CALTRAIN CUSTOMER SATISFACTION SURVEY MAY 2018

SUMMARY REPORT

CONTENTS

Note: Crosstabulated Tables and Verbatim Comments included under separate cover

COREY, CANAPARY & GALANIS

INTRODUCTION

This report details the findings of an onboard survey of Caltrain riders for the annual Customer Satisfaction Survey. The fieldwork on this study was conducted from May 8 – June 7, 2018. In total, 4,023 surveys were distributed, and 3,313 surveys were conducted and completed. Of the 3,313 completed surveys, 3,297 were English language surveys and 16 were Spanish language surveys.

Key objectives of the survey include:
- Reporting trip characteristics, such as peak/off-peak/Saturday use, as well as rider longevity/frequency.
- Ratings of 18 specific service characteristics, including six various aspects of Caltrain stations, 11 aspects of onboard service, and one overall assessment of the entire Caltrain experience; and
- Fare media usage, large items brought onboard, Caltrain mobile ticket app and station boarding and alighting.

Since the previous survey, Caltrain reduced weekend service, with headways increasing from 60 minutes to 90 minutes, to accommodate construction projects for electrification. Other changes include implementation of fare changes by increasing the zone fare, the Go Pass, the Monthly Pass, the Monthly Parking Permit, and the elimination of the 8-ride Ticket. A pilot program was also implemented allowing bikes to board first at Mountain View, Palo Alto and Redwood City stations. A new Caltrain mobile ticketing app was launched, allowing customers to purchase and activate tickets from their mobile devices.

Construction projects commenced include the relocation of the San Carlos Station parking lot, and accessibility and safety improvements at the South San Francisco, Sunnyvale and Hillsdale stations.

This report includes the following key sections: Executive Overview, Charts/Key Findings and Detailed Results. The Appendix of this report includes a copy of the questionnaire, interviewer training instructions, information on routes sampled, and data on statistical significance.

Questions regarding this project may be directed to: Julian Jest, Caltrain, 650.508.6245.

Methodology and Response Rate
The survey was conducted as an onboard self-administered questionnaire distributed to Caltrain riders. Surveyors boarded pre-selected trains, and attempted to distribute questionnaires to all passengers on a pre-selected car of the assigned train. Completed surveys were collected by these surveyors who stayed onboard during the train route.

Specific steps were taken to ensure the highest possible response rate. This included using professional, experienced onboard surveyors on the project, making the questionnaire available in English and Spanish, and providing a business reply mail-back option for persons who did not have time to complete the survey onboard.

The overall response rate (70%) was calculated by dividing the total number of completes, (3,313) by all eligible passengers riding on the sampled trains (4,749).

Notes:
- "All eligible passengers" includes everyone except: children age 13 and younger, riders who had already participated, and passengers who identified themselves as employees of Caltrain.
- Please see the appendix for additional details on distribution procedures and response rate information.

Field interviewing on this project was conducted May 8-10; May 12-13; May 22-24; May 29-31; and June 7, 2018. The weekday shifts were allocated to allow for surveying during morning and afternoon peak periods, as well as off-peak periods. Weekend trains were also surveyed at various times of the day. Atypical days, such as Giants home game days, were avoided.

Surveyors returned completed questionnaires to Corey, Canapary & Galanis' office following the completion of the fieldwork. Data entry, editing, and coding were done in-house by Corey, Canapary & Galanis once the questionnaires were returned.

Sampling
In total, 3,313 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 1.61% (at the 95% confidence level).

The sampling on the study was designed to achieve a cross section of riders utilizing trains at various times of the day. For this study, we sampled a total of 36 weekday trains and eight Saturday trains. Of the 36 weekday trains surveyed, 10 were local trains, eight were bullet trains, and 18 were limited trains. Of the eight Weekend trains surveyed, six were local trains and two were bullet trains. For each train sampled, a specific car was selected, and we attempted to survey every passenger in the selected car.

Statistically Significant Differences
As was mentioned previously, for the underlined total number of respondents (n =3,313) who participated in the survey, the margin of error is +/- 1.61% at the 95% confidence level. The margins of error for some key sub-groups shown in this report are:
- Weekday peak (n = 2,415). +/- 1.91% at the 95% confidence level;
- Weekday off-peak (n =513). +/- 4.29% at the 95% confidence level;
- Weekend (n = 385). +/- 4.96% at the 95% confidence level.

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EXECUTIVE SUMMARY

Overall Satisfaction (station and onboard experience)

- The average (mean) score rose from 4.05 in 2017 to 4.07 in 2018. While this is not a statistically significant increase, it is the highest overall mean score since 2005.
- 82% of riders were somewhat or very satisfied with their overall Caltrain experience, and 3% were very or somewhat dissatisfied.

Station Specific Ratings

- Overall, Caltrain riders rated stations 3.99 – a slight (but not statistically significant) increase from 3.97 in 2017.
- The only statistically significant decrease among station ratings was "Cleanliness of stations and parking lots," which dropped from 3.99 in 2017 to 3.90 in 2018.
- All other station ratings stayed about the same or increased. There was only one statistically significant increase, for "Being informed of delays that exceed 10 minutes," which rose from 3.51 in 2017 to 3.61 in 2018.

Onboard Ratings

- The overall onboard rating increased from 4.11 in 2017 to 4.13 in 2018; however, this is not statistically significant.
- While three onboard ratings declined, only one of these was statistically significant. "Cleanliness of train interiors" dropped from 3.88 in 2016 to 3.82 in 2017.
- Every onboard rating stayed the same or increased. No onboard attribute declined.
- Statistically significant increases were seen among four of the attributes: "Courtesy of conductors," (4.37 in 2017 to 4.42 in 2018), "Adequacy and clarity of routine onboard announcements," (3.72 in 2017 to 3.81 in 2018), "Being informed of delays that exceed 10 minutes," (3.73 in 2017 to 3.81 in 2018), and "On-time arrival at your destination (4.07 in 2017 to 4.16 in 2018).

Fare Payment

More than one third (36%) of respondents paid for their trip with a Caltrain Monthly pass, while 22% paid with Clipper cash value, and 21% paid with a Go Pass. About one in five – 21% - paid for their trip using a One-way ticket or Day Pass.

Large Items on Caltrain

While 16% said they brought a bike/scooter/skateboard with them, 9% said they brought other items (such as shopping bags or laptops); however, the majority (75%) either specified they brought no large items or left the question blank.

Mobile Ticketing

Overall, 9% of respondents said they had used the Caltrain mobile ticketing app. These respondents gave the app an overall satisfaction rating of 3.74 (out of 5.00). Among the 9% who said they used they app, 32% said they had used the app to pay for the current trip.

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Boarding and Exit Stations
Four stations – San Francisco, Mountain View, San Jose-Diridon, and Palo Alto – were the stations most commonly cited by riders for both boarding and exiting trains. The stations were also the ones most commonly cited in the last survey in 2017.

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CHARTS – KEY FINDINGS

OVERALL SATISFACTION (Asked Question)

Q18. Considering both your station and onboard experience, how would you rate your overall Caltrain experience?
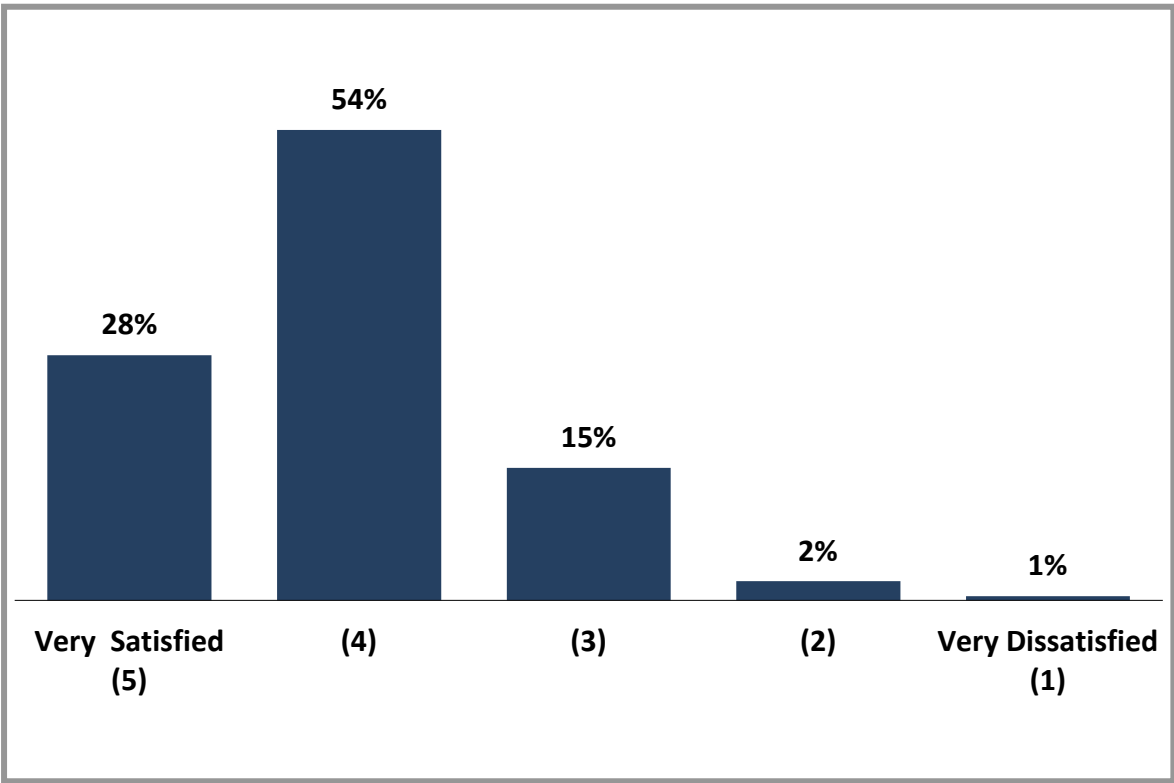
Base: All Respondents (3,313); 44 respondents did not answer this specific question.

(See Statistical Table 18)

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STATION ATTRIBUTE RATINGS (MEAN SCORES – ASKED QUESTIONS)

	Mean Score (5 point scale)
Functioning of lights at stations/parking lots....	4.26
Cleanliness of stations/parking lots	3.90
Posted information on info. boards..................	3.96
Ease of use of ticket machines.........................	3.77
Being informed of delays that exceed 10 minutes	3.61
▸ OVERALL EXPERIENCE AT CALTRAIN STATIONS	3.99 ◀

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.
Base: Total (3,313)

(See Statistical Tables 1-6)

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ONBOARD RATINGS (MEAN SCORES – ASKED QUESTIONS)

	Mean Score (5 point scale)
Professional appearance of the conductors	4.54
Courtesy of conductors.....................................	4.42
Your sense of security while on the train	4.33
Availability of printed materials........................	4.23
Cleanliness of train exteriors	4.11
On-time arrival at your destination	4.16
Cleanliness of train interiors	3.85
Being informed of delays that exceed 10 minutes	3.81
Adequacy & clarity of onboard announcements	3.81
Cleanliness of onboard restrooms	3.26
▸ OVERALL EXPERIENCE ONBOARD TRAINS.........	4.13 ◂

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.
Base: Total (3,313)

(See Statistical Tables 7-17)

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Average Scores, Caltrain Onboard Survey – May 2018							
Asked Questions^	Blank, N/A, Don't know	1	2	3	4	5	Average
1. Cleanliness of stations/parking lots	62	59	163	741	1367	921	3.90
2. Functioning of lights at stations/parking lots	348	17	42	395	1223	1288	4.26
3. Posted information on info. boards (schedules, flyers)	234	40	193	682	1112	1052	3.96
4. Ease of use of Caltrain ticket machines	365	122	304	639	944	939	3.77
5. Being informed of delays that exceed 10 minutes	382	180	359	677	912	803	3.61
6. Everything considered, how would you rate your overall experience at Caltrain stations?	35	19	73	670	1685	831	3.99
TOTAL STATIONS AND PARKING^^	1426	437	1134	3804	7243	5834	3.92
7. Courtesy of conductors	106	24	68	273	1025	1817	4.42
8. Professional appearance of the conductors	118	10	24	200	950	2011	4.54
9. Availability of printed materials (schedules, brochures, notices)	470	26	67	449	999	1302	4.23
10. Cleanliness of train exteriors	84	30	110	573	1276	1240	4.11
11. Cleanliness of train interiors	32	62	237	754	1290	938	3.85
12. Cleanliness of onboard restrooms	1035	195	378	735	587	383	3.26
13. Adequacy and clarity of routine onboard announcements (train delays, special events)	139	104	288	696	1120	966	3.81
14. Being informed of delays that exceed 10 minutes	434	119	242	634	965	919	3.81
15. On-time arrival at your destination (within five minutes of scheduled arrival time)	75	41	108	449	1350	1290	4.16
16. Your sense of security while on the train	25	21	60	341	1271	1595	4.33
17. Everything considered, how would you rate your onboard experience on Caltrain?	27	17	58	435	1745	1031	4.13
TOTAL ONBOARD^^	2545	649	1640	5539	12578	13492	3.92
TOTAL STATIONS AND ONBOARD^^	1986	543	1387	4672	9911	9663	4.08
18. How would you rate your overall Caltrain experience?	46	17	72	496	1763	919	4.07

^Asked question ratings are based on the actual number of responses for each particular question.
^^Weighted averages are calculated as follows: "Total Stations and Parking" is calculated using the total responses for Question 1 through Question 6.
m"Total Onboard Experience" is calculated using the total responses for Question 7 through Question 17. "Total Stations & Onboard" is calculated by taking the average of "Total Stations and Parking" and "Total Onboard Experience." The total number of responses shown for "Total Stations & Onboard Experience" is thus an average of these two sub-categories.

(See Statistical Tables 1-18)

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MEAN SCORES - 2018 COMPARED TO 2017

SCALE: 1=Poor, 5=Excellent	2018 Mean	2017 Mean	Mean Difference	Statistically Significant?
ASKED QUESTIONS^				
1. Cleanliness	3.90	3.99	-0.09	**yes**
2. Functioning Of Lights	4.26	4.28	-0.02	no
3. Posted Information	3.96	3.93	0.03	no
4. Ease Of Use/Ticket Machine	3.77	3.73	0.04	no
5. Being Informed Of Delays	3.61	3.51	0.10	**yes**
6. Overall Stations	3.99	3.97	0.02	no
7. Courtesy Of Conductors	4.42	4.37	0.05	**yes**
8. Prof. Appearance of conductors	4.54	4.51	0.03	no
9. Availability Of Printed Materials	4.23	4.21	0.02	no
10. Cleanliness/Train Exteriors	4.11	4.11	0.00	no
11. Cleanliness/Train Interiors	3.85	3.82	0.03	no
12. Cleanliness/Onboard Restrooms	3.26	3.21	0.05	no
13. Adequacy/Clarity Onboard Ann	3.81	3.72	0.09	**yes**
14. Being Informed Of Delays	3.81	3.73	0.08	**yes**
15. On-time Arrival At Destination	4.16	4.07	0.09	**yes**
16. Your Sense Of Security	4.33	4.30	0.03	no
17. Overall Onboard	4.13	4.11	0.02	no
18. Both Station/Onboard	4.07	4.05	0.02	no
Weighted Averages^^				
TOTAL STATIONS AND PARKING	3.92	3.90	0.02	no
TOTAL ONBOARD EXPERIENCE	4.08	4.04	0.04	**yes**
TOTAL STATIONS & ONBOARD	4.02	3.99	0.03	**yes**

^Asked question ratings are based on the actual number of responses for each particular question.
^^Weighted averages are calculated as follows: "Total Stations and Parking" is calculated using the total responses for Question 1 through Question 6. "Total Onboard Experience" is calculated using the total responses for Question 7 through Question 17. "Total Stations & Onboard" is calculated by taking the average of "Total Stations and Parking" and "Total Onboard Experience.

(See Statistical Tables 1-18)

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LONG-TERM TRENDS IN OVERALL SATISFACTION

Q18. Considering both your station and onboard experience, how would you rate your overall Caltrain experience?

Mean Scores, Overall Satisfaction, 1998-2018
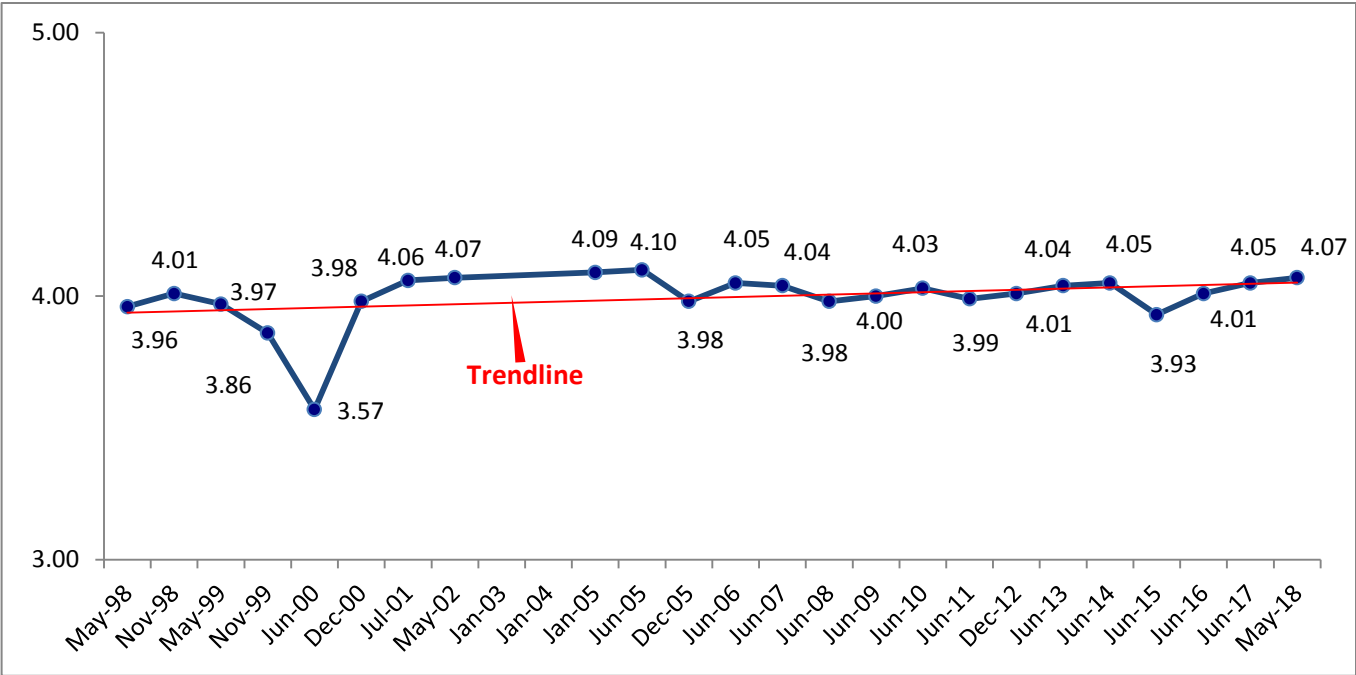
Points represent surveys (May 98, Nov 98, May 99, Nov 99, Jun 00, Dec 00, Jul 01, May 02, Jan 05, Jun 05, Dec 05, Jun 06, Jun 07, Jun 08, Jun 09, Jun 10, Jun 11, Dec 12, Jun 13, Jun 14, Jun 15, Jun 16, and Jun 17). No data available for late 2002-late 2004.

(See Historical Data and Statistical Table Q18)

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DETAILED RESULTS

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RATING OF CALTRAIN SERVICE

STATION RATINGS OVERALL

Respondents rated their overall experience at Caltrain stations 3.99 (out of 5.00), a slight increase over June 2017 (3.97), and steady progress over the June 2016 rating (3.94). However, the increase from 2017 to 2018 is not statistically significant.

Most station ratings went up or stayed about the same. There was only one statistically significant decrease – cleanliness of stations and parking lots – which dropped from 3.99 in 2017 to 3.90 in 2018.

There was also one statistically significant increase – being informed of delays that exceed 10 minutes rose to 3.61 in 2018, from 3.51 in 2017 (and 3.48 in 2016).

	Mean Scores (5 point scale)		
	MAY 2018	**JUNE 2017**	**JUNE 2016**
Base: (All Respondents)*	**3,313**	**3,157**	**4,097**
Functioning of lights at stations/parking lots	4.26	4.28	4.26
Posted information on info. boards (schedules, flyers)	3.96	3.93	3.87
Cleanliness of stations/parking lots	3.90	3.99	3.98
Ease of use of Caltrain ticket machines**	3.77	3.73	3.82
Being informed of delays that exceed 10 minutes	3.61	3.51	3.48
Overall experience at Caltrain stations	**3.99**	**3.97**	**3.94**

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

*Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.
**In 2018, this question wording was changed slightly to "Ease of use of Caltrain ticket machines"; previously, it had read, "Ease of use of ticket machines."

(See Statistical Tables 1-6)

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STATION RATINGS OVERALL (continued)

N=base of survey participants
MAY 2018 N=3,313*
JUNE 2017 N=3,157*
JUNE 2016 N=4,097*

	VERY SATISFIED			VERY DISSATISFIED		NOT APPLICABLE	MEAN SCORE
	5	4	3	2	1	[ ]	(5 Pt. Scale)

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Functioning of lights at stations

	5	4	3	2	1	[ ]	Mean
MAY 2018.....................................	**39**	**37**	**12**	**1**	**1**	**10**	**4.26**
JUNE 2017.....................................	41	36	11	2	1	11	4.28
JUNE 2016.....................................	38	38	11	2	1	11	4.26

Posted information on info. boards

	5	4	3	2	1	[ ]	Mean
MAY 2018.....................................	**32**	**34**	**21**	**6**	**1**	**6**	**3.96**
JUNE 2017.....................................	32	35	20	7	2	5	3.93
JUNE 2016.....................................	28	34	23	6	2	6	3.87

Cleanliness of stations/parking lots

	5	4	3	2	1	[ ]	Mean
MAY 2018.....................................	**28**	**41**	**23**	**5**	**2**	**1**	**3.90**
JUNE 2017.....................................	30	43	19	5	1	2	3.99
JUNE 2016.....................................	30	44	19	4	2	3	3.98

Ease of use of Caltrain ticket machines

	5	4	3	2	1	[ ]	Mean
MAY 2018.....................................	**28**	**29**	**19**	**9**	**4**	**11**	**3.77**
JUNE 2017.....................................	28	28	21	10	4	10	3.73
JUNE 2016.....................................	29	30	20	7	4	9	3.82

Being informed of delays that exceed 10 minutes

	5	4	3	2	1	[ ]	Mean
MAY 2018.....................................	**25**	**28**	**21**	**11**	**6**	**11**	**3.61**
JUNE 2017.....................................	23	27	21	13	7	9	3.51
JUNE 2016.....................................	21	27	23	13	6	11	3.48

Everything considered, how would you rate your overall experience at Caltrain stations?

	5	4	3	2	1	[ ]	Mean
MAY 2018.................................	**25**	**51**	**20**	**2**	**1**	**<1**	**3.99**
JUNE 2017.................................	25	51	20	3	1	<1	3.97
JUNE 2016.................................	24	51	22	3	1	<1	3.94

(See Statistical Tables 1-6)

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.
*Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

STATION RATINGS BY TIME PERIOD

- By time period, Weekday Peak riders rated their overall station experience lower than Weekday Off-Peak and Saturday riders.
- Generally, attributes ranked more highly have the smallest differences between Weekday Peak and Weekday Off-Peak/Saturday riders, while attributes ranked lower overall have the largest differences in ratings between Weekday Peak and Weekday Off-Peak/Saturday riders.
- While being informed of delays that exceed 10 minutes shows the widest difference among Weekday Peak, Weekday Off-Peak, and Weekend riders, it is the Weekday Peak riders whose score improved the most (3.38 in 2017 to 3.54 in 2018) compared to Weekday Off-Peak (3.73 in 2017 to 3.75 in 2018) and Weekend (3.93 in 2017 to 4.01 in 2018) riders.

	Mean Scores (5 point scale) – MAY 2018			
	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	3,313	2,415	513	385
Functioning of lights at stations/parking lots	4.26	4.23	4.26	4.41
Posted information on info. boards (schedules, flyers)	3.96	3.92	4.02	4.12
Cleanliness of stations/parking lots	3.90	3.86	3.98	4.07
Ease of use of Caltrain ticket machines	3.77	3.72	3.84	3.97
Being informed of delays that exceed 10 minutes	3.61	3.54	3.75	4.01
Overall experience at Caltrain stations	**3.99**	**3.94**	**4.10**	**4.15**

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 1-6)

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STATION RATINGS BY TYPE OF SERVICE

- Weekday Local and Weekend riders rated their overall station experience the highest – with Weekend Bullet riders rating overall station experience 4.27, and both Weekend Local and Weekday Local riders rating their experience 4.12.
- All rider groups rated Functioning of lights at stations/parking lots the highest of any station attribute.
- Similarly, all rider groups also rated Being informed of delays that exceed 10 minutes the lowest of any station attribute – with the sole exception of Weekend Bullet riders, who rated Ease of use of Caltrain ticket machines (3.91) the lowest.

	Mean Scores (5 point scale) - 2018					
	Overall Mean Score	**Weekday Local**	**Weekday Limited**	**Weekday Bullet**	**Weekend Local**	**Weekend Bullet**
Base: (All Respondents)*	**3,313**	**452**	**1652**	**824**	**293**	**92**
Functioning of lights at stations/parking lots	4.26	4.26	4.26	4.18	4.40	4.44
Posted information on info. boards (schedules, flyers)	3.96	4.02	3.95	3.86	4.10	4.17
Cleanliness of stations/parking lots	3.90	4.00	3.88	3.81	4.06	4.12
Ease of use of Caltrain ticket machines	3.77	3.84	3.72	3.74	3.99	3.91
Being informed of delays that exceed 10 minutes	3.61	3.77	3.55	3.51	3.97	4.18
Overall experience at Caltrain stations	**3.99**	**4.12**	**3.97**	**3.88**	**4.12**	**4.27**

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

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STATION RATINGS BY BIKE CAR

- Those in bike cars rated their overall station experience only slightly higher (4.02) than those in regular cars (3.97).
- Generally, station-specific attributes showed less difference between those in bike cars and those in regular cars than in previous years, with most ratings showing a difference of 0.10 or less.
- In addition, in prior years, those in regular cars appeared more satisfied; however, in 2018, those in bike cars rated every station attribute more highly than those in regular cars.
- The station attribute with the widest difference is Being informed of delays that exceed 10 minutes. Notably, regular car riders rated this slightly lower in 2018 (3.57 in 2018 vs. 3.59 in 2017), while those riding in bike cars rated this higher in 2018 (3.43 in 2017 vs. 3.69 in 2018). Since this attribute rose overall, this suggests that increased satisfaction among those using the bike car has strongly contributed to the overall increase in this particular attribute.

	Mean Scores (5 point scale) - 2018		
	Overall Mean Score	Regular Car	Bike Car
Base: (All Respondents)*	3,313	2,094	1,219
Functioning of lights at stations/parking lots	4.26	4.22	4.31
Posted information on info. boards (schedules, flyers)	3.96	3.93	4.00
Cleanliness of stations/parking lots	3.90	3.87	3.96
Ease of use of Caltrain ticket machines	3.77	3.76	3.79
Being informed of delays that exceed 10 minutes	3.61	3.57	3.69
Overall experience at Caltrain stations	**3.99**	**3.97**	**4.02**

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 1-6)

ONBOARD RATINGS OVERALL

- Every onboard rating remained the same or increased in 2018 when compared to 2017; and, every 2018 onboard rating is higher than 2016 as well.
- Four of these ratings increases in 2018 are statistically significant.
    - Courtesy of conductors rose from 4.37 in 2017 to 4.42 in 2018.
    - Being informed of delays that exceed 10 minutes rose from 3.73 in 2017 to 3.81 in 2018. (Note the at-station companion rating also increased.)
    - On-time arrival at your destination rose from 4.07 in 2017 to 4.16 in 2018.
    - Adequacy and clarity of routine onboard announcements rose from 3.72 in 2017 to 3.81 in 2018.
- While the overall rating for onboard experience rose to 4.13 in 2018, this was not statistically significant from 2017 (when it was 4.11). However, over the past two years, this rating has shown a steady increase, rising from 4.08 in 2016.

	Mean Scores (5 point scale)		
	MAY 2018	**JUNE 2017**	**JUNE 2016**
Base: (All Respondents)*	3,313	3,157	4,097
Professional appearance of conductors	4.54	4.51	4.45
Courtesy of conductors	4.42	4.37	4.36
Your sense of security while on the train	4.33	4.30	4.32
Availability of printed materials	4.23	4.21	4.15
On-time arrival at your destination	4.16	4.07	4.03
Cleanliness of train exteriors	4.11	4.11	4.09
Cleanliness of train interiors	3.85	3.82	3.88
Being informed of delays that exceed 10 minutes	3.81	3.73	3.71
Adequacy and clarity of routine onboard announcements	3.81	3.72	3.68
Cleanliness of onboard restrooms	3.26	3.21	3.26
Onboard experience (overall) on Caltrain	**4.13**	**4.11**	**4.08**

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

*Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 7-17)

ONBOARD RATINGS OVERALL (continued)

	VERY SATISFIED			VERY DISSATISFIED		NOT APPLICABLE	MEAN SCORE
N=base of survey participants MAY 2018 N= 3,313* JUNE 2017 N= 3,157* JUNE 2016 N= 4,097*	5	4	3	2	1	[ ]	(5 Pt. Scale)

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Professional appearance of the conductors

	5	4	3	2	1	[ ]	Mean
MAY 2018	61	29	6	1	<1	3	4.54
JUNE 2017	58	32	7	1	<1	3	4.51
JUNE 2016	54	35	8	1	<1	3	4.45

Courtesy of conductors

	5	4	3	2	1	[ ]	Mean
MAY 2018	55	31	8	2	1	3	4.42
JUNE 2017	52	33	10	2	1	3	4.37
JUNE 2016	50	35	10	2	1	3	4.36

Your sense of security while on the train

	5	4	3	2	1	[ ]	Mean
MAY 2018	48	39	10	2	1	1	4.33
JUNE 2017	47	39	12	2	<1	1	4.30
JUNE 2016	46	41	10	2	<1	1	4.32

Availability of printed materials

	5	4	3	2	1	[ ]	Mean
MAY 2018	40	30	14	2	1	13	4.23
JUNE 2017	40	31	14	3	1	11	4.21
JUNE 2016	37	32	16	3	1	11	4.15

On-time arrival at your destination

	5	4	3	2	1	[ ]	Mean
MAY 2018	39	41	14	3	1	1	4.16
JUNE 2017	37	39	16	5	2	2	4.07
JUNE 2016	35	40	18	4	2	2	4.03

Cleanliness of train exteriors

	5	4	3	2	1	[ ]	Mean
MAY 2018	38	39	17	3	1	2	4.11
JUNE 2017	37	3	17	3	1	2	4.11
JUNE 2016	36	41	17	4	1	2	4.09

Cleanliness of train interiors

	5	4	3	2	1	[ ]	Mean
MAY 2018	29	39	23	7	2	1	3.85
JUNE 2017	27	39	25	7	3	<1	3.82
JUNE 2016	29	40	23	7	2	1	3.88

Being informed of delays that exceed 10 minutes

	5	4	3	2	1	[ ]	Mean
MAY 2018	28	29	19	7	4	12	3.81
JUNE 2017	27	29	20	9	5	11	3.73
JUNE 2016	24	30	20	9	4	13	3.71

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ONBOARD RATINGS OVERALL (continued)

N=base of survey participants   - - - - - - - - - - - - - - - - - read % across ▶ - - - - - - - - - - - -

MAY 2018 N= 3,313*

JUNE 2017 N= 3,157* JUNE 2016 N= 4,097*	VERY SATISFIED				VERY DISSATISFIED	NOT APPLICABLE	MEAN SCORE
	5	4	3	2	1	[ ]	(5 Pt. Scale)

Adequacy and clarity of routine onboard announcements

	5	4	3	2	1	[ ]	Mean
MAY 2018 ………………………………	**30**	**34**	**21**	**9**	**3**	**3**	**3.81**
JUNE 2017 ………………………………	28	33	23	10	4	3	3.72
JUNE 2016 ………………………………	24	35	23	10	4	4	3.68

Cleanliness of onboard restrooms

	5	4	3	2	1	[ ]	Mean
MAY 2018 ………………………………	**12**	**18**	**23**	**12**	**6**	**30**	**3.26**
JUNE 2017 ………………………………	11	18	23	12	7	29	3.21
JUNE 2016 ………………………………	12	18	21	12	6	32	3.26

Everything considered, how would you rate your onboard experience on Caltrain?

	5	4	3	2	1	[ ]	Mean
MAY 2018 ………………………………	**31**	**53**	**13**	**2**	**1**	**<1**	**4.13**
JUNE 2017 ………………………………	31	52	15	2	<1	<1	4.11
JUNE 2016 ………………………………	29	53	16	2	1	<1	4.08

(See Statistical Tables 7-17)

COREY, CANAPARY & GALANIS

ONBOARD RATINGS BY TIME PERIOD

- Generally, Saturday riders tend to be most satisfied, normally giving the highest onboard ratings (including the overall onboard rating), closely followed by Weekday Off-Peak riders, and with Weekday Peak riders generally providing the lowest rating.
  - This has been a common pattern among onboard ratings, and it holds true for the 6 lowest-ranked attributes in both 2017 and 2018.
  - In 2018, those attributes are: On-time arrival at your destination; cleanliness of train exteriors; cleanliness of train interiors; being informed of delays that exceed 10 minutes; adequacy and clarity of routine onboard announcements; and cleanliness of onboard restrooms.
  - The overall onboard rating also reflects this trend – with Weekend riders providing the highest rating (4.26), Weekday Off-Peak riders a slightly lower rating (4.24), and Peak riders providing the lowest overall onboard rating (4.09).
- The most highly rated attributes, however, depart from this trend.
  - Professional appearance of conductors was very similarly rated among all three time periods – 4.54, 4.55, and 4.54 among Weekday Peak, Weekday Off-Peak, and Weekend riders, respectively. Courtesy of conductors has similarly close ratings among riders from different time periods.
  - Your sense of security while on the train was most highly rated by Weekend riders (4.37), while both Weekday Off-Peak and Weekday Peak riders rated this the same (4.32).
  - Availability of printed materials was rated most highly by Weekday Off-Peak riders (4.26), then by Weekday Peak riders (4.22), with Weekend riders rating it lowest (4.20).

	Mean Scores (5 point scale) 2018			
	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	3,313	2,415	513	385
Professional appearance of conductors	4.54	4.54	4.55	4.54
Courtesy of conductors	4.42	4.42	4.42	4.40
Your sense of security while on the train	4.33	4.32	4.32	4.37
Availability of printed materials	4.23	4.22	4.26	4.20
On-time arrival at your destination	4.16	4.11	4.21	4.39
Cleanliness of train exteriors	4.11	4.09	4.15	4.20
Cleanliness of train interiors	3.85	3.80	3.94	4.09
Being informed of delays that exceed 10 minutes	3.81	3.75	3.95	4.08
Adequacy and clarity of routine onboard announcements	3.81	3.76	3.86	4.03
Cleanliness of onboard restrooms	3.26	3.22	3.35	3.36
Onboard experience (overall) on Caltrain	**4.13**	**4.09**	**4.24**	**4.26**

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 7-17)

ONBOARD RATINGS BY TYPE OF SERVICE

- In general, Weekday Bullet riders gave lower scores, with Weekend Bullet riders providing the highest ratings for 7 of the 10 attributes and onboard experience overall.
  - o Weekend Local riders tended to rate attributes more highly than any Weekday riders; however, they gave the lowest ratings on Professional appearance of conductors, courtesy of conductors, and Availability of printed materials.
  - o Weekday Local riders rated Availability of printed materials most highly (4.26).
- All rider sub-groups rated their overall experience on board a 4.03 or higher; Weekday Bullet riders provided the lowest (4.03) rating, while Weekend Bullet riders provided the highest overall onboard rating (4.40).

	Mean Scores (5 point scale) – May 2018					
Highest by sub-group Lowest by sub-group	Overall Mean Score	Weekday Local	Weekday Limited	Weekday Bullet	Weekend Local	Weekend Bullet
Base: (All Respondents)*	3,313	452	1652	824	293	92
Professional appearance of conductors	4.54	4.55	4.55	4.53	4.51	**4.64**
Courtesy of conductors	4.42	4.43	4.41	4.44	4.37	**4.50**
Your sense of security while on the train	4.33	4.35	4.33	4.29	4.34	**4.46**
Availability of printed materials	4.23	**4.26**	4.23	4.22	4.19	4.23
On-time arrival at your destination	4.16	4.25	4.12	4.07	4.36	**4.48**
Cleanliness of train exteriors	4.11	4.17	4.10	4.06	4.17	**4.32**
Cleanliness of train interiors	3.85	3.99	3.80	3.78	4.06	**4.21**
Being informed of delays that exceed 10 minutes	3.81	3.95	3.78	3.70	4.07	**4.10**
Adequacy and clarity of routine onboard announcements	3.81	3.90	3.77	3.73	**4.06**	3.95
Cleanliness of onboard restrooms	3.26	3.43	3.17	3.28	**3.45**	2.98
Onboard experience (overall) on Caltrain	**4.13**	**4.28**	**4.11**	**4.03**	**4.21**	**4.40**

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

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ONBOARD RATINGS BY BIKE CAR

- One third (37%) of respondents were surveyed while riding in a bike car.
- Those riding in a bike car rated their overall experience onboard somewhat higher (4.17) than those riding in a regular car (4.11).
- Most attributes were rated more highly by those in bike cars. However, many attributes were extremely close in ratings between the two groups. This includes Professional appearance of conductors, courtesy of conductors, your sense of security on the train, and cleanliness of train interiors.
- The only attribute rated more highly by those in regular cars was cleanliness of onboard restrooms; those in regular cars rated this attribute 3.28 while those in bike cars provided a rating of 3.21.

	Mean Scores (5 point scale) – May 2018		
	Overall Mean Score	Regular Car	Bike Car
Base: (All Respondents)*	3,313	2,094	1,219
Professional appearance of conductors	4.54	4.53	4.57
Courtesy of conductors	4.42	4.41	4.43
Your sense of security while on the train	4.33	4.31	4.35
Availability of printed materials	4.23	4.18	4.30
On-time arrival at your destination	4.16	4.13	4.20
Cleanliness of train exteriors	4.11	4.07	4.17
Cleanliness of train interiors	3.85	3.85	3.87
Being informed of delays that exceed 10 minutes	3.81	3.77	3.88
Adequacy and clarity of routine onboard announcements	3.81	3.78	3.85
Cleanliness of onboard restrooms	3.26	3.28	3.21
Onboard experience (overall) on Caltrain	**4.13**	**4.11**	**4.17**

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

*Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 7-17)

COREY, CANAPARY & GALANIS

OVERALL SATISFACTION WITH CALTRAIN
How would you rate your overall Caltrain experience?

Overall satisfaction with Caltrain increased from 4.05 in 2017 to 4.07 in 2018; however, this is not a statistically significant increase.

However, this rating has some significance longer-term, as it is the highest overall rating since mid-2005, and continues an upward trend begun in 2016.

By sub-group, Weekend riders are generally more satisfied (and provided a higher rating) than Weekday rider groups. However, those riding in Bike cars appear more satisfied (4.11) than those riding in Regular cars (4.05).

	Mean Scores (5 point scale)		
	MAY 2018	**JUNE 2017**	**JUNE 2016**
Base: (All Respondents)*	**3,313**	**3,157**	**4,097**
	%	%	%
Very Satisfied (5)	28	28	26
(4)	54	53	52
(3)	15	16	17
(2)	2	3	3
Very Dissatisfied (1)	1	1	1
Not Applicable	<1	<1	<1
	100	100	100
RECAP %			
Satisfied (5 or 4)	82	80	79
Neutral (3)	15	16	17
Dissatisfied (1 or 2)	3	3	4
MEAN	**4.07**	**4.05**	**4.01**

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Table 18)

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OVERALL SATISFACTION WITH CALTRAIN (2018) – BY SUB-GROUPS

	BASE (#)	MEAN (5 PT SCALE)	Very Satisfied (5 rating)	Satisfied (4 rating)	Dissatisfied (2 or 1 rating)	Neutral/NA (3 rating)
			%	%	%	%
TOTAL	**3,313**	**4.07**	**28**	**54**	**3**	**15**
BY RIDERSHIP SEGMENT						
Weekday Peak	**2415**	4.02	25	56	3	17
Weekday Off-peak	**513**	4.20	36	51	3	11
Weekend	**385**	4.20	38	47	2	13
BY TYPE OF SERVICE						
Weekday Local	**452**	4.22	38	49	3	10
Weekday Limited	**1652**	4.05	26	56	3	16
Weekday Bullet	**824**	3.97	22	56	3	18
Weekend Local	**293**	4.14	37	45	3	15
Weekend Bullet	**92**	4.38	41	55	-	3
BY CAR TYPE						
Regular	**2094**	4.05	27	54	3	16
Bike	**1219**	4.11	30	55	3	13

(See Statistical Table 18)

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FARE PAYMENT
How did you pay for this train trip (today)?

More than one third of respondents (36%) paid for their trip using a Clipper Caltrain Monthly Pass, while 22% use Clipper cash value, and 21% use the Go Pass.

Noting that 8-ride tickets were discontinued in October 2017, Clipper cash value increased from 16% in 2017 to 22% in 2018.

	MAY 2018	JUNE 2017
Base: (All Respondents)*	3,313	3,157
CLIPPER CALTRAIN MONTHLY PASS	36%	35%
CLIPPER CASH VALUE	22%	16%
GO PASS	21%	20%
ONE-WAY TICKET	13%	14%
DAY PASS	8%	10%
PAID WITH MOBILE DEVICE BUT DID NOT SPECIFY TICKET TYPE*	<1%	-
DID NOT PAY/OTHER PERSON PAID/LAW ENFORCEMENT	<1%	<1%
CLIPPER 8-RIDE TICKET*	-	4%
CLIPPER (TYPE NOT SPECIFIED)	-	<1%
Total		100%

*Clipper 8-ride tickets were discontinued after the 2017 survey. Caltrain Mobile payment was introduced in February 2018.

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LARGE ITEMS ON CALTRAIN

Did you bring any large items with you on the train today? (multiple responses accepted)

- Overall, 16% of respondents said they brought a bike, scooter, or skateboard onto the surveyed train, while 9% brought other items (such as backpacks and bags), and less than 1% brought accommodating equipment, such as strollers, canes, and/or a companion animal.
- About three-fourths (75%) of respondents indicated they had brought nothing – either by skipping the question or specifying 'none'.
- Those in bike cars were most likely to have brought something on board, with only 58% saying they had brought nothing or skipping the question, and 35% saying they had brought a bike, scooter, or skateboard.
- Weekend riders were most likely to say they had brought luggage on board (15%) when compared to Weekday Peak (3%) and Weekday Off-Peak (5%) riders.

On the next page is a breakdown by category for each train surveyed.

	May 2018					
	Total	**Weekday Peak**	**Weekday Off-Peak**	**Weekend**	**Regular Car**	**Bike Car**
Base: (All Respondents)*	**3,313**	**2,415**	**513**	**385**	**2,094**	**1,219**
Brought no large items (NET)	**75%**	**77%**	**69%**	**69%**	**85%**	**58%**
Blank (no large items)	74%	76%	68%	68%	84%	57%
Specified "None"	1%	1%	1%	1%	1%	1%
Brought bike/scooter/skateboard (NET)	**16%**	**16%**	**18%**	**12%**	**5%**	**35%**
Bike	13%	13%	16%	11%	2%	32%
Scooter	2%	2%	1%	1%	2%	1%
Folding bike	1%	1%	<1%	<1%	<1%	1%
Skateboard/longboard/e-wheel	<1%	1%	<1%	<1%	<1%	1%
Brought other items (NET)	**9%**	**7%**	**13%**	**19%**	**10%**	**8%**
Luggage/duffel bag	5%	3%	5%	15%	5%	5%
Backpack	3%	2%	6%	3%	3%	3%
Shopping bags/bike bag/lunch pail/pannier	1%	1%	1%	1%	1%	1%
Other (not specified)	<1%	<1%	1%	<1%	<1%	<1%
Laptop/laptop bag	<1%	<1%	-	-	<1%	<1%
Musical instrument/art portfolio/dolly	<1%	<1%	<1%	<1%	<1%	-
Brought accommodating equipment (NET)	**<1%**	**<1%**	**<1%**	**1%**	**1%**	**<1%**
STROLLER	<1%	<1%	<1%	1%	1%	<1%
CANE/SERVICE ANIMAL/OTHER DISABILITY EQUIPMENT	<1%	<1%	<1%	-	<1%	<1%

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Trains in this color had a bike car surveyed.

Train #	Brought no large items	Brought bike/ scooter/skateboard	Brought other items	Brought accomm. equip.
TOTAL	**75%**	**16%**	**9%**	**<1%**
101	82%	6%	12%	-
102	94%	-	6%	-
142	50%	38%	15%	-
143	63%	23%	13%	-
150	78%	5%	18%	-
151	71%	3%	25%	-
190	64%	32%	5%	1%
192	69%	22%	7%	2%
195	81%	4%	15%	-
197	78%	11%	11%	-
206	55%	38%	10%	-
207	90%		10%	1%
216	56%	40%	3%	-
217	59%	36%	6%	-
222	51%	47%	2%	-
225	63%	36%	1%	-
232	86%	9%	6%	-
233	86%	5%	8%	2%
254	61%	25%	15%	-
257	90%	3%	7%	-
262	88%	5%	8%	-
267	91%	4%	6%	-
268	88%	4%	6%	2%
273	49%	43%	7%	1%
277	53%	40%	8%	-
282	88%	6%	5%	1%
288	93%	2%	6%	-
289	86%	7%	7%	-
313	82%	8%	9%	-
324	89%	4%	9%	-
329	89%	3%	7%	1%
330	89%	6%	4%	1%
360	81%	4%	15%	1%
376	83%	8%	9%	-
381	51%	43%	10%	-
385	57%	41%	2%	-
421	50%	44%	10%	-
424	81%	3%	16%	-
432	78%	-	22%	-
433	73%	-	27%	-
438	50%	29%	24%	-
441	77%	2%	14%	7%
801	70%	16%	16%	-
804	64%	5%	33%	-

MOBILE TICKETING APP
Have you used the new Caltrain mobile ticket app?
(if yes) How satisfied are you with this app?
(if yes) Did you use the Caltrain mobile app to pay for this Caltrain trip?

Overall, 9% of respondents said they have used the Caltrain mobile ticket app, with Weekday Off-Peak (11%) and Weekend (12%) riders being slightly more likely to have done so. Similarly, those in bike cars (11%) were slightly more likely to say they have used it than those in regular cars (8%).

Weekday Off-Peak riders (3.92) and those riding in regular cars (3.85) were more satisfied with the app than other riders. Overall, riders using the app gave an average satisfaction rating of 3.74.

Weekday Off-Peak riders (52%) and Weekend riders (40%) were most likely to be using it for the surveyed trip; however, the bases for these two groups are considerably smaller than other key rider sub-groups. Overall, just under one-third (32%) of riders who have used the app indicated they used it for the surveyed trip.

	May 2018					
	Total	**Weekday Peak**	**Weekday Off-Peak**	**Weekend**	**Regular Car**	**Bike Car**
Base: (All Respondents)*	**3,313**	**2,415**	**513**	**385**	**2,094**	**1,219**
% Saying "Yes" (have used Caltrain mobile ticket app)	**9%**	**8%**	**11%**	**12%**	**8%**	**11%**
Base (Have used Caltrain mobile app)	**292**	**194**	**53**	**45**	**162**	**130**
Satisfaction Mean Score (out of 5.00)	3.74	3.70	3.92	3.66	3.85	3.59
% of those using app who used it for this trip	32%	25%	52%	40%	33%	31%

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BOARDING/ALIGHTING STATIONS
At what station did you get ON this train?
At what station will you get OFF this train?

Riders are most likely to board at San Francisco, Palo Alto, San Jose-Diridon, or Mountain View – and are most likely to exit at these same four stations.

Boarding Station

	(%)					
	2018 TOTAL	Regular Car	Bike Car	Weekday Peak	Weekday Off-peak	Weekend
Base: (All Respondents)*	3,313	2,415	513	385	2,094	1,219
San Francisco	30%	36%	20%	30%	30%	34%
PALO ALTO	10%	10%	10%	11%	10%	6%
SAN JOSE-DIRIDON	10%	12%	7%	9%	10%	14%
MOUNTAIN VIEW	7%	6%	9%	8%	7%	5%
SUNNYVALE	6%	4%	9%	5%	6%	9%
HILLSDALE	5%	4%	5%	5%	4%	2%
REDWOOD CITY	4%	3%	6%	4%	5%	5%
MILLBRAE	4%	4%	4%	3%	6%	6%
22ND STREET	3%	3%	3%	4%	1%	2%
SAN MATEO	2%	2%	4%	2%	4%	2%
CALIFORNIA AVENUE	2%	2%	2%	2%	3%	3%
MENLO PARK	2%	2%	2%	2%	2%	2%
SANTA CLARA	2%	1%	3%	2%	2%	2%
LAWRENCE	2%	1%	2%	2%	1%	2%
TAMIEN	2%	2%	1%	2%	1%	-
BURLINGAME	1%	1%	3%	1%	1%	1%
SAN CARLOS	1%	1%	2%	2%	1%	<1%
SAN ANTONIO	1%	1%	2%	1%	2%	1%
SOUTH SAN FRANCISCO	1%	1%	1%	1%	<1%	1%
SAN BRUNO	1%	1%	1%	1%	1%	1%
BLOSSOM HILL	<1%	<1%	1%	1%	-	-
GILROY	<1%	<1%	1%	1%	-	-
BELMONT	<1%	<1%	<1%	<1%	1%	1%
HAYWARD PARK	<1%	<1%	1%	<1%	1%	-
MORGAN HILL	<1%	<1%	<1%	<1%	-	-
BAYSHORE	<1%	<1%	<1%	<1%	<1%	<1%
CAPITOL	<1%	<1%	1%	<1%	-	-
SAN MARTIN	<1%	<1%	<1%	<1%	-	-
BROADWAY	<1%	<1%	<1%	<1%	-	1%
STANFORD	<1%	<1%	-	<1%	-	<1%
NO ANSWER	79	48	31	43	24	12

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Exit Station

	(%)					
	TOTAL	**Regular Car**	**Bike Car**	**Weekday Peak**	**Weekday Off-peak**	**Weekend**
Base: (All Respondents)*	3,313	2,415	513	385	2,094	1,219
San Francisco	24%	20%	32%	24%	19%	32%
PALO ALTO	13%	15%	11%	14%	10%	12%
MOUNTAIN VIEW	9%	9%	8%	10%	7%	5%
SAN JOSE-DIRIDON	8%	9%	5%	7%	9%	9%
SUNNYVALE	6%	7%	4%	6%	6%	8%
REDWOOD CITY	5%	6%	4%	5%	5%	6%
MILLBRAE	5%	6%	4%	5%	8%	5%
HILLSDALE	5%	4%	5%	5%	5%	2%
SAN MATEO	4%	4%	3%	4%	5%	3%
CALIFORNIA AVENUE	3%	2%	3%	3%	2%	1%
MENLO PARK	2%	2%	3%	2%	3%	3%
SANTA CLARA	2%	2%	2%	2%	3%	3%
LAWRENCE	2%	2%	2%	2%	1%	3%
22ND STREET	2%	1%	3%	2%	1%	1%
SAN CARLOS	2%	2%	2%	2%	2%	1%
TAMIEN	2%	2%	2%	2%	3%	-
SAN ANTONIO	2%	1%	2%	2%	2%	2%
BURLINGAME	2%	1%	2%	1%	3%	1%
SAN BRUNO	1%	1%	1%	1%	3%	<1%
BELMONT	<1%	<1%	1%	<1%	1%	1%
SOUTH SAN FRANCISCO	<1%	<1%	1%	<1%	<1%	1%
HAYWARD PARK	<1%	<1%	1%	<1%	<1%	1%
MORGAN HILL	<1%	1%	-	<1%	-	-
BAYSHORE	<1%	<1%	<1%	<1%	1%	1%
BLOSSOM HILL	<1%	<1%	<1%	<1%	-	-
GILROY	<1%	<1%	-	<1%	-	-
SAN MARTIN	<1%	<1%	-	<1%	-	-
STANFORD	<1%	-	<1%	<1%	<1%	-
NO ANSWER	81	47	34	48	21	12

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APPENDICES

APPENDIX A - QUESTIONNAIRES

The following questions refer to your experience at stations and onboard the train.

Please respond to all questions by circling the number that best reflects your rating of Caltrain service where: **5=Very Satisfied** and **1=Very Dissatisfied**.
If the question does not apply to your trip, circle **NA for Not Applicable.**

At Stations

		Very Satisfied				Very Dissatisfied	Not Applicable
1.	Cleanliness of stations & parking lots	5	4	3	2	1	NA
2.	Functioning of lights at stations & parking lots	5	4	3	2	1	NA
3.	Posted information on info. boards (schedules, flyers)	5	4	3	2	1	NA
4.	Ease of use of Caltrain ticket machines	5	4	3	2	1	NA
5.	Being informed of delays that exceed 10 minutes	5	4	3	2	1	NA
6.	Everything considered, how would you rate your experience at Caltrain **stations**?	5	4	3	2	1	NA

Onboard Trains

		Very Satisfied				Very Dissatisfied	Not Applicable
7.	Courtesy of conductors	5	4	3	2	1	NA
8.	Professional appearance of the conductors	5	4	3	2	1	NA
9.	Availability of printed materials (schedules, brochures, notices)	5	4	3	2	1	NA
10.	Cleanliness of train exteriors	5	4	3	2	1	NA
11.	Cleanliness of train interiors	5	4	3	2	1	NA
12.	Cleanliness of onboard restrooms	5	4	3	2	1	NA
13.	Adequacy and clarity of onboard announcements (train delays, special events)	5	4	3	2	1	NA
14.	Being informed of delays that exceed 10 minutes	5	4	3	2	1	NA
15.	On-time arrival at your destination (within five minutes of scheduled arrival time)	5	4	3	2	1	NA
16.	Your sense of security while on the train	5	4	3	2	1	NA

		Very Satisfied				Very Dissatisfied	Not Applicable
17.	Everything considered, how would you rate your **onboard** experience on Caltrain?	5	4	3	2	1	NA
18.	How would you rate your **overall** Caltrain experience?	5	4	3	2	1	NA

General Information

19. How did you pay for this train trip (today)?
- ☐ One-way ticket
- ☐ Clipper cash value
- ☐ Day Pass
- ☐ Clipper Caltrain Monthly Pass
- ☐ Go Pass
- ☐ Other (Please specify) _____

20. Did you bring any large items with you on the train today?
(Please check all that apply)
- ☐ Bike
- ☐ Folding bike
- ☐ Stroller
- ☐ Luggage
- ☐ Scooter
- ☐ Other (Please specify) _____

21. Have you used the new Caltrain mobile ticket app?
- ☐ No   ☐ Yes

21a. How satisfied are you with this app?
(5 = Very Satisfied and 1 = Very Dissatisfied)

5   4   3   2   1

21b. Did you use the Caltrain mobile app to pay for this Caltrain trip?
- ☐ Yes   ☐ No

22. At what station did you get **ON** this train? _____

23. At what station will you get **OFF** this train? _____

Thank you for participating in our survey.

4/18-5K-JBJ-C

PASSENGER SURVEY
CALTRAIN MARKET RESEARCH DEPT.
PO BOX 3006
SAN CARLOS CA 94070-9927

POSTAGE WILL BE PAID BY ADDRESSEE

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Dear Caltrain Customer:

Thank you for participating in the **May 2018 Caltrain Customer Satisfaction Survey**, part of our ongoing program to solicit input about our performance in providing you with convenient and safe rail service. Your response helps us to know which areas of Caltrain service are meeting or exceeding your expectations and where we can improve. Please respond to all questions by circling the number that best reflects your rating of Caltrain service where: **5=Very Satisfied** and **1=Very Dissatisfied**. If the question does not apply to your trip, circle **NA for Not Applicable.**

Please return your completed survey to the onboard survey taker, or fold and tape where noted, and then place in the mail. *Please do not staple closed. No postage is necessary*. We look forward to hearing from you, and thank you for riding Caltrain.

Note: If you have already filled out this survey, please do not fill it out again.

Comments: _____

_____

_____

_____

Caltrain®

Train # _____

Please tape here.   *Please tape here.*

COREY, CANAPARY & GALANIS

Las siguientes preguntas son en referencia a sus experiencias en las estaciones y a bordo del tren.

Por favor responda a todas las preguntas al otro lado de esta hoja, circulando el número que mejor refleja su calificación del servicio de Caltrain, siendo: **5 = Muy Satisfecho** y **1 = Muy Insatisfecho**. Si la pregunta no se aplica a su viaje, circule **NA** para **No Aplica.**

En la Estación

		Muy Satisfecho 5	4	3	Muy Insatisfecho 2	1	No Aplica NA
1.	Limpieza de las estaciones y estacionamiento	5	4	3	2	1	NA
2.	Funcionamiento de las luces en las estaciones y estacionamiento	5	4	3	2	1	NA
3.	Información colocada en las tablas de información (horarios, folletos)	5	4	3	2	1	NA
4.	Facilidad de uso de las máquinas de boletos de Caltrain	5	4	3	2	1	NA
5.	Información cuando hay retrasos que excedan 10 minutos	5	4	3	2	1	NA
6.	Considerando todo, ¿Cómo calificaría su experiencia general en las **estaciones** de Caltrain?	5	4	3	2	1	NA

A Bordo del Tren

		Muy Satisfecho			Muy Insatisfecho		No Aplica
7.	Cortesía de los conductores	5	4	3	2	1	NA
8.	Apariencia profesional de los conductores	5	4	3	2	1	NA
9.	Materiales impresos disponibles (horarios folletos, notas)	5	4	3	2	1	NA
10.	Limpieza del exterior de los trenes	5	4	3	2	1	NA
11.	Limpieza del interior de los trenes	5	4	3	2	1	NA
12.	Limpieza de los baños a bordo	5	4	3	2	1	NA
13.	Adecuación y claridad de los anuncios a bordo (retrasos del tren, eventos especiales)	5	4	3	2	1	NA
14.	Información sobre los retrasos que exceden 10 minutos	5	4	3	2	1	NA
15.	Arribo a su destino final a tiempo (dentro de cinco minutos del horario de llegada)	5	4	3	2	1	NA
16.	Su sentido de seguridad personal estando en el tren	5	4	3	2	1	NA

		Muy Satisfecho			Muy Insatisfecho		No Aplica
17.	Considerándolo todo, ¿cómo calificaría su experiencia **a bordo** de Caltrain?	5	4	3	2	1	NA
18.	¿Cómo calificaría su experiencia **general** con Caltrain?	5	4	3	2	1	NA

Información General

19. ¿Cómo pagó por este viaje en tren (hoy)?
☐ Boleto de ida
☐ Valor efectivo Clipper
☐ Pase de un Día
☐ Pase Mensual Clipper Caltrain
☐ Pase Go
☐ Otra forma (Por favor especifique)

20. ¿Trajo usted algún objeto de gran tamaño a bordo hoy? (Por favor **marque todos los que aplican**)
☐ Bicicleta
☐ Bicicleta plegable
☐ Carrito de bebé
☐ Equipaje
☐ Patinete/Scooter
☐ Otra (Por favor especifique)

21. ¿Ha utilizado usted la nueva aplicación móvil para boletos de Caltrain?
☐ No   ☐ Sí

21a. ¿Cuán satisfecho está usted con esta aplicación? (5= Muy satisfecho y 1= Muy Insatisfecho)

5   4   3   2   1

21b. ¿Usó usted la aplicación móvil para boletos de Caltrain para pagar por este viaje en Caltrain?
☐ Sí   ☐ No
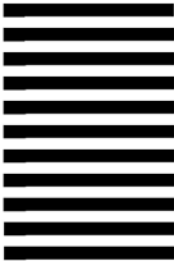
21. ¿En cuál estación **ABORDÓ** este tren? _____

22. ¿En cuál estación se **BAJÓ** de este tren? _____

Gracias por participar en nuestra encuesta.

4/18–5K–JBJ–C

COREY, CANAPARY & GALANIS

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PASSENGER SURVEY
CALTRAIN MARKET RESEARCH DEPT.
PO BOX 3006
SAN CARLOS CA 94070-9927

POSTAGE WILL BE PAID BY ADDRESSEE

FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA

BUSINESS REPLY MAIL

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Estimado cliente de Caltrain:

Gracias por su participación en la **Encuesta de Satisfacción del Cliente de Caltrain de mayo 2018**, que es parte de nuestro programa actual de solicitar opiniones acerca de nuestro trabajo y proveerle con un servicio de transporte en riel conveniente y seguro. Sus respuestas nos ayuda a reconocer cuáles áreas del servicio de Caltrain están alcanzando o excediendo sus expectativas y dónde podemos mejorar. Por favor responda a todas las preguntas al otro lado de esta hoja, circulando el número que mejor refleja su calificación del servicio de Caltrain, siendo: **5 = Muy Satisfecho** y **1 = Muy Insatisfecho**. Si la pregunta no se aplica a su viaje, circule **NA** para **No Aplica**.

Por favor regrese su encuesta completa al encuestador a bordo o doble y cierre con una cinta adhesiva donde está marcada. *Por favor no use grapa. No necesita sello.* Estaremos esperando noticias suyas y gracias por viajar en Caltrain.

Nota: Si usted ya ha completado esta encuesta, por favor no la llene de nuevo.

Comentarios: _____

_____

_____

_____

_____

Caltrain®

Tren # _____

Por favor cierre aquí con cinta adhesiva.   *Por favor cierre aquí con cinta adhesiva.*

COREY, CANAPARY & GALANIS

APPENDIX B - INTERVIEWER TRAINING INSTRUCTIONS

COREY, CANAPARY & GALANIS

INTERVIEWER INSTRUCTIONS
Caltrain On-Board Survey (May 2018)

PROJECT OVERVIEW: This passenger survey is being conducted to assess how well Caltrain meets the needs of its passengers. It is an onboard, self-administered questionnaire which will be distributed on specifically scheduled Caltrain trains. The fieldwork will take place in May 2018. One or two surveyors will be used on each sampled route.

GENERAL GUIDELINES
All of CC&G's standard Fieldwork Protocols apply. Several items to note for this particular project:

- Arrive at the station at least 15 minutes prior to train departure time.
- Please act professionally at all times.
- As representatives of Caltrain/Corey, Canapary & Galanis, dress in professional casual business attire: long trousers and collared shirts for men, slacks/skirt/blouse/dress for women. Wear comfortable, closed toed shoes.
- All surveyors must wear their ID badges and have a valid photo ID at all times while surveying.
- Each train will have **5 or 6** cars. *Trains expected to have 6 cars are noted on the schedule.* The average number of passengers will vary significantly by run. We anticipate a high response rate based on experience with on-board surveys. Please have sufficient surveys and pencils at the start of each shift.
- As appropriate, please identify yourself to the train conductor and explain that you will be surveying one car on the train.
- If asked what the purpose of the survey is, you may tell passengers that the study is designed to measure customer satisfaction and solicit rider suggestions. Caltrain is interested in their opinion.
- It is important to adhere to the assigned shifts. If you cannot make an assigned shift, please notify CC&G as soon as possible. Starting shifts late, missed shifts, failing to notify CC&G regarding late/missed shifts in a timely fashion, or covering shifts other than those assigned may be cause for dismissal.
- All survey data collected is confidential and must be treated with care. Any sharing or use of data is cause for immediate dismissal.

SAFETY
Working on a moving train can be challenging at times. Your safety and the safety of the passengers around you is your most important concern. Please hold on to a handrail or bar at all times when you are standing or walking on the train. Allow passengers the time to find a seat or a safe place to stand before offering them a survey. Do not block passengers entering or exiting the train.

DISTRIBUTION OF QUESTIONNAIRES

Distributing (and collecting) questionnaires from passengers is your primary task on this project. For each of your runs, you should strive to get the questionnaire into the hands of every (or nearly every) passenger on your assigned train car. Your approach as a surveyor will make a tremendous difference in whether or not riders agree to do the survey.

BEGINNING OF SHIFT

You must have your Caltrain schedule(s), system authorization badge, photo ID, Interviewer Schedule, apron, pencils, questionnaires, Completed Questionnaire Envelope(s), survey control sheets, rubber bands, Interviewer Instructions, clipboard, and time sheet.

Your Interviewer Schedule will include the location and time of trains you are responsible for surveying each day.

Note that some trains have 6 cars. These trains are noted on the schedule.

If you are scheduled to have a 6-car train, but it is only 5 cars:
- **If you are on car 1, 2, 3, 4, or 5 – then take the same car as assigned.**
- **If you are assigned car 6 – and the train is only 5 cars – then survey car 5 instead.**

SURVEY CONTROL SHEET (Yellow Card)

It is very important that you enter information accurately on your survey control sheet. A separate survey control sheet **(small bright yellow card)** will be used for each surveyor on each train run. A run is one trip on one train from the boarding point to the end of the line or the point at which you exit the train.

AT THE START OF EACH RUN YOU SHOULD ENTER THE:
- current date and day
- train number
- your last name
- specific station where you are boarding the train to start the run. ("*Trip Start Location*")
- time the train departed
- *Important: Also remember to note <u>whether the car you are surveying in is a bike car and confirm that the equipment is as scheduled (e.g. Gallery or Bombardier)</u>.* While we have an indication on the schedule whether this should be a bike car or not, and the type of equipment, it is important that you confirm whether or not this is the case.

PROCEDURE FOR DISTRIBUTING QUESTIONNAIRES

You must write the train # on all questionnaires that are distributed. To do this, pre-number questionnaires prior to each train run. Use the riders per car estimate on your schedule to determine how many questionnaires to pre-number. You may need to number additional questionnaires on some runs.

Caltrain trains have a total of 5 or 6 cars. **You will be distributing questionnaires on <u>only one of these</u> <u>cars.</u>** The train car for you to survey will be pre-assigned and listed on your Interviewer Survey Schedule. For example - "Train car number: 2" – means that you will survey the second car on the train. Be sure to only survey this assigned car. See the "Car Selection" section on page 5 of these specifications for detailed instructions on how to determine the car number.

Attempt to distribute surveys to all passengers on this car who appear to be 13 or older. All riders traveling in a group should be given a questionnaire.

Do not distribute questionnaires to:
- Passengers who appear to be under 13 years of age
- Employees of Caltrain or members of law enforcement on duty while on the train
- Passengers who tell you that they have already participated in <u>this</u> survey on a previous trip (within the last week or so). But <u>do</u> include passengers that may have participated in other previous surveys.
- Sleeping passengers
- Employees of CC&G traveling to/from their shift.

As you hand out surveys, give a short introduction. Be easygoing and friendly. Do not ask riders if they want to fill out the survey; rather, use a positive approach. Phrases we have found to work well include: "We need your opinions on this Caltrain survey." If they hesitate you might add: "We want to know what <u>you</u> think."

Instruct passengers to return completed surveys to you.

After surveys are distributed, walk through the train car every few minutes and watch for people who may have questions or are finished. Be polite: "I'll take the survey if you are done", or "I can take that for you". Attempt to collect every survey you distribute. *Note: **Pencils can be replaced and it is OK if they are not returned.** <u>Focus on getting returned/completed surveys.</u>*

Passengers who do not have the time or inclination to complete the questionnaire on board can mail the survey, postage paid (note mail panel on survey instrument). Mention this option as a last resort. We have found that when a potential respondent takes the questionnaire home, they are less likely to complete and return the questionnaire.

If time permits, offer assistance to patrons who are blind or unable to fill out the survey (you will need to excuse yourself to hand out questionnaires to new riders boarding the train).

Keep a tally of all non-*responses* (passengers under 13, refusals, already participated, etc.) on your

COREY, CANAPARY & GALANIS

survey control sheet.

Q20: This question is new this year: "Did you bring any large items with you on the train today?" As time allows – please visually confirm that what a person has checked on this question is in their possession. (More details will be provided on this in training.)

DEFINITIONS:
LANGUAGE BARRIER: Spanish speaking passengers who refuse a questionnaire are tallied as "refusals" since we have a Spanish survey instrument. Only passengers who speak a language other than English or Spanish are tallied as language barrier.

LEFT TRAIN: This is a non-response that occurs when the surveyor cannot offer a questionnaire because of the short distance of the rider's trip. If the rider refuses because of time constraints, it is important to offer the "mail back option". We anticipate very few "Left Train" dispositions on this project.

AT THE END OF EACH RUN
On the Survey Control Sheet enter:
1. Location/station where you exited the train
2. The time that the train arrived at the final station on the run
3. The total number of questionnaires *DISTRIBUTED* for both English and Spanish.
4. The total number of questionnaires *RETURNED* (combine English and Spanish)
5. ***Be sure you confirmed whether the car you surveyed in was a bike car.***

All returned surveys and the completed survey control sheet should be rubber banded together and placed in the Completed Questionnaire Envelope labeled for that specific run. You will have several Completed Questionnaire Envelopes at the end of your shift. The bottom half of the Completed Questionnaires envelope should be filled in by you at the end of your run. Fill in all information and *combine* the information from individual tally sheets (if working in teams) here.

AT THE END OF THE SHIFT
Make sure that all completed work from all the runs you have done that day are placed in your "Completed Questionnaire Envelope". Fill out the information requested and return these envelopes to the CC&G office.

Regular in-person check-ins and return of completed surveys are required for this project. See the separate handout regarding required check-ins, travel, and drop-off.

CONTACT INFORMATION
For both **urgent and non-urgent contact,** please see the bright yellow sheet with standard communication protocols and CC&G contact information. This contact information is standard for all fieldwork studies.

COREY, CANAPARY & GALANIS

CALTRAIN CONTACT INFO – Our client contact is:
>Julian Jest, SamTrans/Caltrain Market Research Specialist, 650-508-6245
>*Provide Julian's number ONLY before May 17th*
>Christiane Kwok, SamTrans/Caltrain, 650-508-7926
>*Provide Christiane's number ONLY May 17th and later*

CAR ORIENTATION, E.G. "WHICH CAR IS MY ASSIGNED CAR?"

Car #1 is always at the FRONT of the train, depending on the direction of travel. When travelling south, the locomotive is in front of the train and PULLS the train. Car #1 is directly behind the locomotive. When travelling north, the locomotive is at the back of the train and PUSHES the train. Car #1 is on the opposite end of the train from the locomotive.

For example:

At San Francisco/4th & King – 5 cars:

STATION → Car 5 (Cab) – BIKE CAR → Car 4 → Car 3 → Car 2 – BIKE CAR → Car 1 → Locomotive

Travel Direction - South →

At San Francisco/4th & King – 6 cars:

STATION → Car 6 (Cab) – BIKE CAR → Car 5 → Car 4 → Car 3 – BIKE CAR → Car 2 – BIKE CAR → Car 1 → Locomotive

Travel Direction - South →

SEE NEXT PAGE FOR NORTHBOUND CONFIGURATIONS ➔

COREY, CANAPARY & GALANIS

NORTHBOUND CONFIGURATIONS:

At San Jose/Diridon – 5 cars:

STATION

| Car 1 (Cab) – BIKE CAR | ← | Car 2 | ← | Car 3 | ← | Car 4 – BIKE CAR | ← | Car 5 | Locomotive |

Travel Direction - North

At San Jose/Diridon – 6 cars:

STATION

| Car 1 (Cab) – BIKE CAR | ← | Car 2 | ← | Car 3 | ← | Car 4 – BIKE CAR | ← | Car 5 – BIKE CAR | ← | Car 6 | Locomotive |

Travel Direction - North

COREY, CANAPARY & GALANIS

APPENDIX C - SCHEDULE

COREY, CANAPARY & GALANIS

Caltrain Onboard Survey - May 2018
Interviewer Survey Schedule

| | Train Information | | | | Car Info | | Confirm Info | | | |
| | | Departure | | | CAR# | OUT OF | BIKE CAR? | EQUIPMENT TYPE | SERVICE | TIME PERIOD |
TR#	Station Boarding	Time	DAY	DIRECTION		(# CARS)			TYPE	
TUESDAY, MAY 8, 2018										
207	SAN JOSE-DIRIDON	5:59 AM	TUE	N	3	5	N	GALLERY	LIMITED	AM PEAK
222	SAN FRANCISCO	7:45 AM	TUE	S	2	5	Y	GALLERY	LIMITED	AM PEAK
257	*SAN JOSE-DIRIDON*	*2:24 PM*	TUE	N	6	6	N	BOMBARDIER	LIMITED	OFFPEAK
360	SAN FRANCISCO	4:12 PM	TUE	S	4	5	N	GALLERY	BULLET	PM PEAK
277	SAN JOSE-DIRIDON	5:30 PM	TUE	N	1	5	Y	GALLERY	LIMITED	PM PEAK
381	SAN JOSE-DIRIDON	5:45 PM	TUE	N	4	5	Y	GALLERY	BULLET	PM PEAK
190	SAN FRANCISCO	7:30 PM	TUE	S	6	6	Y	BOMBARDIER	LOCAL	OFFPEAK
197	*SAN JOSE-DIRIDON*	*9:45 PM*	TUE	N	3	5	N	GALLERY	LOCAL	OFFPEAK
WEDNESDAY, MAY 9, 2018										
324	SAN FRANCISCO	7:59 AM	WED	S	1	5	N	GALLERY	BULLET	AM PEAK
143	SAN JOSE-DIRIDON	11:13 AM	WED	N	4	6	Y	GALLERY	LOCAL	OFFPEAK
150	SAN FRANCISCO	1:00 PM	WED	S	4	5	N	GALLERY	LOCAL	OFFPEAK
206	SAN FRANCISCO	6:05 AM	WED	S	2	6	Y	BOMBARDIER	LIMITED	AM PEAK
225	SAN JOSE-DIRIDON	7:54 AM	WED	N	5	6	Y	BOMBARDIER	LIMITED	AM PEAK
273	SAN JOSE-DIRIDON	5:08 PM	WED	N	4	5	Y	GALLERY	LIMITED	PM PEAK
288	SAN FRANCISCO	6:58 PM	WED	S	1	5	N	GALLERY	LIMITED	PM PEAK
195	*SAN JOSE-DIRIDON*	*8:45 PM*	WED	N	6	6	N	GALLERY	LOCAL	OFFPEAK
268	SAN FRANCISCO	4:58 PM	WED	S	4	6	N	BOMBARDIER	LIMITED	PM PEAK
THURSDAY, MAY 10, 2018										
217	GILROY	6:06 AM	THUR	N	1	5	Y	GALLERY	LIMITED	AM PEAK
232	SAN FRANCISCO	8:45 AM	THUR	S	5	6	N	BOMBARDIER	LIMITED	AM PEAK
254	SAN FRANCISCO	2:43 PM	THUR	S	3	6	Y	BOMBARDIER	LIMITED	OFFPEAK
267	SAN JOSE-DIRIDON	4:30 PM	THUR	N	5	5	N	GALLERY	LIMITED	PM PEAK
282	SAN FRANCISCO	6:23 PM	THUR	S	3	5	N	GALLERY	LIMITED	PM PEAK
233	*SAN JOSE-DIRIDON*	*8:39 AM*	THUR	N	2	6	N	BOMBARDIER	LIMITED	AM PEAK
142	SAN FRANCISCO	11:00 AM	THUR	S	2	5	Y	GALLERY	LOCAL	OFFPEAK
151	SAN JOSE-DIRIDON	1:13 PM	THUR	N	2	5	N	GALLERY	LOCAL	OFFPEAK
SATURDAY, MAY 12, 2018										
421	SAN JOSE-DIRIDON	7:00 AM	SAT	N	1	6	Y	GALLERY	LOCAL	WEEKEND
424	SAN FRANCISCO	9:37 AM	SAT	S	5	6	N	GALLERY	LOCAL	WEEKEND
801	SAN JOSE-DIRIDON	9:51 AM	SAT	N	4	6	Y	BOMBARDIER	BULLET	WEEKEND
432	SAN FRANCISCO	3:37 PM	SAT	S	5	6	N	GALLERY	LOCAL	WEEKEND
438	SAN FRANCISCO	8:07 PM	SAT	S	3	6	Y	GALLERY	LOCAL	WEEKEND
441	SAN JOSE-DIRIDON	10:08 PM	SAT	N	2	6	N	GALLERY	LOCAL	WEEKEND
SUNDAY, MAY 13, 2018										
433	SAN JOSE-DIRIDON	4:08 PM	SUN	N	6	6	N	GALLERY	LOCAL	WEEKEND
804	SAN FRANCISCO	7:34 PM	SUN	S	2	6	Y	BOMBARDIER	BULLET	WEEKEND
TUESDAY, MAY 22, 2018										
329	*SAN JOSE-DIRIDON*	*8:04 AM*	TUE	N	6	6	N	GALLERY	BULLET	AM PEAK

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Caltrain Onboard Survey - May 2018
Interviewer Survey Schedule

	Train Information				Car Info		Confirm Info			
TR#	Station Boarding	Departure Time	DAY	DIRECTION	CAR#	OUT OF (# CARS)	BIKE CAR?	EQUIPMENT TYPE	SERVICE TYPE	TIME PERIOD
WEDNESDAY, MAY 23, 2018										
289	*SAN JOSE-DIRIDON*	*6:45 PM*	WED	N	3	6	N	BOMBARDIER	LIMITED	**PM PEAK**
THURSDAY, MAY 24, 2018										
262	SAN FRANCISCO	4:23 PM	THUR	S	4	5	N	GALLERY	LIMITED	**PM PEAK**
385	SAN JOSE-DIRIDON	6:20 PM	THUR	N	1	5	Y	GALLERY	BULLET	**PM PEAK**
192	SAN FRANCISCO	8:30 PM	THUR	S	6	6	Y	BOMBARDIER	LOCAL	**OFFPEAK**
TUESDAY, MAY 29, 2018										
376	SAN FRANCISCO	5:38 PM	TUE	S	4	6	N	BOMBARDIER	BULLET	**PM PEAK**
WEDNESDAY, MAY 30, 2018										
102	SAN FRANCISCO	4:55 AM	WED	S	3	5	N	GALLERY	LOCAL	**AM PEAK**
313	SAN JOSE-DIRIDON	6:49 AM	WED	N	6	6	N	BOMBARDIER	BULLET	**AM PEAK**
330	SAN FRANCISCO	8:35 AM	WED	S	2	5	N	GALLERY	BULLET	**AM PEAK**
THURSDAY, MAY 31, 2018										
216	SAN FRANCISCO	7:05 AM	THUR	S	5	5	Y	GALLERY	LIMITED	**AM PEAK**
THURSDAY, JUNE 7, 2018										
101	SAN JOSE-DIRIDON	4:28 AM	THUR	N	1	5	N	GALLERY	LOCAL	**AM PEAK**

Time period: Based on Departure Time. Weekday Peak = 6:00am-9:00am OR 3:30pm – 6:30pm; Weekday Off-peak = all other times; Saturday = any Saturday train, P: Weekday Peak, O: Weekday Off-peak, S: Saturday, Direction: N: North, S: South
The train car number is determined by counting from the direction the train is traveling. On Southbound trains car number one is the southernmost car; on Northbound trains car number one is the northernmost car.

COREY, CANAPARY & GALANIS

APPENDIX D - TEST OF STATISTICAL SIGNIFICANCE

TEST OF STATISTICAL SIGNIFICANCE

95% Confidence Level

SCALE: 1=Poor, 5=Excellent	2018					2017					Mean Difference	T-Score	Statistically Significant?
	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation			
ASKED QUESTIONS^													
1. CLEANLINESS	3298	47	3,251	3.90	0.93	3,139	58	3,081	3.99	0.88	-0.09	-3.96	yes
2. FUNCTIONING OF LIGHTS	3284	319	2,965	4.26	0.78	3,131	338	2,793	4.28	0.79	-0.02	-0.97	no
3. POSTED INFORMATION	3277	198	3,079	3.96	0.96	3,136	160	2,976	3.93	0.99	0.03	1.20	no
4. EASE OF USE/TICKET MACHINE	3303	355	2,948	3.77	1.13	3,147	317	2,830	3.73	1.14	0.04	1.34	no
5. BEING INFORMED OF DELAYS	3280	349	2,931	3.61	1.18	3,133	295	2,838	3.51	1.22	0.10	3.16	yes
6. OVERALL STATIONS	**3286**	**8**	**3,278**	**3.99**	**0.77**	**3,130**	**4**	**3,126**	**3.97**	**0.80**	**0.02**	**1.02**	**no**
7. COURTESY OF CONDUCTORS	3290	83	3,207	4.42	0.79	3,141	78	3,063	4.37	0.79	0.05	2.51	yes
8. PROF. APPEARANCE OF CONDUCTORS	3291	96	3,195	4.54	0.68	3,138	94	3,044	4.51	0.67	0.03	1.76	no
9. AVAILABILITY OF PRINTED MATERIALS	3281	438	2,843	4.23	0.86	3,131	344	2,787	4.21	0.87	0.02	0.87	no
10. CLEANLINESS/TRAIN EXTERIORS	3295	66	3,229	4.11	0.88	3,142	58	3,084	4.11	0.88	0.00	0.00	no
11. CLEANLINESS/TRAIN INTERIORS	3297	16	3,281	3.85	0.98	3,143	13	3,130	3.82	0.99	0.03	1.22	no
12. CLEANLINESS/ONBOARD RESTROOMS	3249	971	2,278	3.26	1.17	3,098	890	2,208	3.21	1.18	0.05	1.42	no
13. ADEQUACY/CLARITY ONBOARD ANNOUNCEMENTS	3279	105	3,174	3.81	1.07	3,118	103	3,015	3.72	1.10	0.09	3.26	yes
14. BEING INFORMED OF DELAYS	3281	402	2,879	3.81	1.1	3,120	339	2,781	3.73	1.15	0.08	2.67	yes
15. ON-TIME ARRIVAL AT DESTINATION	3281	43	3,238	4.16	0.87	3,130	57	3,073	4.07	0.94	0.09	3.94	yes
16. YOUR SENSE OF SECURITY	3305	17	3,288	4.33	0.78	3,145	18	3,127	4.30	0.78	0.03	1.54	no
17. OVERALL ONBOARD	**3288**	**2**	**3,286**	**4.13**	**0.74**	3,119	3	3,116	**4.11**	**0.75**	**0.02**	**1.07**	**no**
18. BOTH STATION/ONBOARD	**3269**	**2**	**3,267**	**4.07**	**0.75**	3,099	6	3,093	**4.05**	**0.77**	**0.02**	**1.05**	**no**
WEIGHTED AVERAGES^^													
TOTAL STATIONS AND PARKING	**19,728**	**1,276**	18,452	**3.92**	**1.13**	**18,816**	**1,172**	17,644	**3.90**	**1.10**	**0.02**	**1.70**	**no**
TOTAL ONBOARD EXPERIENCE	**36,137**	**2,239**	33,898	**4.08**	**1.10**	**34,425**	**1,997**	32,428	**4.04**	**0.79**	**0.04**	**5.40**	**yes**
TOTAL STATIONS & ONBOARD	**27,933**	**1,758**	26,175	**4.02**	**1.12**	**26,621**	**1,585**	25,036	**3.99**	**0.94**	**0.03**	**3.29**	**yes**

^Asked question ratings are based on the actual number of responses for each particular question.

^^Weighted averages are calculated as follows: "Total Stations and Parking" is calculated using the total responses for Question 1 through Question 6. "Total Onboard Experience" is calculated using the total responses for Question 7 through Question 17. "Total Stations & Onboard" is calculated by taking the average of "Total Stations and Parking" and "Total Onboard Experience."

COREY, CANAPARY & GALANIS

APPENDIX E – ROUTE MAP

APPENDIX F – TIME TABLE

Printer-Friendly Caltrain Schedule
Morning to Early Afternoon - Page 1 of 2

🚆 Northbound - WEEKDAY SERVICE to SAN FRANCISCO

Train No.	101	103	305	207	309	211	313	215	217	319	221	323	225	227	329	231	233	135	237	139	143
Gilroy	AM								6:06		6:28			7:06						AM	
San Martin									6:15		6:37			7:15							
Morgan Hill									6:21		6:43			7:21							
Blossom Hill									6:36		6:58			7:36							
Capitol									6:42		7:04			7:42							
Tamien		4:55		5:51	5:56				6:50	6:56	7:15			7:53	7:59		8:28		9:37		
San Jose Diridon	4:28	5:03	5:45	5:59	6:04	6:23	6:49	6:54	6:59	7:04	7:23	7:49	7:54	7:59	8:04	8:23	8:39	9:13	9:50	10:13	11:13
College Park	–	–	–	–	–	–	–	–	–	–	–	–	–	8:03	–	–	–	–	–	–	–
Santa Clara	4:33	5:08	–	6:06	–	6:28	–	–	7:06	–	7:28	–	–	8:08	–	8:28	8:44	9:18	9:55	10:18	11:18
Lawrence	4:39	5:13	–	6:12	–	–	–	–	7:12	–	7:33	–	–	8:15	–	–	8:50	9:24	10:00	10:24	11:24
Sunnyvale	4:43	5:18	–	6:20	6:14	6:36	–	7:06	7:20	7:14	7:38	–	8:06	8:22	8:14	8:36	8:55	9:29	10:05	10:28	11:28
Mountain View	4:48	5:23	6:00	6:25	–	6:42	7:04	7:11	7:25	–	7:44	8:04	8:11	8:28	–	8:42	9:00	9:34	10:10	10:33	11:33
San Antonio	4:52	5:27	–	6:29	–	–	–	–	7:29	–	–	–	–	8:32	–	–	9:04	9:38	10:14	10:37	11:37
California Avenue	4:57	5:31	–	6:34	–	6:48	–	7:17	7:34	–	7:49	–	8:17	8:36	–	–	9:09	9:42	10:18	10:42	11:41
Palo Alto	5:01	5:36	6:08	6:38	6:26	–	7:12	7:21	7:38	7:26	–	8:12	8:21	8:41	8:27	–	9:14	9:47	10:23	10:47	11:46
Menlo Park	5:04	5:39	–	6:41	–	6:54	–	–	7:41	–	7:54	–	–	8:44	–	8:51	9:17	9:50	10:26	10:50	11:49
Redwood City	5:10	5:44	–	6:47	6:32	6:59	–	–	7:47	7:32	8:00	–	–	8:51	8:34	8:57	9:24	9:57	10:32	10:55	11:55
San Carlos	5:15	5:49	–	–	–	7:04	–	7:29	–	–	8:05	–	8:29	–	–	9:02	9:28	10:01	10:37	10:59	11:59
Belmont	5:18	5:52	–	–	–	7:07	–	–	–	–	8:08	–	–	–	–	9:05	9:32	10:05	10:40	11:03	**12:03**
Hillsdale	5:22	5:56	6:18	6:54	–	7:11	7:23	7:34	7:54	–	8:12	8:24	8:34	8:59	–	9:09	9:35	10:08	10:44	11:06	**12:06**
Hayward Park	5:25	5:59	–	–	–	7:14	–	–	–	–	8:15	–	–	–	–	9:12	–	10:11	–	11:09	**12:09**
San Mateo	5:28	6:03	–	–	6:43	7:18	–	7:38	–	7:43	8:19	–	8:38	–	8:44	9:15	9:40	10:14	10:49	11:12	**12:12**
Burlingame	5:32	6:06	–	–	–	7:21	–	7:43	–	–	8:22	–	8:43	–	–	9:19	9:43	10:17	10:52	11:15	**12:15**
Millbrae	5:36	6:11	6:26	7:03	6:51	7:26	7:31	–	8:03	7:51	8:27	8:33	–	9:08	8:52	9:24	9:48	10:22	10:57	11:20	**12:20**
San Bruno	5:41	6:16	–	–	–	7:30	–	7:50	–	–	8:31	–	8:50	–	–	9:28	9:53	10:27	11:02	11:25	**12:25**
So. San Francisco	5:45	6:20	–	7:09	–	7:34	–	–	8:09	–	8:35	–	–	9:14	–	9:32	–	10:31	–	11:29	**12:29**
Bayshore	5:51	6:26	–	–	–	7:41+	–	–	–	–	8:43+	–	–	–	–	9:39	–	10:37	–	11:35	**12:35**
22nd Street	5:57	6:32	–	–	–	7:50+	–	–	–	–	8:51+	–	–	–	–	9:45	–	10:43	–	11:41	**12:41**
San Francisco	6:03	6:38	6:47	7:24	7:08	7:57	7:51	8:07	8:24	8:11	8:58	8:53	9:07	9:29	9:11	9:52	10:09	10:50	11:17	11:48	**12:48**

Zones (left margin): Zone 6, Zone 5, Zone 4, Zone 3, Zone 2, Zone 1

| 100 Local | 200 Limited | 300 Baby Bullet |

6:41 → 6:54 / 4:24 → 4:40 Timed transfers for local service.

+ Train may leave up to 5 minutes early.
- Train bypasses station.

See Page 2 For Early Afternoon and Evening Times

EFFECTIVE OCTOBER 1, 2017

COREY, CANAPARY & GALANIS

Printer-Friendly Caltrain Schedule
Early Afternoon to Evening - Page 2 of 2

🚆 Northbound - WEEKDAY SERVICE to SAN FRANCISCO

Train No.	147	151	155	257	159	261	263	365	267	269	371	273	375	277	279	381	283	385	287	289	191	193	195	197	*199
Gilroy	PM																								PM
San Martin																									
Morgan Hill																									
Blossom Hill																									
Capitol																									
Tamien				2:16		3:32				4:32					5:32					6:38			8:37	9:37	
San Jose Diridon	12:13	1:13	2:13	2:24	3:13	3:40	4:12	4:24	4:30	4:40	4:45	5:08	5:20	5:30	5:40	5:45	6:08	6:20	6:35	6:45	7:07	7:45	8:45	9:45	10:30
College Park	–	–	–	–	3:16	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Santa Clara	12:18	1:18	2:18	2:29	3:20	3:45	4:18	–	4:46	–	5:14	–	–	5:46	–	6:14	–	–	–	7:12	7:50	8:50	9:50	10:35
Lawrence	12:24	1:24	2:24	2:34	3:25	3:50	–	–	4:39	4:54	–	–	–	5:39	5:54	–	–	–	6:44	6:53	7:18	7:55	8:55	9:55	10:40
Sunnyvale	12:28	1:28	2:28	2:39	3:30	3:57	–	–	–	5:00	–	–	–	6:00	–	–	–	–	6:48	–	7:22	8:00	9:00	10:00	10:45
Mountain View	12:33	1:33	2:33	2:44	3:35	4:02	–	4:36	4:46	5:05	4:57	–	5:32	5:46	6:05	5:57	–	6:32	6:53	7:01	7:27	8:05	9:05	10:05	10:50
San Antonio	12:37	1:37	2:37	2:47	3:39	4:06	–	–	–	5:09	–	–	–	6:09	–	–	–	–	–	7:31	8:08	9:08	10:08	10:54
California Avenue	12:41	1:41	2:41	2:52	3:43	4:11	–	–	–	5:14	–	–	–	6:14	–	–	–	–	7:07	7:35	8:13	9:13	10:13	10:59
Palo Alto	12:46	1:46	2:46	2:56	3:47	4:15	4:33	4:44	4:54	5:20	5:05	5:29	5:40	5:54	6:20	6:05	6:29	6:40	7:01	7:11	7:40	8:17	9:17	10:17	11:04
Menlo Park	12:49	1:49	2:49	2:59	3:51	4:19	–	4:47	4:57	5:23	–	–	5:43	5:57	6:23	–	–	6:43	7:04	7:14	7:43	8:20	9:20	10:20	11:07
Redwood City	12:55	1:55	2:55	3:05	3:56	4:24	4:40	4:53	–	5:29	5:11	5:36	5:49	–	6:29	6:11	6:36	6:49	–	7:20	7:49	8:27	9:27	10:27	11:13
San Carlos	12:59	1:59	2:59	3:09	4:01	4:29	4:44	–	5:05	5:33	–	5:40	–	6:05	6:33	–	6:40	–	7:12	7:24	7:53	8:31	9:31	10:31	11:17
Belmont	1:03	2:03	3:03	3:13	4:04	–	4:47	–	–	–	–	5:43	–	–	–	–	6:43	–	–	–	7:57	8:35	9:35	10:35	11:21
Hillsdale	1:06	2:06	3:06	3:16	4:08	–	4:51	–	5:09	–	5:18	5:47	–	6:09	–	6:18	6:47	–	7:16	7:29	8:00	8:38	9:38	10:38	11:24
Hayward Park	1:09	2:09	3:09	–	4:11	–	4:54	–	–	–	–	5:50	–	–	–	–	6:50	–	–	–	8:03	8:41	9:41	10:41	11:27
San Mateo	1:12	2:12	3:12	3:21	4:15	4:36	4:57	–	5:13	5:40	–	5:53	–	6:13	6:40	–	6:53	–	7:20	7:33	8:07	8:44	9:44	10:44	11:30
Burlingame	1:15	2:15	3:15	3:24	4:18	–	5:01	–	5:17	–	–	5:57	–	6:17	–	–	6:57	–	7:24	7:37	8:10	8:48	9:48	10:48	11:34
Millbrae	1:20	2:20	3:20	3:29	4:23	4:42	5:05	5:10	–	5:48	5:30	6:01	6:06		6:48	6:30	7:01	7:06	–	7:41	8:15	8:52	9:52	10:52	11:38
San Bruno	1:25	2:25	3:25	3:33	4:28	–	5:10	–	5:24	–	–	6:06	–	6:24	–	–	7:06	–	7:31	–	8:20	8:57	9:57	10:57	11:42
So. San Francisco	1:29	2:29	3:29	–	4:32	–	5:14	–	–	–	–	6:10	–	–	–	–	7:10	–	–	–	8:24	9:01	10:01	11:01	11:46
Bayshore	1:35	2:35	3:35	–	4:38	–	5:21+	–	–	–	–	6:17+	–	–	–	–	7:17+	–	–	–	8:30	9:07	10:07	11:07	11:52
22nd Street	1:41	2:41	3:41	–	4:44	4:56	5:30+	5:25	5:35	6:00	5:45	6:26+	6:21	6:35	7:00	6:45	7:26+	7:21	7:42	7:55	8:36	9:13	10:13	11:13	11:58
San Francisco	1:48	2:48	3:48	3:50	4:50	5:02	5:36	5:31	5:42	6:06	5:51	6:33	6:27	6:42	7:06	6:51	7:33	7:27	7:49	8:02	8:42	9:20	10:20	11:20	12:05

100 Local	200 Limited	300 Baby Bullet	5:29 ▸ 5:36 / 4:24 ▸ 4:40 Timed transfers for local service.

+ Train may leave up to 5 minutes early.
- Train bypasses station.
* Train departure may be delayed up to 15 minutes after Sharks game.

See Page 1 For Morning and Early Afternoon Times

EFFECTIVE OCTOBER 1, 2017

COREY, CANAPARY & GALANIS

Printer-Friendly Caltrain Schedule
Morning to Early Afternoon - Page 1 of 2

🚆 Southbound - WEEKDAY SERVICE to SAN JOSE / GILROY

Train No.	102	104	206	208	310	212	314	216	218	320	222	324	226	228	330	232	134	236	138	**142**
San Francisco	4:55	5:25	6:05	6:15	6:35	6:45	6:59	7:05	7:15	7:35	7:45	7:59	8:05	8:15	8:35	8:45	9:00	9:45	10:00	11:00
22nd Street	4:59	5:29	6:09	6:19	6:39	6:51	7:03	7:10	7:19	7:39	7:51	8:03	8:10	8:19	8:39	8:49	9:05	–	10:04	11:04
Bayshore	5:04	5:34	–	6:24	–	–	–	–	7:24	–	–	–	–	8:24	–	–	9:10	–	10:09	11:09
So. San Francisco	5:10	5:40	–	6:31	–	–	–	–	7:31	–	–	–	–	8:31	–	–	9:17	–	10:16	11:16
San Bruno	5:14	5:44	–	6:35	–	–	–	7:20	7:35	–	–	–	8:20	8:35	–	–	9:21	9:57	10:20	11:20
Millbrae	5:18	5:48	6:22	6:39	6:52	7:04	7:16	–	7:39	7:52	8:04	8:16	–	8:39	8:52	9:02	9:25	10:01	10:25	11:25
Burlingame	5:22	5:53	6:26	6:44	–	–	–	7:27	7:44	–	–	–	8:27	8:44	–	–	9:29	10:06	10:29	11:29
San Mateo	5:25	5:57	6:30	6:48	–	7:11	–	7:31	7:48	–	8:11	–	8:31	8:48	–	9:09	9:32	10:10	10:32	11:32
Hayward Park	5:28	6:00	–	6:51	–	–	–	–	7:51	–	–	–	–	8:51	–	–	9:36	–	10:36	11:36
Hillsdale	5:32	6:03	6:34	6:54	–	–	7:24	7:35	7:54	–	–	8:24	8:35	8:54	–	–	9:39	10:14	10:39	11:39
Belmont	5:35	6:07	–	6:58	–	–	–	–	7:58	–	–	–	–	8:58	–	–	9:43	10:18	10:43	11:43
San Carlos	5:38	6:10	6:39	7:02	–	7:18	–	7:40	8:02	–	8:18	–	8:40	9:02	–	9:18	9:46	10:21	10:46	11:46
Redwood City	5:41	6:15	6:44	7:06	7:11	7:23	7:31	–	8:06	8:11	8:23	8:31	–	9:06	9:11	9:23	9:51	10:26	10:51	11:51
Menlo Park	5:47	6:20	6:50	–	7:17	7:29	–	7:48	–	8:17	8:29	–	8:48	–	9:17	9:29	9:56	10:31	10:56	11:56
Palo Alto	5:51	6:24	6:54	7:14	7:21	7:33	7:37	7:52	8:14	8:21	8:33	8:37	8:52	9:14	9:21	9:33	10:00	10:35	11:00	**12:00**
California Avenue	5:55	6:28	6:57	–	–	7:37	–	–	–	–	8:37	–	–	–	–	9:37	10:04	10:38	11:04	**12:04**
San Antonio	5:59	6:32	–	–	–	7:41	–	–	–	–	8:41	–	–	–	–	9:41	10:08	10:43	11:08	**12:08**
Mountain View	6:04	6:37	7:04	–	7:28	7:46	7:50	7:59	–	8:28	8:46	8:50	8:59	–	9:28	9:46	10:13	10:47	11:13	**12:13**
Sunnyvale	6:10	6:42	–	–	–	7:51	–	–	–	–	8:51	–	–	–	–	9:51	10:18	10:52	11:18	**12:18**
Lawrence	6:15	6:46	7:09	–	–	7:56	–	8:07	–	–	8:56	–	9:07	–	–	9:56	10:22	10:56	11:22	**12:22**
Santa Clara	6:22	6:51	–	7:27	–	8:03	–	–	8:27	–	9:03	–	–	9:27	–	10:03	10:27	11:02	11:28	**12:28**
College Park	–	–	–	–	–	8:06	–	–	–	–	–	–	–	–	–	–	–	–	–	–
San Jose Diridon	6:31	7:01	7:19	7:36	7:43	8:12	8:05	8:20	8:36	8:43	9:12	9:05	9:20	9:36	9:43	10:11	10:35	11:12	11:35	**12:35**
Tamien		7:06			7:48					8:48					9:48			11:17		
Capitol																				
Blossom Hill																				
Morgan Hill																				
San Martin	AM																	AM		
Gilroy																				

100 Local — 200 Limited — 300 Baby Bullet — 5:28 ➜ 5:33 / 7:02 ➜ 7:18 Timed transfers for local service.

+ Train may leave up to 5 minutes early.
- Train bypasses station.

See Page 2 For Early Afternoon and Evening Times

EFFECTIVE OCTOBER 1, 2017

Printer-Friendly Caltrain Schedule
Early Afternoon to Evening - Page 2 of 2

Southbound - WEEKDAY SERVICE to SAN JOSE / GILROY

Train No.	146	150	152	254	156	258	360	262	264	366	268	370	272	274	376	278	380	282	284	386	288	190	192	194	196	198
San Francisco	12:00	1:00	2:00	2:43	3:00	3:34	4:12	4:23	4:32	4:38	4:58	5:16	5:27	5:32	5:38	5:58	6:16	6:23	6:32	6:38	6:58	7:30	8:30	9:30	10:40	12:05
22nd Street	12:04	1:04	2:04	–	3:04	–	–	–	4:36	–	–	–	–	5:36	–	–	–	–	6:36	–	–	7:34	8:34	9:34	10:44	12:10
Bayshore	12:09	1:09	2:09	–	3:09	–	–	–	4:41	–	–	–	–	5:42	–	–	–	–	6:41	–	–	7:39	8:39	9:39	10:49	12:15
So. San Francisco	12:16	1:16	2:16	–	3:16	–	–	–	4:52	–	5:09	–	–	5:51	–	6:09	–	–	6:52	–	7:09	7:46	8:46	9:46	10:56	12:21
San Bruno	12:20	1:20	2:20	2:55	3:20	3:46	–	4:36	4:55	–	–	–	5:40	5:55	–	–	–	6:36	6:55	–	–	7:50	8:50	9:50	11:00	12:25
Millbrae	12:25	1:25	2:25	2:59	3:24	3:51	4:27	–	5:00	4:53	5:15	5:33	–	6:00	5:53	6:15	6:33	–	7:00	6:53	7:15	7:56	8:56	9:56	11:06	12:29
Burlingame	12:29	1:29	2:29	3:04	3:29	3:56	–	4:42	5:05	–	–	–	5:46	6:05	–	–	–	6:42	7:05	–	–	8:01	9:01	10:01	11:11	12:33
San Mateo	12:32	1:32	2:32	3:07	3:32	3:59	–	4:46	5:08	4:59	–	–	5:50	6:09	5:59	–	–	6:46	7:08	6:59	–	8:04	9:04	10:04	11:14	12:36
Hayward Park	12:36	1:36	2:36	–	3:36	–	–	–	5:12	–	–	–	–	6:12	–	–	–	–	7:12	–	–	8:08	9:08	10:08	11:18	12:40
Hillsdale	12:39	1:39	2:39	3:11	3:39	4:04	4:35	4:50	5:15	–	5:23	5:43	5:54	6:15	–	6:23	6:43	6:50	7:15	–	7:23	8:11	9:11	10:11	11:21	12:43
Belmont	12:43	1:43	2:43	3:15	3:43	4:08	–	–	5:19	–	–	–	–	6:19	–	–	–	–	7:19	–	–	8:15	9:15	10:15	11:25	12:47
San Carlos	12:46	1:46	2:46	3:18	3:46	4:11	–	4:56	5:22	–	–	–	6:00	6:22	–	–	–	6:56	7:22	–	–	8:18	9:18	10:18	11:28	12:50
Redwood City	12:51	1:51	2:51	3:23	3:51	4:16	–	–	5:28	5:08	5:33	–	–	6:28	6:08	6:33	–	–	7:28	7:08	7:33	8:23	9:23	10:23	11:33	12:55
Menlo Park	12:56	1:56	2:56	3:28	3:56	4:22	–	–	5:34	–	5:39	–	–	6:34	–	6:39	–	–	7:34	–	7:39	8:28	9:28	10:28	11:38	1:00
Palo Alto	1:00	2:00	3:00	3:32	4:00	4:26	4:46	5:04	–	5:15	5:43	5:56	6:08	–	6:15	6:43	6:55	7:04	–	7:15	7:43	8:32	9:32	10:32	11:42	1:04
California Avenue	1:04	2:04	3:04	3:36	4:04	4:29	–	5:08	–	5:18	5:46	–	6:12	–	6:18	6:46	–	7:08	–	–	7:46	8:35	9:35	10:35	11:45	1:07
San Antonio	1:08	2:08	3:08	3:40	4:08	4:34	–	–	–	–	5:50	–	–	–	6:50	–	–	–	–	7:50	8:39	9:39	10:39	11:49	1:11
Mountain View	1:13	2:13	3:13	3:45	4:13	4:38	4:55	5:15	5:42	–	5:55	6:03	6:19	6:42	–	6:55	7:02	7:15	7:43	–	7:55	8:44	9:44	10:44	11:54	1:16
Sunnyvale	1:18	2:18	3:18	3:50	4:18	4:44	–	5:20	5:47	5:29	6:00	–	6:24	6:47	6:29	7:00	–	7:20	7:48	7:28	8:00	8:49	9:49	10:49	11:59	1:21
Lawrence	1:22	2:22	3:22	3:54	4:23	4:48	–	–	–	–	6:06	–	–	6:51	–	7:05	–	–	–	–	8:05	8:53	9:53	10:53	12:03	1:25
Santa Clara	1:28	2:28	3:28	3:59	4:28	4:53	–	5:27	5:54	–	6:13	–	6:31	6:57	–	7:12	–	–	7:55	–	8:10	8:58	9:58	10:58	12:08	1:30
College Park	–	–	–	–	4:31	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
San Jose Diridon	1:35	2:35	3:35	4:09	4:40	5:03	5:11	5:34	6:02	5:44	6:24	6:18	6:38	7:06	6:44	7:24	7:18	7:33	8:04	7:43	8:21	9:06	10:06	11:06	12:16	1:38
Tamien				4:14	4:45	5:08				5:49	6:29			7:11	6:49	7:29				7:48	8:26		10:11	11:11		
Capitol					4:52						6:36			7:18												
Blossom Hill					4:58						6:42			7:24												
Morgan Hill					5:11						6:55			7:37												
San Martin					5:17						7:01			7:43												
Gilroy					5:30						7:14			7:56												

PM ... **PM** **AM**

100 Local	200 Limited	300 Baby Bullet

5:28 ▶ 5:33
7:02 ▶ 7:18 Timed transfers for local service.

+ Train may leave up to 5 minutes early.
- Train bypasses station.

See Page 1 For Morning and Early Afternoon Times

EFFECTIVE OCTOBER 1, 2017

COREY, CANAPARY & GALANIS

Northbound – WEEKEND SERVICE to SAN FRANCISCO

Baby Bullet Express

On weekends, a shuttle bus connects the Tamien and Diridon stations. Caltrain fare policies apply.
Timetable subject to change without notice. * Train departure may be delayed up to 15 minutes after Sharks games.

Train No.	421 (SAT ONLY)	423	801	425	427	429	431	433	803	435	437	439	441	*443 (SAT ONLY)
Shuttle Bus					AM	PM								PM
Departs Tamien	—	8:11	9:24	9:46	11:11	12:41	2:11	3:41	4:54	5:16	6:41	8:11	9:41	—
Arrives SJ Diridon	—	8:23	9:36	9:58	11:23	12:53	2:23	3:53	5:06	5:28	6:53	8:23	9:53	—
San Jose Diridon	7:00	8:38	9:51	10:08	11:38	1:08	2:38	4:08	5:21	5:38	7:08	8:38	10:08	10:30
Santa Clara	7:05	8:43	—	10:13	11:43	1:13	2:43	4:13	—	5:43	7:13	8:43	10:13	10:35
Lawrence	7:10	8:49	—	10:19	11:49	1:19	2:49	4:19	—	5:49	7:19	8:49	10:19	10:40
Sunnyvale	7:14	8:53	10:01	10:23	11:53	1:23	2:53	4:23	5:31	5:53	7:23	8:53	10:23	10:44
Mountain View	7:19	8:59	10:06	10:29	11:59	1:29	2:59	4:29	5:36	5:59	7:29	8:59	10:29	10:49
San Antonio	7:23	9:03	—	10:33	12:03	1:33	3:03	4:33	—	6:03	7:33	9:03	10:33	10:53
California Ave	7:27	9:07	—	10:37	12:07	1:37	3:07	4:37	—	6:07	7:37	9:07	10:37	10:57
Palo Alto	7:31	9:12	10:13	10:42	12:12	1:42	3:12	4:42	5:43	6:12	7:42	9:12	10:42	11:02
Menlo Park	7:34	9:15	—	10:45	12:15	1:45	3:15	4:45	—	6:15	7:45	9:15	10:45	11:05
Atherton	7:37	9:19	—	10:49	12:19	1:49	3:19	4:49	—	6:19	7:49	9:19	10:49	11:09
Redwood City	7:41	9:23	10:20	10:53	12:23	1:53	3:23	4:53	5:50	6:23	7:53	9:23	10:53	11:13
San Carlos	7:45	9:28	—	10:58	12:28	1:58	3:28	4:58	—	6:28	7:58	9:28	10:58	11:18
Belmont	7:48	9:32	—	11:02	12:32	2:02	3:32	5:02	—	6:32	8:02	9:32	11:02	11:22
Hillsdale	7:51	9:35	10:27	11:05	12:35	2:05	3:35	5:05	5:57	6:35	8:05	9:35	11:05	11:25
Hayward Park	7:55	9:39	—	11:09	12:39	2:09	3:39	5:09	—	6:39	8:09	9:39	11:09	11:29
San Mateo	7:58	9:42	10:31	11:12	12:42	2:12	3:42	5:12	6:01	6:42	8:12	9:42	11:12	11:32
Burlingame	8:02	9:46	—	11:16	12:46	2:16	3:46	5:16	—	6:46	8:16	9:46	11:16	11:36
Broadway	8:06	9:50	—	11:20	12:50	2:20	3:50	5:20	—	6:50	8:20	9:50	11:20	11:40
Millbrae	8:09	9:53	10:38	11:23	12:53	2:23	3:53	5:23	6:08	6:53	8:23	9:53	11:23	11:43
San Bruno	8:14	9:58	—	11:28	12:58	2:28	3:58	5:28	—	6:58	8:28	9:58	11:28	11:48
So. San Francisco	8:19	10:03	—	11:33	1:03	2:33	4:03	5:33	—	7:03	8:33	10:03	11:33	11:53
Bayshore	8:25	10:09	—	11:39	1:09	2:39	4:09	5:39	—	7:09	8:39	10:09	11:39	11:59
22nd Street	8:31	10:15	—	11:45	1:15	2:45	4:15	5:45	—	7:15	8:45	10:15	11:45	12:04
San Francisco	8:38	10:22	10:57	11:52	1:22	2:52	4:22	5:52	6:27	7:22	8:52	10:22	11:52	12:12

Southbound – WEEKEND SERVICE to SAN JOSE

Baby Bullet Express

On weekends, a shuttle bus connects the Tamien and Diridon stations. Caltrain fare policies apply.
Timetable subject to change without notice.

Train No.	422	424	426	802	428	430	432	434	436	804	438	440	442 (SATURDAY ONLY)	444 (SATURDAY ONLY)
San Francisco	8:07	9:37	11:07	12:04	12:37	2:07	3:37	5:07	6:37	7:34	8:07	9:37	10:51	12:05
22nd Street	8:11	9:41	11:11	—	12:41	2:11	3:41	5:11	6:41	—	8:11	9:41	10:55	12:10
Bayshore	8:18	9:48	11:18	—	12:48	2:18	3:48	5:18	6:48	—	8:18	9:48	11:02	12:15
So. San Francisco	8:24	9:54	11:24	—	12:54	2:24	3:54	5:24	6:54	—	8:24	9:54	11:08	12:21
San Bruno	8:30	10:00	11:30	—	1:00	2:30	4:00	5:30	7:00	—	8:30	10:00	11:13	12:25
Millbrae	8:34	10:04	11:34	12:19	1:04	2:34	4:04	5:34	7:04	7:49	8:34	10:04	11:18	12:29
Broadway	8:38	10:08	11:38	—	1:08	2:38	4:08	5:38	7:08	—	8:38	10:08	11:22	12:33
Burlingame	8:41	10:11	11:41	—	1:11	2:41	4:11	5:41	7:11	—	8:41	10:11	11:25	12:35
San Mateo	8:45	10:15	11:45	12:26	1:15	2:45	4:15	5:45	7:15	7:56	8:45	10:15	11:29	12:41
Hayward Park	8:48	10:18	11:48	—	1:18	2:48	4:18	5:48	7:18	—	8:48	10:18	11:32	12:44
Hillsdale	8:52	10:22	11:52	12:30	1:22	2:52	4:22	5:52	7:22	8:00	8:52	10:22	11:36	12:47
Belmont	8:56	10:26	11:56	—	1:26	2:56	4:26	5:56	7:26	—	8:56	10:26	11:40	12:50
San Carlos	8:59	10:29	11:59	—	1:29	2:59	4:29	5:59	7:29	—	8:59	10:29	11:43	12:53
Redwood City	9:04	10:34	12:04	12:37	1:34	3:04	4:34	6:04	7:34	8:07	9:04	10:34	11:48	12:59
Atherton	9:09	10:39	12:09	—	1:39	3:09	4:39	6:09	7:39	—	9:09	10:39	11:53	1:03
Menlo Park	9:12	10:42	12:12	—	1:42	3:12	4:42	6:12	7:42	—	9:12	10:42	11:56	1:06
Palo Alto	9:16	10:46	12:16	12:44	1:46	3:16	4:46	6:16	7:46	8:14	9:16	10:46	12:00	1:09
California Avenue	9:20	10:50	12:20	—	1:50	3:20	4:50	6:20	7:50	—	9:20	10:50	12:04	1:13
San Antonio	9:24	10:54	12:24	—	1:54	3:24	4:54	6:24	7:54	—	9:24	10:54	12:08	1:17
Mountain View	9:29	10:59	12:29	12:52	1:59	3:29	4:59	6:29	7:59	8:22	9:29	10:59	12:13	1:21
Sunnyvale	9:34	11:04	12:34	12:57	2:04	3:34	5:04	6:34	8:04	8:27	9:34	11:04	12:18	1:26
Lawrence	9:38	11:08	12:38	—	2:08	3:38	5:08	6:38	8:08	—	9:38	11:08	12:22	1:30
Santa Clara	9:44	11:14	12:44	—	2:14	3:44	5:14	6:44	8:14	—	9:44	11:14	12:28	1:35
San Jose Diridon	9:52	11:22	12:52	1:12	2:22	3:52	5:22	6:52	8:22	8:39	9:52	11:22	12:36	1:43
Shuttle Bus		AM	PM										AM	PM
Departs SJ Diridon	10:07	11:37	1:07	1:27	2:37	4:07	5:37	7:07	—	8:54	10:07	—	—	—
Arrives Tamien	10:17	11:47	1:17	1:37	2:47	4:17	5:47	7:17	—	9:04	10:17	—	—	—