

Caltrain COVID-19 Rider Survey

June 22 - July 12, 2020

Please note that due to rounding, percentages may not add up to exactly 100%

Total responses: 1,623 / Completes: 1,437 / Partials: 186

1. How often did you typically ride Caltrain prior to COVID-19?

Answer options	Share of Respondents	Number
6-7 days/week	4%	71
4-5 days/week	43%	691
1-3 days/week	16%	254
1-3 days/month	16%	264
Less than once a month	21%	343
Total n= 1623		

2. How often are you currently riding Caltrain?

Answer options	Share of Respondents	Number
More than before COVID-19	1%	23
The same as before COVID-19	7%	116
Less than before COVID-19	13%	206
Not at all	79%	1270
Total n= 1615		

3. Why are you riding Caltrain less than before COVID-19 (select all that apply)

Answer options	Share of Respondents	Number
Telecommuting for work	60%	870
Concerns about social distancing on the train	45%	659
Concerns about cleanliness on the train	28%	415
Other	20%	298
Trains not running frequently enough	15%	219
Change in employment status	8%	118
Distance learning for school	5%	74
Total n=	1460	

4. How are you getting around instead? (select your primary mode)

Answer options	Share of Respondents	Number
Not travelling	43%	622
Driving	40%	582
Walking	8%	119
Biking	6%	82
Other	2%	31
SamTrans	1%	11
TNCs (like Lyft, Uber)	1%	10
Total n=	1457	

5. What has been your primary trip purpose when riding Caltrain during the COVID-19 pandemic? (select all that apply):

Answer options	Share of Respondents	Number
Work-related	68%	227
Other	21%	59
Home-related (supplies, groceries)	19%	65
Medical	9%	31
Total n=	336	

6. Which of the following COVID-19 related safety measures are most important to you? (Please rank these measures in order of importance, from

Answer options	Overall rank	Score
Mandatory wearing of face coverings at stations and onboard trains	1	8141
Enforced social distancing such as seats being blocked off	2	5795
Enhanced station and vehicle cleaning practices	3	5073
Limited number of riders per train	4	4900
Availability of hand sanitizer at stations and onboard trains	5	3620
Social distancing markers at train stations	6	3386
Total n= 1565		

7. What is the single most important thing Caltrain can do to help you at this time?

Answer status	Share of Respondents	Number
Comment given	90%	1465
No comment	10%	157
Total n= 100%		1622

8. When will you start riding Caltrain more often/again? (select all that apply)

Answer options	Share of Respondents	Number
Within the next few days	2%	32
Within the next few weeks	7%	101
Within the next few months	11%	151
Sometime later this year	17%	240
Next year or later	16%	225
I don't know	45%	621
Never	1%	12
Total n= 1382		

9. And how often do you anticipate riding Caltrain?		
Answer options	Share of Respondents	Number
More than before COVID-19	5%	36
The same as before COVID-19	50%	375
Less than before COVID-19	32%	239
Don't know yet	13%	97
Total n=		747

10. What are your primary reasons for not riding Caltrain again? (select all that apply)		
Answer options	Share of Respondents	Number
Concerns about social distancing on the train	42%	5
Telecommuting for work	42%	5
Concerns about cleanliness on the train	25%	3
Other	25%	3
Change in employment status	17%	2
Trains not running frequently enough	8%	1
Distance learning for school	0%	0
Total n=		13

11. In regards to COVID-19, how informed do you feel about the following issues?							
Answer options	Very Informed	Informed	Somewhat informed	Not informed	Not at all informed	Don't Know/N.A.	Number
Measures Caltrain is taking to keep riders and staff safe	10%	18%	32%	24%	13%	5%	1494
Schedule changes resulting from shelter-in-place	17%	25%	29%	16%	9%	5%	1492
The financial impacts to Caltrain	12%	17%	30%	23%	13%	5%	1492
Total n=		1494					

12. How has COVID-19 affected your employment status?

Answer options	Share of Respondents	Number
No change - currently employed	70%	1051
No change - was not employed	10%	155
Furloughed	2%	31
Working fewer hours	8%	115
I've been laid off temporarily	2%	30
I've been laid off permanently	2%	35
Other	5%	75
Total n=		1492

Answer options	Share of Respondents	Number
Technology	31%	390
Other	21%	261
Healthcare/Hospital	13%	159
Public Sector	11%	133
Biotechnology	9%	108
Financial/Banking Services	5%	57
Transportation and Logistics	4%	45
Not applicable	3%	33
Construction	2%	28
Social Services	2%	25
Manufacturing	1%	12
Food service, grocery, and agriculture	1%	10
Emergency Services	1%	9
Total n=		1270

14. Please specify the industry in which you work.

Answer options	Share of Respondents	Number
Total n=		260

15. When will your company start allowing employees to return to the workplace?

Answer options	Share of Respondents	Number
Employees already allowed to return	28%	352
Within the next few days/weeks	6%	75
Within the next few months	9%	113
Sometime later this year	16%	206
Next year or later	9%	114
Don't know yet	24%	301
Never (all employees to telecommute)	1%	11
Other	8%	95
Total n= 1267		

16. What approach is your company suggesting to employees for returning to the workplace? (select all that apply)

Answer options	Share of Respondents	Number
Phased return of employees over time	52%	651
Continued telecommuting	48%	600
Staggered work times	28%	350
Don't know yet	22%	274
Other	9%	106
All employees to return immediately	6%	75
Total n= 1242		

17. Are you the parent or guardian of a school student?

Answer options	Share of Respondents	Number
Yes	23%	343
No	77%	1140
Total n= 1483		

18. How did your student typically get to and from school during the 2019-20 school year?

Answer options	Share of Respondents	Number
Drop-off or drive	53%	180
Walk	18%	62
Bicycle	9%	31
Other (please specify)	8%	26
Caltrain	7%	23
School bus	5%	18

19. Do you plan on changing the way your student will get to school during the 2020-21 school year?

Answer options	Share of Respondents	Number
Yes	11%	36
No	64%	216
I don't know yet	26%	87
Total n=		339

20. If schools resume in-person learning in the 2020-2021 school year, how do you anticipate your student will get to school?

Answer options	Share of Respondents	Number
Drop-off or drive	54%	185
Walk	19%	65
Bicycle	10%	34
Other (please specify)	7%	25
Caltrain	7%	22
School bus	3%	9
Total n=		340

21. Annual household income (before taxes)		
Answer options	Share of Respondents	Number
Less than \$50,000/year	10%	135
\$50,000 - \$74,999	8%	114
\$75,000 - \$99,999	10%	138
\$100,000 - \$124,999	12%	158
\$125,000 - \$149,999	9%	123
\$150,000 - \$199,999	16%	213
\$200,000 - \$249,000	13%	185
\$250,000 or more	22%	303
Total n= 1369		

22. Including yourself, how many people live in your household?		
Answer options	Share of Respondents	Number
1	20%	291
2	40%	579
3	17%	251
4	17%	240
5	5%	70
6 or more	1%	13
Total n= 1444		

**23. Which of the following best describes your race/ethnic background?
(Check all that apply)**

Answer options	Share of Respondents	Number
White/Caucasian	64%	911
Asian	25%	355
Hispanic/Latino	10%	144
Other	4%	55
Black/African American	2%	32
Native Hawaiian or Other Pacific Islander	2%	28
American Indian or Alaska Native	1%	18
Total n=		1417

24. Comments or suggestions for Caltrain?

Answer options	Share of Respondents	Number
Comment given	33%	477
None/nothing/NA	4%	63
Blank	62%	899
Total n=		1439