

# **CALTRAIN CUSTOMER SATISFACTION SURVEY MAY 2019**

## **SUMMARY REPORT**

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*Note: Crosstabulated Tables and Verbatim Comments included under separate cover*

# 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 1 – June 19, 2019. 3,622 surveys were distributed, and 3,070 surveys were conducted and completed. Of the 3,070 completed surveys, 3,063 were English language surveys and 7 were Spanish language surveys.

Key objectives of the survey include:

- ) Reporting trip characteristics, such as rider frequency, fare media usage, and origin/destination station.
- ) Ratings of 30 specific service characteristics, including 12 various aspects of Caltrain stations, 17 aspects of onboard service, and one overall assessment of the entire Caltrain experience; and
- ) Rider's age and home zip code.

Since the previous survey an increase in the monthly fare rate took effect and a new fare enforcement policy was implemented, speeding up the enforcement process, while also lowering the fine amount. Caltrain suspended weekend service between Bayshore and San Francisco stations for Electrification Work, for approximately six months. Single tracking was implemented along the corridor during weekday off-peak hours, requiring riders for both north and southbound trains to board on the same platform. A bikes board first program was launched at all stations, allowing riders with bicycles to board first onto the designated bike cars. Improvements were made to 22<sup>nd</sup> Street Station.

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 trip.

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 (75%) was calculated by dividing the total number of completes (3,070) by all eligible passengers riding on the sampled trains (4,073).

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 1-2; May 4; May 7-9; and May 14, 16, 18, and 28, 2019; as well as June 19, 2019. 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, 3,070 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 1.63% (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 37 weekday trains and eight Saturday trains. Of the 37 weekday trains surveyed, 10 were local trains, nine 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 total number of respondents (n =3,070) who participated in the survey, the margin of error is +/- 1.63% at the 95% confidence level. The margins of error for some key sub-groups shown in this report are:

- Weekday peak (n = 2,153). +/- 2.00% at the 95% confidence level;
- Weekday off-peak (n =529). +/- 4.20% at the 95% confidence level;
- Weekend (n = 388). +/- 4.93% at the 95% confidence level.

## EXECUTIVE SUMMARY

### Overall Satisfaction (station and onboard experience)

- J Overall satisfaction with Caltrain decreased from 4.07 in 2018 to 3.86 in 2019, a statistically significant decrease.
- J While there is only a small increase in those dissatisfied with Caltrain (5% in 2019 vs. 3% in 2018), there is an 8% decrease in those very satisfied with Caltrain service and a corresponding 7% increase in those giving Caltrain a “3” (Neutral) rating.

### Service attributes

- J Respondents rated their overall experience at Caltrain stations 3.86 (out of 5.00), a statistically significant decrease from 2018 (3.99) and 2017 (3.97).
- J The 2019 survey added seven new station attributes but retained four attributes from prior years.
- J The highest rated station attributes were “*Experience purchasing your ticket, Posted information on info. boards (schedules, flyers),*” and “*Experience using your ticket.*” The lowest rated station attributes were “*Real time predictions posted on electronic platform signs, Adequacy and clarity of station announcements,*” and “*Being informed of delays that exceed 10 minutes.*”
- J Of the four legacy attributes, the only increase in ratings was for “*Ease of use of Caltrain ticket machines,*” which increased from 3.77 to 3.82; however, this was not a statistically significant increase. Of the remaining legacy attributes, two attributes showed statistically significant declines: “*Being informed of delays that exceed 10 minutes,*” which decreased from 3.61 in 2018 to 3.50 in 2019; and, “*Cleanliness of stations/parking lots,*” which decreased from 3.90 in 2018 to 3.78 in 2019.
- J Respondents rated their overall experience onboard Caltrain trains 3.83 (out of 5.00), a significant decrease from 2018 (4.13) and 2017 (4.11).
- J The 2019 survey added ten new train attributes but retained six attributes from prior years.
- J The highest rated onboard attributes were “*Professional appearance of conductors, Politeness and helpfulness of conductors,*” and “*On-time arrival.*” The lowest rated station attributes were “*Onboard seating availability, Noise level of train,*” and “*Frequency of trains.*”
- J All six legacy attributes showed decreases. The decrease in “*Adequacy and clarity of routine onboard announcements*” was the only decrease not statistically significant. The greatest decrease was seen in “*Availability of printed materials*” which decreased from 4.23 in 2018 to 3.99 in 2019.

- ) The ratings with the greatest impact on overall satisfaction were:
- Comfort of the ride;
  - Cleanliness of interiors;
  - On-time arrival;
  - Noise level of the train;
  - Onboard seating availability;
  - Reliability of train equipment;
  - Frequency of trains;
  - Adequacy and clarity of routine onboard announcements; and
  - Being informed of delays that exceed 10 minutes.

#### **Fare Payment**

- ) More than one third of respondents (33%) paid for their trip using a Clipper Caltrain Monthly Pass, while 22% use the Go Pass, and 22% use Clipper cash value.
- ) While roughly the same percentage use the One-Way Ticket (13%) and the Day Pass (8%) as in 2018, paper versions remain more frequently used than Mobile forms.

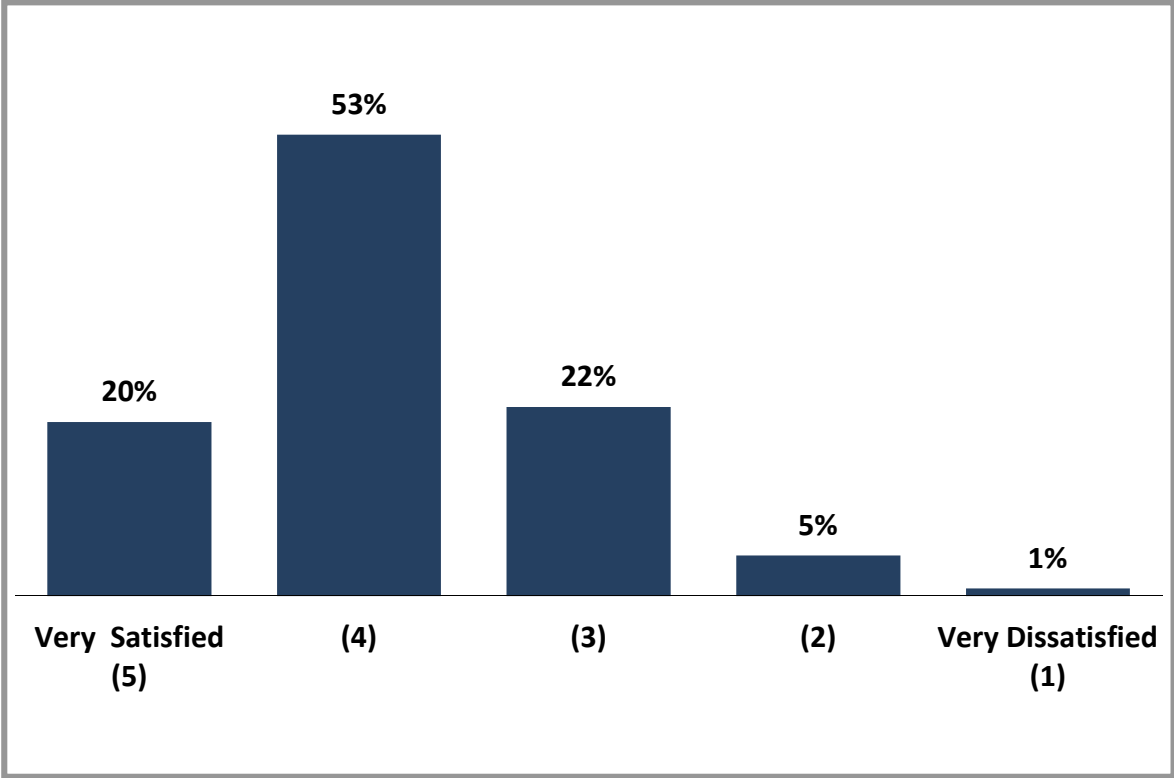
#### **Boarding and Exit Stations**

- ) 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 2018, as well as in 2017.

# CHARTS – KEY FINDINGS

## OVERALL SATISFACTION (Asked Question)

Q7. Considering both your station and onboard experience, how would you rate your overall Caltrain experience?



Base: All Respondents (3,070); 44 respondents did not answer this specific question.

(See Statistical Table 34)



## STATION ATTRIBUTE RATINGS (MEAN SCORES – ASKED QUESTIONS)

	<u>Mean Score</u> (5 point scale)
Experience Using Your Ticket.....	4.17
Posted Information on Info. Boards.....	3.91
Experience Purchasing Your Ticket .....	3.87
Your Sense of Security at The Station .....	3.84
Ease of Use of Caltrain Ticket Machines .....	3.82
Information Posted on Electronic Platform Signs	3.82
Cleanliness of Stations/Parking Lots .....	3.78
Location of Clipper Tag On and Off Equipment ...	3.76
Real Time Predictions Posted on Electronic Platform Signs .....	3.74
Adequacy and Clarity Of Station Announcements.....	3.64
Being Informed of Delays That Exceed 10 Min ....	3.50
<b>► OVERALL EXPERIENCE AT CALTRAIN STATIONS</b>	<b>3.86 ◀</b>

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 (3,070)

(See Statistical Tables 5-16)

## ONBOARD RATINGS (MEAN SCORES – ASKED QUESTIONS)

	<u>Mean Score</u> (5 point scale)
Professional Appearance of The Conductors.....	4.41
Politeness and Helpfulness of Conductors.....	4.28
On-time Arrival at Your Destination .....	4.04
Visibility of Conductors .....	4.00
Availability of Printed Materials .....	3.99
Comfort of Ride .....	3.84
On-Time Arrival During Caltrain Construction .....	3.79
Adequacy & Clarity of Onboard Announcements.	3.78
Cleanliness of Train Interiors .....	3.74
Reliability of Train Equipment.....	3.73
Ability to Report Security or Safety Issues.....	3.66
Being Informed of Delays That Exceed 10 Min. ....	3.64
Digital Communications.....	3.62
Onboard Seating Availability.....	3.54
Noise Level of Train .....	3.50
Frequency of Trains .....	3.10
▶ <b>OVERALL EXPERIENCE ONBOARD TRAINS.....</b>	<b>3.83</b> ◀

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 (3,070)

(See Statistical Tables 17-33)

Average Scores, Caltrain Onboard Survey – May 2019							
Asked Questions^	Blank, N/A, Don't know	1	2	3	4	5	Average
1. Cleanliness of stations/parking lots	66	69	210	746	1,252	727	3.78
2. Being informed of delays that exceed 10 minutes	244	224	371	695	831	705	3.50
3. Information posted on electronic platform signs	69	101	279	622	1,047	952	3.82
4. Real time predictions posted on electronic platform signs	111	134	321	612	996	896	3.74
5. Posted information on info. boards (schedules, flyers)	419	62	168	586	959	876	3.91
6. Adequacy and clarity of station announcements	113	121	355	749	970	762	3.64
7. Ease of use of Caltrain ticket machines	457	105	243	519	886	860	3.82
8. Experience purchasing your ticket	417	133	205	497	855	963	3.87
9. Experience using your ticket	230	86	139	366	870	1,379	4.17
10. Location of Clipper tag on and off equipment	553	119	241	542	832	783	3.76
11. Your sense of security at the station	51	69	201	699	1,211	839	3.84
<b>12. Overall rating of Caltrain station experience</b>	38	33	136	731	1,461	671	3.86
13. Politeness and helpfulness of conductors	111	39	80	339	1,051	1,450	4.28
14. Professional appearance of conductors	114	27	35	254	1,026	1,614	4.41
15. Visibility of conductors	127	54	165	588	1,049	1,087	4.00
16. Availability of printed materials	584	42	132	538	868	906	3.99
17. Digital communications	528	122	290	687	778	665	3.62
18. Being informed of delays that exceed 10 minutes	323	180	316	603	863	785	3.64
19. Adequacy and clarity of routine onboard announcements	115	81	273	696	1,070	835	3.78
20. On-time arrival (within five minutes of scheduled arrival time)	79	54	135	495	1,248	1,059	4.04
21. On-time arrival during Caltrain construction	758	73	181	561	833	664	3.79
22. Frequency of trains	64	315	641	894	726	430	3.10
23. Cleanliness of train interiors	44	83	258	736	1,241	708	3.74
24. Reliability of train equipment	195	96	259	693	1,113	714	3.73
25. Comfort of ride	39	72	193	711	1,237	818	3.84
26. Onboard seating availability	42	151	388	829	1,007	653	3.54
27. Noise level of train	63	175	342	878	1,023	589	3.50
28. Ability to report security or safety issues	946	84	201	607	688	544	3.66
<b>29. Overall rating of Caltrain onboard experience</b>	72	33	148	737	1,467	613	3.83
<b>30. How would you rate your overall Caltrain experience?</b>	49	26	140	655	1,598	602	3.86
<b>TOTAL STATIONS AND PARKING^^</b>	2,768	1,256	2,869	7,364	12,170	10,413	3.81
<b>TOTAL ONBOARD^^</b>	4,204	1,681	4,037	10,846	17,288	14,134	3.83
<b>TOTAL STATIONS AND ONBOARD^^</b>	3,486	1,469	3,453	9,105	14,729	12,274	3.80

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

^^Weighted averages are calculated as follows: "Total Stations and Parking" is calculated using the total responses for Question 1 through Question 12. "Total Onboard Experience" is calculated using the total responses for Question 13 through Question 29. "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 5-34)

## MEAN SCORES - 2019 COMPARED TO 2018

Asked Questions^	2019 Mean	2018 Mean	Difference	Statistically Significant
1. Cleanliness of stations/parking lots	3.78	3.90	-0.12	yes
2. Being informed of delays that exceed 10 minutes	3.50	3.61	-0.11	yes
3. Information posted on electronic platform signs*	3.82	-	-	-
4. Real time predictions posted on electronic platform signs*	3.74	-	-	-
5. Posted information on info. boards (schedules, flyers)	3.91	3.96	-0.05	no
6. Adequacy and clarity of station announcements*	3.64	-	-	-
7. Ease of use of Caltrain ticket machines	3.82	3.77	0.05	no
8. Experience purchasing your ticket*	3.87	-	-	-
9. Experience using your ticket*	4.17	-	-	-
10. Location of Clipper tag on and off equipment*	3.76	-	-	-
11. Your sense of security at the station*	3.84	-	-	-
<b>12. Everything considered, how would you rate your overall experience at Caltrain stations?</b>	<b>3.86</b>	<b>3.99</b>	<b>-0.13</b>	<b>yes</b>
13. Politeness and helpfulness of conductors*	4.28	-	-	-
14. Professional appearance of conductors	4.41	4.54	-0.13	yes
15. Visibility of conductors*	4.00	-	-	-
16. Availability of printed materials	3.99	4.23	-0.24	yes
17. Digital communications*	3.62			
18. Being informed of delays that exceed 10 minutes	3.64	3.81	-0.17	yes
19. Adequacy and clarity of routine onboard announcements	3.78	3.81	-0.03	no
20. On-time arrival (within five minutes of scheduled arrival time)#	4.04	4.16	-0.12	yes
21. On-time arrival during Caltrain construction*	3.79	-	-	-
22. Frequency of trains*	3.10	-	-	-
23. Cleanliness of train interiors	3.74	3.85	-0.11	yes
24. Reliability of train equipment*	3.73	-	-	-
25. Comfort of ride*	3.84	-	-	-
26. Onboard seating availability*	3.54	-	-	-
27. Noise level of train*	3.50	-	-	-
28. Ability to report security or safety issues*	3.66	-	-	-
<b>29. Everything considered, how would you rate your onboard experience on Caltrain</b>	<b>3.83</b>	<b>4.13</b>	<b>-0.30</b>	<b>yes</b>
<b>30. How would you rate your overall Caltrain experience?</b>	<b>3.86</b>	<b>4.07</b>	<b>-0.21</b>	<b>yes</b>
<b>WEIGHTED AVERAGES^^</b>				
<b>TOTAL STATIONS AND PARKING</b>	<b>3.81</b>	<b>3.90</b>	<b>-0.09</b>	<b>yes</b>
<b>TOTAL ONBOARD EXPERIENCE</b>	<b>3.80</b>	<b>4.04</b>	<b>-0.24</b>	<b>yes</b>
<b>TOTAL STATIONS &amp; ONBOARD</b>	<b>3.80</b>	<b>3.99</b>	<b>-0.19</b>	<b>yes</b>

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

\*New question for 2019

# In 2018, this was phrased as, "On-time arrival at your destination"

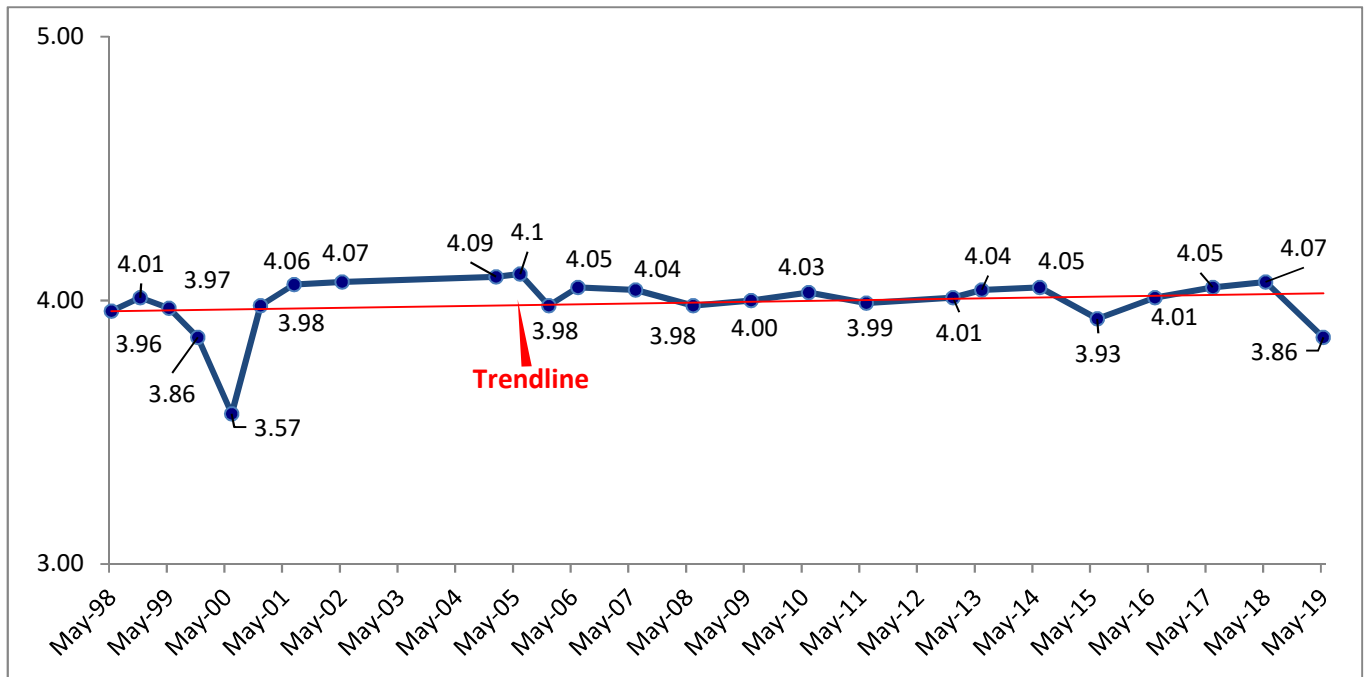
^^Weighted averages are calculated as follows: "Total Stations and Parking" is calculated using the total responses for Question 1 through Question 12. "Total Onboard Experience" is calculated using the total responses for Question 13 through Question 29. "Total Stations & Onboard" is calculated by taking the average of "Total Stations and Parking" and "Total Onboard Experience."

(See Statistical Tables 5-34)

## LONG-TERM TRENDS IN OVERALL SATISFACTION

Q7. Considering both your station and onboard experience, how would you rate your overall Caltrain experience?

Mean Scores, Overall Satisfaction, 1998-2019



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, Jun 17, May 18, and May 19). No data available for late 2002-late 2004.

(See Historical Data and Statistical Table Q18)

## QUADRANT ANALYSIS

The chart on the next page is designed to help set priorities for future initiatives to improve customer satisfaction. This chart quantifies how important each service characteristic appears to be from a customer perspective (using the vertical axis) and shows the average customer rating for each characteristic (using the horizontal axis).

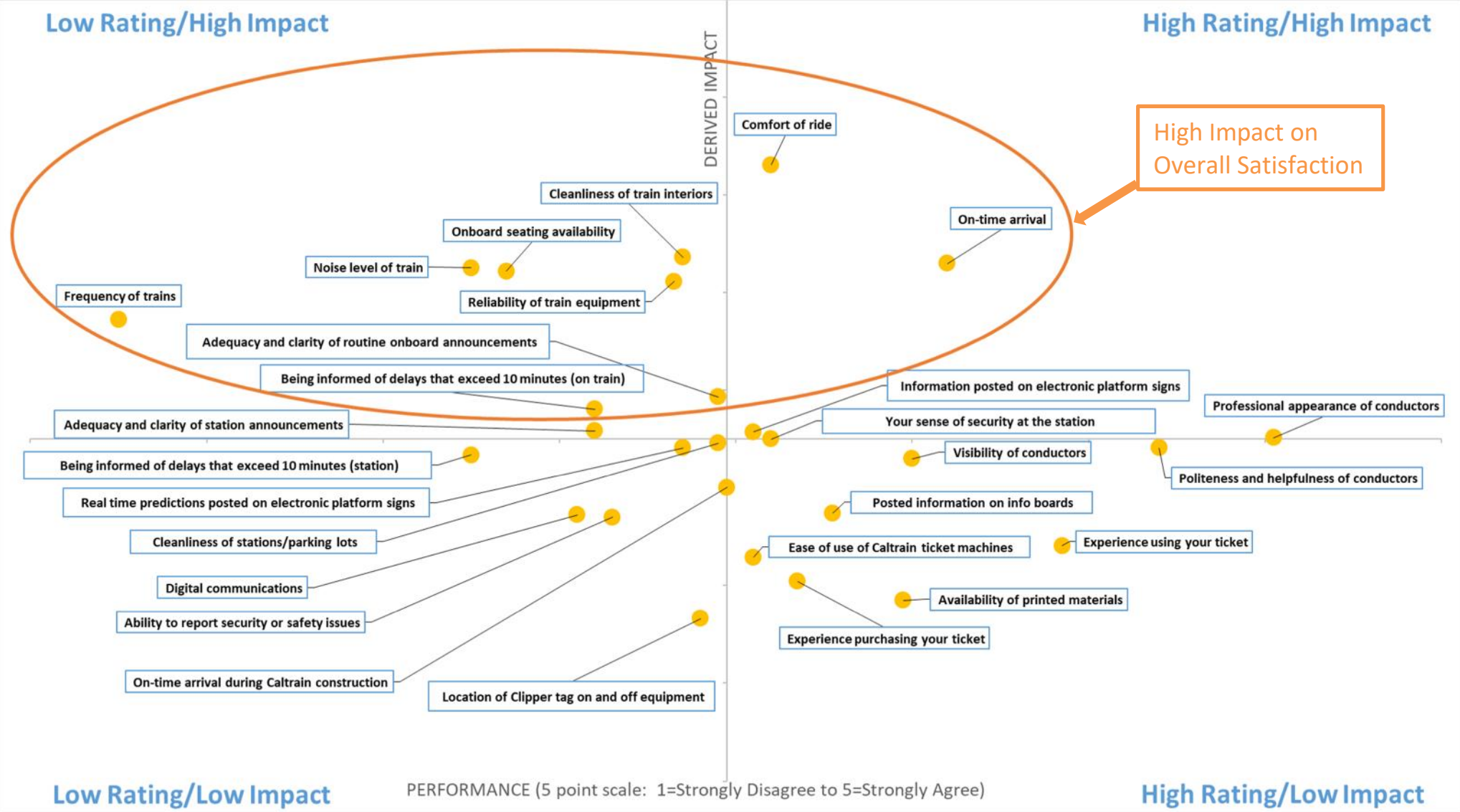
The vertical axis crosses the horizontal axis at the average (mean) performance rating. Values along the horizontal axis are average ratings. Customers marked their ratings on a scale of 1 = Very Dissatisfied and 5 = Very Satisfied, so higher ratings on the right side of the Quadrant Chart are better scores and those on the left side are worse. The vertical axis ("Derived Importance") scale was derived by correlating each of the service attributes with customers' overall satisfaction levels. Those service attributes having strong correlations with overall satisfaction are seen as "More Important," while those with weaker correlations are seen as "Less Important."

For example, customer ratings of *"Comfort of Ride"* are very strongly correlated with overall satisfaction (i.e., customers that find Caltrain comfortable tend to be more satisfied overall, and conversely customers that find Caltrain uncomfortable tend to be less satisfied overall). On the other hand, customer ratings of *"Availability of Printed Material"* have only a weak correlation with overall satisfaction (i.e., it is not uncommon for customers to rate the availability of printed material highly, even though they are dissatisfied overall with Caltrain services). Therefore, *"Comfort of Ride"* is located in the upper part of the chart, while *"Availability of Printed Material"* is located in the lower part.

Specific values along the vertical axis are derived by calculating ratios between correlation coefficients for each service attribute and the median correlation level. Those service attributes above 100 are more correlated with overall satisfaction, while those below 100 are less so.

The ratings with the greatest impact on overall satisfaction were:

- Comfort of the ride;
- Cleanliness of train interiors;
- On-time arrival;
- Noise level of the train;
- Onboard seating availability;
- Reliability of train equipment;
- Frequency of trains;
- Adequacy and clarity of routine onboard announcements; and
- Being informed of delays that exceed 10 minutes.



## DETAILED RESULTS



# RATING OF CALTRAIN SERVICE

## STATION RATINGS OVERALL

- J Respondents rated their overall experience at Caltrain stations 3.86 (out of 5.00), a statistically significant decrease from 2018 (3.99) and 2017 (3.97).
- J The 2019 survey added seven new station attributes. Of the four legacy attributes, the only increase was “Ease of use of Caltrain ticket machines” which increased from 3.77 to 3.82, however, this was not a statistically significant increase. Of the remaining legacy attributes, the two attributes with statistically significant declines were “Being informed of delays that exceed 10 minutes,” which decreased from 3.61 in 2018 to 3.50 in 2019 and “Cleanliness of stations/parking lots” which decreased from 3.90 in 2018 to 3.78 in 2019.

	Mean Scores (5 point scale)		
	MAY 2019	MAY 2018	JUNE 2017
<b>Base: (All Respondents)*</b>	<b>3,070</b>	<b>3,313</b>	<b>3,157</b>
Experience using your ticket^	4.17	-	-
Posted information on info. boards (schedules, flyers)	3.91	3.96	3.93
Experience purchasing your ticket^	3.87	-	-
Your sense of security at the station^	3.84	-	-
Information posted on electronic platform signs^	3.82	-	-
Ease of use of Caltrain ticket machines**	3.82	3.77	3.73
Cleanliness of stations/parking lots	3.78	3.90	3.99
Location of Clipper tag on and off equipment^	3.76	-	-
Real time predictions posted on electronic platform signs^	3.74	-	-
Adequacy and clarity of station announcements^	3.64	-	-
Being informed of delays that exceed 10 minutes	3.50	3.61	3.51
<b>Overall experience at Caltrain stations</b>	<b>3.86</b>	<b>3.99</b>	<b>3.97</b>

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.

^ Question not asked in 2018 and 2017

\*\*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)

STATION RATINGS OVERALL (continued)

N=base of survey participants

**MAY 2019 N=3,070\***

**MAY 2018 N=3,313\***

**JUNE 2017 N=3,157\***

	VERY SATISFIED			VERY DISSATISFIED			NOT APPLICABLE	MEAN SCORE
	5	4	3	2	1	[ ]	(5 Pt. Scale)	
----- read % across ▶ -----								
Experience using your ticket^								
<b>MAY 2019</b> .....	<b>46</b>	<b>29</b>	<b>12</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>4.17</b>	
Posted information on info. boards								
<b>MAY 2019</b> .....	<b>29</b>	<b>32</b>	<b>20</b>	<b>6</b>	<b>2</b>	<b>12</b>	<b>3.91</b>	
MAY 2018.....	32	34	21	6	1	6	3.96	
JUNE 2017 .....	32	35	20	7	2	5	3.93	
Experience purchasing your ticket^								
<b>MAY 2019</b> .....	<b>28</b>	<b>29</b>	<b>17</b>	<b>8</b>	<b>3</b>	<b>14</b>	<b>3.82</b>	
Your sense of security at the station^								
<b>MAY 2019</b> .....	<b>28</b>	<b>40</b>	<b>23</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>3.84</b>	
Information posted on electronic platform signs^								
<b>MAY 2019</b> .....	<b>31</b>	<b>34</b>	<b>20</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>3.82</b>	
Ease of use of Caltrain ticket machines								
<b>MAY 2019</b> .....	<b>32</b>	<b>28</b>	<b>16</b>	<b>7</b>	<b>4</b>	<b>12</b>	<b>3.87</b>	
MAY 2018.....	28	29	19	9	4	11	3.77	
JUNE 2017 .....	28	28	21	10	4	10	3.73	
Cleanliness of stations/parking lots								
<b>MAY 2019</b> .....	<b>24</b>	<b>41</b>	<b>24</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>3.78</b>	
MAY 2018.....	28	41	23	5	2	1	3.90	
JUNE 2017 .....	30	43	19	5	1	2	3.99	
Location of Clipper tag on and off equipment^								
<b>MAY 2019</b> .....	<b>26</b>	<b>28</b>	<b>18</b>	<b>8</b>	<b>4</b>	<b>17</b>	<b>3.76</b>	
Real time predictions posted on electronic platform signs^								
<b>MAY 2019</b> .....	<b>29</b>	<b>33</b>	<b>20</b>	<b>11</b>	<b>4</b>	<b>3</b>	<b>3.74</b>	
Adequacy and clarity of station announcements^								
<b>MAY 2019</b> .....	<b>25</b>	<b>32</b>	<b>25</b>	<b>12</b>	<b>4</b>	<b>2</b>	<b>3.64</b>	

^ Question not asked in 2018 and 2017

(See Statistical Tables 5-16)

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 OVERALL (continued)

**N=base of survey participants**

**MAY 2019 N=3,070\***

**MAY 2018 N=3,313\***

**JUNE 2017 N=3,157\***

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

----- read % across ▶ -----

Posted information on info. boards

<b>MAY 2019</b> .....	<b>29</b>	<b>32</b>	<b>20</b>	<b>6</b>	<b>2</b>	<b>12</b>	<b>3.91</b>
MAY 2018.....	32	34	21	6	1	6	3.96
JUNE 2017 .....	32	35	20	7	2	5	3.93

Being informed of delays that exceed 10 minutes

<b>MAY 2019</b> .....	<b>23</b>	<b>27</b>	<b>23</b>	<b>12</b>	<b>7</b>	<b>7</b>	<b>3.50</b>
MAY 2018.....	25	28	21	11	6	11	3.61
JUNE 2017 .....	23	27	21	13	7	9	3.51

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

<b>MAY 2019</b> .....	<b>22</b>	<b>48</b>	<b>24</b>	<b>4</b>	<b>1</b>	<b>&lt;1</b>	<b>3.86</b>
MAY 2018.....	25	51	20	2	1	<1	3.99
JUNE 2017 .....	25	51	20	3	1	<1	3.97

^ Question not asked in 2018 and 2017

(See Statistical Tables 5-16)

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

- J By time period, Weekday Peak riders rated their overall station experience lower than Weekday Off-Peak and Saturday riders.
- J While weekday peak riders rated each attribute lower than the overall mean score, the largest deviation was “Real time predictions posted on electronic platform signs” which peak riders rated at 3.63 (compared to the overall score of 3.74). Notably, weekend riders rated this attribute at 4.13, 0.39 points higher than the overall mean score.

	Mean Scores (5 point scale) – MAY 2019			
	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Weekend
<b>Base: (All Respondents)*</b>	<b>3,070</b>	<b>2,153</b>	<b>529</b>	<b>388</b>
Experience using your ticket	4.17	4.11	4.29	4.31
Posted information on info. boards (schedules, flyers)	3.91	3.85	4.01	4.13
Experience purchasing your ticket	3.87	3.77	4.09	4.08
Your sense of security at the station	3.84	3.83	3.89	3.86
Information posted on electronic platform signs	3.82	3.73	3.97	4.16
Ease of use of Caltrain ticket machines	3.82	3.75	3.99	3.96
Cleanliness of stations/parking lots	3.78	3.73	3.94	3.86
Location of Clipper tag on and off equipment	3.76	3.70	3.91	3.94
Real time predictions posted on electronic platform signs	3.74	3.63	3.96	4.13
Adequacy and clarity of station announcements	3.64	3.56	3.83	3.84
Being informed of delays that exceed 10 minutes	3.50	3.40	3.74	3.85
<b>Overall experience at Caltrain stations</b>	<b>3.86</b>	<b>3.79</b>	<b>4.00</b>	<b>4.04</b>

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.

Highest Score among Subgroups    Lowest Score among Subgroups

(See Statistical Tables 5-16)

## STATION RATINGS BY TYPE OF SERVICE

- ) In general, Weekday Bullet riders gave lower scores.
- ) Weekend Local riders provided the highest ratings for 7 of the 12 attributes and onboard experience overall.
- ) All rider sub-groups rated their overall station experience a 3.73 or higher; Weekday Bullet riders provided the lowest (3.73) rating, while Weekend Bullet riders provided the highest overall onboard rating (4.07).

	Mean Scores (5 point scale) - 2019					
	Overall Mean Score	Weekday Local	Weekday Limited	Weekday Bullet	Weekend Local	Weekend Bullet
<b>Base: (All Respondents)*</b>	<b>3,070</b>	<b>448</b>	<b>1,505</b>	<b>730</b>	<b>283</b>	<b>104</b>
Experience using your ticket	4.17	4.28	4.15	4.06	4.32	4.28
Posted information on info. boards (schedules, flyers)	3.91	4.03	3.85	3.85	4.12	4.16
Experience purchasing your ticket	3.87	4.09	3.81	3.73	4.13	3.94
Your sense of security at the station	3.84	3.93	3.81	3.85	3.88	3.76
Information posted on electronic platform signs	3.82	3.98	3.74	3.73	4.15	4.19
Ease of use of Caltrain ticket machines	3.82	3.98	3.80	3.68	3.98	3.88
Cleanliness of stations/parking lots	3.78	3.95	3.75	3.71	3.89	3.80
Location of Clipper tag on and off equipment	3.76	3.92	3.71	3.70	3.95	3.92
Real time predictions posted on electronic platform signs	3.74	3.99	3.62	3.65	4.12	4.15
Adequacy and clarity of station announcements	3.64	3.86	3.58	3.53	3.87	3.78
Being informed of delays that exceed 10 minutes	3.50	3.76	3.42	3.37	3.81	3.93
<b>Overall experience at Caltrain stations</b>	<b>3.86</b>	<b>4.03</b>	<b>3.82</b>	<b>3.73</b>	<b>4.07</b>	<b>3.97</b>

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.

Highest Score among Subgroups Lowest Score among Subgroups

(See Statistical Tables 5-16)

## STATION RATINGS BY BIKE CAR

- J Those in regular cars rated their overall station experience only higher (3.87) than those in bike cars (3.83).
- J The greatest difference between regular and bike car riders is in the ratings for “*Experience purchasing your ticket*” and “*Ease of use of Caltrain ticket machines*” which bike car riders rated 0.11 points lower than regular car riders.

	Mean Scores (5 point scale) - 2019		
	Overall Mean Score	Regular Car	Bike Car
<b>Base: (All Respondents)*</b>	<b>3,070</b>	<b>2,040</b>	<b>1,030</b>
Experience using your ticket	4.17	4.20	4.10
Posted information on info. boards (schedules, flyers)	3.91	3.94	3.86
Experience purchasing your ticket	3.87	3.91	3.80
Your sense of security at the station	3.84	3.84	3.85
Information posted on electronic platform signs	3.82	3.83	3.82
Ease of use of Caltrain ticket machines	3.82	3.86	3.75
Cleanliness of stations/parking lots	3.78	3.80	3.76
Location of Clipper tag on and off equipment	3.76	3.78	3.73
Real time predictions posted on electronic platform signs	3.74	3.74	3.75
Adequacy and clarity of station announcements	3.64	3.67	3.58
Being informed of delays that exceed 10 minutes	3.50	3.48	3.54
<b>Overall experience at Caltrain stations</b>	<b>3.86</b>	<b>3.87</b>	<b>3.83</b>

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.

[Highest Score among Subgroups](#)

(See Statistical Tables 5-16)

## ONBOARD RATINGS OVERALL

- J Respondents rated their overall experience onboard Caltrain trains 3.83 (out of 5.00), a significant decrease from 2018 (4.13) and 2017 (4.11).
- J The 2019 survey added ten new train attributes. All seven [A7][A8][A9] legacy attributes showed decreases. The decrease in “Adequacy and clarity of routine onboard announcements” was the only decrease not statistically significant. The greatest decrease was seen in “Availability of printed materials” which decreased from 4.23 in 2018 to 3.99 in 2019.

	Mean Scores (5 point scale)		
	MAY 2019	MAY 2018	JUNE 2017
<b>Base: (All Respondents)*</b>	<b>3,070</b>	<b>3,313</b>	<b>3,157</b>
Professional appearance of conductors	4.41	4.54	4.51
Politeness and helpfulness of conductors <sup>^</sup>	4.28	-	-
On-time arrival (within five minutes of scheduled arrival time) <sup>^^</sup>	4.04	4.16	4.07
Visibility of conductors <sup>^</sup>	4.00	-	-
Availability of printed materials	3.99	4.23	4.21
Comfort of ride <sup>^</sup>	3.84	-	-
On-time arrival during Caltrain construction (within five minutes of scheduled arrival time) <sup>^</sup>	3.79	-	-
Adequacy and clarity of routine onboard announcements	3.78	3.81	3.72
Cleanliness of train interiors	3.74	3.85	3.82
Reliability of train equipment <sup>^</sup>	3.73	-	-
Ability to report security or safety issues <sup>^</sup>	3.66	-	-
Being informed of delays that exceed 10 minutes	3.64	3.81	3.73
Digital communications <sup>^</sup>	3.62	-	-
Onboard seating availability <sup>^</sup>	3.54	-	-
Noise level of train <sup>^</sup>	3.50	-	-
Frequency of trains <sup>^</sup>	3.10	-	-
<b>Onboard experience (overall) on Caltrain</b>	<b>3.83</b>	<b>4.13</b>	<b>4.11</b>

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.

<sup>^</sup> Question not asked in 2018 and 2017

<sup>^^</sup> In 2018 and 2017, this was phrased as, “On-time arrival at your destination”

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

(See Statistical Tables 17-33)

ONBOARD RATINGS OVERALL (continued)

N=base of survey participants

----- read % across ▶ -----

**MAY 2019 N= 3,070\***

MAY 2018 N= 3,313\*

JUNE 2017 N= 3,157\*

	VERY SATISFIED			VERY DISSATISFIED		NOT APPLICABLE	MEAN SCORE
	5	4	3	2	1	[ ]	(5 Pt. Scale)
<b>Politeness and helpfulness of conductors<sup>^</sup></b>							
<b>MAY 2019</b> .....	<b>47</b>	<b>34</b>	<b>11</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>4.28</b>
<b>Professional appearance of the conductors</b>							
<b>MAY 2019</b> .....	<b>53</b>	<b>34</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>4.41</b>
MAY 2018.....	61	29	6	1	<1	3	4.54
JUNE 2017.....	58	32	7	1	<1	3	4.51
<b>On-time arrival at your destination (within five minutes of scheduled arrival time)<sup>^^</sup></b>							
<b>MAY 2019</b> .....	<b>35</b>	<b>41</b>	<b>16</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>4.04</b>
MAY 2018.....	39	41	14	3	1	1	4.16
JUNE 2017.....	37	39	16	5	2	2	4.07
<b>Visibility of conductors<sup>^</sup></b>							
<b>MAY 2019</b> .....	<b>36</b>	<b>34</b>	<b>19</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>4.00</b>
<b>Availability of printed materials</b>							
<b>MAY 2019</b> .....	<b>30</b>	<b>29</b>	<b>18</b>	<b>4</b>	<b>1</b>	<b>18</b>	<b>3.99</b>
MAY 2018.....	40	30	14	2	1	13	4.23
JUNE 2017.....	40	31	14	3	1	11	4.21
<b>Comfort of ride<sup>^</sup></b>							
<b>MAY 2019</b> .....	<b>27</b>	<b>41</b>	<b>23</b>	<b>6</b>	<b>2</b>	<b>&lt;1</b>	<b>3.84</b>
<b>On-time arrival during Caltrain construction (within five minutes of scheduled arrival time)<sup>^</sup></b>							
<b>MAY 2019</b> .....	<b>22</b>	<b>28</b>	<b>19</b>	<b>6</b>	<b>2</b>	<b>23</b>	<b>3.79</b>
<b>Adequacy and clarity of routine onboard announcements</b>							
<b>MAY 2019</b> .....	<b>28</b>	<b>35</b>	<b>23</b>	<b>9</b>	<b>3</b>	<b>2</b>	<b>3.78</b>
MAY 2018.....	30	34	21	9	3	3	3.81
JUNE 2017.....	28	33	23	10	4	3	3.72
<b>Cleanliness of train interiors</b>							
<b>MAY 2019</b> .....	<b>23</b>	<b>41</b>	<b>24</b>	<b>8</b>	<b>3</b>	<b>&lt;1</b>	<b>3.74</b>
MAY 2018.....	29	39	23	7	2	1	3.85
JUNE 2017.....	27	39	25	7	3	<1	3.82

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.

<sup>^</sup> Question not asked in 2018 and 2017

<sup>^^</sup> In 2018 and 2017, this was asked as, "On-time arrival at your destination"

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

(See Statistical Tables 17-33)



ONBOARD RATINGS OVERALL (continued)

N=base of survey participants

----- read % across ▶ -----

**MAY 2019 N= X,XXX\***

MAY 2018 N= 3,313\*

JUNE 2017 N= 3,157\*

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

Reliability of train equipment^

<b>MAY 2019</b> .....	<b>24</b>	<b>37</b>	<b>23</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>3.73</b>
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Ability to report security or safety issues^

<b>MAY 2019</b> .....	<b>18</b>	<b>23</b>	<b>20</b>	<b>7</b>	<b>3</b>	<b>29</b>	<b>3.66</b>
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Being informed of delays that exceed 10 minutes

<b>MAY 2019</b> .....	<b>26</b>	<b>28</b>	<b>20</b>	<b>10</b>	<b>6</b>	<b>9</b>	<b>3.64</b>
MAY 2018.....	28	29	19	7	4	12	3.81
JUNE 2017.....	27	29	20	9	5	11	3.73

Digital communications^

<b>MAY 2019</b> .....	<b>22</b>	<b>26</b>	<b>23</b>	<b>10</b>	<b>4</b>	<b>16</b>	<b>3.62</b>
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Onboard seating availability^

<b>MAY 2019</b> .....	<b>22</b>	<b>33</b>	<b>27</b>	<b>13</b>	<b>5</b>	<b>&lt;1</b>	<b>3.54</b>
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Noise level on train^

<b>MAY 2019</b> .....	<b>19</b>	<b>34</b>	<b>29</b>	<b>11</b>	<b>6</b>	<b>1</b>	<b>3.50</b>
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Frequency of trains^

<b>MAY 2019</b> .....	<b>14</b>	<b>24</b>	<b>29</b>	<b>21</b>	<b>10</b>	<b>1</b>	<b>3.10</b>
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Everything considered, how would you rate your onboard experience on Caltrain?

<b>MAY 2019</b> .....	<b>20</b>	<b>49</b>	<b>24</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>3.83</b>
MAY 2018.....	31	53	13	2	1	<1	4.13
JUNE 2017.....	31	52	15	2	<1	<1	4.11

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.

^ Question not asked in 2018 and 2017

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

(See Statistical Tables 17-33)

## ONBOARD RATINGS BY TIME PERIOD

- J 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.
- J While weekday peak riders rated each attribute lower than the overall mean score, the largest deviation was “Reliability of train equipment” which peak riders rated at 3.62 (compared to the overall score of 3.73).

	Mean Scores (5 point scale) 2019			
	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Weekend
<b>Base: (All Respondents)*</b>	<b>3,070</b>	<b>2,153</b>	<b>529</b>	<b>388</b>
Professional appearance of conductors	4.41	4.40	4.43	4.44
Politeness and helpfulness of conductors	4.28	4.25	4.31	4.40
On-time arrival (within five minutes of scheduled arrival time)	4.04	3.98	4.16	4.25
Visibility of conductors	4.00	4.00	4.01	4.01
Availability of printed materials	3.99	3.97	4.08	3.98
Comfort of ride	3.84	3.76	4.05	3.99
On-time arrival during Caltrain construction (within five minutes of scheduled arrival time)	3.79	3.75	3.85	3.95
Adequacy and clarity of routine onboard announcements	3.78	3.72	3.96	3.89
Cleanliness of train interiors	3.74	3.69	3.88	3.83
Reliability of train equipment	3.73	3.62	3.95	4.03
Ability to report security or safety issues	3.66	3.59	3.84	3.84
Being informed of delays that exceed 10 minutes	3.64	3.56	3.83	3.92
Digital communications	3.62	3.54	3.84	3.79
Onboard seating availability	3.54	3.40	3.81	3.92
Noise level of train	3.50	3.40	3.72	3.75
Frequency of trains	3.10	3.06	3.27	3.15
<b>Onboard experience (overall) on Caltrain</b>	<b>3.83</b>	<b>3.76</b>	<b>3.97</b>	<b>3.99</b>

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.

Highest Score among Subgroups Lowest Score among Subgroups

(See Statistical Tables 17-33)

## ONBOARD RATINGS BY TYPE OF SERVICE

- J In general, Weekday Bullet riders gave lower scores.
- J Weekend Local riders provided the highest ratings for 10 of the 17 attributes and onboard experience overall.
- J All rider sub-groups rated their overall experience on board a 3.80 or higher; Weekend Local riders provided the highest (4.03) rating, while Weekday Bullet riders provided the lowest overall onboard rating (3.70).

Highest by sub-group Lowest by sub-group	Mean Scores (5 point scale) – May 2019					
	Overall Mean Score	Weekday Local	Weekday Limited	Weekday Bullet	Weekend Local	Weekend Bullet
<b>Base: (All Respondents)*</b>	<b>3,070</b>	<b>448</b>	<b>1,505</b>	<b>730</b>	<b>283</b>	<b>104</b>
Professional appearance of conductors	4.41	4.44	4.39	4.42	4.44	4.45
Politeness and helpfulness of conductors	4.28	4.33	4.24	4.29	4.40	4.39
On-time arrival (within five minutes of scheduled arrival time)	4.04	4.15	3.99	4.00	4.24	4.24
Visibility of conductors	4.00	4.02	3.97	4.05	4.07	3.83
Availability of printed materials	3.99	4.10	3.97	3.97	4.04	3.82
Comfort of ride	3.84	4.08	3.82	3.66	4.05	3.81
On-time arrival during Caltrain construction (within five minutes of scheduled arrival time)	3.79	3.84	3.75	3.77	3.93	3.99
Adequacy and clarity of routine onboard announcements	3.78	3.97	3.74	3.69	3.93	3.75
Cleanliness of train interiors	3.74	3.89	3.72	3.63	3.90	3.63
Reliability of train equipment	3.73	3.98	3.67	3.55	4.07	3.89
Ability to report security or safety issues	3.66	3.87	3.62	3.54	3.89	3.68
Being informed of delays that exceed 10 minutes	3.64	3.86	3.58	3.52	3.94	3.85
Digital communications	3.62	3.87	3.57	3.49	3.78	3.78
Onboard seating availability	3.54	3.84	3.49	3.25	3.94	3.86
Noise level of train	3.50	3.76	3.46	3.30	3.77	3.70
Frequency of trains	3.10	3.26	3.06	3.08	3.14	3.16
<b>Onboard experience (overall) on Caltrain</b>	<b>3.83</b>	<b>3.99</b>	<b>3.80</b>	<b>3.70</b>	<b>4.03</b>	<b>3.88</b>

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.

Highest Score among Subgroups Lowest Score among Subgroups

(See Statistical Tables 17-33)

## ONBOARD RATINGS BY BIKE CAR

- J More than one third (34%) of respondents were surveyed while riding in a bike car.
- J Those in regular cars rated their overall onboard experience higher (3.85) than those in bike cars (3.78).
- J The greatest difference between regular and bike car riders is in the ratings for “Onboard seating availability” which bike car riders rated 0.13 points lower than regular car riders.

	Mean Scores (5 point scale) – May 2019		
	Overall Mean Score	Regular Car	Bike Car
<b>Base: (All Respondents)*</b>	<b>3,070</b>	<b>2,040</b>	<b>1,030</b>
Politeness and helpfulness of conductors	4.28	4.31	4.22
Professional appearance of conductors	4.41	4.43	4.36
Visibility of conductors	4.00	4.00	4.01
Availability of printed materials	3.99	4.01	3.96
Digital communications	3.62	3.63	3.59
Being informed of delays that exceed 10 minutes	3.64	3.63	3.65
Adequacy and clarity of routine onboard announcements	3.78	3.79	3.76
On-time arrival (within five minutes of scheduled arrival time)	4.04	4.04	4.05
On-time arrival during Caltrain construction (within five minutes of scheduled arrival time)	3.79	3.78	3.82
Frequency of trains	3.10	3.08	3.15
Cleanliness of train interiors	3.74	3.76	3.70
Reliability of train equipment	3.73	3.75	3.69
Comfort of ride	3.84	3.85	3.81
Onboard seating availability	3.54	3.58	3.45
Noise level of train	3.50	3.53	3.45
Ability to report security or safety issues	3.66	3.66	3.67
<b>Onboard experience (overall) on Caltrain</b>	<b>3.83</b>	<b>3.85</b>	<b>3.78</b>

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.

Highest Score among Subgroups

(See Statistical Tables 17-33)

## OVERALL SATISFACTION WITH CALTRAIN

How would you rate your overall Caltrain experience?

- J Overall satisfaction with Caltrain decreased from 4.07 in 2018 to 3.86 in 2019, a statistically significant decrease.
- J While there is only a small increase in those dissatisfied with Caltrain (5% in 2019 vs. 3% in 2018), there is an 8% decrease in those very satisfied with Caltrain service and corresponding 7% increase in those giving Caltrain a Neutral rating.
- J By sub-group, Weekend riders are generally more satisfied (and provided a higher rating) than Weekday rider groups.

	Mean Scores (5 point scale)		
	MAY 2019	MAY 2018	JUNE 2017
<b>Base: (All Respondents)*</b>	<b>3,070</b>	<b>3,313</b>	<b>3,157</b>
	%	%	%
Very Satisfied (5)	20	28	28
(4)	53	54	53
(3)	22	15	16
(2)	5	2	3
Very Dissatisfied (1)	1	1	1
Not Applicable	<1	<1	<1
	100	100	100
RECAP %			
Satisfied (5 or 4)	73	82	80
Neutral (3)	22	15	16
Dissatisfied (1 or 2)	5	3	3
<b>MEAN</b>	<b>3.86</b>	<b>4.07</b>	<b>4.05</b>

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

(See Statistical Table 34)

## OVERALL SATISFACTION WITH CALTRAIN – BY SUB-GROUPS

	BASE (#)	MEAN (5 PT SCALE)	Very Satisfied (5 rating) %	Satisfied (4 rating) %	Dissatisfied (2 or 1 rating) %	Neutral/NA (3 rating) %
<b>TOTAL</b>	<b>3,070</b>	<b>3.86</b>	<b>20</b>	<b>53</b>	<b>5</b>	<b>22</b>
<b>BY RIDERSHIP SEGMENT</b>						
Weekday Peak	2,153	3.80	17	53	6	24
Weekday Off-peak	529	4.00	27	52	4	18
Weekend	388	4.03	28	51	4	17
<b>BY TYPE OF SERVICE</b>						
Weekday Local	448	4.01	27	52	4	17
Weekday Limited	1,505	3.83	18	53	5	24
Weekday Bullet	730	3.76	16	54	8	23
Weekend Local	283	4.04	29	53	4	14
Weekend Bullet	104	3.97	26	46	3	25
<b>BY CAR TYPE</b>						
Regular	2,040	3.87	20	54	5	21
Bike	1,030	3.84	20	51	6	23
<b>BY FREQUENCY</b>						
5 + Days/Wk	1,589	3.81	18	52	6	24
3-4 Days/Wk	600	3.78	13	59	5	23
1-2 Days/Wk	278	3.90	24	49	6	21
1 Day/Month or Less	550	4.10	31	51	3	15
<b>BY FARE MEDIA</b>						
Paper	461	4.08	32	46	3	19
Clipper	1,657	3.80	17	54	7	23
Go-Pass	669	3.80	16	54	5	25
Mobile App	182	4.08	27	58	4	11
<b>BY AGE</b>						
18 And Under	85	4.20	32	55	<1	13
19 – 34	1,588	3.91	21	55	4	20
35 - 54	1,011	3.75	17	50	8	25
55 And Older	367	3.92	22	53	4	21

(See Statistical Table 34)

## FARE PAYMENT <sup>[A10]</sup>

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

- J More than one third of respondents (33%) paid for their trip using a Clipper Caltrain Monthly Pass, while 22% use the Go Pass, and 22% use Clipper cash value.
- J While roughly the same percentage uses the One-Way Ticket and the Day Pass as before, the paper versions are more likely to be used than their Mobile counterparts.
- J Riders 18 years and younger were far more likely to be using a paper fare product (24% one-way ticket, 16% day pass) than riders overall (9% and 6% respectively).

	MAY 2019	MAY 2018	JUNE 2017
<b>Base: (All Respondents)*</b>	<b>3,070</b>	<b>3,313</b>	<b>3,157</b>
Clipper Caltrain Monthly Pass	33%	36%	35%
Go Pass	22%	21%	20%
Clipper Cash Value	22%	22%	16%
Paper One-Way Ticket <sup>^</sup>	9%	-	-
Paper Day Pass <sup>^</sup>	6%	-	-
Mobile One-Way Ticket* <sup>^</sup>	4%	-	-
Mobile Day Pass* <sup>^</sup>	2%	-	-
Other (Unspecified)	1%	-	-
Blank/Multiple Responses	<1%	<1%	<1%
Day Pass	-	8%	10%
One-Way Ticket	-	13%	14%
Paid With Mobile Device But Did Not Specify Ticket Type*	-	<1%	-
Clipper 8-Ride Ticket*	-	-	4%
Clipper (Type Not Specified)	-	-	<1%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

<sup>^</sup>Response was added to survey instrument in 2019

**By Age:**

<b>2019</b>	<b>Total</b>	<b>Under 18</b>	<b>19-34</b>	<b>35-54</b>	<b>55 +</b>
<b>Base: (All Respondents)*</b>	<b>3,070</b>	<b>85</b>	<b>1588</b>	<b>1011</b>	<b>367</b>
Clipper Caltrain Monthly Pass	33%	19%	30%	38%	34%
Go Pass	22%	9%	24%	21%	18%
Clipper Cash Value	22%	20%	20%	23%	28%
Paper One-Way Ticket	9%	24%	11%	7%	9%
Paper Day Pass	6%	16%	6%	5%	7%
Mobile One-Way Ticket	4%	6%	6%	2%	1%
Mobile Day Pass	2%	2%	2%	2%	1%
Other (Unspecified)	1%	<1%	1%	2%	1%
Blank/Multiple Responses	<1%	4%	<1%	1%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

(See Statistical Table 2)



## 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<sup>^</sup>

	( <b>%</b> )					
	<b>2019 TOTAL</b>	<b>Regular Car</b>	<b>Bike Car</b>	<b>Weekday Peak</b>	<b>Weekday Off-peak</b>	<b>Weekend</b>
<b>Base: (All Respondents)*</b>	<b>3,070</b>	<b>2,040</b>	<b>1,030</b>	<b>2,153</b>	<b>529</b>	<b>388</b>
San Francisco	29%	29%	30%	28%	31%	34%
Palo Alto	11%	11%	12%	11%	13%	8%
San Jose-Diridon	9%	8%	11%	9%	7%	11%
Mountain View	8%	9%	8%	10%	4%	5%
Redwood City	6%	6%	6%	5%	7%	6%
Sunnyvale	4%	3%	6%	4%	6%	6%
Millbrae	4%	5%	3%	4%	4%	6%
Hillsdale	4%	3%	4%	4%	2%	5%
Menlo Park	3%	3%	2%	3%	3%	3%
San Mateo	3%	3%	2%	3%	3%	2%

### Alighting Station<sup>^</sup>

	( <b>%</b> )					
	<b>TOTAL</b>	<b>Regular Car</b>	<b>Bike Car</b>	<b>Weekday Peak</b>	<b>Weekday Off-peak</b>	<b>Weekend</b>
<b>Base: (All Respondents)*</b>	<b>3,070</b>	<b>2,040</b>	<b>1,030</b>	<b>2,153</b>	<b>529</b>	<b>388</b>
San Francisco	22%	19%	28%	24%	16%	21%
Palo Alto	13%	14%	10%	14%	6%	13%
San Jose-Diridon	9%	7%	13%	9%	8%	11%
Mountain View	7%	6%	7%	6%	8%	9%
Sunnyvale	7%	7%	6%	6%	7%	9%
Redwood City	6%	6%	6%	6%	7%	6%
Hillsdale	6%	6%	5%	6%	6%	5%
San Mateo	5%	6%	4%	5%	6%	2%
Millbrae	5%	5%	5%	4%	9%	5%
California Avenue	3%	3%	1%	3%	3%	2%

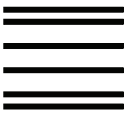
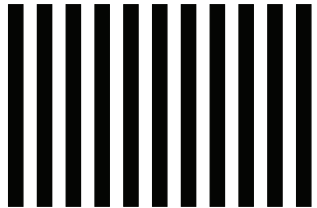
<sup>^</sup>Incomplete List-Only stations with 3% overall are shown, for complete list see crosstabulated tables

(See Statistical Tables 3 & 4)

# APPENDICES

## APPENDIX A - QUESTIONNAIRES

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



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

POSTAGE WILL BE PAID BY ADDRESSEE

PASSENGER SURVEY  
CALTRAIN  
PO BOX 3006  
SAN CARLOS CA 94070-9927



# Caltrain Customer Survey 2019



Dear Caltrain Passenger,

Please take a few moments to complete this questionnaire and tell us how we are doing. Please hand the completed survey back to the onboard surveyor. Thank you!

## USAGE

- About how often do you ride Caltrain?
 

<input type="checkbox"/> 6-7 days /week	<input type="checkbox"/> 2 days /week
<input type="checkbox"/> 5 days /week	<input type="checkbox"/> 1 day /week
<input type="checkbox"/> 4 days /week	<input type="checkbox"/> 1 – 3 days /month
<input type="checkbox"/> 3 days /week	<input type="checkbox"/> Less than once a month
- How did you pay for this train trip (today)?
 

<input type="checkbox"/> Paper – one-way ticket	<input type="checkbox"/> Go Pass
<input type="checkbox"/> Paper – day pass	<input type="checkbox"/> Mobile app – one-way ticket
<input type="checkbox"/> Clipper – cash value	<input type="checkbox"/> Mobile app – day pass
<input type="checkbox"/> Clipper – monthly pass	<input type="checkbox"/> Other (specify): _____
- 3a. Station where you got ON this train: \_\_\_\_\_
- 3b. Station where you will get OFF this train: \_\_\_\_\_

## ABOUT YOU

- Age
 

<input type="checkbox"/> Under 13	<input type="checkbox"/> 25 - 34	<input type="checkbox"/> 55 - 64
<input type="checkbox"/> 13 - 18	<input type="checkbox"/> 35 - 44	<input type="checkbox"/> 65 or older
<input type="checkbox"/> 19 - 24	<input type="checkbox"/> 45 - 54	
- What is your 5-digit home Zip Code? \_\_\_\_\_

Run ID: \_\_\_\_\_

## RATINGS

6. Please respond 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 you, check NA for Not Applicable.

		Very Satisfied	←	→	Very Dissatisfied	NA
<b>At Stations</b>						
a. Cleanliness of stations & parking lots .....	5	4	3	2	1	<input type="checkbox"/>
b. Being informed of delays that exceed 10 min	5	4	3	2	1	<input type="checkbox"/>
c. Information posted on electronic platform signs .....	5	4	3	2	1	<input type="checkbox"/>
d. Real time predictions posted on electronic platform signs .....	5	4	3	2	1	<input type="checkbox"/>
e. Posted information on info. boards (schedules, flyers) .....	5	4	3	2	1	<input type="checkbox"/>
f. Adequacy and clarity of station announcements .....	5	4	3	2	1	<input type="checkbox"/>
g. Ease of use of Caltrain ticket machines .....	5	4	3	2	1	<input type="checkbox"/>
h. Experience purchasing your ticket (mobile app, Caltrain ticket machine, Clipper, etc.).....	5	4	3	2	1	<input type="checkbox"/>
i. Experience using your ticket (mobile app, paper, Clipper, etc.).....	5	4	3	2	1	<input type="checkbox"/>
j. Location of Clipper tag on and off equipment.	5	4	3	2	1	<input type="checkbox"/>
k. Your sense of security while at the station .....	5	4	3	2	1	<input type="checkbox"/>
l. Overall rating of Caltrain <u>station</u> experience...	5	4	3	2	1	<input type="checkbox"/>

### Onboard Trains

m. Politeness and helpfulness of conductors.....	5	4	3	2	1	<input type="checkbox"/>
n. Professional appearance of conductors .....	5	4	3	2	1	<input type="checkbox"/>
o. Visibility of conductors.....	5	4	3	2	1	<input type="checkbox"/>
p. Availability of printed material .....	5	4	3	2	1	<input type="checkbox"/>
q. Digital communications (website, social media) ..	5	4	3	2	1	<input type="checkbox"/>
r. Being informed of delays that exceed 10 minutes .....	5	4	3	2	1	<input type="checkbox"/>

Very Satisfied ← → Very Dissatisfied NA

### Onboard Trains (continued)

s. Adequacy and clarity of onboard announcements (train delays, special events).....	5	4	3	2	1	<input type="checkbox"/>
t. On-time arrival (within five minutes of scheduled arrival time) .....	5	4	3	2	1	<input type="checkbox"/>
u. On-time arrival during Caltrain construction work (within five minutes of scheduled arrival time)...	5	4	3	2	1	<input type="checkbox"/>
v. Frequency of trains .....	5	4	3	2	1	<input type="checkbox"/>
w. Cleanliness of train interiors .....	5	4	3	2	1	<input type="checkbox"/>
x. Reliability of train equipment .....	5	4	3	2	1	<input type="checkbox"/>
y. Comfort of ride.....	5	4	3	2	1	<input type="checkbox"/>
z. Onboard seating availability.....	5	4	3	2	1	<input type="checkbox"/>
a1. Noise level of train.....	5	4	3	2	1	<input type="checkbox"/>
b1. Ability to report security or safety issues.....	5	4	3	2	1	<input type="checkbox"/>
c1. Overall rating of Caltrain <u>onboard</u> experience .....	5	4	3	2	1	<input type="checkbox"/>

### Overall

7. How would you rate your <u>overall</u> Caltrain experience? .....	5	4	3	2	1	<input type="checkbox"/>
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### COMMENTS

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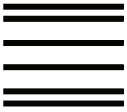
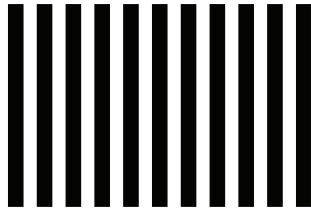


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Thank you very much for participating in this survey!



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA

POSTAGE WILL BE PAID BY ADDRESSEE

PASSENGER SURVEY  
CALTRAIN  
PO BOX 3006  
SAN CARLOS CA 94070-9927



## Encuesta de Usuarios Caltrain 2019



Apreciado pasajero de Caltrain,

Por favor, tome unos momentos para completar este cuestionario y díganos qué tal lo estamos haciendo. Por favor, una vez finalizado, entréguela al entrevistador de a bordo. ¡Gracias!

### Uso

1. Aproximadamente, ¿con cuánta frecuencia viaja usted en Caltrain?

- |   |  |
|---|--|
| <input type="checkbox"/> 6-7 días /semana | <input type="checkbox"/> 2 días /semana          |
| <input type="checkbox"/> 5 días /semana   | <input type="checkbox"/> 1 día /semana           |
| <input type="checkbox"/> 4 días /semana   | <input type="checkbox"/> 1 – 3 días /mes         |
| <input type="checkbox"/> 3 días /semana   | <input type="checkbox"/> Menos de una vez al mes |

2. ¿Cómo pagó usted por este viaje en tren (hoy día)?

- |  |   |
|--|---|
| <input type="checkbox"/> Papel – boleto de ida       | <input type="checkbox"/> Go Pass                          |
| <input type="checkbox"/> Papel – pase diario         | <input type="checkbox"/> Aplicación móvil – boleto de ida |
| <input type="checkbox"/> Clipper – valor en efectivo | <input type="checkbox"/> Aplicación móvil – pase diario   |
| <input type="checkbox"/> Clipper – pase mensual      | <input type="checkbox"/> Otra forma (especificar): _____  |

3a. Estación en la que ABORDÓ usted este tren: \_\_\_\_\_

3b. Estación en la que se APEARÁ usted de este tren: \_\_\_\_\_

### ACERCA DE USTED

4. Edad
- |                                      |                                  |                                     |
|--------------------------------------|----------------------------------|-------------------------------------|
| <input type="checkbox"/> Menor de 13 | <input type="checkbox"/> 25 - 34 | <input type="checkbox"/> 55 - 64    |
| <input type="checkbox"/> 13 - 18     | <input type="checkbox"/> 35 - 44 | <input type="checkbox"/> 65 o mayor |
| <input type="checkbox"/> 19 - 24     | <input type="checkbox"/> 45 - 54 |                                     |

5. ¿Cuáles son los cinco números del código postal de su vivienda? \_\_\_\_\_

Run ID: \_\_\_\_\_

## CALIFICACIONES

6. Por favor, responda marcando con un círculo el número que mejor refleje su calificación del servicio de Caltrain. 5 = Muy satisfecho y 1 = Muy insatisfecho. Si la pregunta no es pertinente, marque NA = No Aplica.

		Muy Satisfecho	←	→	Muy Insatisfecho	NA
<b>En la estaciones</b>						
a. Limpieza de estaciones & estacionamientos ..	5	4	3	2	1	<input type="checkbox"/>
b. Información de atrasos que superen 10 min ..	5	4	3	2	1	<input type="checkbox"/>
c. Información indicada en letreros electrónicos de los andenes .....	5	4	3	2	1	<input type="checkbox"/>
d. Predicciones en tiempo real indicadas en letreros electrónicos de los andenes.....	5	4	3	2	1	<input type="checkbox"/>
e. Información indicada en tableros de anuncios (horarios, panfletos) .....	5	4	3	2	1	<input type="checkbox"/>
f. Idoneidad y claridad de los anuncios en las estaciones .....	5	4	3	2	1	<input type="checkbox"/>
g. Facilidad de uso de las máquinas de boletos Caltrain.....	5	4	3	2	1	<input type="checkbox"/>
h. Experiencia comprando su boleto (app. móvil, máquina de boletos Caltrain, Clipper, etc.).....	5	4	3	2	1	<input type="checkbox"/>
i. Experiencia utilizando su boleto (app. móvil, papel, Clipper, etc.).....	5	4	3	2	1	<input type="checkbox"/>
j. Ubicación del indicador Clipper en y fuera de los equipamientos.....	5	4	3	2	1	<input type="checkbox"/>
k. Su sensación de seguridad en las estaciones ..	5	4	3	2	1	<input type="checkbox"/>
l. Calificación general de la experiencia en las <u>estaciones</u> de Caltrain.....	5	4	3	2	1	<input type="checkbox"/>

### A bordo de los trenes

m. Cortesía y amabilidad de los conductores.....	5	4	3	2	1	<input type="checkbox"/>
n. Aspecto profesional de los conductores .....	5	4	3	2	1	<input type="checkbox"/>
o. Visibilidad de los conductores.....	5	4	3	2	1	<input type="checkbox"/>
p. Disponibilidad de materiales impresos .....	5	4	3	2	1	<input type="checkbox"/>

Muy Satisfecho ← → Muy Insatisfecho NA

### A bordo de los trenes (continuación)

q. Comunicados digitales (sito web, redes sociales) .	5	4	3	2	1	<input type="checkbox"/>
r. Recibir información sobre atrasos que superen los 10 minutos.....	5	4	3	2	1	<input type="checkbox"/>
s. Idoneidad y claridad de anuncios de a bordo (atrasos tren, actividades especiales).....	5	4	3	2	1	<input type="checkbox"/>
t. Llegadas a tiempo (en plazo de cinco minutos de la hora programa de llegada) .....	5	4	3	2	1	<input type="checkbox"/>
u. Llegadas a tiempo durante trabajos de construcción de Caltrain (en plazo de cinco minutos de la hora programa de llegada) .....	5	4	3	2	1	<input type="checkbox"/>
v. Frecuencia de trenes .....	5	4	3	2	1	<input type="checkbox"/>
w. Limpieza del interior de los trenes .....	5	4	3	2	1	<input type="checkbox"/>
x. Fiabilidad de los equipamientos de trenes .....	5	4	3	2	1	<input type="checkbox"/>
y. Comodidad del viaje.....	5	4	3	2	1	<input type="checkbox"/>
z. Disponibilidad de asientos a bordo .....	5	4	3	2	1	<input type="checkbox"/>
a1. Nivel de ruido en los trenes.....	5	4	3	2	1	<input type="checkbox"/>
b1. Posibilidad de reportar asuntos de seguridad	5	4	3	2	1	<input type="checkbox"/>
c1. Calificación general de la experiencia <u>a bordo</u> de Caltrain.....	5	4	3	2	1	<input type="checkbox"/>

### General

7. <b>En general</b> , ¿cómo calificaría usted su experiencia con el servicio de Caltrain? .....	5	4	3	2	1	<input type="checkbox"/>
--	---	---	---	---	---	--------------------------

### COMENTARIOS

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¡Muchas gracias por su participación en esta encuesta!



## APPENDIX B - SCHEDULE



Caltrain Customer Satisfaction Survey – May 2019 | Summary Report

Caltrain Onboard Survey - May 2019

Interviewer Survey Schedule

Train Information					Car Info		Confirm Info		SERVICE TYPE	TIME PERIOD
TR#	Station Boarding	Departure Time	DAY	DIRECTION	CAR#	OUT OF (# CARS)	BIKE CAR?	EQUIPMENT TYPE		
<b>WEDNESDAY, MAY 1, 2019</b>										
206	SAN FRANCISCO	6:05 AM	WED	S	1	6	N	BOMBARDIER	LIMITED	AM PEAK
225	SAN JOSE-DIRIDON	7:54 AM	WED	N	5	6	Y	BOMBARDIER	LIMITED	AM PEAK
<b>THURSDAY, MAY 2, 2019</b>										
216	SAN FRANCISCO	7:05 AM	THUR	S	1	5	N	GALLERY	LIMITED	AM PEAK
233	SAN JOSE-DIRIDON	8:39 AM	THUR	N	3	6	N	BOMBARDIER	LIMITED	AM PEAK
381	SAN JOSE-DIRIDON	5:45 PM	THUR	N	2	6	N	GALLERY	BULLET	PM PEAK
190	SAN FRANCISCO	7:30 PM	THUR	S	6	6	Y	BOMBARDIER	LOCAL	OFFPEAK
197	SAN JOSE-DIRIDON	9:45 PM	THUR	N	3	6	N	GALLERY	LOCAL	OFFPEAK
<b>SATURDAY, MAY 4, 2019</b>										
421	SAN JOSE-DIRIDON	7:00 AM	SAT	N	5	6	N	BOMBARDIER	LOCAL	WEEKEND
424	SAN FRANCISCO	9:37 AM	SAT	S	2	6	N	BOMBARDIER	LOCAL	WEEKEND
438	SAN FRANCISCO	8:07 PM	SAT	S	1	6	N	BOMBARDIER	LOCAL	WEEKEND
441	SAN JOSE-DIRIDON	10:08 PM	SAT	N	6	6	N	BOMBARDIER	LOCAL	WEEKEND
<b>TUESDAY, MAY 7, 2019</b>										
102	SAN FRANCISCO	4:55 AM	TUE	S	2	6	Y	GALLERY	LOCAL	AM PEAK
313	SAN JOSE-DIRIDON	6:49 AM	TUE	N	4	6	Y	BOMBARDIER	BULLET	AM PEAK
330	SAN FRANCISCO	8:35 AM	TUE	S	6	6	Y	GALLERY	BULLET	AM PEAK
254	SAN FRANCISCO	2:43 PM	TUE	S	3	6	Y	BOMBARDIER	LIMITED	OFFPEAK
273	SAN JOSE-DIRIDON	5:10 PM	TUE	N	4	6	Y	GALLERY	LIMITED	PM PEAK
288	SAN FRANCISCO	6:58 PM	TUE	S	4	6	N	GALLERY	LIMITED	PM PEAK
257	SAN JOSE-DIRIDON	2:24 PM	TUE	N	3	6	N	BOMBARDIER	LIMITED	OFFPEAK
262	SAN FRANCISCO	4:23 PM	TUE	S	3	5	Y	GALLERY	LIMITED	PM PEAK
385	SAN JOSE-DIRIDON	6:20 PM	TUE	N	2	5	N	GALLERY	BULLET	PM PEAK
<b>WEDNESDAY, MAY 8, 2019</b>										
207	SAN JOSE-DIRIDON	5:59 AM	WED	N	1	5	Y	GALLERY	LIMITED	AM PEAK
222	SAN FRANCISCO	7:45 AM	WED	S	2	5	N	GALLERY	LIMITED	AM PEAK
143	SAN JOSE-DIRIDON	11:13 AM	WED	N	6	6	N	BOMBARDIER	LOCAL	OFFPEAK
151	SAN JOSE-DIRIDON	1:13 PM	WED	N	6	6	N	GALLERY	LOCAL	OFFPEAK
360	SAN FRANCISCO	4:12 PM	WED	S	2	6	Y	GALLERY	BULLET	PM PEAK
277	SAN JOSE-DIRIDON	5:30 PM	WED	N	5	5	N	GALLERY	LIMITED	PM PEAK
268	SAN FRANCISCO	4:58 PM	WED	S	4	6	N	BOMBARDIER	LIMITED	PM PEAK
<b>THURSDAY, MAY 9, 2019</b>										
217	GILROY	6:06 AM	THUR	N	3	6	N	BOMBARDIER	LIMITED	AM PEAK
101	SAN JOSE-DIRIDON	4:28 AM	THUR	N	2	5	N	GALLERY	LOCAL	AM PEAK
324	SAN FRANCISCO	7:59 AM	THUR	S	5	6	N	GALLERY	BULLET	AM PEAK

Caltrain Customer Satisfaction Survey – May 2019 | Summary Report

Caltrain Onboard Survey - May 2019

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
<b>TUESDAY, MAY 14, 2019</b>										
232	SAN FRANCISCO	8:45 AM	TUE	S	4	6	N	BOMBARDIER	LIMITED	AM PEAK
<b>THURSDAY, MAY 16, 2019</b>										
329	SAN JOSE-DIRIDON	8:04 AM	THUR	N	5	6	Y	GALLERY	BULLET	AM PEAK
142	SAN FRANCISCO	11:00 AM	THUR	S	4	5	N	GALLERY	LOCAL	OFFPEAK
150	SAN FRANCISCO	1:00 PM	THUR	S	2	5	Y	GALLERY	LOCAL	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	1	5	N	GALLERY	LIMITED	PM PEAK
<b>SATURDAY, MAY 18, 2019</b>										
801	SAN JOSE-DIRIDON	9:51 AM	SAT	N	3	6	N	BOMBARDIER	BULLET	WEEKEND
432	SAN FRANCISCO	3:37 PM	SAT	S	4	6	N	BOMBARDIER	LOCAL	WEEKEND
433	SAN JOSE-DIRIDON	4:08 PM	SAT	N	1	6	Y	BOMBARDIER	LOCAL	WEEKEND
804	SAN FRANCISCO	7:34 PM	SAT	S	6	6	Y	BOMBARDIER	BULLET	WEEKEND
<b>TUESDAY, MAY 28, 2019</b>										
289	SAN JOSE-DIRIDON	6:45 PM	TUE	N	6	6	N	BOMBARDIER	LIMITED	PM PEAK
192	SAN FRANCISCO	8:30 PM	TUE	S	2	6	N	BOMBARDIER	LOCAL	OFFPEAK
376	SAN FRANCISCO	5:38 PM	TUE	S	4	6	N	BOMBARDIER	BULLET	PM PEAK
195	SAN JOSE-DIRIDON	8:45 PM	TUE	N	5	6	Y	GALLERY	LOCAL	OFFPEAK
<b>WEDNESDAY, JUNE 19, 2019</b>										
365	SAN JOSE-DIRIDON	4:24 PM	WED	N	1	6	Y	BOMBARDIER	BULLET	PM 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.

## APPENDIX C - TEST OF STATISTICAL SIGNIFICANCE

### TEST OF STATISTICAL SIGNIFICANCE

95% Confidence Level	2019					2018					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			
<b>SCALE: 1=Poor, 5=Excellent</b>													
<b>ASKED QUESTIONS^</b>													
1. CLEANLINESS	3055	51	3,004	3.78	0.96	3,298	47	3,251	3.90	0.93	-0.12	-5.01	yes
2. BEING INFORMED OF DELAYS	3053	227	2,826	3.50	1.22	3,280	349	2,931	3.61	1.18	-0.11	-3.48	yes
3. INFO/PLATFORM SIGNS*	3038	37	3,001	3.82	1.08	-	-	-	-	-	-	-	-
4. REAL-TIME PREDICTIONS/PLATFORM SIGNS*	3042	83	2,959	3.74	1.13	-	-	-	-	-	-	-	-
5. POSTED INFORMATION	3005	354	2,651	3.91	1.00	3,277	198	3,079	3.96	0.96	-0.05	-1.92	no
6. STATION ANNOUNCEMENTS*	3029	72	2,957	3.64	1.11	-	-	-	-	-	-	-	-
7. EASE OF USE/CALTRAIN TICKET MACHINE	3038	425	2,613	3.82	1.11	3,303	355	2,948	3.77	1.13	0.05	1.66	no
8. EXPERIENCE PURCHASING TICKET*	3031	378	2,653	3.87	1.14	-	-	-	-	-	-	-	-
9. EXPERIENCE USING TICKET*	3016	176	2,840	4.17	1.03	-	-	-	-	-	-	-	-
10. LOCATION TAG ON/OFF EQUIPMENT*	3025	508	2,517	3.76	1.13	-	-	-	-	-	-	-	-
11. SENSE OF SECURITY/STATION*	3044	25	3,019	3.84	0.98	-	-	-	-	-	-	-	-
12. OVERALL STATIONS	3042	10	3,032	3.86	0.85	3,286	8	3,278	3.99	0.77	-0.13	-6.35	yes
13. POLITENESS/HELPLESSNESS OF CONDUCTORS*	3053	94	2,959	4.28	0.87	-	-	-	-	-	-	-	-
14. PROF. APPEARANCE OF CONDUCTORS	3051	95	2,956	4.41	0.77	3,291	96	3,195	4.54	0.68	-0.13	-7.00	yes
15. VISIBILITY OF CONDUCTORS*	3046	103	2,943	4.00	0.98	-	-	-	-	-	-	-	-
16. AVAILABILITY OF PRINTED MATERIALS	3018	532	2,486	3.99	0.97	3,281	438	2,843	4.23	0.86	-0.24	-9.50	yes
17. DIGITAL COMMUNICATIONS*	3012	470	2,542	3.62	1.13	-	-	-	-	-	-	-	-
18. BEING INFORMED OF DELAYS	3031	284	2,747	3.64	1.19	3,281	402	2,879	3.81	1.10	-0.17	-5.56	yes
19. ADEQUACY/CLARITY ONBOARD ANN	3026	71	2,955	3.78	1.04	3,279	105	3,174	3.81	1.07	-0.03	-1.11	no
20. ON-TIME ARRIVAL*#	3038	47	2,991	4.04	0.93	3,281	43	3,238	4.16	0.87	-0.12	-5.25	yes
21. ON-TIME ARRIVAL/CONSTRUCTION*	2995	683	2,312	3.79	1.04	-	-	-	-	-	-	-	-
22. TRAIN FREQUENCY*	3037	31	3,006	3.10	1.20	-	-	-	-	-	-	-	-
23. CLEANLINESS-TRAIN INTERIORS	3039	13	3,026	3.74	1.00	3,297	16	3,281	3.85	0.98	-0.11	-4.41	yes
24. RELIABILITY-TRAIN EQUIPMENT*	3014	139	2,875	3.73	1.04	-	-	-	-	-	-	-	-
25. RIDE COMFORT*	3041	10	3,031	3.84	0.97	-	-	-	-	-	-	-	-
26. SEATING AVAIL. *	3037	9	3,028	3.54	1.11	-	-	-	-	-	-	-	-
27. TRAIN NOISE*	3036	29	3,007	3.50	1.10	-	-	-	-	-	-	-	-
28. REPORT SECURITY/SAFETY ISSUES*	2979	855	2,124	3.66	1.08	-	-	-	-	-	-	-	-
29. OVERALL ONBOARD	3016	18	2,998	3.83	0.85	3,288	2	3,286	4.13	0.74	-0.30	-14.86	yes
30. BOTH STATION/ONBOARD	3026	5	3,021	3.86	0.81	3,269	2	3,267	4.07	0.75	-0.21	-10.64	yes

Caltrain Customer Satisfaction Survey – May 2018 | Summary Report

95% Confidence Level

SCALE: 1=Poor, 5=Excellent	2019					2018					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			
<b>WEIGHTED AVERAGES^^</b>													
TOTAL STATIONS AND PARKING	90,913	5,834	85,079	3.81	1.26	16,444	957	15,487	3.90	1.10	-0.09	-9.15	yes
TOTAL ONBOARD EXPERIENCE	51,469	5,778	45,691	3.80	1.19	22,998	1,102	21,896	4.04	0.79	-0.24	-31.11	yes
TOTAL STATIONS & ONBOARD	71,191	11,612	59,579	3.80	1.22	19,721	1,030	18,692	3.99	0.94	-0.19	-22.35	yes

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

^^Weighted averages are calculated as follows: "Total Stations and Parking" is calculated using the total responses for Question 1 through Question 12. "Total Onboard Experience" is calculated using the total responses for Question 13 through Question 29. "Total Stations & Onboard" is calculated by taking the average of "Total Stations and Parking" and "Total Onboard Experience."

\* New question for 2019

# In 2018, this was phrased as, "On-time arrival at your destination"

# APPENDIX D – ROUTE MAP



# APPENDIX E – 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	
<b>ZONE 6</b> Gilroy									6:06		6:28			7:06								
San Martin	AM								6:15		6:37			7:15								AM
Morgan Hill									6:21		6:43			7:21								
<b>ZONE 5</b> Blossom Hill									6:36		6:58			7:36								
Capitol									6:42		7:04			7:42								
<b>ZONE 4</b> 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	-	7:34	-	-	8:15	-	-	8:50	9:24	10:00	10:24	11:24	
<b>ZONE 3</b> Sunnyvale	4:43	5:18	-	6:20	6:15	6:36	-	7:07	7:20	7:15	7:40	-	8:07	8:22	8:15	8:36	8:55	9:29	10:05	10:28	11:28	
Mountain View	4:48	5:23	6:01	6:25	-	6:42	7:05	7:12	7:25	-	7:46	8:05	8:12	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	-	7:18	7:34	-	7:51	-	8:18	8:36	-	-	9:09	9:42	10:18	10:42	11:41	
Palo Alto	5:01	5:36	6:09	6:38	6:27	-	7:13	7:22	7:38	7:28	-	8:13	8:22	8:41	8:28	-	9:14	9:47	10:23	10:47	11:46	
Menlo Park	5:04	5:39	-	6:41	-	6:54	-	-	7:41	-	7:56	-	-	8:44	-	8:51	9:17	9:50	10:26	10:50	11:49	
Redwood City	5:10	5:44	-	6:47	6:33	6:59	-	-	7:47	7:35	8:02	-	-	8:51	8:35	8:57	9:24	9:57	10:32	10:55	11:55	
San Carlos	5:15	5:49	-	-	-	7:04	-	7:30	-	-	8:07	-	8:30	-	-	9:02	9:28	10:01	10:37	10:59	11:59	
Belmont	5:18	5:52	-	-	-	7:07	-	-	-	-	8:10	-	-	-	-	9:05	9:32	10:05	10:40	11:03	12:03	
Hillsdale	5:22	5:56	6:19	6:54	-	7:11	7:24	7:35	7:54	-	8:14	8:25	8:35	8:59	-	9:09	9:35	10:08	10:44	11:06	12:06	
Hayward Park	5:25	5:59	-	-	-	7:14	-	-	-	-	8:17	-	-	-	-	9:12	-	10:11	-	11:09	12:09	
San Mateo	5:28	6:03	-	-	6:44	7:18	-	7:39	-	7:45	8:21	-	8:39	-	8:45	9:15	9:40	10:15	10:49	11:12	12:12	
Burlingame	5:32	6:06	-	-	-	7:21	-	7:44	-	-	8:24	-	8:44	-	-	9:19	9:43	10:18	10:52	11:15	12:15	
Millbrae	5:36	6:11	6:28	7:03	6:52	7:26	7:32	-	8:03	7:53	8:29	8:34	-	9:08	8:53	9:24	9:48	10:23	10:57	11:20	12:20	
San Bruno	5:41	6:16	-	-	-	7:30	-	7:51	-	-	8:33	-	8:51	-	-	9:28	9:53	10:28	11:02	11:25	12:25	
So. San Francisco	5:45	6:20	-	7:09	-	7:34	-	-	8:09	-	8:37	-	-	9:14	-	9:32	-	10:32	-	11:29	12:29	
Bayshore	5:51	6:26	-	-	-	7:41+	-	-	-	-	8:45+	-	-	-	-	9:39	-	10:38	-	11:35	12:35	
22 <sup>nd</sup> Street	5:57	6:32	-	-	-	7:50+	-	-	-	-	8:53+	-	-	-	-	9:45	-	10:44	-	11:41	12:41	
San Francisco	6:03	6:38	6:47	7:24	7:09	7:57	7:52	8:08	8:24	8:13	9:00	8:54	9:08	9:29	9:13	9:52	10:09	10:52	11:19	11:48	12:48	

See Page 2 For Early Afternoon and Evening Times

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.

**EFFECTIVE APRIL 1, 2019**

# 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																									
San Martin	<b>PM</b>																								
Morgan Hill																									
Blossom Hill																									
Capitol																									
Tamien				2:16		3:32				4:33					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	5:10	5:20	5:30	5:40	5:45	6:10	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	-	5:16	-	-	5:46	-	6:16	-	-	-	7:12	7:50	8:50	9:50	10:35
Lawrence	12:24	1:24	2:24	2:34	3:25	3:50	-	-	4:41	4:54	-	-	-	5:41	5:54	-	-	-	6:45	6:55	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	-	-	-	6:49	-	7:22	8:00	9:00	10:00	10:45
Mountain View	12:33	1:33	2:33	2:44	3:35	4:02	-	4:38	4:48	5:05	4:59	-	5:34	5:48	6:05	5:59	-	6:34	6:54	7:03	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	-	-	-	-	7:09	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	4:46	4:56	5:20	5:07	5:31	5:42	5:56	6:20	6:07	6:31	6:42	7:02	7:13	7:40	8:17	9:17	10:17	11:04
Menlo Park	12:49	1:49	2:49	2:59	3:51	4:19	-	4:49	4:59	5:23	-	-	5:45	5:59	6:23	-	-	6:45	7:05	7:16	7:43	8:20	9:20	10:20	11:07
Redwood City	12:55	1:55	2:55	3:05	3:58	4:24	4:40	4:55	-	5:29	5:13	5:38	5:51	-	6:29	6:13	6:38	6:51	-	7:22	7:49	8:27	9:27	10:27	11:13
San Carlos	12:59	1:59	2:59	3:09	4:03	4:29	4:44	-	5:07	5:33	-	5:42	-	6:07	6:33	-	6:42	-	7:13	7:26	7:53	8:31	9:31	10:31	11:17
Belmont	1:03	2:03	3:03	3:13	4:06	-	4:47	-	-	-	-	5:45	-	-	-	-	6:45	-	-	-	7:57	8:35	9:35	10:35	11:21
Hillsdale	1:06	2:06	3:06	3:16	4:10	-	4:51	-	5:11	-	5:20	5:49	-	6:11	-	6:20	6:49	-	7:17	7:31	8:00	8:38	9:38	10:38	11:24
Hayward Park	1:09	2:09	3:09	-	4:13	-	4:54	-	-	-	-	5:52	-	-	-	-	6:52	-	-	-	8:03	8:41	9:41	10:41	11:27
San Mateo	1:12	2:12	3:14	3:21	4:17	4:36	4:57	-	5:15	5:40	-	5:55	-	6:15	6:40	-	6:55	-	7:21	7:35	8:07	8:44	9:44	10:44	11:30
Burlingame	1:15	2:15	3:17	3:24	4:20	-	5:01	-	5:19	-	-	5:59	-	6:19	-	-	6:59	-	7:25	7:39	8:10	8:48	9:48	10:48	11:34
Millbrae	1:20	2:20	3:22	3:32	4:25	4:42	5:05	5:12	-	5:48	5:32	6:03	6:08	-	6:48	6:32	7:03	7:08	-	7:43	8:15	8:52	9:52	10:52	11:38
San Bruno	1:25	2:25	3:27	3:37	4:30	-	5:10	-	5:26	-	-	6:08	-	6:26	-	-	7:08	-	7:32	-	8:20	8:57	9:57	10:57	11:42
So. San Francisco	1:29	2:29	3:31	-	4:34	-	5:14	-	-	-	-	6:12	-	-	-	-	7:12	-	-	-	8:24	9:01	10:01	11:01	11:46
Bayshore	1:35	2:35	3:37	-	4:40	-	5:21+	-	-	-	-	6:19+	-	-	-	-	7:19+	-	-	-	8:30	9:07	10:07	11:07	11:52
22 <sup>nd</sup> Street	1:41	2:41	3:43	-	4:46	4:56	5:30+	5:26	5:37	6:00	5:47	6:28+	6:23	6:37	7:00	6:47	7:28+	7:23	7:43	7:57	8:36	9:13	10:13	11:13	11:58
San Francisco	1:48	2:48	3:52	3:57	4:53	5:02	5:38	5:33	5:44	6:06	5:53	6:35	6:29	6:44	7:06	6:53	7:35	7:29	7:50	8:04	8:42	9:20	10:20	11:20	12:05

100 Local
200 Limited
300 Baby Bullet

 5:29 → 5:38  
 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 APRIL 1, 2019**

# 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	9:43	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	10:09	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	-	9:13	9:39	10:13	10:39	11:39
Belmont	5:35	6:07	-	6:58	-	-	-	-	7:58	-	-	-	-	8:58	-	-	9:43	10:17	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	10:20	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	10:25	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	10:30	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	10:34	11:00	12:00
California Avenue	5:55	6:28	6:57	-	-	7:37	-	-	-	-	8:37	-	-	-	-	9:37	10:04	10:37	11:04	12:04
San Antonio	5:59	6:32	-	-	-	7:41	-	-	-	-	8:41	-	-	-	-	9:41	10:08	10:42	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	10:46	11:13	12:13
Sunnyvale	6:10	6:42	-	-	-	7:51	-	-	-	-	8:51	-	-	-	-	9:51	10:18	10:51	11:18	12:18
Lawrence	6:15	6:46	7:09	-	-	7:56	-	8:07	-	-	8:56	-	9:07	-	-	9:56	10:22	10:55	11:22	12:22
Santa Clara	6:22	6:51	-	7:27	-	8:03	-	-	8:27	-	9:03	-	-	9:27	-	10:03	10:27	11:01	11:28	12:28
College Park	-	-	-	-	-	8:06	-	-	-	-	-	-	-	-	-	-	-	-	-	-
San Jose Diridon	6:31	7:05	7:21	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	11:11	11:35	12:35
Tamien	-	7:10	-	-	7:48	-	-	-	-	8:48	-	-	-	-	9:48	-	-	11:17	-	-
Capitol	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Blossom Hill	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Morgan Hill	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
San Martin	AM	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gilroy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	AM

100 Local

200 Limited

300 Baby Bullet

5:28 → 5:35  
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 APRIL 1, 2019**

# 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	5:23	5:32	5:38	5:58	6:16	6:23	6:32	6:38	6:58	7:30	8:30	9:30	10:30	12:05
22 <sup>nd</sup> Street	12:04	1:04	2:04	-	3:04	-	-	-	4:36	-	-	-	-	5:36	-	-	-	-	6:36	-	-	7:34	8:34	9:34	10:34	12:10
Bayshore	12:09	1:09	2:09	-	3:09	-	-	-	4:41	-	-	-	-	5:42	-	-	-	-	6:41	-	-	7:39	8:39	9:39	10:39	12:15
So. San Francisco	12:16	1:16	2:16	-	3:16	-	-	-	4:52	-	5:11	-	-	5:51	-	6:11	-	-	6:52	-	7:11	7:46	8:46	9:46	10:46	12:21
San Bruno	12:20	1:20	2:20	2:57	3:20	3:48	-	4:38	4:55	-	-	-	5:38	5:55	-	-	-	6:38	6:55	-	-	7:50	8:50	9:50	10:50	12:25
Millbrae	12:25	1:25	2:25	3:01	3:27	3:53	4:28	-	5:00	4:55	5:17	5:34	-	6:00	5:55	6:17	6:34	-	7:00	6:55	7:17	7:56	8:56	9:56	10:56	12:33
Burlingame	12:29	1:29	2:29	3:06	3:32	3:58	-	4:44	5:05	-	-	-	5:44	6:05	-	-	-	6:44	7:05	-	-	8:01	9:01	10:01	11:01	12:37
San Mateo	12:32	1:32	2:32	3:09	3:35	4:01	-	4:48	5:08	5:01	-	-	5:48	6:09	6:01	-	-	6:48	7:08	7:01	-	8:04	9:04	10:04	11:04	12:40
Hayward Park	12:36	1:36	2:36	-	3:39	-	-	-	5:12	-	-	-	-	6:12	-	-	-	-	7:12	-	-	8:08	9:08	10:08	11:08	12:44
Hillsdale	12:39	1:39	2:39	3:13	3:42	4:06	4:36	4:52	5:15	-	5:25	5:43	5:52	6:15	-	6:25	6:44	6:52	7:15	-	7:25	8:11	9:11	10:11	11:11	12:47
Belmont	12:43	1:43	2:43	3:17	3:46	4:10	-	-	5:19	-	-	-	-	6:19	-	-	-	-	7:19	-	-	8:15	9:15	10:15	11:15	12:51
San Carlos	12:46	1:46	2:46	3:20	3:49	4:13	-	4:58	5:22	-	-	-	5:58	6:22	-	-	-	6:58	7:22	-	-	8:18	9:18	10:18	11:18	12:54
Redwood City	12:51	1:51	2:51	3:25	3:54	4:18	-	-	5:28	5:10	5:35	-	-	6:28	6:10	6:35	-	-	7:28	7:10	7:35	8:23	9:23	10:23	11:23	12:59
Menlo Park	12:56	1:56	2:56	3:30	3:59	4:24	-	-	5:34	-	5:41	-	-	6:34	-	6:41	-	-	7:34	-	7:41	8:28	9:28	10:28	11:28	1:04
Palo Alto	1:00	2:00	3:00	3:34	4:04	4:28	4:47	5:06	-	5:17	5:45	5:56	6:06	-	6:17	6:45	6:56	7:06	-	7:17	7:45	8:32	9:32	10:32	11:32	1:08
California Avenue	1:04	2:04	3:04	3:38	4:08	4:31	-	5:10	-	5:20	5:48	-	6:10	-	6:20	6:48	-	7:10	-	7:20	7:48	8:35	9:35	10:35	11:35	1:11
San Antonio	1:08	2:08	3:08	3:42	4:12	4:36	-	-	-	-	5:52	-	-	-	-	6:52	-	-	-	-	7:52	8:39	9:39	10:39	11:39	1:15
Mountain View	1:13	2:13	3:13	3:47	4:17	4:40	4:56	5:17	5:42	-	5:57	6:03	6:17	6:42	-	6:57	7:03	7:17	7:43	-	7:57	8:44	9:44	10:44	11:44	1:20
Sunnyvale	1:18	2:18	3:18	3:52	4:22	4:46	-	5:22	5:47	5:31	6:02	-	6:22	6:47	6:31	7:02	-	7:22	7:48	7:31	8:03	8:49	9:49	10:49	11:49	1:25
Lawrence	1:22	2:22	3:22	3:56	4:27	4:50	-	-	-	-	6:08	-	-	6:51	-	7:07	-	-	-	-	8:08	8:53	9:53	10:53	11:53	1:29
Santa Clara	1:28	2:28	3:28	4:01	4:32	4:55	-	5:29	5:54	-	6:15	-	6:29	6:57	-	7:14	-	-	7:55	-	8:13	8:58	9:58	10:58	11:58	1:34
College Park	-	-	-	-	4:35	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
San Jose Diridon	1:35	2:35	3:35	4:10	4:44	5:05	5:12	5:37	6:02	5:46	6:26	6:18	6:37	7:06	6:46	7:26	7:19	7:35	8:04	7:46	8:24	9:06	10:06	11:06	12:06	1:42
Tamien				4:15	4:50	5:10				5:51	6:31			7:11	6:51	7:31				7:51	8:29		10:11	11:11		
Capitol					4:57						6:38			7:18												
Blossom Hill					5:03						6:44			7:24												
Morgan Hill					5:16						6:57			7:37												
San Martin	<b>PM</b>				5:22						7:03			7:43												
Gilroy					5:37						7:18			7:58												

100 Local
200 Limited
300 Baby Bullet
5:28 → 5:35
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 APRIL 1, 2019**

COREY, CANAPARY & GALANIS



## Northbound – WEEKEND SERVICE to SAN FRANCISCO

400 Local

800 Baby Bullet

On weekends, a **shuttle bus** connects the Tamien and Diridon stations. Passengers ride free on the Caltrain shuttles. Timetable subject to change without notice. \* Train departure may be delayed up to 15 minutes after Sharks games.

	SAT ONLY														SAT ONLY
Train No.	421	423	801	425	427	429	431	433	803	435	437	439	441	*443	
<b>Shuttle Bus</b>					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	—	
<b>ZONE 4</b>															
San Jose Diridon	7:08	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	7:13	8:43	—	10:13	11:43	1:13	2:43	4:13	—	5:43	7:13	8:43	10:13	10:35	
Lawrence	7:19	8:49	—	10:19	11:49	1:19	2:49	4:19	—	5:49	7:19	8:49	10:19	10:40	
Sunnyvale	7:23	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	7:29	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	7:33	9:03	—	10:33	12:03	1:33	3:03	4:33	—	6:03	7:33	9:03	10:33	10:53	
California Ave	7:37	9:07	—	10:37	12:07	1:37	3:07	4:37	—	6:07	7:37	9:07	10:37	10:57	
<b>ZONE 3</b>															
Palo Alto	7:42	9:12	10:13	10:42	12:12	1:42	3:12	4:42	5:43	6:12	7:42	9:12	10:42	11:01	
Menlo Park	7:45	9:15	—	10:45	12:15	1:45	3:15	4:45	—	6:15	7:45	9:15	10:45	11:04	
Atherton	7:49	9:19	—	10:49	12:19	1:49	3:19	4:49	—	6:19	7:49	9:19	10:49	11:08	
<b>ZONE 2</b>															
Redwood City	7:53	9:23	10:20	10:53	12:23	1:53	3:23	4:53	5:50	6:23	7:53	9:23	10:53	11:12	
San Carlos	7:58	9:28	—	10:58	12:28	1:58	3:28	4:58	—	6:28	7:58	9:28	10:58	11:17	
Belmont	8:02	9:32	—	11:02	12:32	2:02	3:32	5:02	—	6:32	8:02	9:32	11:02	11:21	
Hillsdale	8:05	9:35	10:27	11:05	12:35	2:05	3:35	5:05	5:57	6:35	8:05	9:35	11:05	11:24	
Hayward Park	8:09	9:39	—	11:09	12:39	2:09	3:39	5:09	—	6:39	8:09	9:39	11:09	11:28	
San Mateo	8:12	9:42	10:32	11:12	12:42	2:12	3:42	5:12	6:02	6:42	8:12	9:42	11:12	11:31	
Burlingame	8:16	9:46	—	11:16	12:46	2:16	3:46	5:16	—	6:46	8:16	9:46	11:16	11:35	
Broadway	8:20	9:50	—	11:20	12:50	2:20	3:50	5:20	—	6:50	8:20	9:50	11:20	11:39	
Millbrae	8:23	9:53	10:40	11:23	12:53	2:23	3:53	5:23	6:10	6:53	8:23	9:53	11:23	11:42	
San Bruno	8:28	9:58	—	11:28	12:58	2:28	3:58	5:28	—	6:58	8:28	9:58	11:28	11:47	
<b>ZONE 1</b>															
So. San Francisco	8:33	10:03	—	11:33	1:03	2:33	4:03	5:33	—	7:03	8:33	10:03	11:33	11:52	
Bayshore	8:39	10:09	—	11:39	1:09	2:39	4:09	5:39	—	7:09	8:39	10:09	11:39	11:58	
22 <sup>nd</sup> Street	8:45	10:15	—	11:45	1:15	2:45	4:15	5:45	—	7:15	8:45	10:15	11:45	12:03	
San Francisco	8:52	10:22	11:00	11:52	1:22	2:52	4:22	5:52	6:30	7:22	8:52	10:22	11:52	12:14	



## Southbound – WEEKEND SERVICE to SAN JOSE

400 Local

800 Baby Bullet

On weekends, a **shuttle bus** connects the Tamien and Diridon stations. Passengers ride free on the Caltrain shuttles. Timetable subject to change without notice.

														SATURDAY ONLY	
Train No.	422	424	426	802	428	430	432	434	436	804	438	440	442	444	
<b>ZONE 1</b>															
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	10:50	12:05	
22 <sup>nd</sup> Street	8:11	9:41	11:11	—	12:41	2:11	3:41	5:11	6:41	—	8:11	9:41	10:54	12:10	
Bayshore	8:18	9:48	11:18	—	12:48	2:18	3:48	5:18	6:48	—	8:18	9:48	11:01	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	11:07	12:21	
San Bruno	8:30	10:00	11:30	—	1:00	2:30	4:00	5:30	7:00	—	8:30	10:00	11:12	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	11:16	12:29	
Broadway	8:38	10:08	11:38	—	1:08	2:38	4:08	5:38	7:08	—	8:38	10:08	11:21	12:33	
Burlingame	8:41	10:11	11:41	—	1:11	2:41	4:11	5:41	7:11	—	8:41	10:11	11:24	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	11:28	12:41	
Hayward Park	8:48	10:18	11:48	—	1:18	2:48	4:18	5:48	7:18	—	8:48	10:18	11:31	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	11:35	12:48	
Belmont	8:56	10:26	11:56	—	1:26	2:56	4:26	5:56	7:26	—	8:56	10:26	11:39	12:52	
San Carlos	8:59	10:29	11:59	—	1:29	2:59	4:29	5:59	7:29	—	8:59	10:29	11:42	12:55	
Redwood City	9:04	10:34	12:04	12:36	1:34	3:04	4:34	6:04	7:34	8:08	9:04	10:34	11:47	1:01	
Atherton	9:09	10:39	12:09	—	1:39	3:09	4:39	6:09	7:39	—	9:09	10:39	11:52	1:05	
Menlo Park	9:12	10:42	12:12	—	1:42	3:12	4:42	6:12	7:42	—	9:12	10:42	11:55	1:08	
Palo Alto	9:16	10:46	12:16	12:45	1:46	3:16	4:46	6:16	7:46	8:15	9:16	10:46	11:59	1:11	
California Avenue	9:20	10:50	12:20	—	1:50	3:20	4:50	6:20	7:50	—	9:20	10:50	12:03	1:15	
San Antonio	9:24	10:54	12:24	—	1:54	3:24	4:54	6:24	7:54	—	9:24	10:54	12:07	1:19	
Mountain View	9:29	10:59	12:29	12:54	1:59	3:29	4:59	6:29	7:59	8:24	9:29	10:59	12:12	1:23	
Sunnyvale	9:34	11:04	12:34	1:00	2:04	3:34	5:04	6:34	8:04	8:30	9:34	11:04	12:17	1:28	
Lawrence	9:38	11:08	12:38	—	2:08	3:38	5:08	6:38	8:08	—	9:38	11:08	12:21	1:32	
Santa Clara	9:44	11:14	12:44	—	2:14	3:44	5:14	6:44	8:14	—	9:44	11:14	12:27	1:37	
San Jose Diridon	9:52	11:22	12:52	1:13	2:22	3:52	5:22	6:52	8:22	8:43	9:52	11:22	12:35	1:45	
<b>Shuttle Bus</b>		AM	PM									PM	AM		
Departs SJ Diridon	10:07	11:37	1:07	1:26	2:37	4:07	5:37	7:07	—	8:58	10:07	—	—	—	
Arrives Tamien	10:17	11:47	1:17	1:36	2:47	4:17	5:47	7:17	—	9:08	10:17	—	—	—	
<b>ZONE 2</b>															
<b>ZONE 3</b>															
<b>ZONE 4</b>															