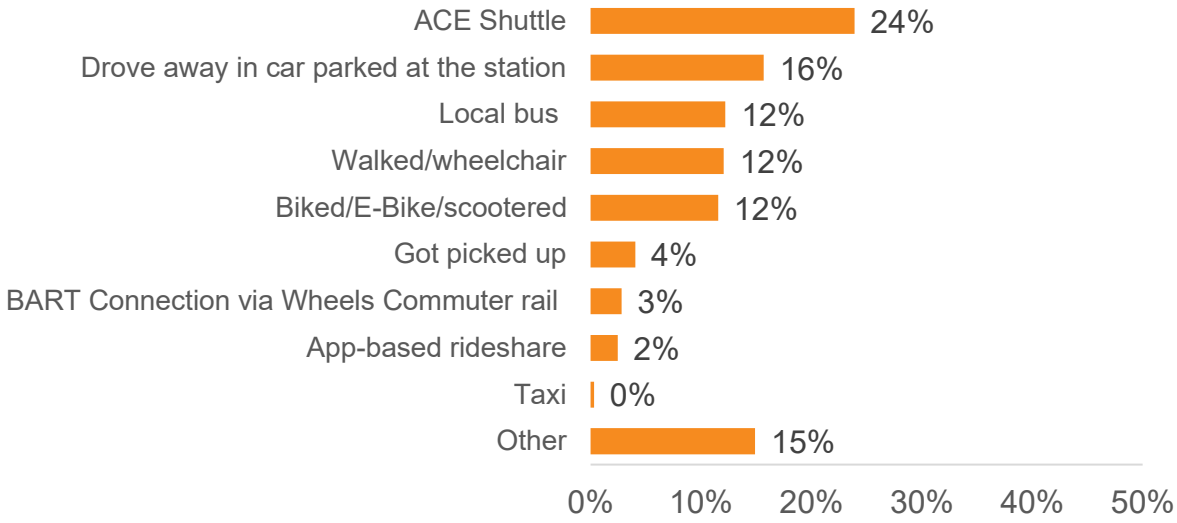
FIGURE 21: ACCESS MODE TO ACE BOARDING STATION (WESTWARD DIRECTION)



n = 479 (Respondents who made a round-trip.)

Among round-trip riders, the most common mode of reaching their final destination after getting off the train was the ACE Shuttle (24%). Other frequently used modes include driving away in a car parked at the station (16%), and equal shares (12%) who reported using a local bus, walking, or biking/scootering. Less riders reported being picked up (4%), using the BART connection via Wheels (3%), app-based rideshare services (2%), or a taxi (<1%). A notable 15% selected “Other,” suggesting a range of alternative or personalized last-mile solutions (Figure 22).

FIGURE 22: EGRESS MODE FROM ACE ALIGHTING STATION (WESTWARD DIRECTION)

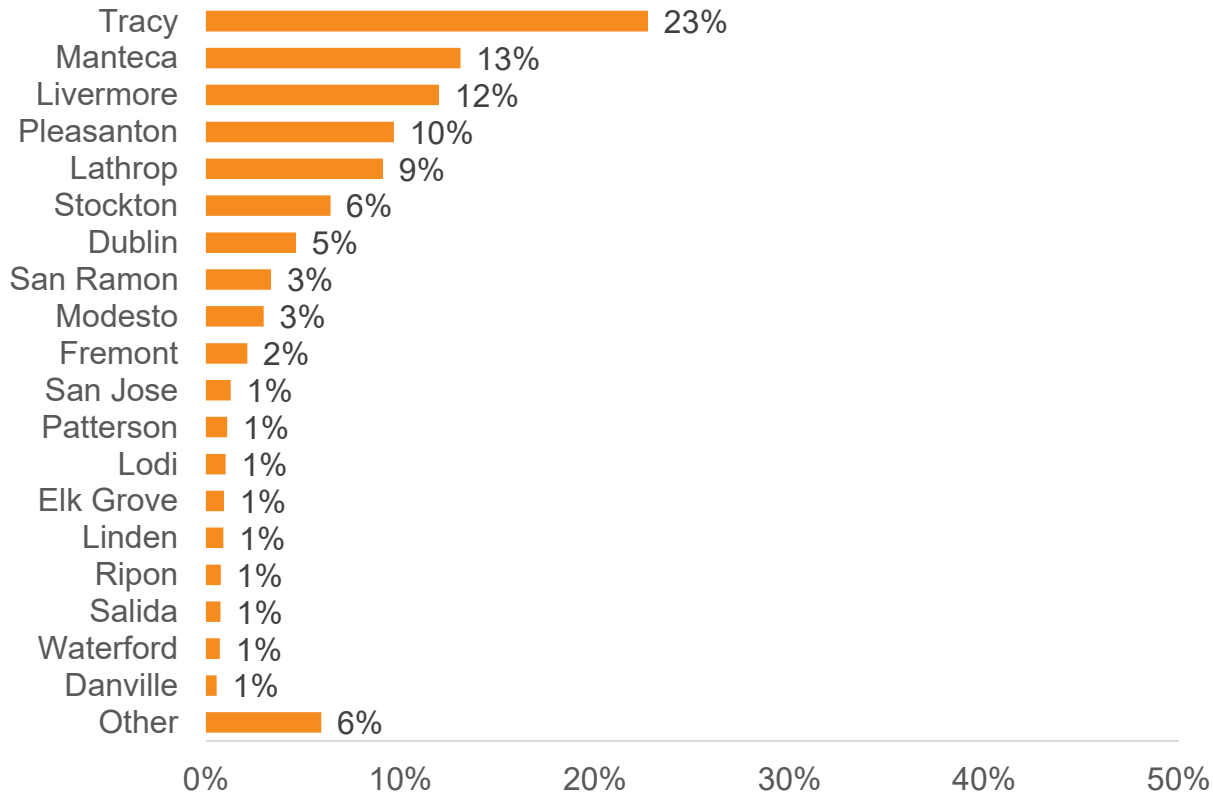


n = 479 (Respondents who made a round-trip.)

The majority of ACE riders began their trip in San Joaquin Valley communities, with Tracy (23%) being the most common starting point. Other frequently reported origin cities include Manteca (13%), Livermore (12%), Pleasanton (10%), and Lathrop (9%).

A smaller but notable share of riders began in Stockton (6%) or Dublin (5%), while a wide range of other cities, including San Ramon, Modesto, Fremont, San Jose, and several Central Valley towns, each account for 1–3% of trip starts. Additionally, 6% of respondents began their trip in a city not listed among the primary options (Figure 23).

FIGURE 23: ORIGIN CITY (WESTWARD DIRECTION)

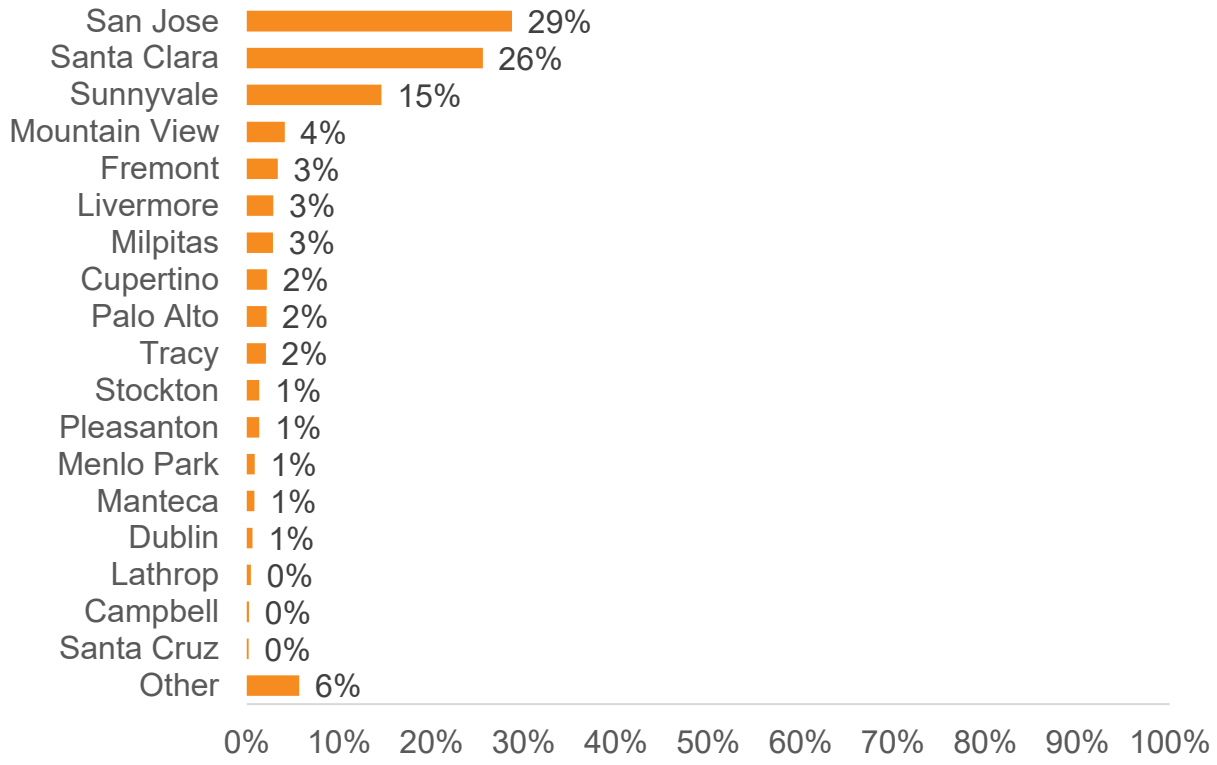


n = 426 (Respondents who made a round-trip.)

Figure 24 shows the cities where riders end their ACE trips, typically their workplace. The most common destination is San Jose (29%), followed closely by Santa Clara (26%), and Sunnyvale (15%). Together, these three cities account for 70% of rider destinations.

Some riders travel to Mountain View (4%), Fremont, Livermore, and Milpitas (3% each), and Cupertino and Palo Alto (2% each). A handful of riders listed cities farther east or outside of the Silicon Valley core, such as Tracy (2%), Stockton, Pleasanton, and Menlo Park (1% each). An additional 6% of riders reported a destination not captured in the listed categories.

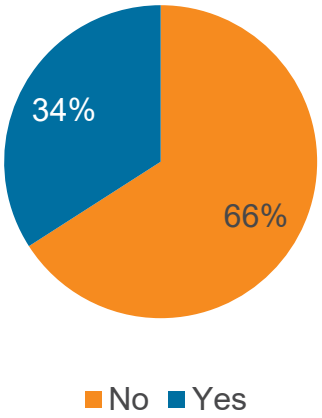
FIGURE 24: DESTINATION CITY



n = 399 (Respondents who made a round-trip.)

Just over a third (34%) of respondents are interested in E-Bike/Scooter storage at stations (Figure 25).

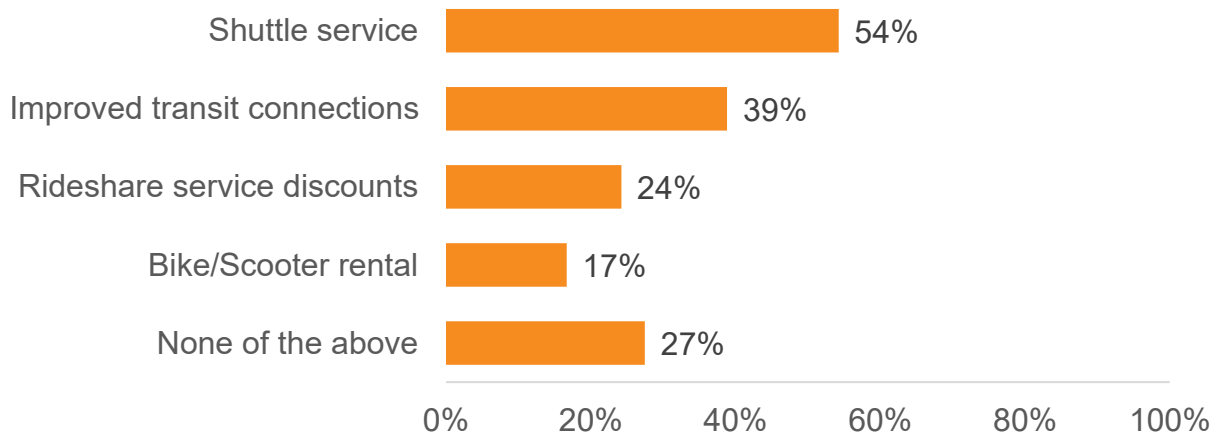
FIGURE 25: INTEREST IN E-BIKE/SCOOTER STORAGE



n = 518

Over half (54%) of respondents say a shuttle service would help reach their final destination, while 39% would benefit from improved transit connections. Nearly a quarter (24%) of respondents would benefit from rideshare service discounts, and 17% would benefit from bike or scooter rentals. Notably, 27% of riders indicated that none of the list options would make their trip easier (Figure 26).

FIGURE 26: INTEREST IN SUPPORT FOR REACHING FINAL DESTINATION

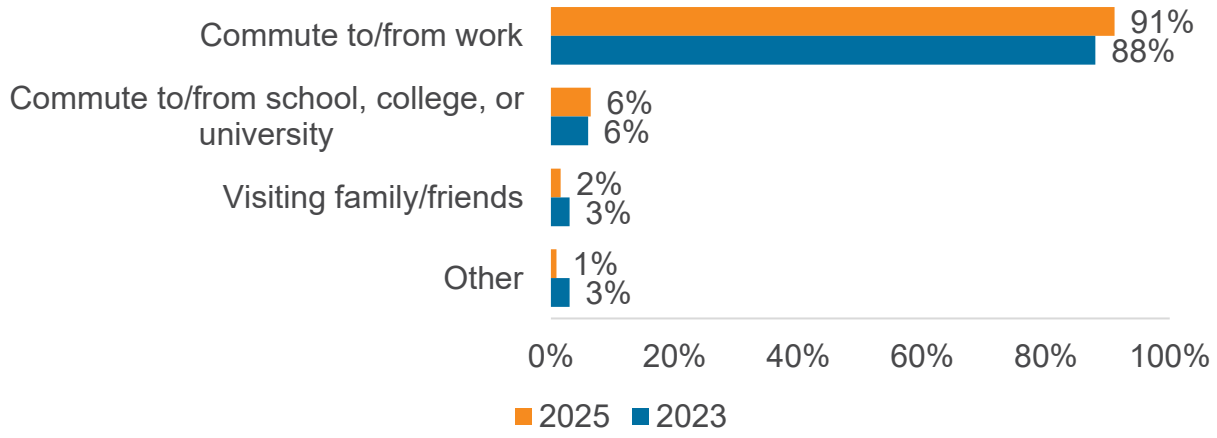


n = 518

Trip Purpose

The vast majority of respondents took ACE to commute to or from work, with 91% indicating this purpose in 2025, slightly up from 88% in 2023. Other trip purposes remained consistent across years, with 6% commuting to or from school, college, or university in both years, and only small shares riding to visit family or friends (2% in 2025 vs. 3% in 2023) or for other reasons (1% in 2025 vs. 3% in 2023; Figure 27).

FIGURE 27: TRIP PURPOSE

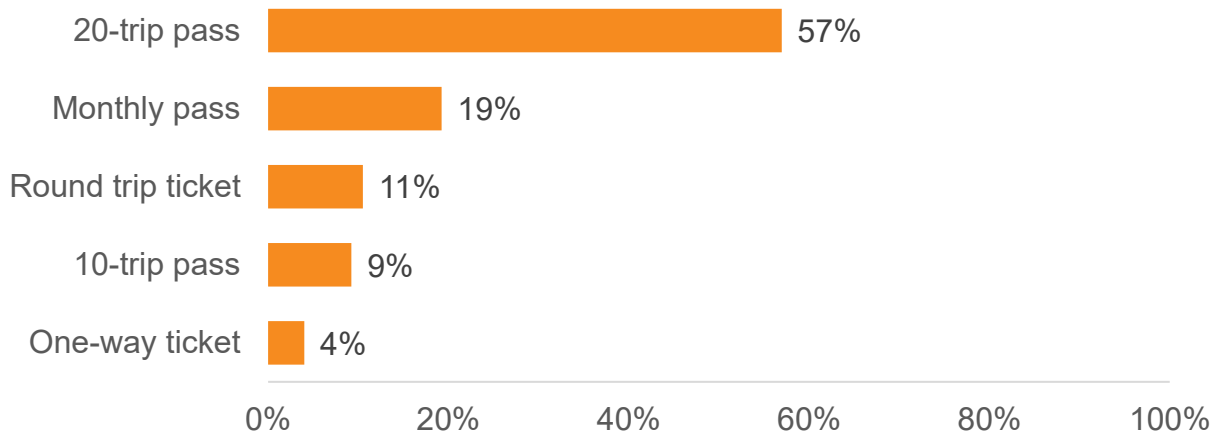


2025: n = 518; *2023:* n = 600

Ticketing

Over half (57%) of respondents used a 20-trip pass to pay for their trip. Nearly 20% used a monthly pass, while 11% used a round trip ticket. Smaller shares used a 10-trip pass (9%) or a one-way ticket (4%; Figure 28).

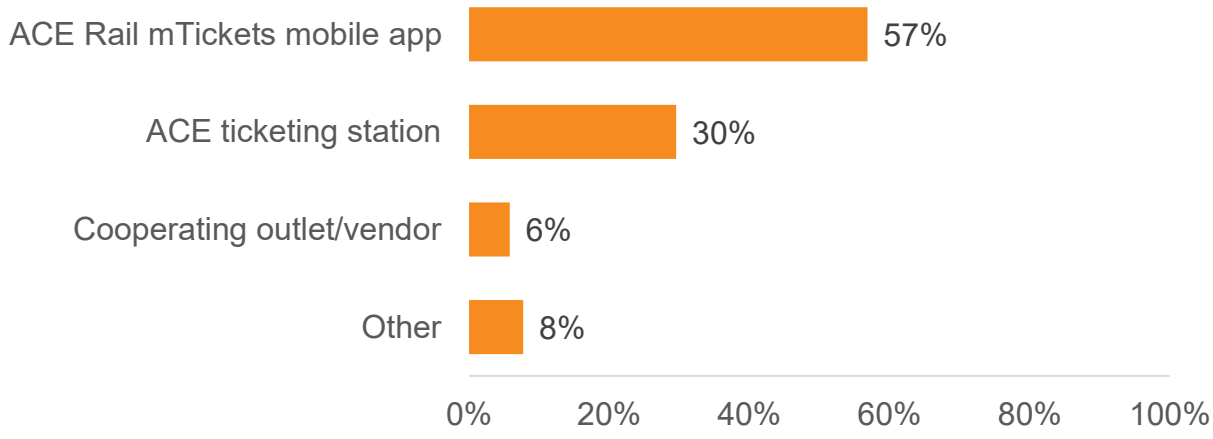
FIGURE 28: TYPE OF TICKET USED



n = 518

A majority of respondents (57%) bought their ticket on the ACE Rail mTickets mobile app. Another 30% bought their ticket at an ACE ticketing station, while 6% bought their ticket at a cooperating outlet/vendor. An additional 8% reported purchasing their ticket through a place or method not listed (Figure 29).

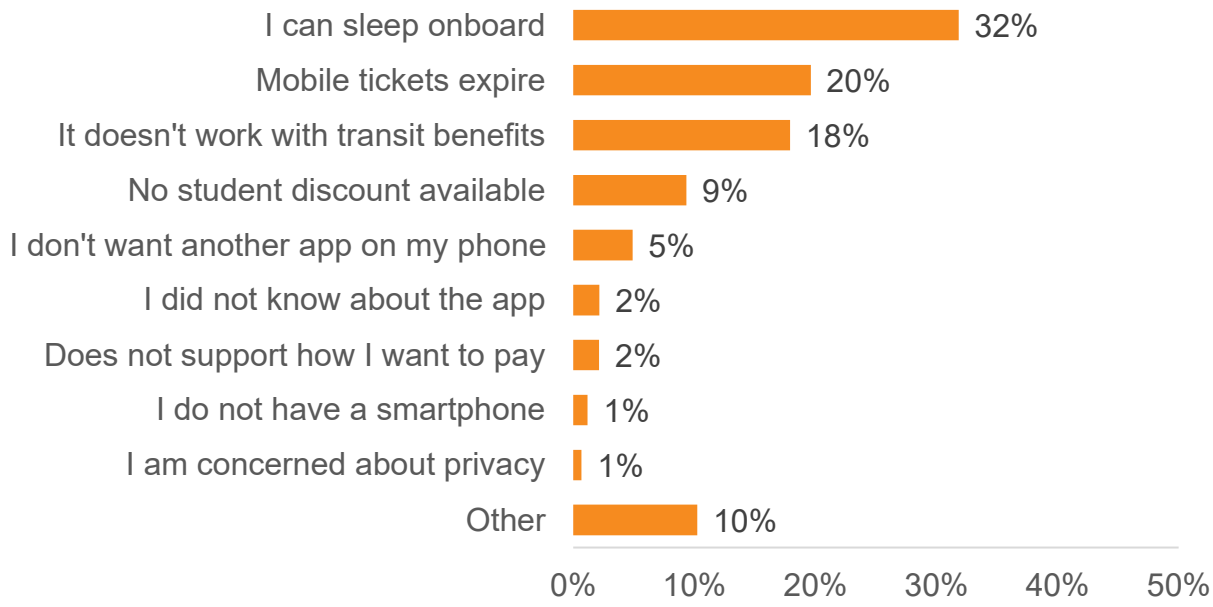
FIGURE 29: WHERE TICKET WAS PURCHASED



n = 518

Among respondents who do not use the ACE Rail mTickets mobile app, nearly one-third (32%) say they prefer to use a paper ticket because it allows them to sleep onboard. Other notable reasons for not using the mobile app include concerns about mobile tickets expiring (20%) and incompatibility with transit benefits offered by their employer (18%; Figure 30).

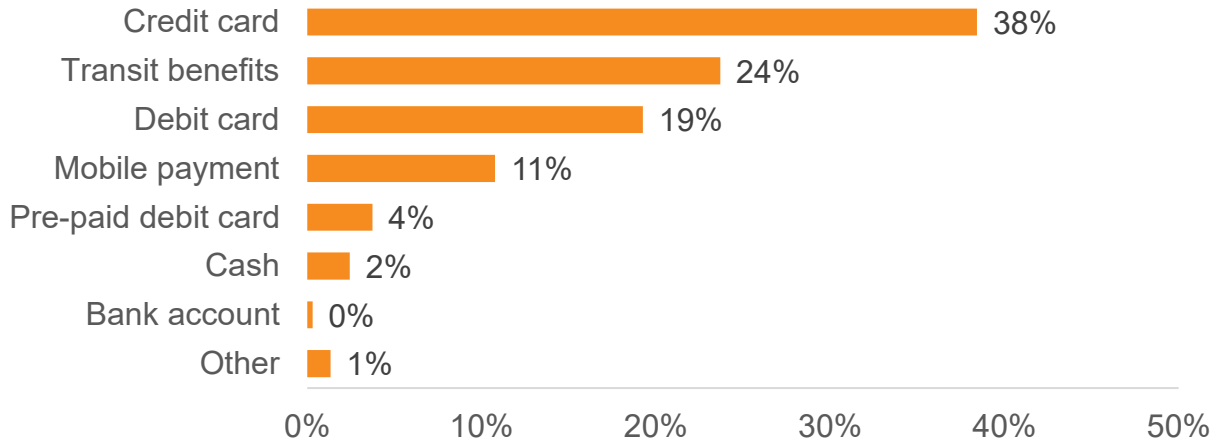
FIGURE 30: REASON FOR NOT USING THE ACE RAIL MTICKETS MOBILE APP



n = 224 (Respondents who did not purchase their ticket using the ACE Rail mTickets mobile app.)

The most common way a respondent paid for their ticket was with a credit card (38%), followed by transit benefits (25%), or a debit card (19%). An additional 11% used a mobile payment method to purchase their ticket. Few respondents purchased their ticket using a pre-paid debit card (4%), cash (2%), their bank account (<1%), or another method (1%; Figure 31)

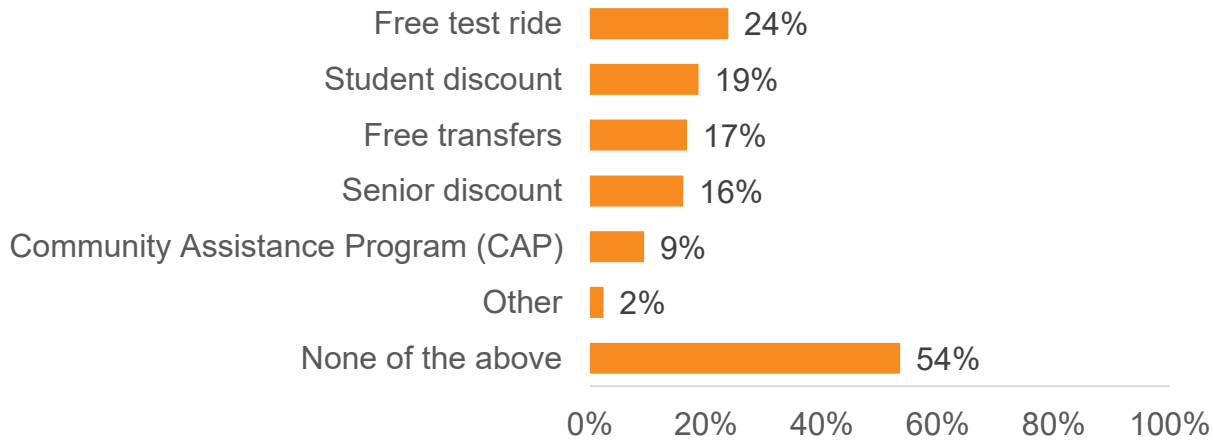
FIGURE 31: HOW TICKET WAS PAID FOR



n = 518

The most recognized/utilized promotion is the free test ride (24%), followed by the student discount (19%), free transfers (17%), and the senior discount (16%). Smaller shares are aware of or have used the Community Assistance Program (9%) or selected Other (2%). Notably, over half of respondents (54%) indicated that they are not familiar with or have not used any of the listed programs (Figure 32).

FIGURE 32: FAMILIARITY WITH ACE PROMOTIONS/PROGRAMS

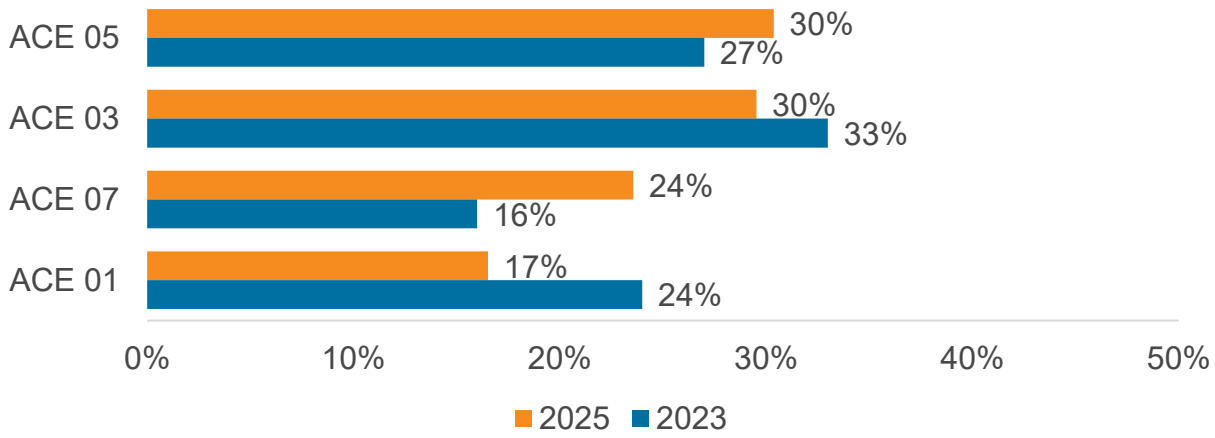


n = 518 (Respondents select all that apply.)

ACE Travel

Among round-trip respondents in 2025, 30% reported usually taking the ACE 05 in the morning, up 3-percentage points from 2023 (27%). Another 30% took the ACE 03, compared to 33% in 2023. The share of riders taking the ACE 07 increased from 16% in 2023 to 24% in 2025, and those taking the ACE 01 declined, from 24% in 2023 to 17% in 2025 (Figure 33).

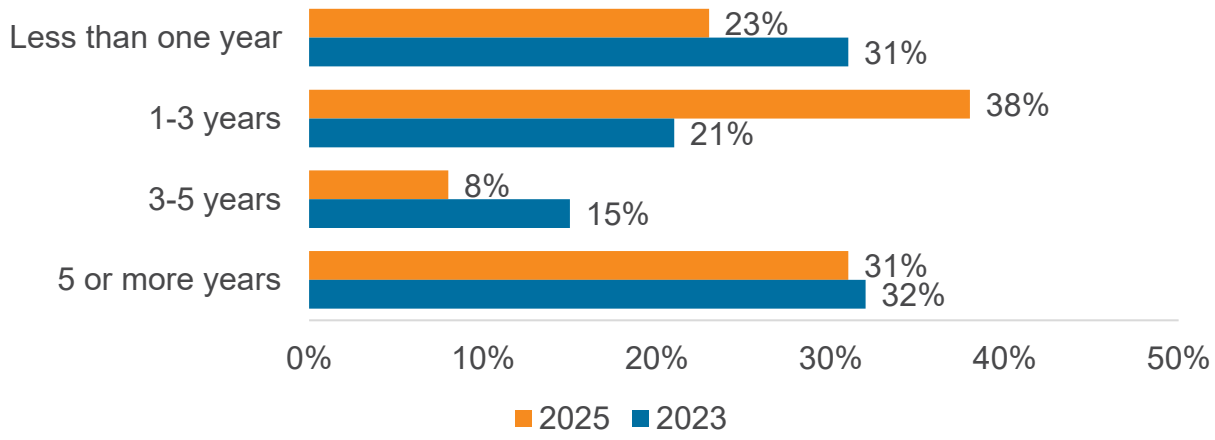
FIGURE 33: USUAL MORNING TRAIN



2025: n = 428; *2023:* n = 510 (Respondents who took ACE round trip.)

In 2025, the largest share of riders (38%) reported using ACE for 1 to 3 years, up 17-percentage points from 2023 (21%). Meanwhile, the share of newer riders dropped, with 23% reporting they had ridden for less than one year, compared to 31% in 2023. Riders with 3 to 5 years of experience declined from 15% in 2023 to just 8% in 2025. The proportion of long-time riders (5 or more years) remained relatively stable, at 31% in 2025 and 32% in 2023 (Figure 34).

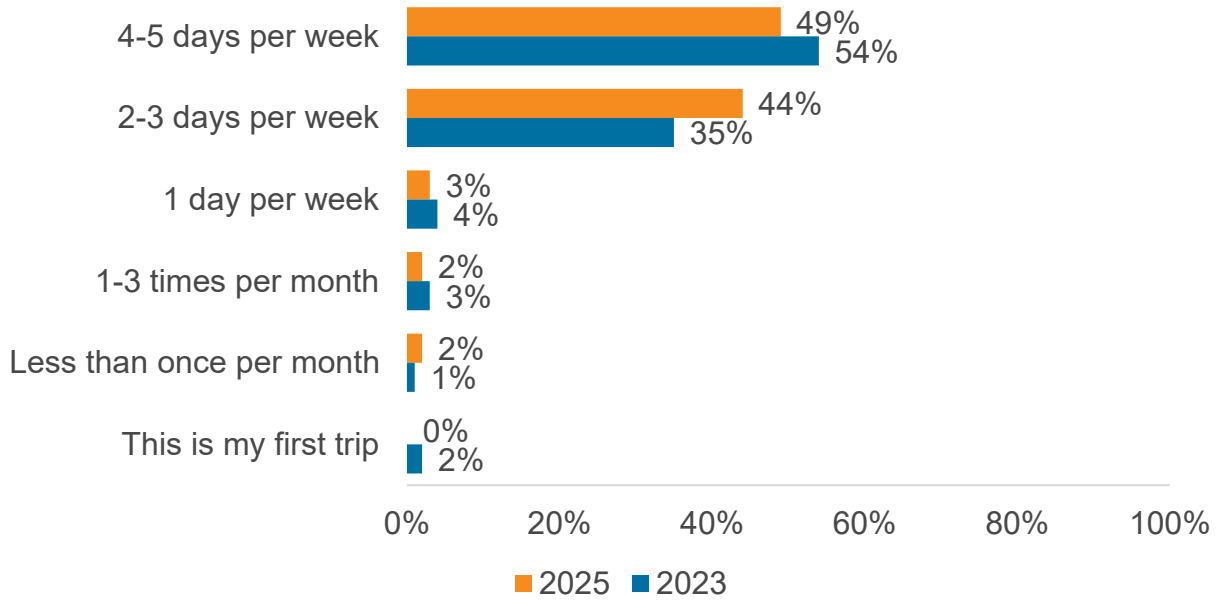
FIGURE 34: ACE RIDERSHIP TENURE



2025: n = 518; *2023:* n = 600

In 2025, nearly half (49%) of riders reported using ACE 4 to 5 days per week, a slight decrease from 54% in 2023. Meanwhile, the share of those riding 2 to 3 days per week increased from 35% in 2023 to 44% in 2025. Smaller segments of riders used ACE less frequently, with 3% riding once per week (down from 4%), 2% riding 1–3 times per month (down from 3%), and 2% riding less than once per month (up from 1%; Figure 35).

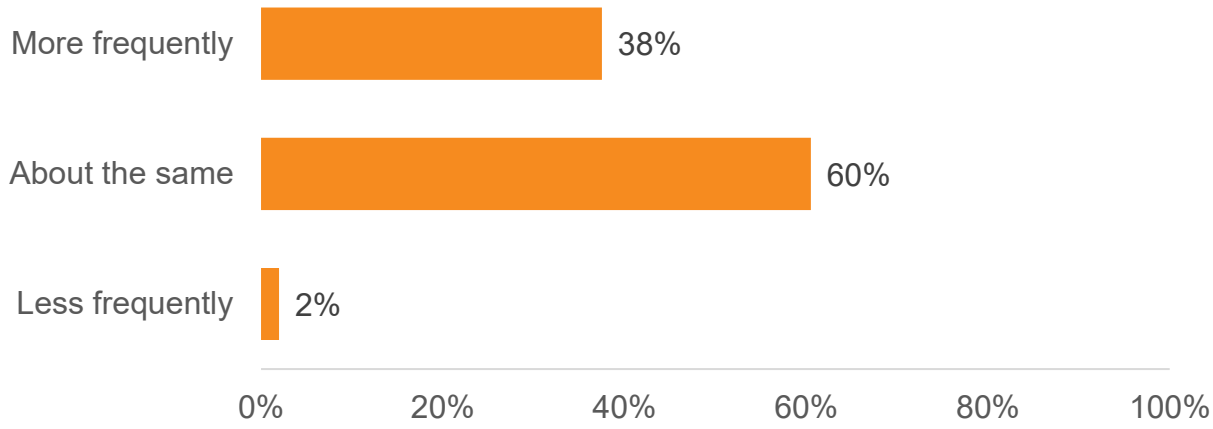
FIGURE 35: FREQUENCY OF RIDERSHIP



2025: n = 518; *2023:* n = 600

A majority of riders (60%) expect to use ACE the same as they do now in the next year, while 38% anticipate using it more often. Just 2% expect to use ACE less frequently (Figure 36).

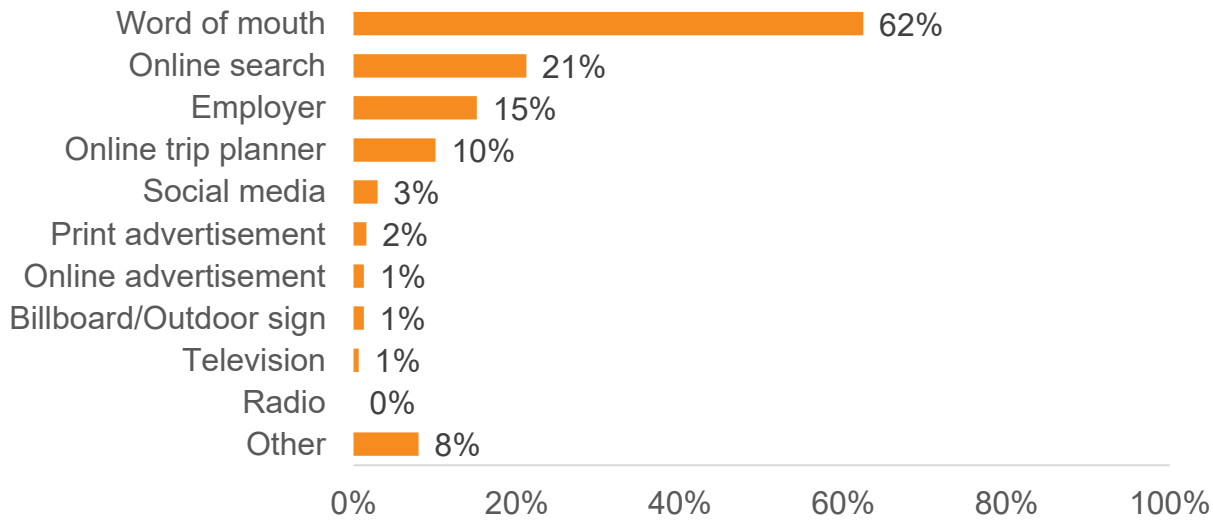
FIGURE 36: EXPECTED FREQUENCY OF RIDERSHIP



n = 518

When asked how they first heard about the ACE train, the majority of riders (62%) said it was through word of mouth, making it the most common source of awareness by a wide margin. Other frequently mentioned sources included online search (21%) and employers (15%), while online trip planners accounted for 10%. Traditional and digital advertising channels, such as social media, print, and online ads, each accounted for 3% or less (Figure 37).

FIGURE 37: METHODS OF EXPOSURE TO ACE

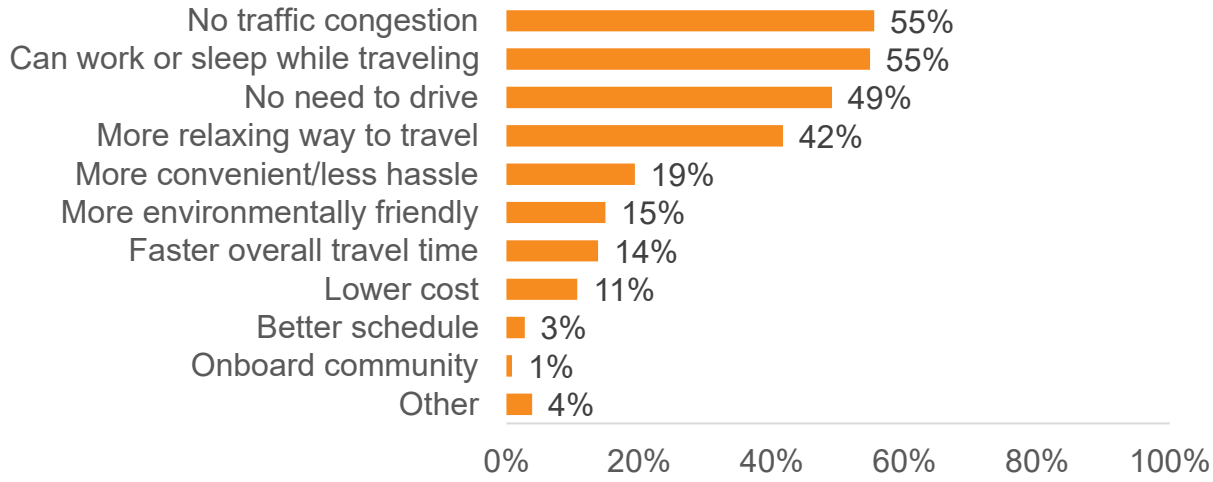


n = 518

Reasons for Riding and Preferred Alternatives

The most common motivations for choosing ACE include avoiding traffic congestion and the ability to work or sleep while traveling, each cited by 55% of respondents. Almost half (49%) also appreciate not having to drive, and many value that the experience is a relaxed way to travel (42%; Figure 38).

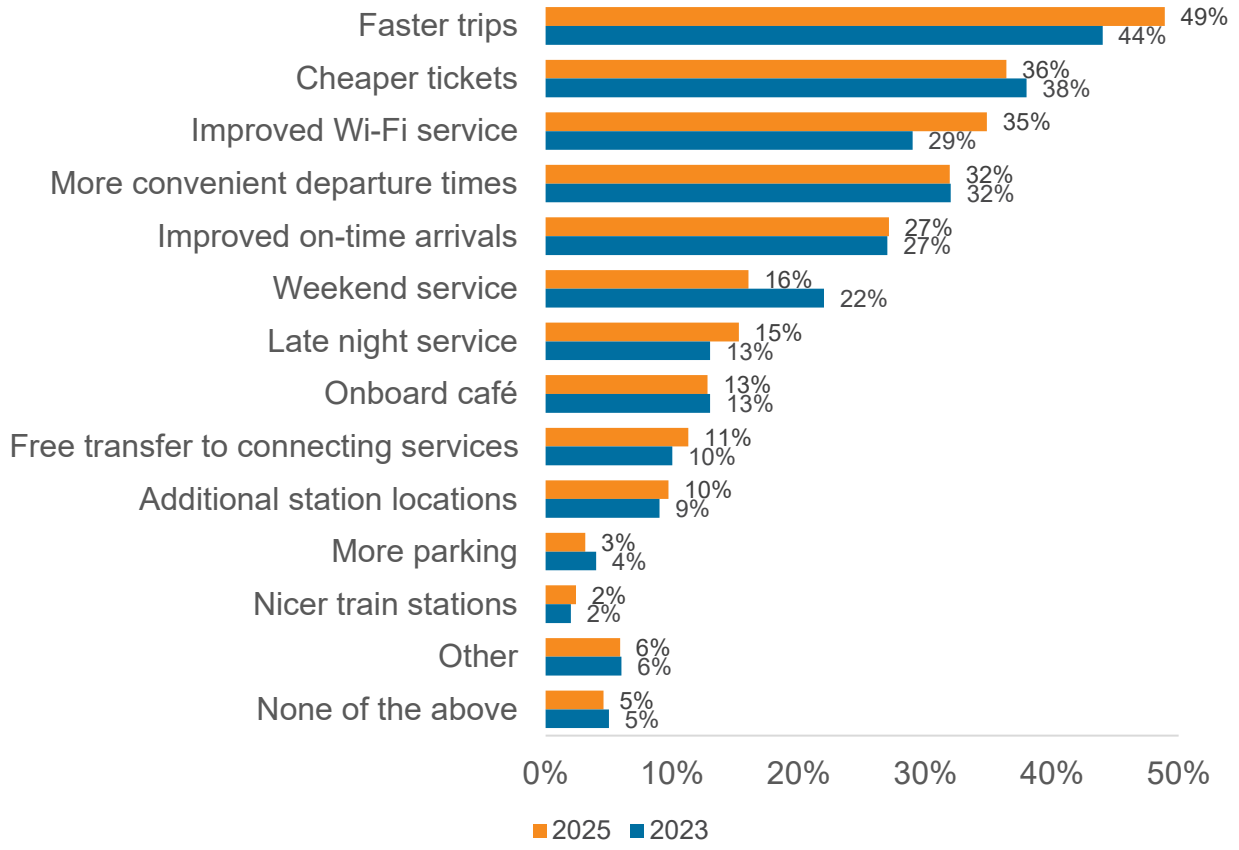
FIGURE 38: REASON FOR CHOOSING ACE



n = 439 – 492 (No traffic congestion only shown to those who selected personal or rental car in alternative. Respondents were able to select up to three answer options.)

Figure 39 highlights potential motivators that could encourage more frequent ACE ridership. In both 2025 and 2023, the most commonly cited improvement was faster trips, noted by 49% of riders in 2025 and 44% in 2023. Cheaper tickets (36% in 2025 vs. 38% in 2023) and better Wi-Fi service (35% in 2025 vs. 29% in 2023) were also among the top suggestions. Interest in more convenient departure times and improved on-time arrivals remained consistent across years (32% and 27%, respectively). Notably, interest in weekend service declined from 22% in 2023 to 16% in 2025, and late-night service also dropped slightly from 15% to 13%.

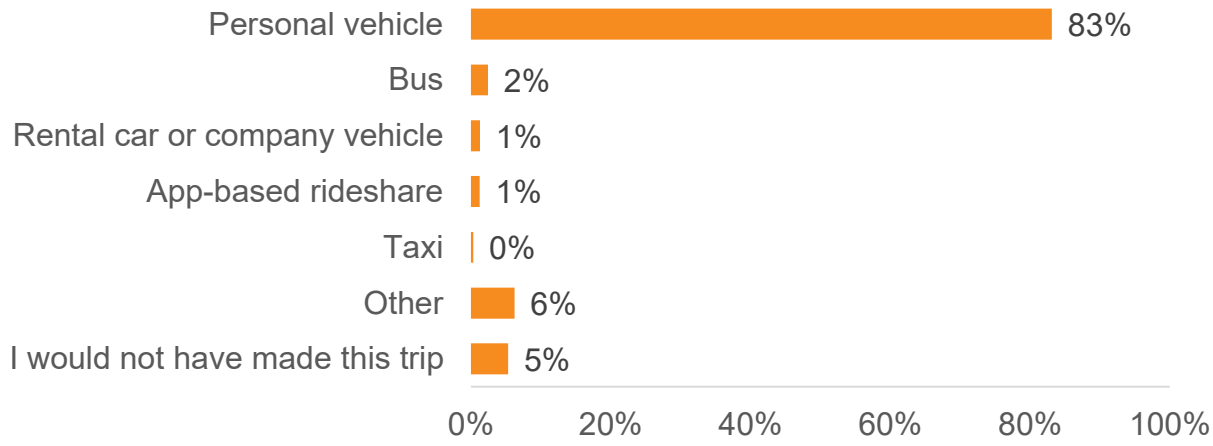
FIGURE 39: MOTIVATORS FOR USING ACE MORE



2025: n = 518; *2023:* n = 600 (Respondents select all that apply.)

The overwhelming majority (83%) say that would use a personal vehicle if ACE were unavailable for their trip. A small share (5%) report they would not have made the trip at all, while even fewer would have used a bus (2%), rental or company car (1%), app-based rideshare (1%), or taxi (<1%; Figure 40).

FIGURE 40: ALTERNATIVE TRAVEL MODE FOR INTERCEPTED TRIP IF ACE WERE UNAVAILABLE

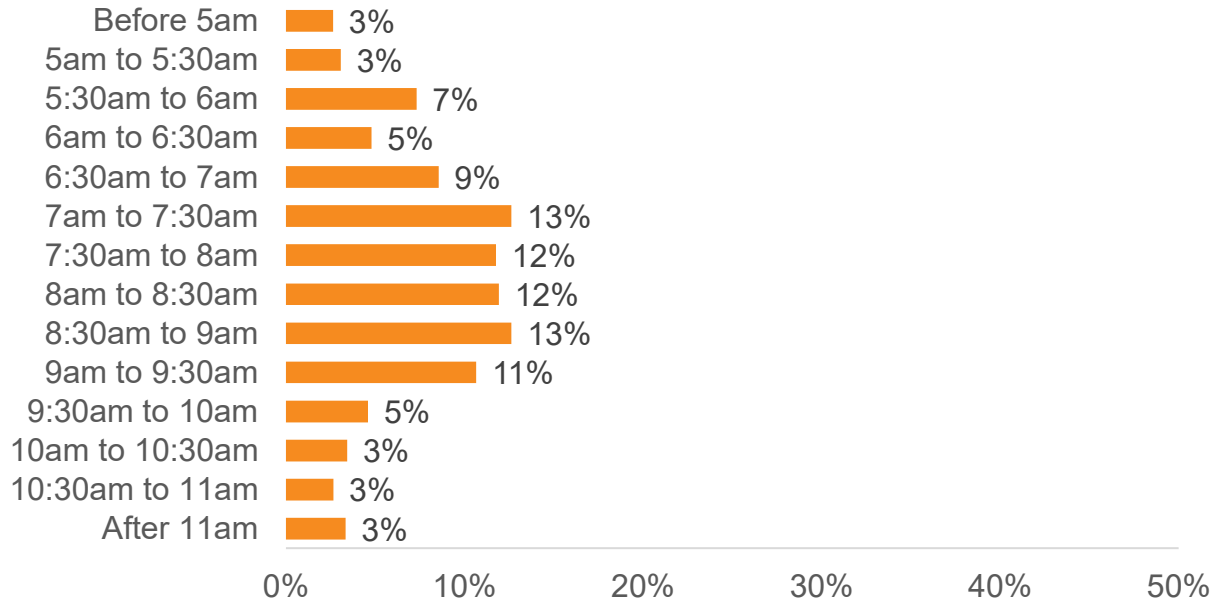


n = 518

Preferred ACE Schedules

Figure 41 shows riders preferred arrival time at their morning alighting station (and corresponding PM boarding station). While preferences are spread across the morning hours, nearly half (49%) of respondents indicate a preferred arrival time between 7am and 9am.

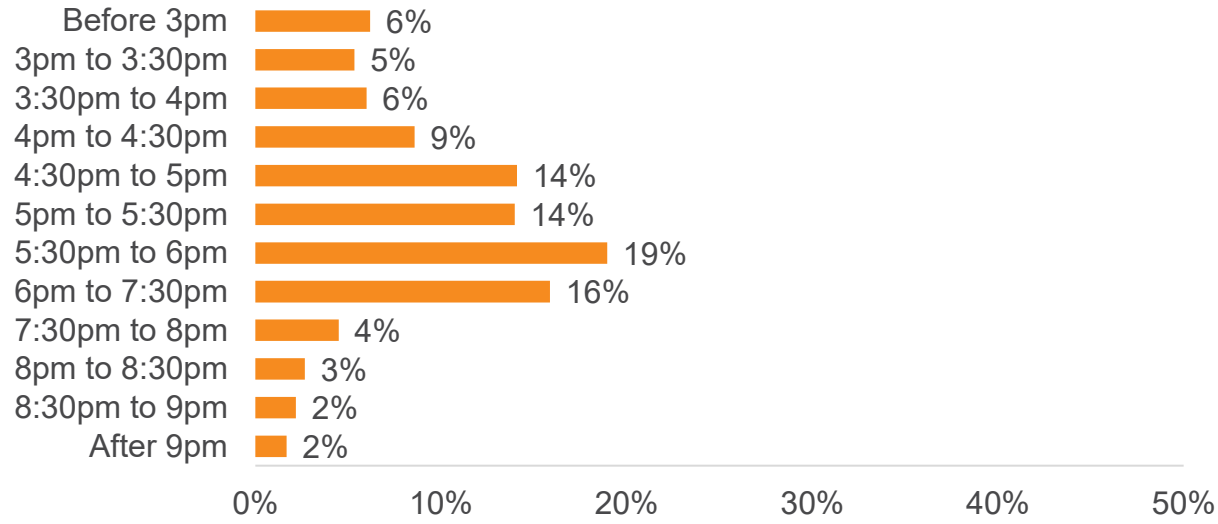
FIGURE 41: PREFERRED TIME OF ARRIVAL IN THE MORNING AT AM ALIGHTING STATION (PM BOARDING STATION)



n = 518

Figure 42 displays riders preferred arrival time at their exit station in the afternoon (and corresponding AM boarding station). Preferences are concentrated between 4:30 and 7:30pm, with 63% of riders selecting a time within that window. The most popular individual time slot is 5:30 to 6:30pm (19%), followed by 6 to 7:30pm (16%), and 4:30 to 5:30pm (28% combined).

FIGURE 42: PREFERRED TIME OF ARRIVAL AT ALIGHTING STATION IN THE AFTERNOON



n = 518

Among riders who make round trips, the most commonly preferred arrival window at their morning destination is between 7:00 and 9:00am, with 48% selecting a time in that range. This includes strong interest in 8:00 to 8:30am (13%), 7:00 to 7:30am (12%), and 8:30 to 9:00am (12%). Riders alighting in Stockton tend to prefer earlier arrivals, with a greater share preferring to arrive before 6:30am, while those headed to Pleasanton and Livermore favor later morning arrival times. Arrivals before 6:00am account for 13% of round-trip riders, and arrivals after 10:30am remain minimal (Table 5).

TABLE 5: PREFERRED ARRIVAL TIME BY BOARD STATION

ARRIVAL TIME	SANTA CLARA THROUGH FREMONT	PLEASANTON	LIVERMORE /VASCO ROAD	TRACY	LATHROP /MANTECA	STOCKTON	OVERALL
Before 5am	0%	0%	2%	2%	6%	2%	3%
5 to 5:30am	0%	0%	0%	2%	8%	0%	3%
5:30 to 6am	0%	5%	7%	7%	7%	11%	7%
6 to 6:30am	0%	3%	0%	6%	8%	4%	5%
6:30 to 7am	0%	6%	8%	9%	11%	19%	10%
7 to 7:30am	7%	9%	13%	10%	17%	13%	12%
7:30 to 8am	7%	16%	18%	8%	10%	13%	12%
8 to 8:30am	21%	17%	14%	13%	10%	10%	13%
8:30 to 9am	21%	14%	11%	15%	7%	18%	12%
9 to 9:30am	21%	17%	10%	12%	7%	4%	11%
9:30 to 10am	0%	7%	5%	1%	3%	6%	4%
10 to 10:30am	0%	0%	3%	7%	3%	0%	3%
10:30 to 11am	16%	4%	1%	2%	2%	2%	3%
After 11am	7%	2%	7%	4%	1%	0%	3%
N	***14***	***80***	***66***	***107***	***122***	***39***	***428***

n = 428 (Respondents who made a round-trip.)

Note: Proceed with caution when interpreting Santa Clara through Fremont due to low sample size.

Across all locations, the most arrival windows are between 5:00 and 6:00pm, with 33% of riders overall selecting either 5:00 to 5:30pm (14%) or 5:30 to 6:00pm (19%). Riders boarding in Fremont, Great America, and Pleasanton through Lathrop/Manteca show particularly strong preferences for arrivals in this window.

Arrival preferences before 4:00pm are less common overall, representing just 17% of riders, with only a few stations, like San Jose and Santa Clara, showing slightly higher interest in earlier arrivals. A notable 16% prefer arrivals between 6:00 and 7:30pm, and very few respondents (less than 5%) favor leaving after 7:30pm (Table 6).

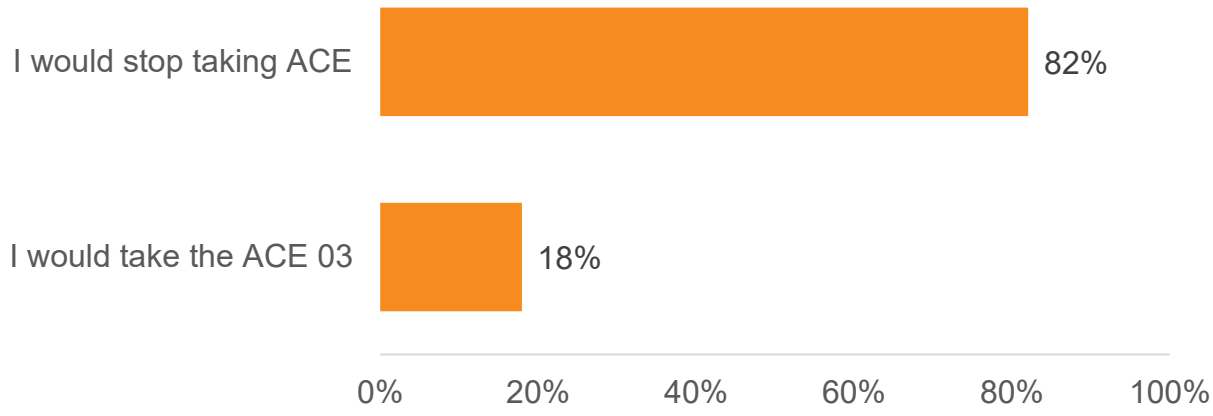
TABLE 6: PREFERRED ARRIVAL TIME BY ALIGHT STATION

ARRIVAL TIME	SAN JOSE	SANTA CLARA	GREAT AMERICA	FREMONT	PLEASANTON THROUGH LATHROP/ MANTECA	OVERALL
Before 3pm	9%	11%	5%	2%	0%	6%
3pm to 3:30pm	5%	8%	5%	6%	0%	5%
3:30pm to 4pm	5%	3%	6%	13%	5%	6%
4pm to 4:30pm	8%	11%	9%	2%	11%	9%
4:30pm to 5pm	10%	13%	17%	12%	14%	14%
5pm to 5:30pm	18%	8%	14%	8%	21%	14%
5:30pm to 6pm	14%	18%	21%	22%	19%	19%
6pm to 7:30pm	20%	19%	13%	19%	10%	16%
7:30pm to 8pm	4%	5%	5%	6%	0%	4%
8pm to 8:30pm	3%	3%	3%	2%	3%	3%
8:30pm to 9pm	2%	1%	2%	2%	11%	2%
After 9pm	2%	0%	1%	6%	5%	2%
N	***113***	***83***	***252***	***43***	***27***	***518***

n = 518

Figure 43 shows how riders who typically take ACE 01 in the morning would respond if ACE 03 replaced ACE 01 as the earliest morning departure. A significant majority (82%) say they would stop talking ACE under this change, while 18% report they would continue riding by switching to the ACE 01.

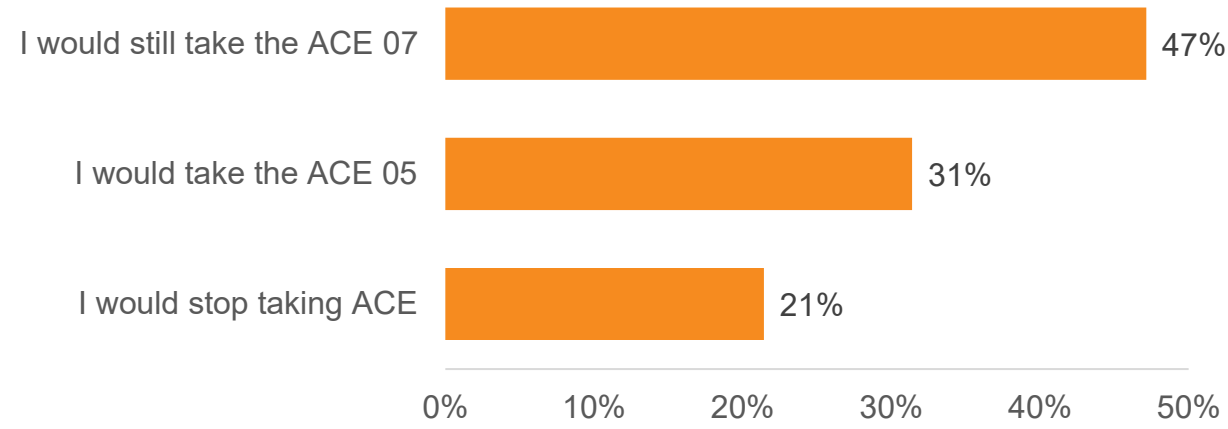
FIGURE 43: EFFECT ON TRAVEL PLANS IF THE ACE 01 WAS CANCELLED



n = 65 (Respondents who typically take ACE 01 in the morning.)

If the ACE 07 train were to leave one hour later, 47% of current ACE 07 riders say they would continue taking it. Nearly a third (31%) would switch to the ACE 05, while 21% indicate they would stop taking ACE altogether (Figure 44).

FIGURE 44: EFFECT ON TRAVEL PLANS IF THE ACE 07 LEFT ONE HOUR LATER

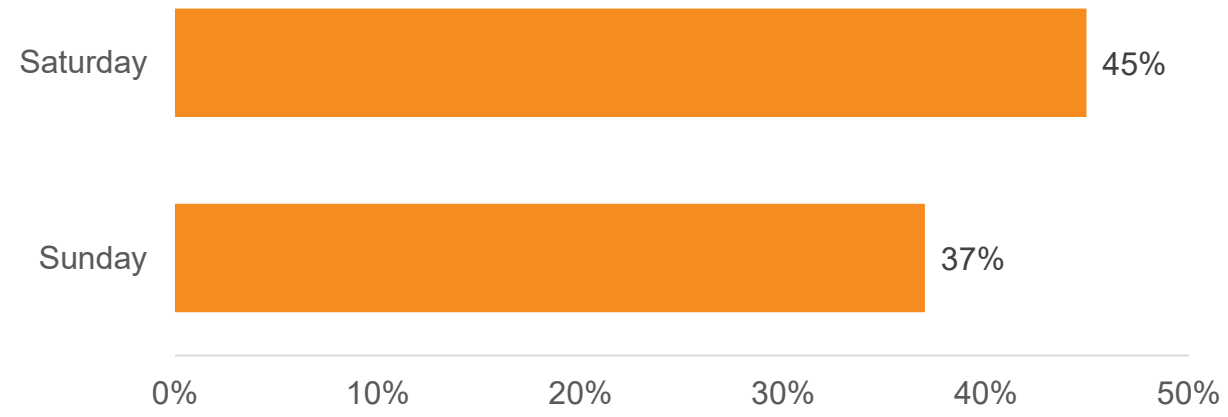


n = 103 (Respondents who were intercepted on ACE 07.)

Weekend Service Interest

Figure 45 shows which weekend days riders are interested in using ACE service. Forty-five percent of respondents are interested in riding on Saturday, while 37% are interested in riding on Sunday.

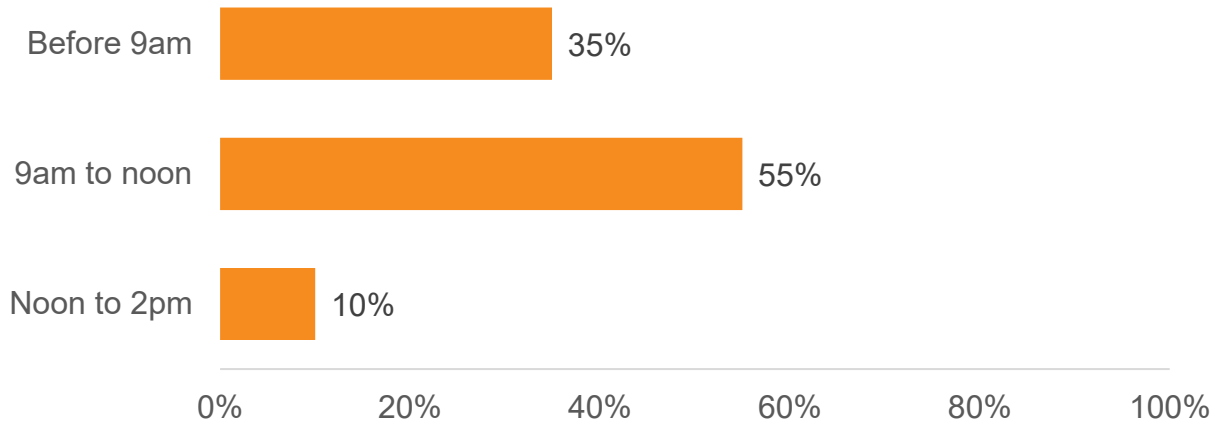
FIGURE 45: INTEREST IN WEEKEND SERVICE (VERY OR SOMEWHAT INTERESTED)



n = 518

Among riders interested in weekend service, a majority (55%) would prefer departure times going toward San Jose between 9am and noon. An additional 35% would like to depart before 9am, and 10% prefer departures between noon and 2pm (Figure 46).

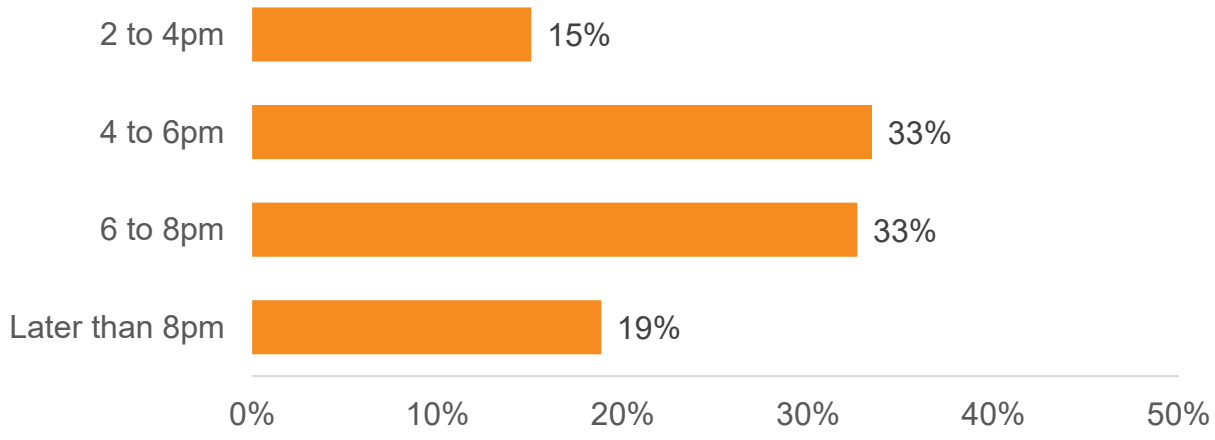
FIGURE 46: PREFERRED WEEKEND DEPARTURE TIME GOING TOWARDS SAN JOSE



n = 237 (Respondents interested in weekend service.)

Among riders interested in weekend service, departure times preferences for trips towards Stockton are evenly split between 4 to 6pm and 6 to 8pm, with 33% of riders selecting each. An additional 19% prefer departures later than 8pm, while 15% an earlier departure window between 2 and 4pm (Figure 47).

FIGURE 47: PREFERRED WEEKEND DEPARTURE TIME GOING TOWARDS STOCKTON



n = 237 (Respondents interested in weekend service.)

Riders interested in weekend service were asked which destinations they would like to visit. The most popular response was San Jose, with 140 riders expressing interest. This is followed by Santa Clara (88 riders) and Fremont (27 riders). Other frequently mentioned destinations were San Francisco (18 riders), Pleasanton (18 riders), and Livermore (17 riders).

TABLE 7: TOP 10 DESTINATIONS RIDERS ARE INTERESTED IN GOING TO ON WEEKENDS (UNWEIGHTED)

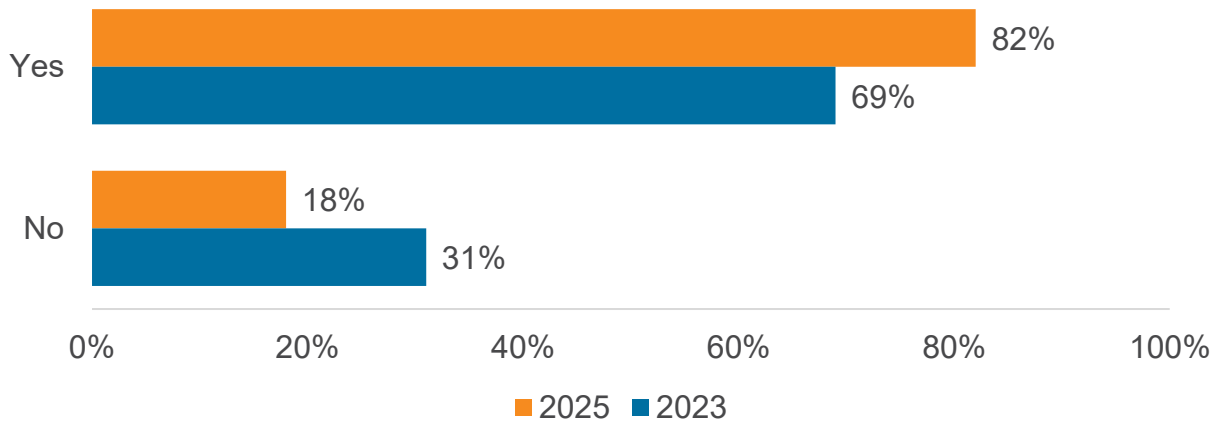
DESTINATION	NUMBER INTERESTED
San Jose	140
Santa Clara	88
Fremont	27
San Francisco	18
Pleasanton	18
Livermore	17
Stockton	8
Tracy	4
Sacramento	3
Oakland	3

Note: Respondents could mention multiple destinations.

ACE Shuttle and BART Connection

Among respondents who did not use an ACE shuttle to access their afternoon alighting (or morning exit) station, 82% in 2025 reported being aware of ACE shuttle services, up 13 percentage points from 69% in 2023. Correspondingly, the share of respondents unaware of the service declined by 13 percentage points, from 31% to 18% (Figure 48).

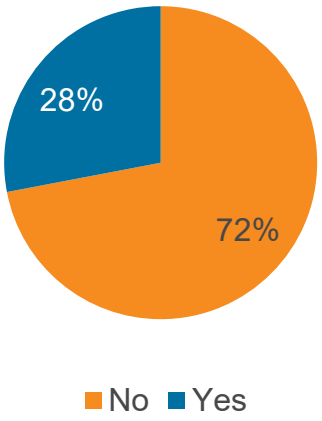
FIGURE 48: AWARE OF ACE SHUTTLE



2025: n = 398; *2023:* n = 491 (Respondents who did not select ACE shuttle as their station access mode.)

Figure 49 shows the willingness of ACE shuttle users to continue riding if the ACE shuttle had an additional fare of $2.50. Of riders who take the ACE shuttle, 72% said they would not continue using the shuttle if an additional fare of $2.50 were introduced.

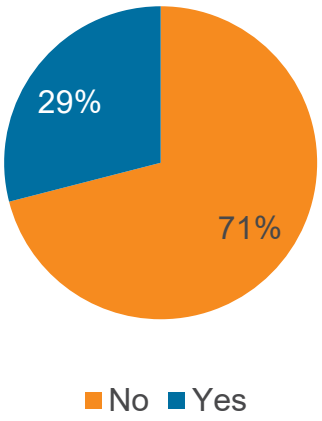
FIGURE 49: WILLINGNESS TO RIDE ACE IF ACE SHUTTLE HAD AN ADDITIONAL FARE



n = 120 (Respondents who selected ACE shuttle as their station access mode.)

When asked if they would still ride the ACE train if the ACE shuttle service were discontinued, 29% of shuttle users said yes, while 71% said they would no longer take ACE (Figure 50).

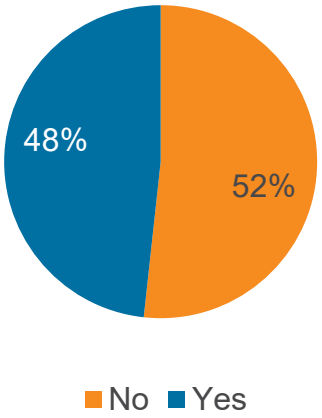
FIGURE 50: WILLINGNESS TO RIDE ACE IF ACE SHUTTLE WAS NO LONGER AVAILABLE



n = 120 (Respondents who selected ACE shuttle as their station access mode.)

When asked whether they would still take ACE if a BART connection via Wheels was no longer available, responses were nearly evenly split: 52% said no, while 48% said yes. These results should be interpreted with caution due to the low sample size for this question (Figure 51).

FIGURE 51: WOULD STILL TAKE ACE IF BART CONNECTION VIA WHEELS NO LONGER AVAILABLE



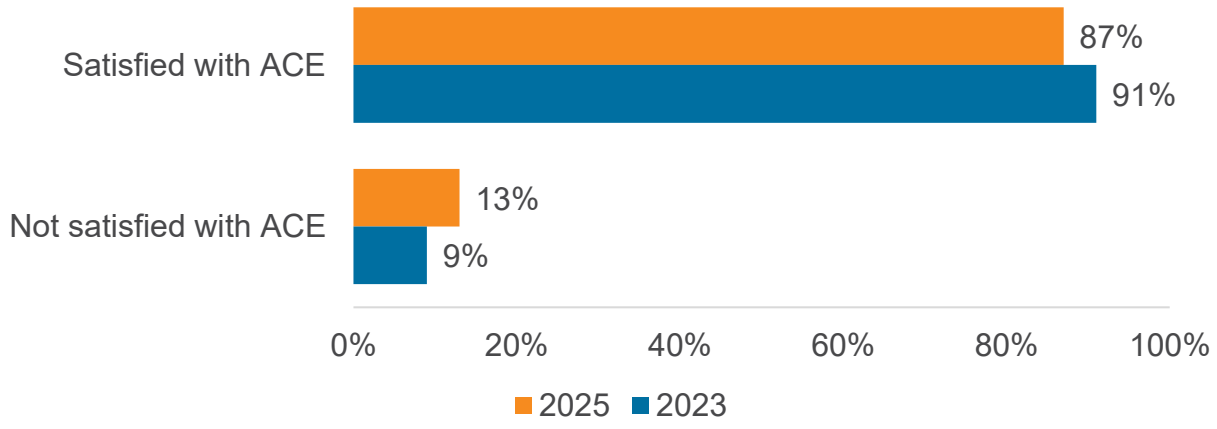
n = 14 (Respondents who selected BART as their station access mode.)

Satisfaction with ACE Travel

The following section outlines rider satisfaction with ACE, including overall satisfaction, ratings of specific service attributes, willingness to recommend the service, and interest in ACE-related programs.

Overall satisfaction with ACE remains high, with 87% of respondents in 2025 indicating they are satisfied with the service. While this reflects a slight decline from 2023, when 91% reported being satisfied, the majority of riders continue to view ACE positively (Figure 52).

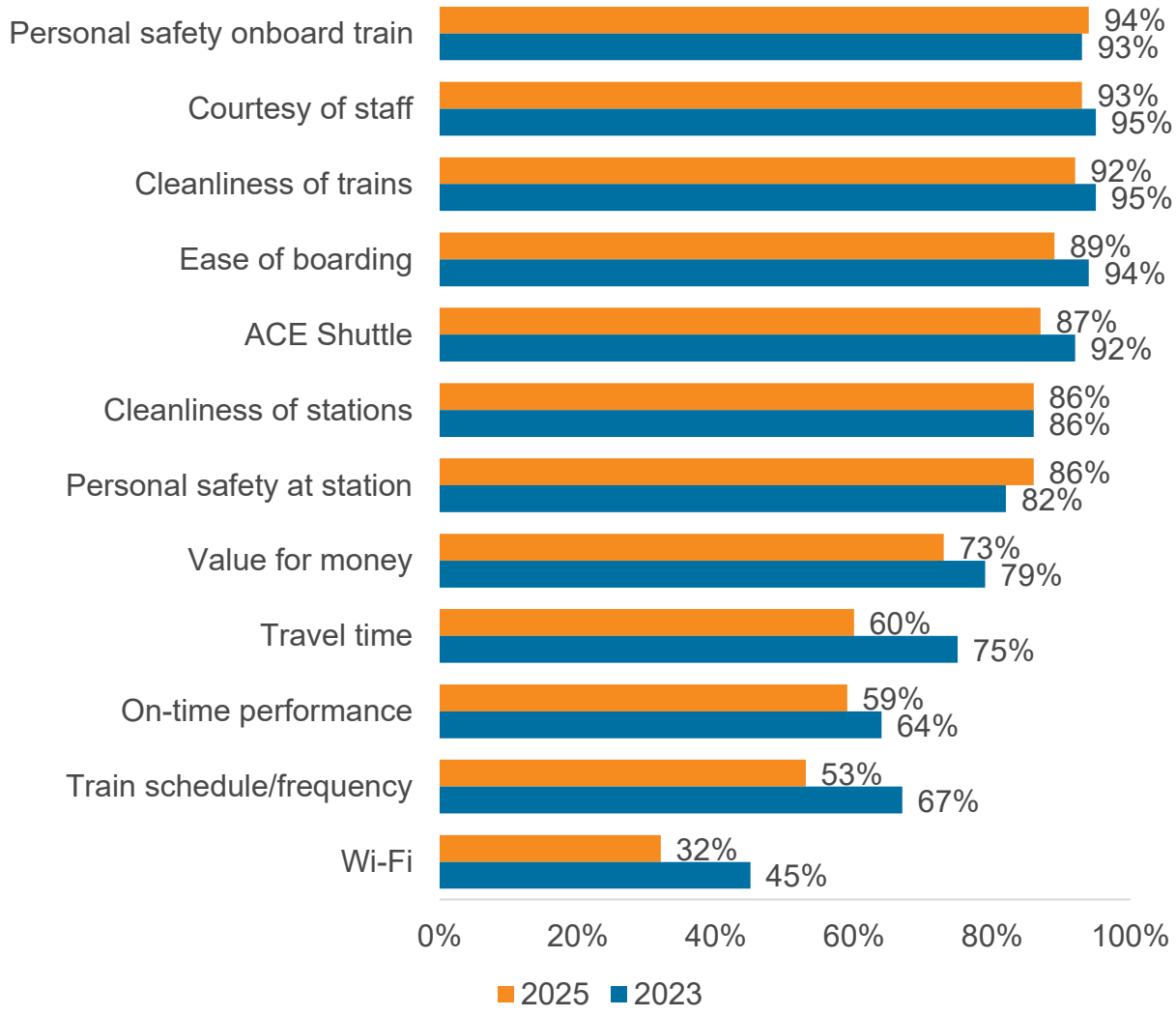
FIGURE 52: OVERALL SATISFACTION WITH ACE



2025: n = 518; *2023:* n = 600

Figure 53 highlights riders satisfaction with various attributes of ACE service. Satisfaction remains high across many aspects of the ACE service, particularly in areas like personal safety onboard, courtesy of staff, and cleanliness of trains, all of which continue to receive approval ratings above 90%. While ratings for most service attributes held steady or declined slightly, a few areas saw more noticeable drops. Satisfaction with travel time decreased from 75% in 2023 to 60% in 2025, and ratings for train schedule and frequency declined from 67% to 53%. Satisfaction with Wi-Fi remains relatively low, dropping from 45% to 32%.

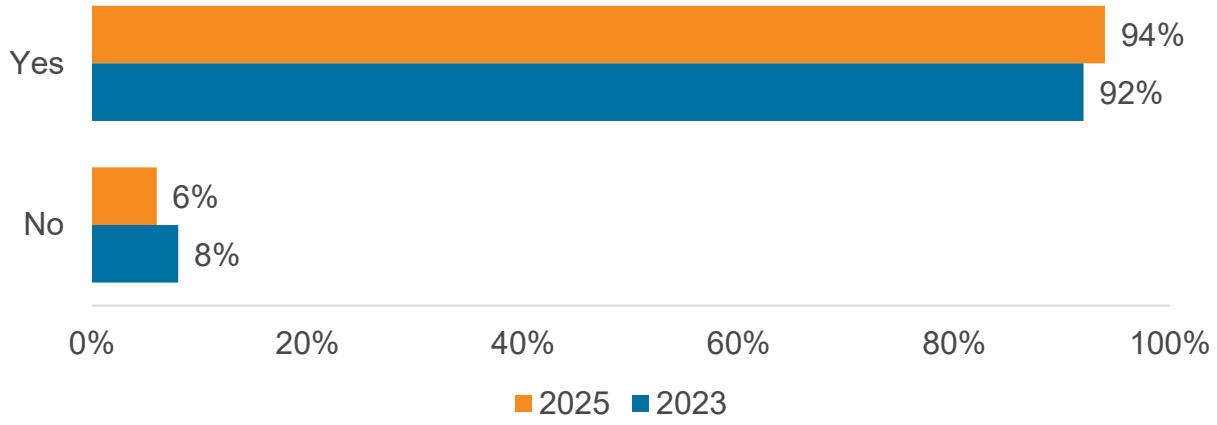
FIGURE 53: SATISFACTION WITH ACE ATTRIBUTES (VERY OR SOMEWHAT SATISFIED)



2025: n = 114 – 518; *2023:* n = 129 – 600 (ACE Shuttle was only shown to respondents who took it in access question.)

Despite a slight decline in satisfaction across some service areas, willingness to recommend ACE remains strong. In 2025, 94% of respondents said they would recommend ACE to others, up from 92% in 2023 (Figure 54).

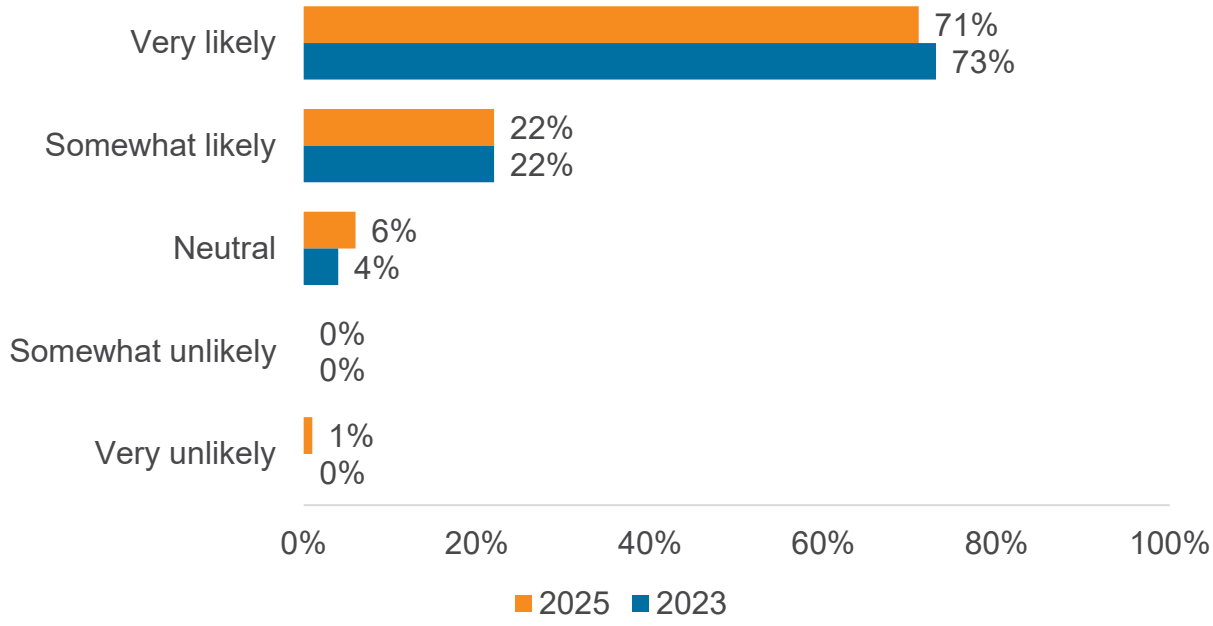
FIGURE 54: RECOMMENDED ACE TO OTHERS



2025: n = 518; *2023:* n = 600

Likelihood to continue using ACE remains high, with 71% of respondents in 2025 saying they are very likely to recommend or continue to recommend ACE, nearly identical to the 73% reported in 2023. Another 22% in both years said they are somewhat likely to continue (Figure 55).

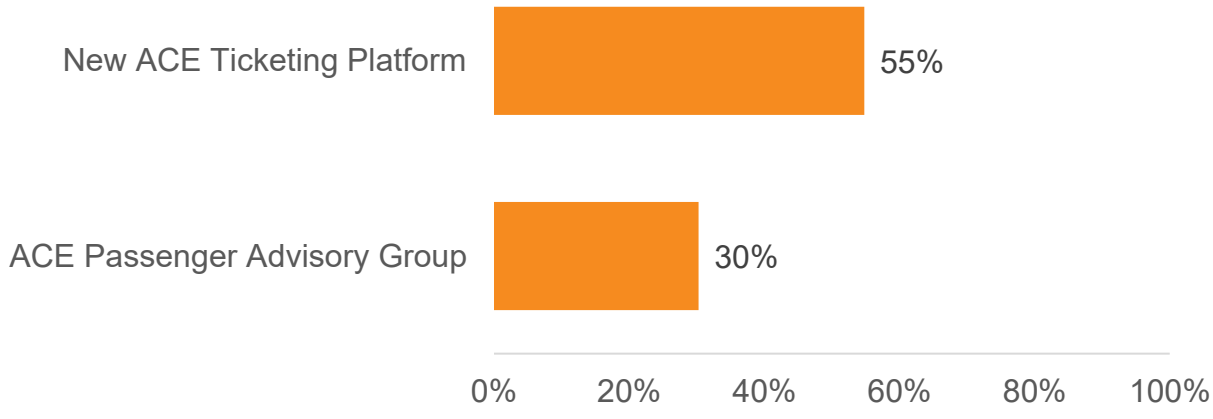
FIGURE 55: CONTINUE TO RECOMMEND ACE TO OTHERS OR LIKELIHOOD OF RECOMMENDING ACE TO OTHER



2025: n = 518; *2023:* n = 600

Figure 56 shows rider interest in potential ACE programs. A majority of respondents (55%) expressed interest in the new ACE Ticketing Platform, and 30% showed interest in in participating in the ACE Passenger Advisory Group.

FIGURE 56: INTEREST IN POTENTIAL PROGRAMS



n = 518

Select Results by Income

Among those earning more than $99,999, the largest groups are White (37%), South Asian (32%), and Other Asian (16%), with 22% identifying as a race other than White or Asian. In contrast, among respondents earning $99,999 or less, 33% identify as White and 30% as Asian (16% South Asian and 14% Other Asian), while a significantly higher share—40%—identify as a race other than White or Asian (Table 8).

TABLE 8: RACE BY HH INCOME

RACE	$99,999 OR LESS	MORE THAN $99,999	OVERALL
White	33%	37%	36%
South Asian	16%	32%	29%
Other Asian	14%	16%	16%
African American / Black	7%	5%	5%
Pacific Islander	6%	4%	4%
American Indian / Alaskan Native	1%	2%	2%
Other	32%	8%	13%
N	***102***	***387***	***489***

n = 489 (Respondents could complete survey without answering income.)

Among riders earning more than $99,999, 96% use ACE to commute to or from work, compared to 74% of those earning $99,999 or less. Lower-income riders are more likely to report using ACE to commute to school (18% vs. 3%), or for non-work purposes such as visiting family or friends (4%) or other reasons (5%). Overall, 92% use ACE primarily for commuting to or from work (Table 9).

TABLE 9: TRIP PURPOSE BY HH INCOME

PURPOSE	$99,999 OR LESS	MORE THAN $99,999	OVERALL
Commute to/from work	74%	96%	92%
Commute to/from school	18%	3%	6%
Visiting family/friends	4%	1%	1%
Other	5%	0%	1%
N	***102***	***387***	***489***

n = 489 (Respondents could complete survey without answering income.)

Riders earning $99,999 or less are more likely to ride 4–5 days per week (61%) compared to those earning more than $99,999 (46%). In contrast, higher-income riders are more likely to ride 2–3 days per week (48% vs. 30%). Smaller shares across both income groups report riding once a week or less, and very few indicated that this was their first trip. Overall, nearly half (49%) ride ACE 4–5 days per week, while 44% ride 2–3 days per week (Table 10).

TABLE 10: FREQUENCY BY HH INCOME

FREQUENCY	$99,999 OR LESS	MORE THAN $99,999	OVERALL
4-5 days per week	61%	46%	49%
2-3 days per week	30%	48%	44%
1 day per week	2%	4%	3%
1-3 times per month	2%	1%	2%
Less than once per month	4%	1%	1%
This is my first trip	1%	0%	0%
N	***102***	***387***	***489***

n = 489 (Respondents could complete survey without answering income.)

A majority of riders in both income groups would have used a personal vehicle, though this mode is more common among those earning more than $99,999 (86%) compared to those earning $99,999 or less (75%). Lower-income riders are more likely to say they would have used a bus (8%), taxi (2%), or that they would not have made the trip at all (7%; Table 11).

TABLE 11: ALTERNATIVE TRAVEL MODE FOR INTERCEPTED TRIP BY HH INCOME

MODE	$99,999 OR LESS	MORE THAN $99,999	OVERALL
Personal vehicle	75%	86%	83%
Bus	8%	1%	5%
Rental or company car	0%	2%	1%
App-based rideshare	2%	1%	1%
Taxi	2%	0%	1%
Other	6%	6%	6%
I would not have made this trip	7%	4%	7%
N	***102***	***387***	***489***

n = 489 (Respondents could complete survey without answering income.)

Select Results by Region of Board Station

The section below highlights selects results by region of a respondent's boarding station: Tri-Valley or San Joaquin. San Joaquin Valley stations include the Stockton, Lathrop/Manteca, and Tracy stops, while Tri-Valley stations include the Vasco Road, Livermore, and Pleasanton stops.

Table 12 shows the racial distribution of riders by morning boarding station (afternoon alighting station). Riders boarding in the Tri-Valley are more likely to identify as White (44%) or South Asian (39%), with smaller shares identifying as Other Asian (14%) or another race. In comparison, riders boarding in the San Joaquin Valley show greater racial diversity: 35% identify as White, 25% as South Asian, and a notably higher share identify as Other (18%) or African American/Black (8%).

TABLE 12: RACE BY BOARD STATION REGION

RACE	TRI-VALLEY	SAN JOAQUIN VALLEY	OVERALL
White	44%	35%	38%
South Asian	39%	25%	30%
Other Asian	14%	13%	13%
African American / Black	2%	8%	6%
Pacific Islander	1%	5%	3%
American Indian / Alaskan Native	1%	2%	2%
Other	5%	18%	14%
N	***146***	***268***	***414***

n = 414 (Respondents who made a round-trip and board station is in Tri-Valley or San Joaquin Valley.)

Riders who board in the Tri-Valley tend to have significantly higher household incomes than those boarding in the San Joaquin Valley. Among Tri-Valley riders, 63% report earning $200,000 or more, compared to 33% of San Joaquin Valley riders. Conversely, riders boarding in the San Joaquin Valley are more likely to report incomes under $100,000 (22%) than those in the Tri-Valley (8%; Table 13).

TABLE 13: INCOME BY BOARD STATION REGION

INCOME	TRI-VALLEY	SAN JOAQUIN VALLEY	OVERALL
Less than $25,000	2%	2%	2%
$25,000-$74,999	4%	11%	8%
$75,000-$99,999	2%	9%	7%
$100,000-$199,999	29%	45%	39%
$200,000 or more	63%	33%	43%
N	***139***	***257***	***396***

n = 396 (Respondents who made a round-trip and board station is in Tri-Valley or San Joaquin Valley. Respondents could complete survey without answering the question.)

Select Results by Great America Rider

A “Great America rider” is defined as a respondent who boarded the train at the Great America stop going in the eastward direction.

Riders who alight at Great America tend to have higher household incomes than those getting off at other stations. Over half (52%) of Great America riders report earning $200,000 or more, compared to just 31% of riders who alight elsewhere. Riders alighting at other stations are more likely to report incomes below $100,000, 29% compared to 12% of Great America riders (Table 14).

TABLE 14: INCOME BY GREAT AMERICA RIDER

INCOME	ALIGHTS AT GREAT AMERICA	ALIGHTS AT ANOTHER STATION	OVERALL
Less than $25,000	2%	5%	3%
$25,000-$74,999	5%	14%	10%
$75,000-$99,999	5%	10%	8%
$100,000-$199,999	35%	41%	38%
$200,000 or more	52%	31%	41%
N	***239***	***250***	***489***

n = 489 (Respondents did not have to answer this question.)

Nearly all riders who alight at Great America (99%) are commuting to or from work, indicating it is overwhelmingly a work-focused destination. In contrast, riders alighting at other stations report a more varied set of trip purposes: 83% commute to work, while 12% commute to school and small shares travel to visit family or friends (3%) or for other reasons (2%; Table **15**).

TABLE 15: TRIP PURPOSE BY GREAT AMERICA USER

PURPOSE	ALIGHTS AT GREAT AMERICA	ALIGHTS AT ANOTHER STATION	OVERALL
Commute to/from work	99%	83%	91%
Commute to/from school	0%	12%	6%
Visiting family/friends	0%	3%	2%
Other	0%	2%	1%
N	***252***	***266***	***518***

n = 518

Table 16 shows rider interest in potential features that would make it easier to travel from the station to their final destination. Riders who alight at Great America are more likely to express interest in shuttle service (63%) compared to those getting off at other stations (46%). Interest in improved transit connections is consistent across both groups (38–39%), while riders alighting at other stations show greater interest in rideshare service discounts (29% vs. 19%). Around a quarter of respondents from each group selected “None of the above,” suggesting they already have sufficient solutions in place or do not require additional support.

TABLE 16: INTEREST IN SUPPORT FOR REACHING FINAL DESTINATION BY GREAT AMERICA USER

SUPPORT FEATURE	ALIGHTS AT GREAT AMERICA	ALIGHTS AT ANOTHER STATION	OVERALL
Shuttle service	63%	46%	54%
Improved transit connections	38%	39%	39%
Rideshare service discounts	19%	29%	24%
Bike/Scooter rental	16%	17%	17%
None of the above	25%	30%	27%
N	***252***	***266***	***518***

n = 518

Riders alighting at Great America show stronger interest in several enhancements compared to those getting off at other stations. The most frequently selected motivator among Great America riders is faster trips (57%), followed by improved Wi-Fi (39%), more convenient departure times (37%), and cheaper tickets (36%).

Riders at other stations also prioritize cheaper tickets (37%) and faster trips (41%), but express more interest in weekend service (20%) and late-night service (17%)—features that may reflect broader travel needs beyond standard work hours. Interest in other features, such as onboard cafés, free transfers, and additional station locations, is relatively low across both groups.

TABLE 17: MOTIVATIONS TO RIDE ACE MORE BY GREAT AMERICA USER

MOTIVATOR	ALIGHTS AT GREAT AMERICA	ALIGHTS AT ANOTHER STATION	OVERALL
Faster trips	57%	41%	49%
Cheaper tickets	36%	37%	36%
Improved Wi-Fi service	39%	31%	35%
More convenient departure times	37%	27%	32%
Improved on-time arrivals	31%	23%	27%
Weekend service	11%	20%	16%
Late night service	13%	17%	15%
Onboard café	10%	15%	13%
Free transfer to connecting public transit service	12%	10%	11%
Additional station locations	8%	11%	10%
More parking	4%	2%	3%
Nicer train stations	4%	1%	2%
Other	6%	6%	6%
None of the above	3%	6%	5%
N	***252***	***266***	***518***

n = 518

Select Results by Round-Trip vs. One-Way Trip

Riders making round-trips tend to have higher incomes, with 44% earning $200,000 or more and 39% earning $100,000 and $199,999. In contrast, one-way riders are more likely to report incomes below $100,000, 35%, compared to just 17% among round-trip riders. Notably, 9% of one-way riders report household incomes of less than $25,000, compared to just 2% of round-trip riders.

TABLE 18: INCOME BY ROUND-TRIP VS. ONE-WAY TRIP

INCOME	ROUND-TRIP	ONE-WAY	OVERALL
Less than $25,000	2%	9%	3%
$25,000-$74,999	8%	15%	10%
$75,000-$99,999	7%	11%	8%
$100,000-$199,999	39%	36%	38%
$200,000 or more	44%	29%	41%
N	***408***	***81***	***489***

n = 489 (Respondents did not have to answer this question.)

The vast majority of round-trip riders (95%) are employed full-time, compared to 72% of one-way riders. In contrast, one-way riders include a more diverse mix of employment situations—12% are students not working, 7% are students who also work, and 6% are employed part-time.

TABLE 19: EMPLOYMENT STATUS BY ROUND-TRIP VS. ONE-WAY TRIP

EMPLOYMENT STATUS	ROUND-TRIP	ONE-WAY	OVERALL
Employed full-time	95%	72%	91%
Student, not working	2%	12%	4%
Employed part-time	2%	6%	2%
Student and working	1%	7%	2%
Retired	0%	2%	0%
Not currently employed	0%	0%	0%
Other	0%	1%	0%
N	***428***	***90***	***518***

n = 518

The majority of round-trip riders (94%) use ACE to commute to or from work, compared to 76% of one-way riders. One-way riders are more likely to report commuting to school (15%), visiting family or friends (6%), or traveling for other purposes (3%), whereas these non-work purposes are minimal among round-trip travelers.

Overall, 91% of respondents ride ACE for work, but these findings suggest that one-way riders represent a more diverse set of travel needs, including education and personal trips.

TABLE 20: TRIP PURPOSE BY ROUND-TRIP VS. ONE-WAY TRIP

PURPOSE	ROUND-TRIP	ONE-WAY	OVERALL
Commute to/from work	94%	76%	91%
Commute to/from school	5%	15%	6%
Visiting family/friends	1%	6%	2%
Other	0%	3%	1%
N	***428***	***90***	***518***

n = 518

Select Results by Ridership Tenure

As expected, newer riders tend to be younger, while longer-tenured riders skew older. Among those who have been riding ACE for less than 3 years, 33% are under 35, and only 8% are 55 or older. In contrast, among those riding for 3 years or more, 37% are 55 or older, and just 6% are under 35. The 35–54 age group remains the largest across both groups, representing 58% of riders overall.

TABLE 21: AGE BY RIDERSHIP TENURE

AGE	LESS THAN 3 YEARS	3 YEARS OR MORE	OVERALL
Under 35	33%	6%	23%
35 - 54	59%	57%	58%
55+	8%	37%	20%
N	***322***	***196***	***518***

n = 518

Riders who have been using ACE for 3 years or more are more likely to use the service to commute to or from work (95%) compared to those riding for less than 3 years (88%). Newer riders are more likely to use ACE for commuting to school (9%), while other non-work purposes remain minimal across both groups.

TABLE 22: TRIP PURPOSE BY RIDERSHIP TENURE

PURPOSE	LESS THAN 3 YEARS	3 YEARS OR MORE	OVERALL

Commute to/from work	88%	95%	91%
Commute to/from school	9%	2%	6%
Visiting family/friends	1%	2%	2%
Other	1%	0%	1%
N	***322***	***196***	***518***

n = 518

Riders with 3 or more years of experience are more likely to drive and park at the station with 77% reporting doing so compared to 66% of newer riders. In contrast, newer riders are significantly more likely to get picked up by a family member or friend (18%). Use of bikes, walking, local buses, and app-based rideshare is relatively low across both groups, with only slight variations.

TABLE 23: STATION ACCESS MODE BY RIDERSHIP TENURE

ACCESS	LESS THAN 3 YEARS	3 YEARS OR MORE	OVERALL
Drove away in a car parked at the station	66%	77%	71%
Got picked up by a family member or friend	18%	1%	11%
Bike/E-Bike/scooter	6%	10%	8%
Walked/wheelchair	4%	5%	4%
Local bus	4%	3%	4%
App-based rideshare	1%	1%	1%
Other	1%	2%	2%
N	***255***	***169***	***424***

n = 424 (Respondents who made a round-trip.)

Egress modes are similar across ridership tenure, though a few differences emerge. The ACE Shuttle is the most common egress mode for both newer (29%) and longer-tenured riders (26%). Riders with 3 or more years of experience are more likely to leave a car parked at the station (19%) or use a bike, e-bike, or scooter (15%), compared to newer riders (12% and 10%, respectively). Newer riders are slightly more likely to walk (11%), use a local bus (11%), or rely on drop-offs or rideshare (4%).

TABLE 24: STATION EGRESS MODE BY RIDERSHIP TENURE

EGRESS	LESS THAN 3 YEARS	3 YEARS OR MORE	OVERALL
ACE Shuttle	29%	26%	27%
Arrived in a car and left it parked at the station	12%	19%	15%
Walked/wheelchair	11%	14%	12%
Biked/E-Bike/scootered	10%	15%	12%
Local bus	11%	9%	10%
BART Connection via Wheels Commuter rail	3%	3%	3%
Got dropped off by a family member or friend	4%	1%	3%
App-based rideshare	4%	1%	3%
Other	15%	13%	14%
N	***252***	***169***	***421***

n = 421 (Respondents who made a round-trip.)

When asked what features would make it easier to travel from the station to their final destination, newer riders expressed more interest in nearly every option compared to those who have been riding ACE for 3 years or more. Among newer riders, 62% selected shuttle service and 43% chose improved transit connections, compared to 42% and 32%, respectively, among longer-tenured riders. Interest in rideshare discounts and bike/scooter rentals was also higher among newer riders (31% and 20%) than among more experienced riders (14% and 11%). In contrast, 40% of longer-tenured riders selected “none of the above,” suggesting they may already have established or satisfactory last-mile solutions, compared to just 19% of newer riders.

TABLE 25: INTEREST IN SUPPORT FOR REACHING FINAL DESTINATION BY RIDERSHIP TENURE

SUPPORT FEATURE	LESS THAN 3 YEARS	3 YEARS OR MORE	OVERALL
Shuttle service	62%	42%	54%
Improved transit connections	43%	32%	39%
Rideshare service discounts	31%	14%	24%
Bike/Scooter rental	20%	11%	17%
None of the above	19%	40%	27%
N	***322***	***196***	***518***

n = 518

Select Results by Interest in Weekend Service

Riders who express interest in weekend service are more likely to use ACE for a variety of purposes beyond commuting to work. While commuting remains the primary purpose for both groups, 85% of those interested in weekend service commute to or from work, compared to 96% of those not interested. Riders interested in weekend service are also more likely to report commuting to school (10%) or traveling to visit family and friends (3%), compared to almost none among those not interested.

TABLE 26: PURPOSE OF INTERCEPTED TRIP BY INTEREST IN WEEKEND SERVICE

PURPOSE	INTERESTED	NOT INTERESTED	OVERALL
Commute to/from work	85%	96%	91%
Commute to/from school, college, or university	10%	3%	6%
Visiting family/friends	3%	0%	2%
Other	2%	0%	1%
N	***237***	***281***	***518***

n = 518

3.0 CONCLUSION

Results from the 2025 ACE Onboard Survey provide valuable insights into the travel habits and priorities of current riders, offering guidance for sustaining and growing ridership. As in previous years, the primary reason for using ACE is commuting to or from work, with a large majority (83%) of respondents taking round trips. While most riders own a personal vehicle, many choose ACE to avoid driving—nearly half cited relief from traffic congestion as a key motivator.

Given that the survey was administered on weekdays going east, it is expected that respondents primarily use ACE for commuting purposes. However, there is strong interest in weekend service, particularly to San Jose and Santa Clara. Nearly half of respondents said they would use ACE on Saturdays, and over a third would ride on Sundays. Expanding service to weekends for leisure-based trips presents an opportunity to increase ridership. Riders also expressed interest in faster trips (49%) and cheaper tickets (36%) as improvements that would encourage them to ride more frequently. Maintaining current access services is also critical with 72% of ACE Shuttle users saying they would no longer take the train if the shuttle were unavailable, and similar concerns were raised about the BART connection via Wheels.

In conclusion, the findings of this report highlight key aspects of ACE riders' experiences and expectations. Rider satisfaction remains high, and many say they would recommend the service to others. To support future growth and retention, ACE can continue to strengthen first/last-mile options, consider expanded weekend service, and explore ways to improve travel speed and affordability. By considering the insights from this report, ACE can further enhance its offerings and provide a better experience for its passengers.

SAN JOAQUIN REGIONAL RAIL COMMISSION
Meeting of September 5, 2025

STAFF REPORT

Item 9 **INFORMATION**

ACE Community Assistance Program (CAP) Update

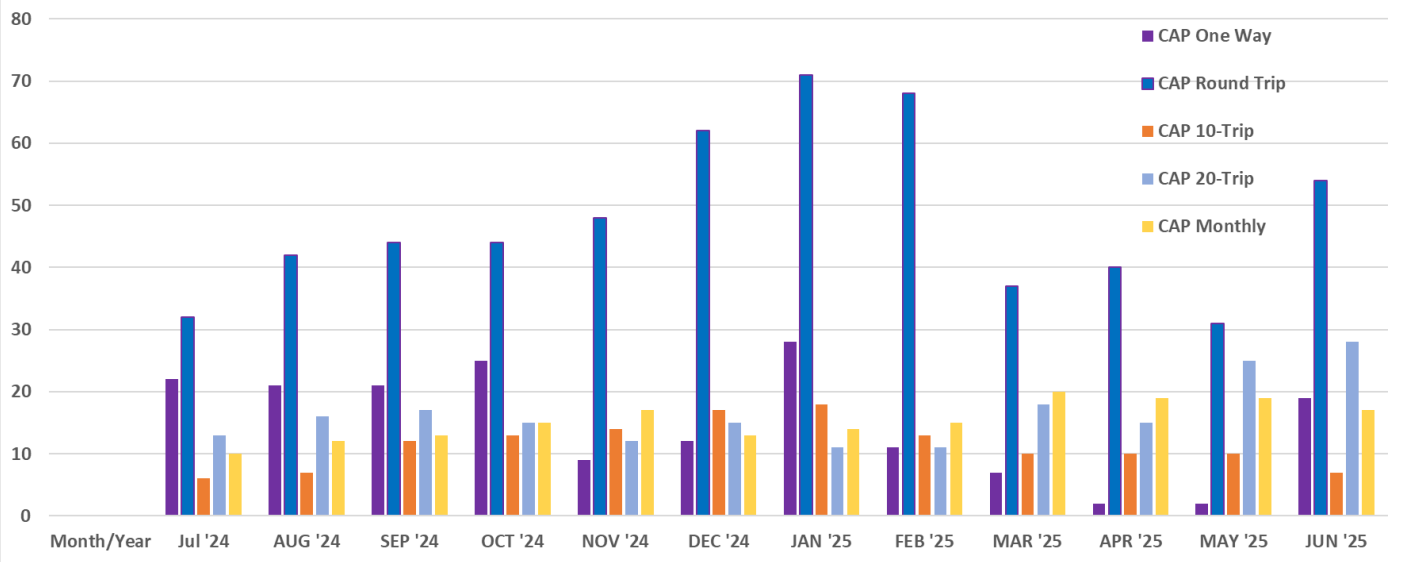
Background:
San Joaquin Regional Rail Commission (Rail Commission) staff recommended the implementation of the ACE Means-Based Discounted Ticketing Pilot Program as a vital initiative in addressing equity and ensuring passengers of all income levels have access to the ACE system. The Rail Commission launched the ACE Community Assistance Program (CAP) on December 15, 2020. The CAP program provides up to 50% discount off regular ACE fare tickets to qualifying applicants as part of the CAP discount; Low Carbon Transit Operations Program (LCTOP) funded the difference to make ACE whole to support the service operationally. The CAP offering has proven to be successful with continued growth in the one-way, round-trip, and 20-trip CAP ticket offerings since the program's inception and continues to provide access to low-income populations needing to get to essential jobs.

At the June 7, 2024 meeting, the Rail Commission Board approved Resolution number 23/24-61 adopting the ACE Means-Based Ticketing Pass into the standard ACE ticket offerings. The sustainability of a means-based discount will continue to be a key priority for the Rail Commission to enhance regional mobility and transit affordability for people with low incomes.

Currently, ACE offers one-way, round-trip, 10-Trip, 20-Trip, and Monthly passes as standard ticket offers. These tickets are available in both full-fare and discounted fares for children, disabled individuals, seniors, and Medicare cardholders.

Success of the CAP Program:
Over the life of the ‘Means-based Ticketing Program,’ the CAP enrollment continued to gain traction in usage, peaking in January 2025 at 142 passes. The partnership relationship with “2-1-1 of San Joaquin County,” with Family Resource & Referral Centers, to perform income assessments for applicants, continues to be effective. Staff have reached out to current participants and will provide an update at the meeting.

FY 24/25 CAP Sales by Month



Staff will continue to work to ensure awareness and accessibility of the ACE CAP program. In addition, staff will be closely monitoring the success of the Program, adapting to lessons learned in subsequent years. Staff will provide an update on the ACE CAP program at the September 5, 2025 board meeting.

Fiscal Impact:
There is no fiscal impact.

Recommendation:
This is an information item only.