

OCTOBER 2016

# Caltrain Triennial Customer Survey

## SUMMARY REPORT

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## INTRODUCTION

This report details the findings of an onboard survey of Caltrain riders. The fieldwork on this study was conducted in October 2016. A total of 5,554 surveys were completed by Caltrain riders.

Key objectives of the survey include:

- Reporting trip characteristics, such as peak/off-peak/weekend use.
- Reporting personal travel characteristics, such as frequency of Caltrain use and primary reasons for riding Caltrain.
- Reporting demographic characteristics, such as race, national origin, marital status, age, income, etc.
- Ratings of six specific service characteristics, including one overall assessment of the entire Caltrain experience.

This report includes the following key sections: Executive Overview, Charts/Key Findings, Detailed Results, and the Appendix. The Appendix of this report includes a copy of the questionnaire, interviewer training instructions, and information on trains sampled. Additional information is provided in the Verbatim Comments and Cross-tabulated Tables.

Please note that the percentages included in this report may not add to 100% due to statistical rounding.

Questions regarding this project may be directed to: Christiane Kwok, Caltrain Market Research & Development Manager, 650.508.7926.

### Changes in Caltrain Service Since Last Survey

- Since the last Caltrain Triennial Customer Survey in 2013, there were several fare changes to the Caltrain Codified Tariff, including adjustments to the daily and monthly parking fees, Go Pass program, Adult and Eligible Discount base fare, Clipper fare differential and Youth age fare.
- A new station was built, including grade separation, at San Bruno, which was completed in April 2014. The station features 201 parking spaces and enhanced platform accessibility.
- In May 2015 and July 2016, Caltrain increased service capacity by adding one car to the five-car Bombardier train sets.
- Replacement of a pedestrian/vehicle bridge over Caltrain tracks at 23<sup>rd</sup> Street in San Francisco was completed in March 2016.
- In April 2016, a third bike car was added to the Bombardier train sets, increasing capacity from 48 to 72 bike spaces, compared with 80 bike spaces on Gallery train sets
- Replacement of four San Mateo railway bridges was completed in October 2016.

### 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 randomly 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 (74%) was high for a system-wide survey of this type. The response rate was calculated by dividing the total number of completes (5,554) by all *eligible* passengers riding on the sampled trains (7,523). Additional information on the survey distribution and response rate is provided in the Appendix of this report.

Field interviewing on this project was conducted from Tuesday, October 4, 2016, to Wednesday, October 26, 2016. The weekday shifts were allocated to allow for surveying during morning and afternoon peak periods, as well as off-peak periods. Saturday and Sunday trains were also surveyed at various times of the day. The dates of the fieldwork were scheduled to avoid surveying during special events that would unduly impact ridership.

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

### Sampling

In total, 5,554 surveys were completed by riders. This total equates to a system-wide margin of error of +/- 1.30% (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. Surveys were conducted on weekdays (Tuesday, Wednesday, and Thursday), as well as on Saturday and Sunday. We sampled a total of 62 weekday routes and 10 weekend routes. Of the 62 weekday routes surveyed, 29 were Limited trains, 19 were Local trains, and 14 were Bullet trains. For each train sampled, a specific car was selected, and we attempted to survey every passenger in the selected car. The 2016 distribution of trains sampled was comparable to 2013.

### Statistically Significant Differences

As was mentioned previously, for the total number of respondents (n = 5,554) who participated in the survey, the margin of error is +/- 1.30% at the 95% confidence level. The margin of error for some other key sub-groups which are shown in this report:

- Weekday Peak (n =3,931 unweighted, 4,212 weighted). +/- 1.55% at the 95% confidence level;
- Weekday Offpeak (n =1,018 unweighted, 890 weighted). +/- 3.04% at the 95% confidence level;
- Weekend (n =605 unweighted, 452 weighted). +/- 3.94% at the 95% confidence level.

### Weighting

Most survey responses in this report are weighted to show a proportional response for the true percentage of weekday/weekend and peak/off-peak ridership. Responses were weighted in accordance with data from the February 2016 ridership counts as follows:

Segment	Average Weekly Riders Feb 2016	Percentage of Total Ridership
Weekday Peak	257,560	75.8%
Weekday Off-peak	54,520	16.0%
Saturday	15,003	4.4%
Sunday	12,631	3.7%
TOTAL	339,714	100.0%

## EXECUTIVE SUMMARY

### Length of Time Using Caltrain

- More than a third of riders (34%) have been riding Caltrain less than one year.
- In 2016, a slightly higher share of weekend riders said this trip was their first trip (18%) compared to 2013 (13%).

### Frequency of Riding Caltrain

- About two-thirds of riders (66%) ride Caltrain at least four days per week.
- However, in 2016, there has been an increase in Weekday Offpeak and Weekend riders who are using the service less than once a month. In 2013, 16% of Offpeak riders and 36% of Weekend riders said they used the service less than once a month. In 2016, this rose to 20% of Weekday Off-peak riders and 45% of Weekend riders.

### Fare Media

Wider use of technology and other ridership trends have changed how riders pay for their trip.

- More than one third of respondents (36%) paid for their Caltrain trip with a Clipper Caltrain monthly pass. However, this is a decrease from 2013, when 41% paid in this way.
- By contrast, the share who paid for their Caltrain trip using a Go Pass rose from 14% in 2013 to 21% in 2016. Notably, this increase in Go Pass use exists across Weekday Peak, Weekday Off-peak, and Weekend time periods.
- In addition to this change, more respondents in 2016 said they are using Clipper cash value to pay for their Caltrain trip (16% in 2016 vs. 11% in 2013), and slightly fewer are using a one-way ticket (12% in 2016 vs. 16% in 2013). Day Pass use also declined slightly (from 12% in 2013 to 10% in 2016). This pattern also remains consistent across Weekday Peak, Weekday Off-peak, and weekend time periods.

### Distance from Starting Location to Caltrain Station

In 2016, a question was introduced asking respondents how far it was from their starting point to their Caltrain station.

- While nearly half of respondents (49%) travel 10 miles or less to reach their Caltrain station, more than a third (35%) travel 20 or more miles.
- The median distance traveled between start location and Caltrain station was 12 miles overall; 12 miles among Weekday Peak riders; 15 among Weekday Off-peak riders; and 14 among Weekend riders.

### Why Riders Choose Caltrain

- Nearly two-thirds of riders (62%) said they ride Caltrain to avoid traffic. This is an increase from 57% who said they rode Caltrain for this reason in 2013.
- Notably, 22% of respondents in 2016 said they chose Caltrain because it was faster than other options, compared to 17% in 2013.

- While those saying they did not drive or have access to a car dropped from 2013 to 2016 (with 29% of respondents giving this as a reason in 2013 and 25% in 2016), 37% of Weekend riders in 2016 still indicated they chose Caltrain because they did not have a car or did not drive. However, this, too, is a decrease, as in 2013, 44% of Weekend riders indicated they chose Caltrain because they did not have a car or did not drive.

### **Stations Used**

- Nearly half of all riders boarded Caltrain in San Francisco (25%), San Jose Diridon (11%), Palo Alto (8%), Sunnyvale (7%), or Mountain View (7%).
- San Francisco was the most common boarding station across all major time periods.
- San Francisco is the most commonly cited station where riders exit the Caltrain system as well.
- After San Francisco, riders most commonly exited the train at Palo Alto (14%) and Mountain View (8%).

### **Access/Egress on Caltrain**

- Nearly three in 10 (32%) of respondents walked to Caltrain, and about the same share (32%) got to their final destination by walking from the Caltrain station.
- Use of TNC's rose from less than 1% in 2013 for both access and egress to 3% for both access and egress in 2016.
- Weekend riders were most likely to use TNCs, as well as most car-based transportation, than Weekday Peak or Weekday Off-peak-peak riders.
- In 2016, private buses (such as Chariot and Megabus) were mentioned, most commonly among Weekday Peak riders.

### **Car Availability**

- Overall, 60% of Caltrain riders had a car available for the surveyed trip.
- The share of Weekday Peak riders who said they had access to a car for the surveyed trip softened slightly, from 65% in 2013 to 63% in 2016.
- Conversely, more Weekend riders said they had access to a car in 2016 (49%) than in 2013 (46%).

### **Motivation for Newer Riders**

- Those who have ridden Caltrain less than one year cited a change in company (31%), worsening traffic (29%), and lack of access to a car (21%) as the reasons they began riding Caltrain.
- Weekday Peak riders were most likely to cite a change in company (37%).
- Weekend riders were most likely to cite lack of access to a car (33%).
- Weekday Offpeak riders were most likely to cite worsening traffic (25%) and lack of access to a car (24%).

### **Satisfaction with Caltrain**

- Overall, Caltrain riders rated their experience on Caltrain 4.09 (out of 5.00), an increase over 2013's 4.04 (and a return to 2010 satisfaction levels).
- Riders rated the effectiveness of station signs 3.90, compared to 2013 rating of 3.81.



- Ratings on value for the money, and satisfaction with [www.caltrain.com](http://www.caltrain.com) rose only slightly, while rating of connections with other transit systems softened to 3.52 (from 3.58 in 2013).

#### **Rider Demographics**

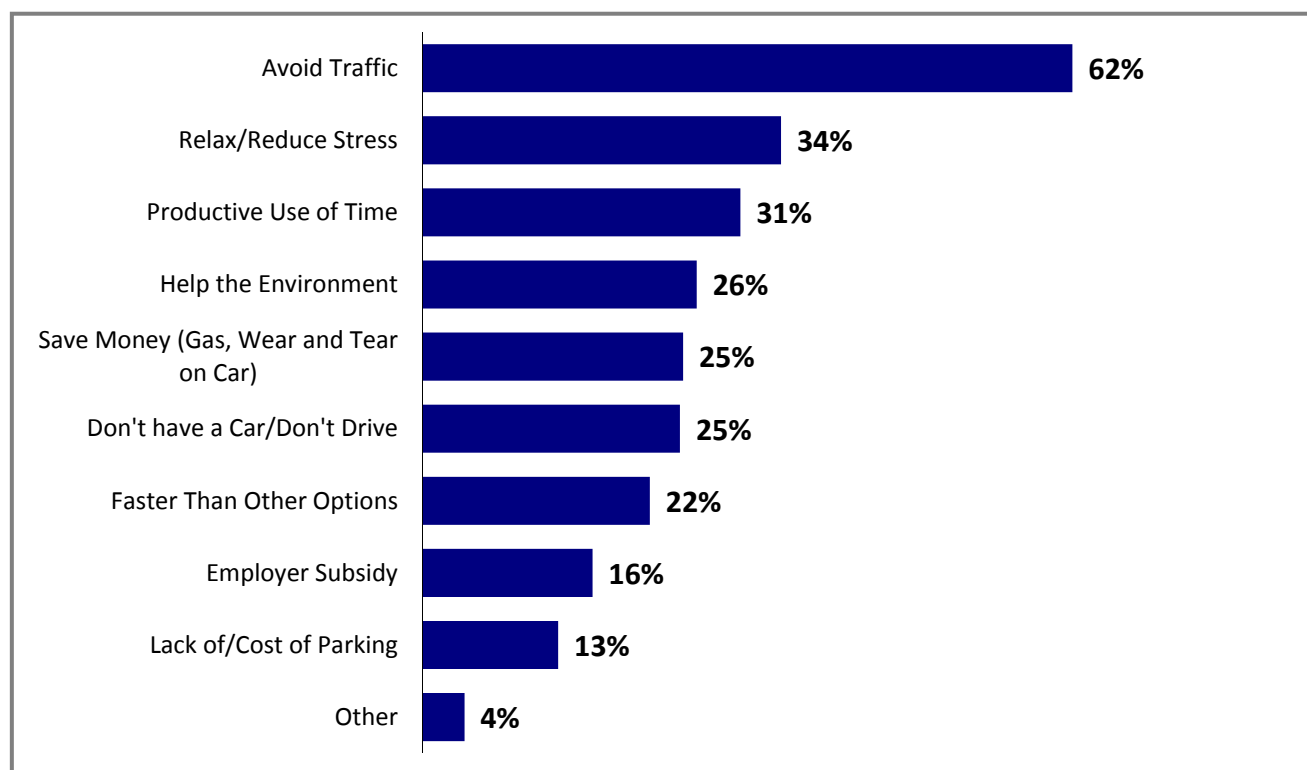
- Among all Caltrain riders, 58% are male, and 46% are single.
- Married riders are most likely to be riding during the Weekday Peak time period, while Single riders are most likely to ride on the Weekend.
- Nearly all riders (96%) have a high school diploma, while 81% have graduated college.
- Caltrain riders are a diverse audience. They speak 72 languages in their homes, and while 60% say they are born in the United States, 40% were born in one of 105 countries around the world.

## CHARTS – KEY FINDINGS

**Note:** Percentages included in this section may not add to 100% due to statistical rounding.

## Main Reasons for Riding Caltrain

### 8. What are your main reasons for riding Caltrain?

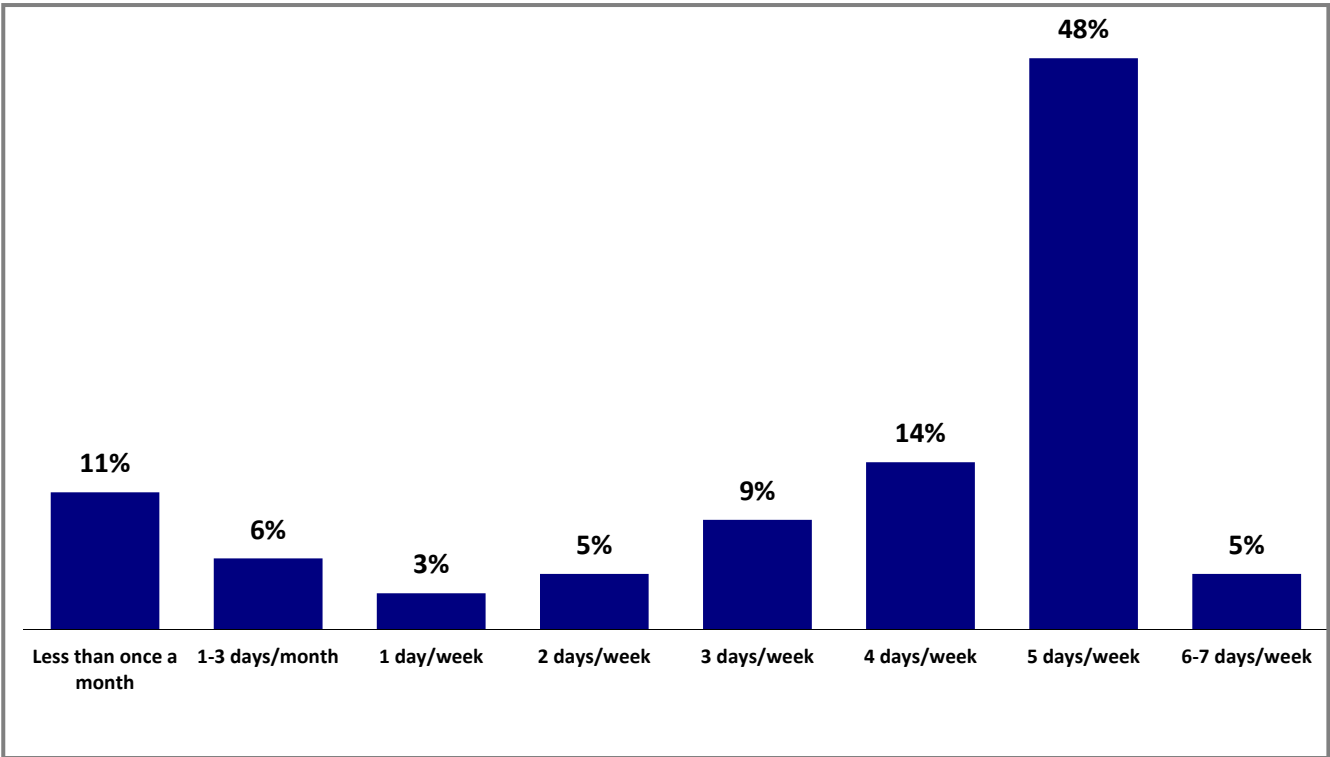


Base: Total (5,554)

[Multiple answers accepted]

# Frequency of Riding Caltrain - 2016

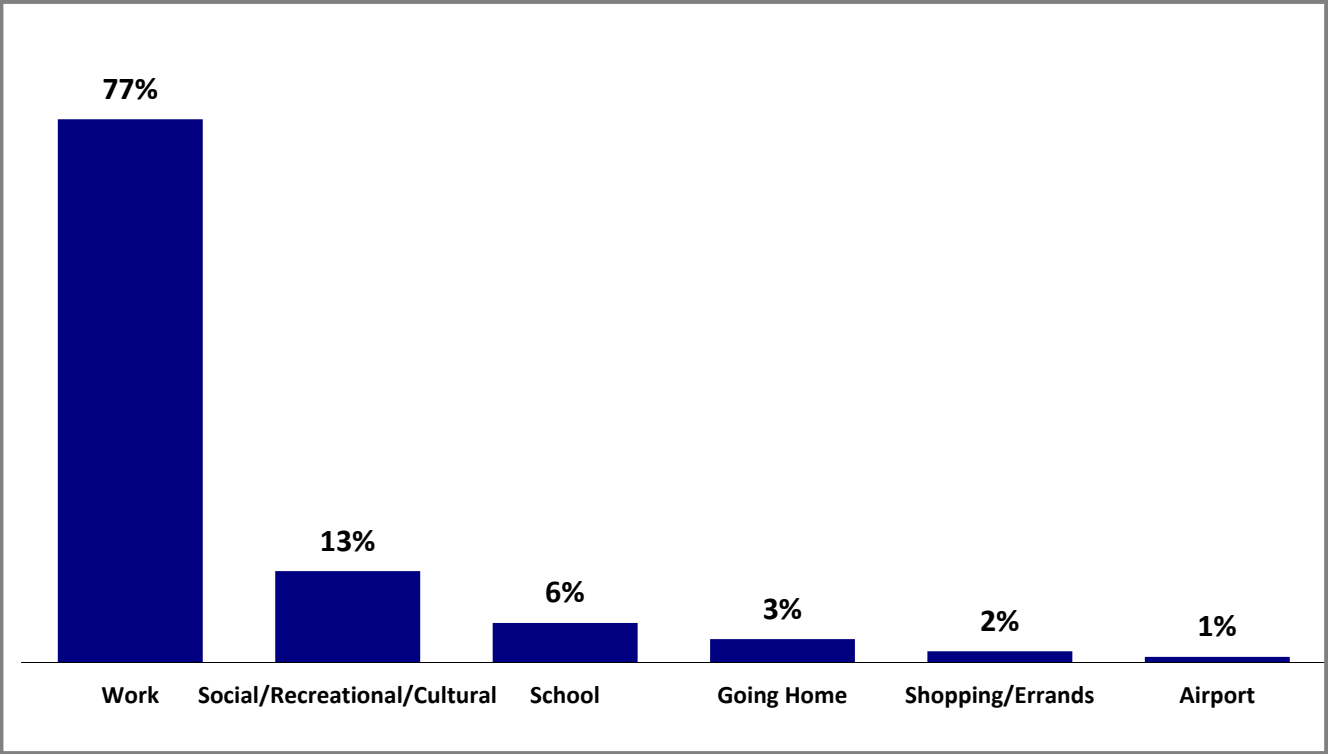
2. How often do you usually ride Caltrain?



Base: Total (5,554)

# Trip Purpose

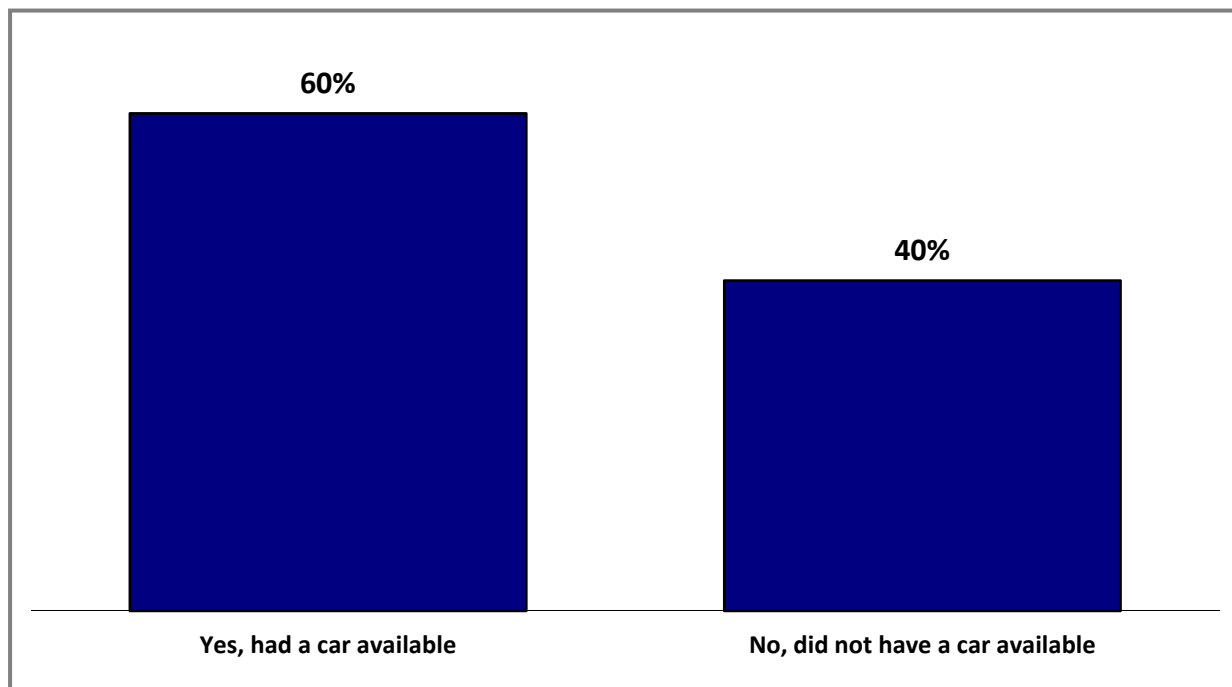
6. What is the main purpose of your trip today?



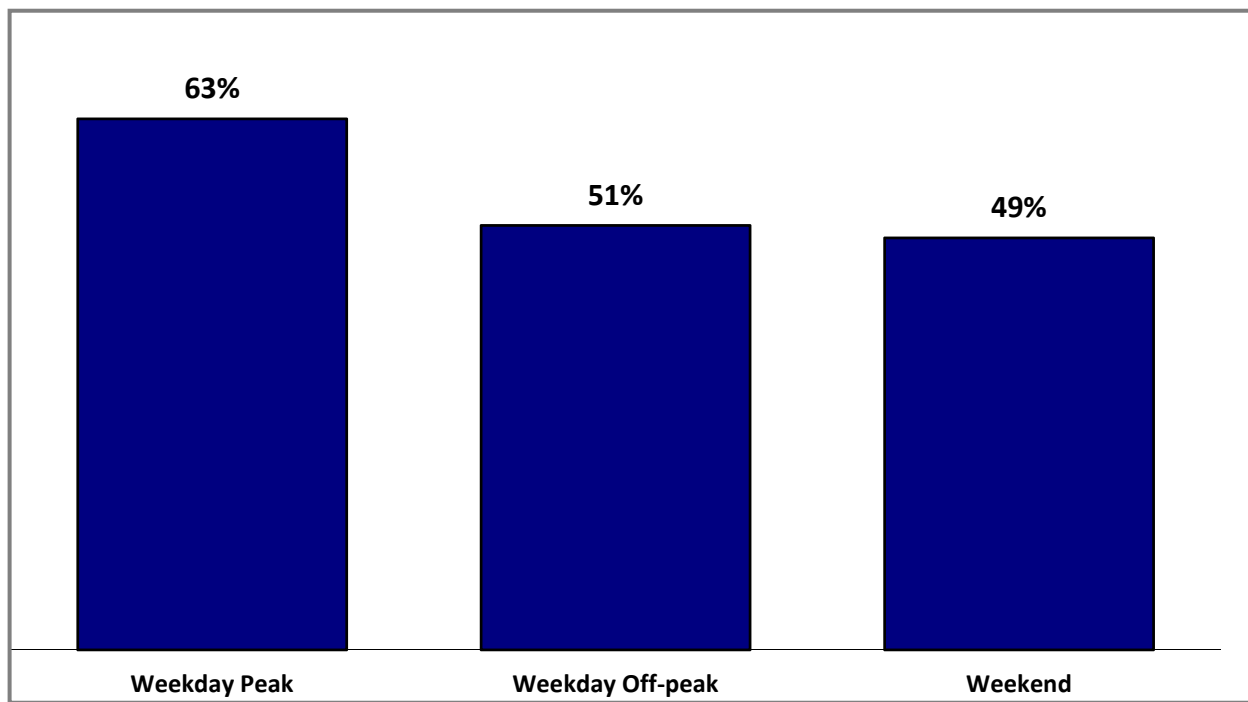
Base: Total (5,554)

## Car Availability

12. Did you have a car available to take this particular trip?



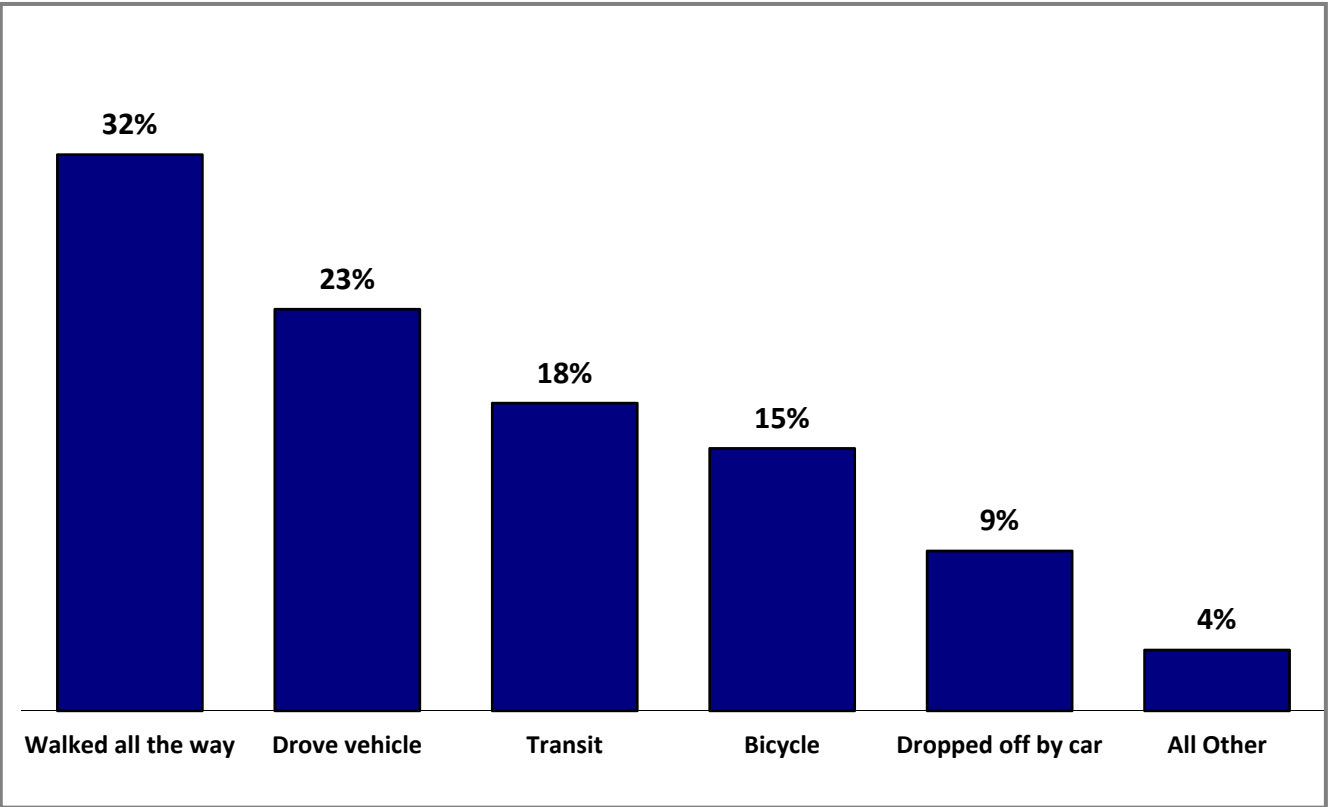
Those who stated that they had a car available, by time period



Base: Total (5,554)

# Station Access by Mode

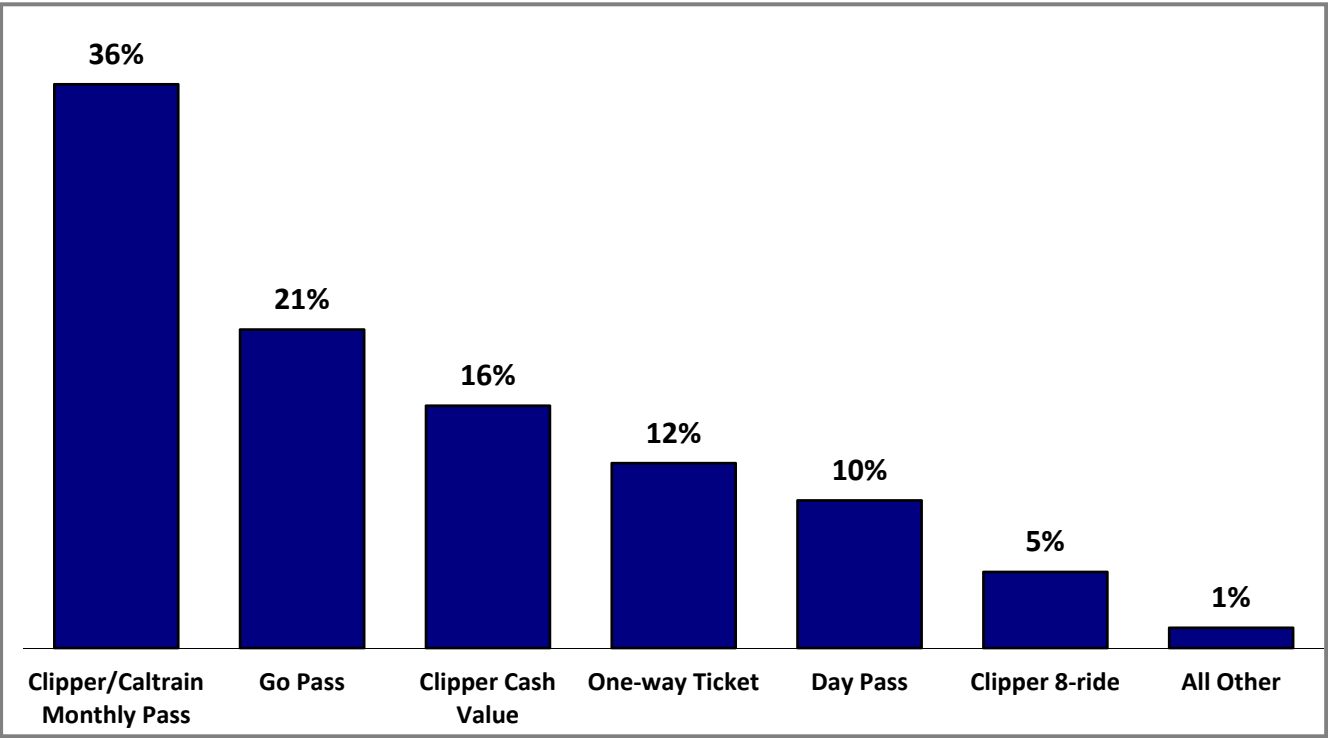
11a. How did you get to the station where you got on this train?



Base: Total (5,554)  
[Multiple answers accepted]

# Fare Payment

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

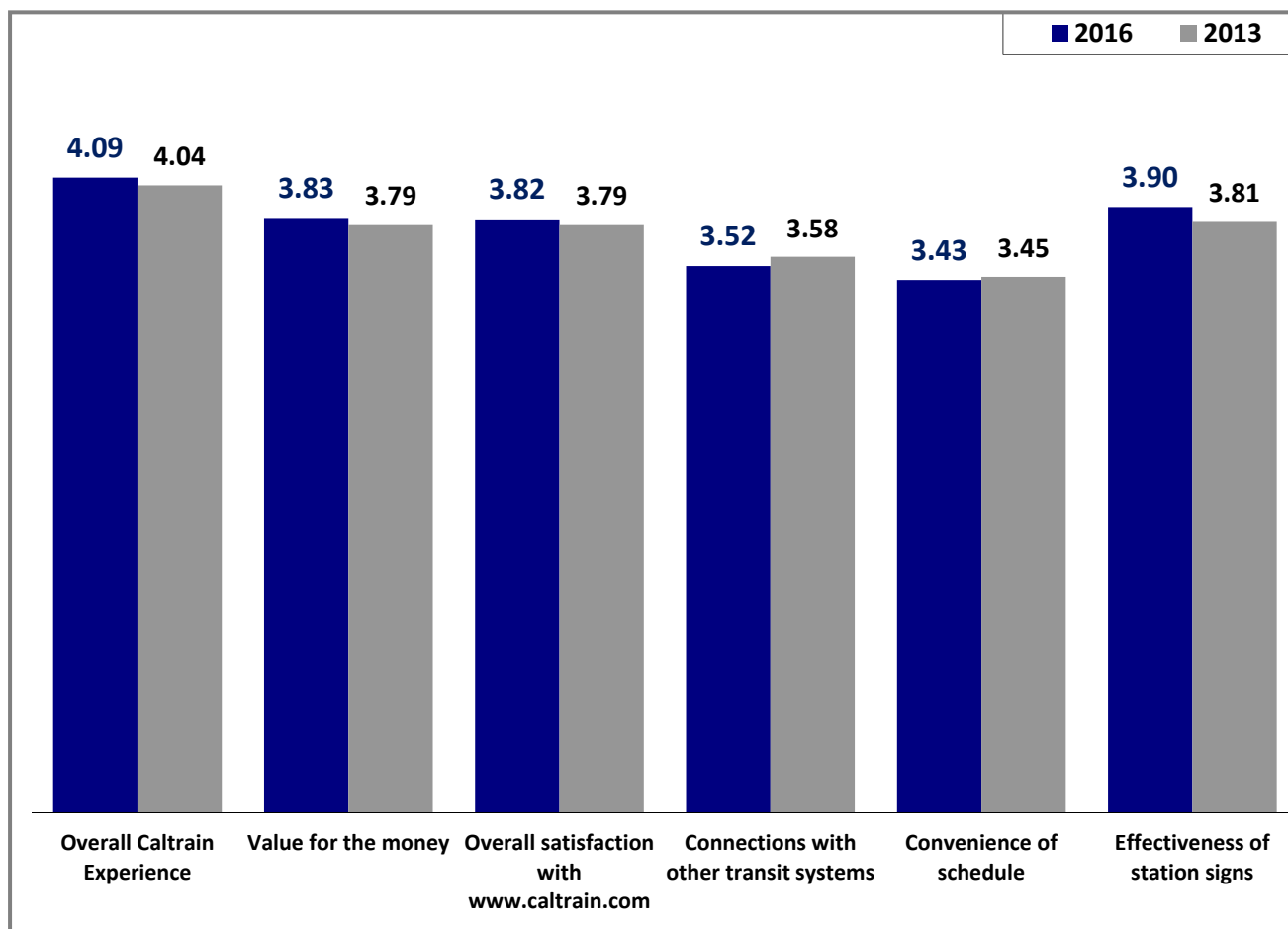


Base: Total (5,554)



## Attribute Ratings (Mean Scores)

13. How well is Caltrain meeting your needs?



Base: Total (5,554)

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.

## DETAILED RESULTS

**Note:** Percentages included in this section may not add to 100% due to statistical rounding.

## TRIP-SPECIFIC INFORMATION

### Rider Longevity

#### 1. How long have you been riding Caltrain?

More than one third of riders (34%) have been riding Caltrain less than one year. This is fairly consistent with the 2013 study.

However, in 2016, a slightly higher share of weekend riders said this trip was their first trip (18%) compared to 2013 (13%).

	2016 Total	2013 Total
Base (All Respondents)	5,554	4,721
	%	%
This is my first trip	5	5
Less than 6 months	19	21
6 months to less than 1 year	10	10
1 year to less than 2 years	18	18
2 years to less than 4 years	19	18
4 years or more	31	29
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2016	2013	2016	2013	2016	2013
Base (All Respondents)	4,212	3,547	890	766	452	409
	%	%	%	%	%	%
This is my first trip	3	3	9	9	18	13
Less than 6 months	19	21	17	22	17	19
6 months to less than 1 year	10	10	9	9	8	10
1 year to less than 2 years	19	19	15	15	11	14
2 years to less than 4 years	19	19	18	18	12	12
4 years or more	30	29	33	28	35	33
Total	100	100	100	100	100	100

(See Statistical Table 1)

## Frequency of Riding Caltrain

### 2. How often do you usually ride Caltrain?

In 2016, two-thirds of riders (66%) ride Caltrain at least 4 days per week. This is relatively consistent with 2013.

However, in 2016, there has been an increase in Weekday Off-peak and Weekend riders who are using the service less than once a month. In 2013, 16% of Off-peak riders and 36% of Weekend riders said they use the service less than once a month. In 2016, this rose to 20% of Off-peak riders and 45% of Weekend riders.

	2016 Total	2013 Total
Base (All Respondents)	5,554	4,721
	%	%
6-7 days a week	5	5
5 days a week	48	49
4 days a week	14	13
3 days a week	9	8
2 days a week	5	5
1 day a week	3	3
1-3 days a month	6	7
Less than once a month	11	10
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2016	2013	2016	2013	2016	2013
Base (All Respondents)	4,212	3,547	890	766	452	409
	%	%	%	%	%	%
6-7 days a week	5	5	5	7	6	7
5 days a week	55	56	31	36	8	9
4 days a week	15	14	13	11	3	4
3 days a week	9	9	11	8	4	6
2 days a week	4	5	7	8	5	8
1 day a week	2	3	5	4	8	9
1-3 days a month	4	4	9	10	21	21
Less than once a month	6	5	20	16	45	36
Total	100	100	100	100	100	100

(See Statistical Table 2)

## Fare Payment

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

More than one third of respondents (36%) paid for their Caltrain trip with a Clipper Caltrain Monthly Pass. However, this is a decrease from 2013, when 41% paid in this way.

By contrast, the share of those who paid for their Caltrain trip using a Go Pass rose from 14% in 2013 to 21% in 2016. Notably, this increase in Go Pass use exists across Weekday Peak, Weekday Off-peak, and Weekend time periods.

In addition to this change, more respondents in 2016 said they are using Clipper cash value to pay for their Caltrain trip (16% in 2016 vs. 11% in 2013), and slightly fewer are using One-way ticket (12% in 2016 vs. 16% in 2013). Day Pass use also declined slightly (from 12% in 2013 to 10% in 2016). This pattern also remains consistent across Weekday Peak, Weekday Off-peak, and Weekend time periods.

	2016 Total	2013 Total
Base (All Respondents)	5,554	4,721
	%	%
Clipper Caltrain Monthly Pass	36	41
GO Pass	21	14
Clipper Cash Value	16	11
One-way Ticket	12	16
Day Pass	10	12
Clipper 8-ride Ticket	5	6
Other	<1	1
<b>Total</b>	<b>100</b>	<b>100</b>

	Weekday Peak		Weekday Off-peak		Weekend	
	2016	2013	2016	2013	2016	2013
Base (All Respondents)	4,212	3,547	890	766	452	409
	%	%	%	%	%	%
Clipper Caltrain Monthly Pass	43	48	22	26	6	10
GO Pass	23	15	18	13	8	4
Clipper Cash Value	14	10	20	14	22	15
One-way Ticket	8	11	20	24	29	38
Day Pass	6	9	15	17	32	28
Clipper 8-ride Ticket	5	7	4	6	2	5
Other	<1	1	<1	1	1	<1
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

“Other” category includes those traveling on an employee pass, law enforcement, active duty military, and those who simply said they did not pay. (See Statistical Table 3)

## Fare Category

### 4. What is your fare category?

Most respondents (93%) paid an adult fare on their Caltrain trip.

However, a slightly higher share of seniors travel during the Weekday Off-peak period than the Weekday Peak period, and a slightly higher share of both youth and seniors travel during the Weekend period (6% youth, 5% seniors) compared to the Weekday Peak period.

The share of seniors riding during the Weekend period, however, has declined since 2013, when they accounted for 8% of Weekend riders.

	2016 Total	2013 Total
Base (All Respondents)	5,554	4,721
	%	%
Adult	93	94
Youth	3	2
Senior	3	3
Disabled	1	1
Medicare cardholder	<1	<1
Other	<1	-
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2016	2013	2016	2013	2016	2013
Base (All Respondents)	4,212	3,547	890	766	452	409
	%	%	%	%	%	%
Adult	94	95	91	92	88	87
Youth	3	2	3	2	6	4
Senior	2	3	5	4	5	8
Disabled	<1	1	1	2	1	1
Medicare cardholder	<1	<1	1	1	<1	1
Other	<1	-	-	-	-	-
Total	100	100	100	100	100	100

“Other” category includes those traveling on an employee pass, law enforcement, active duty military, and those who simply said they did not pay.

(See Statistical Table 4)

## Round Trip vs. One-way Trip

### 5. Are you making a round trip on Caltrain today?

Most riders on Caltrain (87%) are making a round-trip.

Weekday Peak riders are most likely to be making a round trip (90%), while Weekend riders are least likely to do so (71%). However, the share of Weekend riders making a round-trip has risen slightly from 2013, when 67% said they were making a round-trip.

	2016 Total	2013 Total
Base (All Respondents)	5,554	4,721
	%	%
Yes (Making a Round-trip)	87	86
No	13	14
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2016	2013	2016	2013	2016	2013
Base (All Respondents)	4,212	3,547	890	766	452	409
	%	%	%	%	%	%
Yes (Making a Round-trip)	90	89	81	81	71	67
No	10	11	19	19	29	33
Total	100	100	100	100	100	100

(See Statistical Table 5)

## Trip Purpose

### 6. What is the main purpose of your trip today? (Multiple responses accepted)

Most riders (77%) use Caltrain for commuting to work or traveling to other work-related functions. This was highest among the Weekday Peak riders, of whom 87% were traveling for work-related reasons, and lowest among Weekend riders, of whom only 11% were traveling for work-related purposes.

A higher share of Weekday Off-peak and Weekend riders were traveling for social/recreational/cultural purposes in 2016 than in 2013. While 17% of Weekday Off-peak riders in 2013 were traveling for this purpose, the share of Weekday Off-peak riders rose to 23% in 2016. Similarly, 66% of Weekend riders were traveling for social/recreational purposes in 2013, but 72% of Weekend riders were traveling for this purpose in 2016.

	2016 Total	2013 Total
Base (All Respondents)	5,554	4,721
	%	%
Work	77	75
Social/recreational/cultural	13	13
School	6	6
“Going home”	3	4
Shopping/errands/personal business	2	3
Airport	1	1
Other (not specified)	<1	<1

	Weekday Peak		Weekday Off-peak-peak		Weekend	
	2016	2013	2016	2013	2016	2013
Base (All Respondents)	4,212	3,547	890	766	452	409
	%	%	%	%	%	%
Work	87	85	63	62	11	13
Social/recreational/cultural	5	6	23	17	72	66
School	6	6	7	10	3	3
“Going home”	2	3	5	6	10	11
Shopping/errands/personal business	1	2	3	4	5	7
Airport	1	1	1	3	1	2
Other (not specified)	<1	<1	1	1	1	1

(See Statistical Table 6)



## Distance From Starting Location to Caltrain Station

**Q7. What is the approximate distance between your starting location and the Caltrain station you used today?**

Nearly half of all respondents (49%) travel 10 miles or less to reach a Caltrain station; however, more than one third (35%) travel more than 20 miles.

The median number of miles traveled to reach a Caltrain station is 12. Weekday Off-peak and Weekend riders were more likely to travel a longer distance, with the median number of miles traveled 15 and 14 for those time periods, respectively.

This question was not asked prior to 2016.

	<b>TOTAL 2016</b>
<b>Base (All Respondents)</b>	<b>5,554</b>
	%
Less than 1 mile	7
1 to 5 miles	32
6 to 10 miles	10
11 to 20 miles	16
More than 20 miles	35
<b>Total %</b>	<b>100</b>
<b>Average Number of Miles:</b>	<b>17.8</b>
<b>Median Number of Miles:</b>	<b>12.0</b>

	<b>Weekday Peak</b>	<b>Weekday Off-peak</b>	<b>Weekend</b>
	<b>2016</b>	<b>2016</b>	<b>2016</b>
<b>Base (All Respondents)</b>	<b>4,212</b>	<b>890</b>	<b>452</b>
	%	%	%
Less than 1 mile	7	6	4
1 to 5 miles	32	31	35
6 to 10 miles	10	9	8
11 to 20 miles	16	18	14
More than 20 miles	35	36	39
<b>Total %</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Average Number of Miles:</b>	<b>17.5</b>	<b>18.7</b>	<b>19.2</b>
<b>Median Number of Miles:</b>	<b>12.0</b>	<b>15.0</b>	<b>14.0</b>

(See Statistical Table 7)

## Main Reasons for Riding Caltrain

### 8. What are your main reasons for riding Caltrain? (Multiple responses accepted)

Nearly two-thirds of respondents (62%) said they ride Caltrain to avoid traffic. This is an increase from 57% in 2013. Weekday Peak riders in 2016 were most likely to say this was a primary reason (66%). The other top reasons cited included relaxing/reducing stress (34%), productive use of time (30%), helping the environment (26%), saving money (25%), and not having a car/not driving (25%).

In 2016, nearly half of GO Pass users (46%) say the reason they ride Caltrain is 'employer subsidy'.

Notably, 22% of respondents in 2016 (and 24% of Weekday Peak riders in 2016) said Caltrain was faster than other options, an increase from 2013 (when 17% provided this reason).

While those saying they did not drive or have access to a car dropped from 2013 to 2016 (from 29% to 25%), 37% of Weekend riders in 2016 provided this as a reason for taking Caltrain.

	2016 Total	2013 Total	2016 Weekday Peak	2016 Weekday Off-peak	2016 Weekend
<b>Base (All Respondents)</b>	<b>5,554</b>	<b>4,721</b>	<b>4,212</b>	<b>890</b>	<b>452</b>
	%	%	%	%	%
Avoid traffic	62	57	66	55	42
Relax/reduce stress	34	37	36	31	29
Productive use of time	30	31	33	28	14
Help the environment	26	28	28	23	17
Save money (gas, wear and tear on car)	25	31	26	21	19
Don't have a car/don't drive/car not available	25	29	22	31	37
Faster than other options	22	17	24	18	12
Employer subsidy	16	14	18	12	6
Lack of/cost of parking	13	12	13	13	15
"All of the above"	1	-	1	1	<1
Part of exercise/can ride and bike/walk	<1	1	1	-	1
Like taking the train/advocate for public transit/don't like driving	<1	<1	<1	1	2
Other (unspecified)	<1	<1	<1	<1	1
Easier to travel w/kids/spouse needed car/other family consideration	<1	-	<1	<1	<1
Safety - avoid drink/drive/work too late to drive safely	<1	<1	<1	<1	1
Circumstances this day (car in garage/accident on freeway)	<1	-	<1	<1	<1
Easy access/direct access/easy transfers/connections	<1	-	<1	-	-
Consistency/reliability/comfort	<1	-	<1	<1	-
Cheaper than other modes of travel/other options	<1	-	<1	-	-

Reasons given in bold grey type were written in by respondents as an "Other" reason; all others were pre-printed on the survey questionnaire. (See Statistical Table 8)

## Boarding Station

### 9. At what station did you get ON this train?

About half of all riders boarded Caltrain at San Francisco (25%), San Jose Diridon (11%), Palo Alto (8%), Sunnyvale (7%), or Mountain View (7%) stations. San Francisco was the most common station among all time periods.

	2016 Total	2016 Weekday Peak	2016 Weekday Off-peak	2016 Weekend
Base (All Respondents)	5,554	4,212	890	452
	%	%	%	%
San Francisco	25	24	29	29
San Jose Diridon	11	10	11	19
Palo Alto	8	8	7	9
Sunnyvale	7	8	6	3
Mountain View	7	7	6	7
Redwood City	6	6	4	4
Millbrae	5	5	6	3
Hillsdale	4	5	3	2
22nd Street	3	3	5	2
San Mateo	3	3	3	1
Tamien	3	3	1	-
Menlo Park	2	2	3	3
California Avenue	2	2	2	2
Santa Clara	2	2	3	2
San Carlos	2	2	2	1
Burlingame	2	2	2	2
Lawrence	2	2	3	2
San Antonio	1	1	1	1
San Bruno	1	1	1	2
Belmont	1	1	1	2
Hayward Park	1	1	1	1
South San Francisco	1	1	<1	1
Bayshore	<1	<1	1	1
Gilroy	<1	1	-	-
Morgan Hill (weekday only)	<1	<1	-	-
San Martin (weekday only)	<1	<1	-	-
Blossom Hill (weekday only)	<1	<1	-	-
College Park (weekday only)	<1	<1	-	-
Broadway (weekend only)	<1	<1	-	1
Capitol (weekday only)	<1	<1	-	-
Stanford Stadium (football only)	<1	-	-	1
Atherton (weekend only)	<1	-	-	1
<b>Total %</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

(See Statistical Table 9)

## Alighting Station

### 10. At which station will you get OFF this train?

About half of all riders exited the train at San Francisco (28%), Palo Alto (14%), or Mountain View (8%). Weekend riders were most likely to exit at San Francisco (37%), but were less likely to exit at Palo Alto (7%).

	2016 Total	2016 Weekday Peak	2016 Weekday Off-peak- peak	2016 Weekend
Base (All Respondents)	5,554	4,212	890	452
	%	%	%	%
San Francisco	28	27	26	37
Palo Alto	14	14	14	7
Mountain View	8	8	10	5
Redwood City	7	6	8	6
San Jose Diridon	6	5	8	8
Sunnyvale	5	6	4	4
Millbrae	4	4	5	4
Hillsdale	4	4	4	2
San Mateo	3	3	4	3
California Avenue	3	3	3	1
Menlo Park	3	3	3	2
22nd Street	2	3	1	3
San Carlos	2	2	2	2
Santa Clara	2	2	2	2
Burlingame	1	1	2	3
Tamien	1	2	<1	<1
San Antonio	1	1	2	3
Lawrence	1	1	1	1
Belmont	1	1	1	1
San Bruno	1	1	1	1
South San Francisco	1	1	<1	1
Hayward Park	1	1	1	<1
Morgan Hill (weekday only)	<1	<1	-	-
Gilroy (weekday only)	<1	<1	-	-
Bayshore	<1	<1	<1	-
Blossom Hill (weekday only)	<1	<1	-	<1
Stanford (football only)	<1	<1	-	1
College Park (weekday only)	<1	<1	-	-
San Martin (weekday only)	<1	<1	-	-
Broadway (weekend only)	<1	<1	-	1
Capitol (weekday only)	<1	<1	<1	<1
Atherton (weekend only)	<1	-	<1	<1
Total %	100	100	100	100

(See Statistical Table 10)

## Access and Egress

11a. Getting to the station – How did you get to the station where you got on this train?

11b. Leaving the station – After you get off this train, how will you get from the station to your final destination? Multiple responses accepted (both questions)

A slightly higher share of respondents walked all the way to reach Caltrain in 2016 than in 2013 (32% vs. 28%), and a slightly higher share also walked to their destination in 2016 (36% vs. 32% in 2013). There has also been a very slight drop in bicycle use, both for access and egress. In 2016, 15% of respondents used a bicycle to both access Caltrain and to reach their final destination. In 2013, 17% of respondents had answered that they used a bicycle to both access Caltrain and to reach their final destination.

While most other modes for access and egress in 2016 were used comparably to 2013, use of TNC's rose from less than 1% for both access and egress in 2013 to 3% for both access and egress in 2016. In addition, 2016 saw the mention of private bus services (such as Megabus and Chariot).

	Access		Egress	
	2016 Total	2013 Total	2016 Total	2013 Total
<b>Base (All Respondents)</b>	<b>5,554</b>	<b>4,721</b>	<b>5,554</b>	<b>4,721</b>
	%	%	%	%
Walk all the way (exclusive)	32	28	36	32
Drive car	23	23	18	19
Bicycle	15	17	15	17
Dropped off (picked up) by car	9	9	8	8
Muni	5	7	5	7
Free shuttle	5	5	8	8
VTA	3	5	3	4
Transportation Network Company (Uber, Lyft)	3	<1	3	<1
BART	3	4	3	4
SamTrans	1	1	1	1
Another Caltrain train	1	<1	<1	<1
<b>Chariot/Megabus/other private bus</b>	<b>&lt;1</b>	<b>-</b>	<b>&lt;1</b>	<b>-</b>
Taxi	<1	1	<1	1
AC Transit	<1	<1	<1	<1
MST/Hwy 17/Santa Cruz bus	<1	<1	<1	<1
Golden Gate Transit/Ferry	<1	-	<1	<1
ACE/Amtrak	<1	<1	<1	<1
Transit (not specified)	<1	<1	<1	<1
PresidiGO	<1	-	-	-
Airplane	<1	-	<1	-

Options in grey bold text were written in by respondents and not on the questionnaire.

(See Statistical Tables 11 and 12)

Weekday Off-peak riders were most likely to walk to reach Caltrain (35% vs. 32% for Weekday Peak and 30% among Weekend riders). They were also most likely to walk to reach their final destination (40% vs. 36% among Weekday Peak and 34% among Weekend riders).

Weekend riders were most likely to use car-based transportation for both access and egress – including driving, being dropped off/picked up, and/or using a TNC (Transportation Network Company).

Weekday Peak riders account for most of the use of private buses, such as Chariot and Megabus.

Weekday riders (both Peak and Off-peak) were much more likely to bike to access Caltrain, as well as to reach their final destination, than Weekend riders.

	Access			Egress		
	Weekday Peak	Weekday Off-peak-peak	Weekend	Weekday Peak	Weekday Off-peak	Weekend
	2016	2016	2016	2016	2016	2016
<b>Base (All Respondents)</b>	<b>4,212</b>	<b>890</b>	<b>452</b>	<b>4,212</b>	<b>890</b>	<b>452</b>
	%	%	%	%	%	%
Walk all the way (exclusive)	32	35	30	36	40	34
Drive car	24	16	25	19	14	21
Bicycle	16	16	7	15	15	7
Dropped off (picked up) by car	9	10	12	7	8	11
Muni	5	5	8	5	4	8
Free shuttle	5	2	1	9	6	2
VTA	3	4	4	3	4	5
TNC (Uber, Lyft)	2	5	7	2	4	7
BART	3	4	2	2	3	3
SamTrans	1	1	1	1	1	1
Another Caltrain train	<1	1	1	<1	<1	1
<b>Chariot/Megabus/oth. private bus</b>	<1	<1	-	<1	-	-
Taxi	<1	1	<1	<1	-	1
AC Transit	<1	<1	1	<1	-	<1
MST/Hwy 17/Santa Cruz bus	<1	<1	<1	<1	<1	-
Golden Gate Transit/Ferry	<1	-	-	-	<1	<1
ACE/Amtrak	<1	<1	<1	<1	-	-
Transit (not specified)	-	-	1	<1	<1	<1
PresidiGO	-	<1	-	-	-	-
Airplane	-	-	<1	-	-	<1

Options in grey bold text were written in by respondents and not on the questionnaire.

(See Statistical Tables 11 and 12)

## Car Availability

### 12. Did you have a car available for this particular trip?

In 2016, 60% of respondents say they had a car available for the surveyed trip. This is consistent with 2013.

However, by time period, there is a softening in the share of Weekday Peak riders who say they have a car available for this trip (from 65% in 2013 to 63% in 2016), and an increase in the share of both Weekday Off-peak and Weekend riders who say they had a car available for the surveyed trip.

	2016 Total	2013 Total
Base (All Respondents)	5,554	4,721
	%	%
Yes	60	60
No	40	40
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2016	2013	2016	2013	2016	2013
Base (All Respondents)	4,212	3,547	890	766	452	409
	%	%	%	%	%	%
Yes	63	65	51	46	49	46
No	37	35	49	54	51	54
Total	100	100	100	100	100	100

(See Statistical Table 13)

## Motivation for Newer Riders

**Q13. If you have been riding Caltrain for less than one year, what motivated you to start using Caltrain?**  
(Multiple responses accepted)

Almost one third of newer riders (31%) started taking Caltrain because of a change of company (including a change in worksite location or assignment); among those providing this reason, 23% paid their fare with a GO Pass. This was the top reason given for starting to take Caltrain, followed closely by worsening traffic, which was cited by 29% of respondents, and lack of access to a car (cited by 21% of all respondents).

By time period, Weekend riders were *more likely* than riders overall to cite lack of access to a car as the reason they began riding Caltrain (33%). They were also more likely than respondents overall to cite a special event, such as a Giants game or concert (18%).

	2016 Total	2016 Weekday Peak	2016 Weekday Off-peak	2016 Weekend
Base (Riding Caltrain 1 Year or Less)	2,004	1,460	330	214
	%	%	%	%
Change of company	31	37	22	6
Worsening traffic	29	31	25	19
Lack of access to a car	21	18	24	33
<b>Moved/started school/other similar change</b>	9	10	8	7
Special event (like SF Giants game or concert)	6	3	9	18
Change in financial circumstances	3	2	5	5
<b>Just visiting the area</b>	2	1	4	3
<b>Prefer to drive less/cut down to one car/avoid purchase new car</b>	2	2	2	1
Change in health	1	1	1	1
<b>Employer subsidy/cheaper to ride train</b>	1	1	1	1
<b>Create more time/make commute easier/faster</b>	1	1	-	2
<b>Change in parking/car broke down</b>	1	1	1	-
Other (not specified)	<1	<1	1	-
Reduce stress	<1	<1	<1	-
<b>Safety (too tired to drive/drink and drive)</b>	<1	<1	-	1
<b>Shown how by family/friend/coworker</b>	<1	<1	1	<1
<b>Desire to bike/walk as part of commute</b>	<1	<1	-	-

Options in grey bold type were written in by respondents and not on the questionnaire.

(See Statistical Table 14)



# SATISFACTION WITH CALTRAIN

## Satisfaction Ratings

### 14. How well is Caltrain meeting your needs? Please rate . . .

Respondents rated their overall satisfaction in 2016 slightly higher than in 2013, rating it 4.09 (compared to 4.04 previously). Effectiveness of station signs also saw a higher rating, from 3.81 in 2013 to 3.90 in 2016.

Both value for the money (3.83) and satisfaction with Caltrain website (3.82) saw very slight gains in satisfaction.

Convenience of schedule softened, with a 2016 rating of 3.43 (vs. 3.45 in 2013). Connections with other transit systems saw the largest drop, from 3.58 in 2013 to 3.52 in 2016.

N=base of survey participants		VERY SATISFIED			VERY DISSATISFIED		NOT APPLICABLE	MEAN SCORE
OCT 2016	N=5,554	5	4	3	2	1	[ ]	(5 Pt. Scale)
OCT 2013	N=4,721	%	%	%	%	%	%	
Overall Caltrain experience								
<b>October 2016</b> .....		<b>33</b>	<b>46</b>	<b>18</b>	<b>2</b>	<b>1</b>	<b>&lt;1</b>	<b>4.09</b>
October 2013.....		31	48	17	3	1	<1	4.04
Effectiveness of station signs								
<b>October 2016</b> .....		<b>32</b>	<b>38</b>	<b>20</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>3.90</b>
October 2013.....		29	36	22	8	3	2	3.81
Value for the money								
<b>October 2016</b> .....		<b>31</b>	<b>32</b>	<b>25</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>3.83</b>
October 2013.....		28	34	27	8	2	2	3.79
Satisfaction with www.caltrain.com								
<b>October 2016</b> .....		<b>25</b>	<b>34</b>	<b>23</b>	<b>6</b>	<b>2</b>	<b>11</b>	<b>3.82</b>
October 2013.....		22	33	22	6	2	15	3.79
Connections with other transit systems								
<b>October 2016</b> .....		<b>20</b>	<b>24</b>	<b>23</b>	<b>11</b>	<b>5</b>	<b>18</b>	<b>3.52</b>
October 2013.....		19	25	22	10	4	21	3.58
Convenience of schedule								
<b>October 2016</b> .....		<b>19</b>	<b>31</b>	<b>30</b>	<b>15</b>	<b>6</b>	<b>&lt;1</b>	<b>3.43</b>
October 2013.....		18	32	31	14	5	1	3.45

(See Statistical Table 15-20)

## Satisfaction with Caltrain by Rider Segments

N=base of survey participants (5,554)

By time period, Weekend riders gave higher ratings in every attribute except one: Effectiveness of station signs, which was rated 3.95 by Weekend riders, but 3.97 by Weekday Off-peak riders.

	VERY SATISFIED			VERY DISSATISFIED		NOT APPLICABLE	MEAN SCORE
	5	4	3	2	1	[ ]	(5 Pt. Scale)
<b>Overall Caltrain experience .....</b>	<b>33</b>	<b>46</b>	<b>18</b>	<b>2</b>	<b>1</b>	<b>&lt;1</b>	<b>4.09</b>
Weekday Peak .....	31	48	18	2	1	<1	4.06
Weekday Off-peak.....	39	42	16	2	1	<1	4.17
Weekend .....	44	38	15	2	1	<1	4.23
<b>Effectiveness of station signs .....</b>	<b>32</b>	<b>38</b>	<b>20</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>3.90</b>
Weekday Peak .....	30	39	20	7	3	2	3.88
Weekday Off-peak.....	37	34	18	7	3	1	3.97
Weekend .....	36	35	19	7	3	2	3.95
<b>Value for the money .....</b>	<b>31</b>	<b>32</b>	<b>25</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>3.83</b>
Weekday Peak .....	30	32	25	8	2	2	3.82
Weekday Off-peak.....	31	30	24	9	3	2	3.79
Weekend .....	36	30	26	5	2	1	3.93
<b>Satisfaction with www.caltrain.com .....</b>	<b>25</b>	<b>34</b>	<b>23</b>	<b>6</b>	<b>2</b>	<b>11</b>	<b>3.82</b>
Weekday Peak .....	23	34	24	7	2	11	3.78
Weekday Off-peak.....	29	33	19	6	2	12	3.92
Weekend .....	35	30	18	3	1	12	4.08
<b>Connections with other transit systems .</b>	<b>20</b>	<b>24</b>	<b>23</b>	<b>11</b>	<b>5</b>	<b>18</b>	<b>3.52</b>
Weekday Peak .....	18	24	23	11	5	18	3.48
Weekday Off-peak.....	23	23	23	11	4	15	3.58
Weekend .....	28	24	21	9	2	17	3.80
<b>Convenience of schedule .....</b>	<b>19</b>	<b>31</b>	<b>30</b>	<b>15</b>	<b>6</b>	<b>&lt;1</b>	<b>3.43</b>
Weekday Peak .....	18	31	30	16	5	<1	3.41
Weekday Off-peak.....	22	28	30	14	5	<1	3.48
Weekend .....	25	28	26	12	7	1	3.52

(See Statistical Table 15-20)

## INFORMATION AND FARE PAYMENT CHOICES

### Internet Access

#### 15. Where do you usually access the internet? (Multiple responses accepted)

All but 2% of riders have Internet access from at least one source.

Weekday Peak riders were most likely to have access at home and at work, as well as being most likely to have mobile access of some sort.

Weekday Off-peak riders showed a slight increase in their access at home, and a greater increase in their access at work, when compared to 2013. Weekend riders also saw increases in home and work access – albeit much smaller.

	2016 Total	2013 Total
Base (All Respondents)	5,554	4,721
	%	%
Home	79	78
Work	69	68
Cell/tablet/personal hotspot*	69	70
Library/school/cafe/other public area	7	7
I don't have internet access (exclusive)	2	2
<b>Total</b>	<b>100</b>	<b>100</b>

	Weekday Peak		Weekday Off-peak		Weekend	
	2016	2013	2016	2013	2016	2013
Base (All Respondents)	4,212	3,547	890	766	452	409
	%	%	%	%	%	%
Home	80	80	78	75	72	71
Work	73	73	62	55	49	46
Cell/tablet/personal hotspot*	70	72	67	67	61	62
Library/school/cafe/other public area	6	6	9	9	8	8
I don't have internet access (exclusive)	1	2	2	3	3	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

\*In 2013, this was listed as “Cell/mobile.”

Items in bold grey type were written in by respondents and not part of the printed questionnaire options.

(See Statistical Table 21)

## Banking Access

16. Do you currently have a checking account, savings account, credit union account, or a credit card?

Most respondents (94%) have a checking account, savings account, credit union account, or credit card.

Weekday Peak riders were most likely to have one of these accounts (95%), while Weekday Off-peak and Weekend riders were somewhat less likely to (91%).

This question was not asked before 2016.

	2016 Total
Base (All Respondents)	5,554
	%
Yes	94
No	4
Don't know	2
Total	100

	Weekday Peak	Weekday Off-peak	Weekend
	2016	2016	2016
Base (All Respondents)	4,212	890	452
	%	%	%
Yes	95	91	91
No	3	6	7
Don't know	2	3	2
Total %	100	100	100

(See Statistical Table 22)

## Clipper Card Use

### Q17. Do you use a Clipper® card?

Most respondents (72%) use a Clipper® card. However, this varies widely by time period – with 77% of Weekday Peak riders using the card, but only 62% of Weekday Off-peak riders and 47% of Weekend riders.

This question was not asked before 2016.

	2016 Total
Base (All Respondents)	5,554
	%
Yes	72
No	28
<b>Total</b>	<b>100</b>

	Weekday Peak	Weekday Off-peak	Weekend
	2016	2016	2016
Base (All Respondents)	4,212	890	452
	%	%	%
Yes	77	62	47
No	23	38	53
<b>Total %</b>	<b>100</b>	<b>100</b>	<b>100</b>

(See Statistical Table 23)

## Barriers to Clipper® Card Use

**Q18. Are there any barriers to using a Clipper® card? (Multiple responses accepted)**

Just over half of respondents say there are no barriers to using a Clipper card (56%). Weekday Peak riders are most likely to say this is so (58%), while Weekend riders are least likely to make this statement (47%).

Among Weekday Peak and Weekday Off-peak riders, the most commonly cited barrier is limited vendors to get and load the card. Among Weekend riders, however, the most common barrier (cited by 21%) is they don't use it enough or don't need it.

This question was not asked prior to 2016.

	2016 Total	2016 Weekday Peak	2016 Weekday Off-peak	2016 Weekend
<b>Base (All Respondents)</b>	<b>5,554</b>	<b>4,212</b>	<b>890</b>	<b>452</b>
	%	%	%	%
No, there are no barriers (exclusive)	56	58	52	47
Limited vendors to get and load card	14	14	14	9
I don't use it enough/don't need it	11	9	12	21
I had a bad experience with Clipper	8	9	7	3
I prefer to pay as I go	5	4	7	11
I don't know about Clipper/have never heard of it	4	2	6	10
I don't understand how to use it	3	3	4	6
Don't like tag on/tag off/monthly passholders shouldn't have to	3	4	3	1
Adding funds online takes too long/website inferior	3	3	3	1
Not enough add value machines/need at all stations/too slow	2	2	2	1
Confusing/too many options/takes too long/no signage how to use	1	1	1	1
Difficult to use w/multiple cards/transit subsidy/other programs	1	1	1	<1
Issues w/Caltrain ticketing on Clipper (8-ride issues, add day pass to Clipper request, etc.)	1	1	<1	<1
Cost of card/cost to consolidate/minimum balance	1	1	<1	1
Don't want to use card/want on phone/want a paper pass	<1	<1	<1	<1
Don't live here/doesn't seem to be for visitors	<1	<1	<1	1
No live customer service/ reps not helpful	<1	<1	<1	<1
Cannot use on other forms of transit/cannot pay for parking	<1	<1	<1	-
Just not using today/forgot/ran out of value on card	<1	<1	<1	<1
Privacy policy issues	<1	<1	<1	<1
Never really considered/don't know/too lazy	<1	<1	<1	<1
Other	<1	<1	-	-

Reasons in grey bold type were written in by respondents.

(See Statistical Table 24)

Among those who said they do not use a Clipper card, feedback on barriers is quite different.

Among this group of respondents, more than a third (34%) say they just would not use it enough or do not need it. However, 33% say there are no barriers (even though they are not using the card currently).

Notably, 13% say they don't know about it or have never heard of it. This varies by time period, with only 10% of Weekday Peak riders saying they don't know about it, compared to 18% of Weekday Off-peak and 20% of Weekend riders.

	2016 Total	2016 Weekday Peak	2016 Weekday Off-peak	2016 Weekend
<b>Base (All Respondents Who Do NOT Use A Clipper Card)</b>	<b>1,524</b>	<b>961</b>	<b>328</b>	<b>235</b>
	%	%	%	%
I don't use it enough/don't need it	34	36	29	35
No, there are no barriers (exclusive)	33	33	33	31
I don't know about Clipper/have never heard of it	13	10	18	20
I prefer to pay as I go	12	11	14	13
I don't understand how to use it	7	7	7	9
Limited vendors to get and load card	6	7	4	4
I had a bad experience with clipper	4	5	4	1
Don't live here/doesn't seem to be for visitors	1	1	1	1
Don't like tag on/tag off/monthly passholders shouldn't have to	1	1	<1	-
Confusing/too many options/takes too long/no signage how to use	1	1	1	1
Not enough add value machines/need at all stations/too slow	<1	1	-	<1
Never really considered/don't know/too lazy	<1	<1	1	<1
Cost of card/cost to consolidate/minimum balance	<1	<1	-	<1
Issues w/caltrain ticketing on Clipper (8-ride, day pass)	<1	<1	1	-
Adding funds online takes too long/website inferior	<1	<1	1	-
Just not using today/forgot/ran out of value on card	<1	<1	-	-
Don't want to use card/want it on phone/want a paper pass	<1	<1	-	<1
Privacy policy issues	<1	-	<1	<1
Other	<1	<1	-	-
Difficult to use w/multiple cards/transit subsidy/other programs	<1	<1	-	-
Cannot use on other forms of transit/cannot pay for parking	<1	<1	-	-

Reasons in grey bold type were written in by respondents.

(See Statistical Table 25)

## Caltrain Information

### 19. How do you get schedules and other Caltrain information? (Multiple responses accepted)

Nearly 6 in 10 respondents (59%) use the Caltrain website for schedules and other Caltrain information, while 36% use an app. Reliance on printed material has decreased, with 17% of respondents saying they use this for Caltrain information in 2016 (compared with 27% in 2013).

	2016 Total	2013 Total
Base (All Respondents)	5,554	4,721
	%	%
Caltrain Website (Caltrain.com)	59	55
Caltrain App	36	32
Printed Material On Train	17	27
Station Information Boards	12	15
Google/Apple Maps/MapQuest	3	2
Conductor	3	3
Twitter	2	3
Caltrain Customer Service (1-800-660-4287)	1	1
Caltrain Connection Newsletter	1	1
Use Smartphone (General – Specific App/Website not given)	<1	<1
Family/Friends/Other Passengers/Coworkers	<1	1
511	<1	1
Don't Use Anything - Just Go/No Need/Already Know	<1	-
Community Place (Library, City Hall, Hotel)/Other	<1	<1

	Weekday Peak		Weekday Off-peak		Weekend	
	2016	2013	2016	2013	2016	2013
Base (All Respondents)	4,212	3,547	890	766	452	409
	%	%	%	%	%	%
Caltrain Website (Caltrain.com)	58	56	61	51	64	59
Caltrain App	39	34	29	29	18	16
Printed Material On Train	17	28	16	25	16	26
Station Information Boards	11	14	15	19	16	19
Google/Apple Maps/Mapquest	3	1	4	3	4	3
Conductor	3	3	4	3	3	3
Twitter	2	4	1	3	<1	1
Caltrain Customer Service (1-800-660-4287)	1	1	2	2	2	2
Caltrain Connection Newsletter	1	1	1	1	1	1
Use Smartphone (General – Specific App/Website not given)	<1	<1	1	<1	1	<1
Family/Friends/Other Passengers/Coworkers	<1	<1	<1	1	1	2
511	<1	1	<1	1	<1	<1
Don't Use Anything - Just Go/No Need/Already Know	<1	-	-	-	<1	-
Community Place (Library, City Hall, Hotel)	<1	<1	-	<1	1	<1

Reasons in grey bold type were written in by respondents.

(See Statistical Table 26)



## RIDER DEMOGRAPHICS

### Gender

Overall 58% of respondents are male, 41% female, and less than 1% identify as “other.”

	2016 Total	2013 Total
Base (All Respondents)	5,554	4,721
	%	%
Male	58	60
Female	41	40
Other	<1	<1
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2016	2013	2016	2013	2016	2013
Base (All Respondents)	4,212	3,547	890	766	452	409
	%	%	%	%	%	%
Male	58	59	64	63	58	53
Female	42	41	36	37	42	47
Other	<1	-	<1	<1	<1	-
Total	100	100	100	100	100	100

(See Statistical Table 27)

## Marital Status

While 46% of all respondents are single, this varies somewhat by time period. Weekday Peak riders are most likely to be married (48%), while Weekend riders are most likely to be single (60%).

	2016 Total	2013 Total
Base (All Respondents)	5,554	4,721
	%	%
Single	46	47
Married	45	43
Divorced	4	4
Domestic partnership	4	4
Widowed	1	1
Separated	1	1
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2016	2013	2016	2013	2016	2013
Base (All Respondents)	4,212	3,547	890	766	452	409
	%	%	%	%	%	%
Single	43	44	54	54	60	64
Married	48	46	35	38	29	24
Divorced	4	4	4	4	4	5
Domestic partnership	4	5	4	3	3	5
Widowed	1	1	2	1	2	<1
Separated	1	1	1	1	1	2
Total	100	100	100	100	100	100

(See Statistical Table 29)

## Education

### Q24. What is the highest level of education you have completed?

Nearly all riders (96%) have a high school diploma, while 81% have graduated college.

	2016 Total	2013 Total
Base (All Respondents)	5,554	4,721
	%	%
College Graduate	43	45
Post-Graduate Degree	38	35
Some College Or Tech School	10	12
Some High School	4	3
High School Graduate	4	5
<b>Total</b>	<b>100</b>	<b>100</b>

	Weekday Peak		Weekday Off-peak		Weekend	
	2016	2013	2016	2013	2016	2013
Base (All Respondents)	4,212	3,547	890	766	452	409
	%	%	%	%	%	%
College Graduate	44	46	43	42	40	42
Post-Graduate Degree	39	36	37	33	29	26
Some College Or Tech School	9	11	12	15	20	16
Some High School	5	2	3	2	4	6
High School Graduate	3	4	6	8	7	11
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

(See Statistical Table 37)

## Employment Status

### Q25. What is your current employment status?

Most respondents (84%) are employed full-time. By time period:

88% of Weekday Peak riders are employed full-time.

75% of Weekday Off-peak riders are employed full-time.

65% of Weekend riders are employed full-time.

	2016 Total	2013 Total
Base (All Respondents)	5,554	4,721
	%	%
Employed Full Time (35 or more hours per week)	84	80
Employed Part Time	4	6
Student	7	7
Retired	2	2
Homemaker	1	<1
Unemployed	2	2
Freelance/self-employed/contractor	<1	4
Disabled	<1	<1
<b>Total</b>	<b>100</b>	<b>100</b>

	Weekday Peak		Weekday Off-peak		Weekend	
	2016	2013	2016	2013	2016	2013
Base (All Respondents)	4,212	3,547	890	766	452	409
	%	%	%	%	%	%
Employed Full Time	88	89	75	72	65	64
Employed Part Time	4	4	7	10	8	10
Student	6	5	9	10	14	17
Retired	1	1	4	3	7	4
Homemaker/Caregiver	<1	<1	2	1	2	1
Unemployed	1	1	3	4	4	5
Disabled	<1	<1	<1	-	<1	-
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

(See Statistical Table 31)

## Age\*

The age of the average Caltrain rider remained relatively steady, at 36.7 years. However, the average age of Weekday Peak riders has dropped, from 37.4 years to 36.7 years, while the average age of Weekday Off-peak and Weekend riders has increased slightly.

	2016 Total	2013 Total
Base (All Respondents)	5,554	4,721
	%	%
13 To 18 Years Of Age**	3	2
19 To 24 Years Of Age**	12	13
25 To 34 Years Of Age	41	40
35 To 44 Years Of Age	20	21
45 To 54 Years Of Age	12	13
55 To 64 Years Of Age	8	8
65 Years Of Age And Older	3	3
Total	100	100
Average Age (# of years)	36.7	36.7

	Weekday Peak		Weekday Off-peak		Weekend	
	2016	2013	2016	2013	2016	2013
Base (All Respondents)	4,212	3,547	890	766	452	409
	%	%	%	%	%	%
13 To 18 Years Of Age**	3	2	2	2	4	6
19 To 24 Years Of Age**	11	11	15	19	22	26
25 To 34 Years Of Age	41	40	43	43	34	36
35 To 44 Years Of Age	22	23	17	16	13	12
45 To 54 Years Of Age	12	13	11	10	9	11
55 To 64 Years Of Age	8	8	6	7	10	5
65 Years Of Age And Older	2	3	5	4	8	5
Total	100	100	100	100	100	100
Average Age (# of Years)	36.7	37.4	36.3	35.2	37.3	33.7

\*A small percentage of respondents were under the age of 13; since riders 13 and over were targeted for this survey, those responses have been removed.

\*\*In 2013, these categories were 13-17 years of age and 18-24 years of age.

(See Statistical Table 35)

## Annual Household Income

The average income among Caltrain riders has increased by more than \$10,000 per year, to around \$129,000 (from about \$117,000 in 2013). This is largely due to a higher share of respondents in 2016 who earn \$200,000 or more (23%) compared to those who earned this much in 2013 (15%).

Income categories for 2016 changed, so only the current study is shown in detail below. However, the average income across time periods changed from 2013 to 2016 as follows:

- Among Weekday Peak riders, income rose from \$124,000 in 2013 to about \$136,000 in 2016.
- Among Weekday Off-peak riders, income rose from about \$100,000 in 2013 to about \$116,000 in 2016.
- Among Weekend riders, income rose from about \$91,000 in 2013 to about \$95,000 in 2016.

	2016 Total
Base (All Respondents)	5,554
	%
Less than \$24,999 a year	6
\$25,000 to \$29,999	2
\$30,000 to \$39,999	3
\$40,000 to \$49,999	4
\$50,000 to \$74,999	12
\$75,000 to \$99,999	13
\$100,000 to \$124,999	13
\$125,000 to \$149,999	10
\$150,000 to \$199,999	15
\$200,000 or more	23
<b>Total</b>	<b>100</b>

	Weekday Peak	Weekday Off-peak	Weekend
	2016	2016	2016
Base (All Respondents)	4,212	890	452
	%	%	%
Less than \$24,999 a year	4	10	18
\$25,000 to \$29,999	2	3	5
\$30,000 to \$39,999	2	5	5
\$40,000 to \$49,999	3	3	8
\$50,000 to \$74,999	12	11	14
\$75,000 to \$99,999	13	13	12
\$100,000 to \$124,999	13	13	10
\$125,000 to \$149,999	10	10	4
\$150,000 to \$199,999	17	12	9
\$200,000 or more	25	19	15
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>

(See Statistical Table 37)

## English Proficiency

Most respondents say they speak English very well (88%), and 79% say English is spoken very well in their homes.

However, a lower share of Weekend riders in 2016 say they speak English very well (82% in 2016 vs. 86% in 2013), and a lower share of Weekend riders in 2016 also say English is spoken very well in their homes (71% in 2016 vs. 79% in 2013).

### Q26. How well do you speak English?

	2016 Total	2013 Total
Base (All Respondents)	5,554	4,721
	%	%
Very well	88	88
Well	10	10
Not well	2	2
Not at all	<1	<1
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2016	2013	2016	2013	2016	2013
Base (All Respondents)	4,212	3,547	890	766	452	409
	%	%	%	%	%	%
Very well	89	89	87	84	82	86
Well	10	9	11	14	15	9
Not well	1	1	2	2	3	5
Not at all	<1	<1	1	-	<1	-
Total	100	100	100	100	100	100

**Q27. In your home, is English spoken...**

	<b>2016 Total</b>	<b>2013 Total</b>
<b>Base (All Respondents)</b>	<b>5,554</b>	<b>4,721</b>
Very well	79	81
Well	12	12
Not well	4	4
Not at all	5	4
<b>Total</b>	<b>100</b>	<b>100</b>

	<b>Weekday Peak</b>		<b>Weekday Off-peak</b>		<b>Weekend</b>	
	<b>2016</b>	<b>2013</b>	<b>2016</b>	<b>2013</b>	<b>2016</b>	<b>2013</b>
<b>Base (All Respondents)</b>	<b>4,212</b>	<b>3,547</b>	<b>890</b>	<b>766</b>	<b>452</b>	<b>409</b>
	%	%	%	%	%	%
Very well	80	82	77	75	71	79
Well	12	11	12	14	16	13
Not well	4	3	4	6	7	4
Not at all	4	4	6	6	7	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

(See Statistical Table 31-32)



## Languages Spoken in the Home

### Q28. Which languages are spoken in your home? (Multiple responses accepted)

Respondents speak 72 languages in their homes. While 87% of respondents speak English in their homes, 12% speak Spanish, 11% Hindi or other Indian languages, and 7% speak Mandarin.

	2016 Total	2016 Weekday Peak	2016 Weekday Off-peak	2016 Weekend
Base (All Respondents)	5,554	4,212	890	452
	%	%	%	%
English	87	88	86	83
Spanish	12	11	13	14
Hindi Or Other Indian Languages	11	11	9	9
Mandarin	7	7	6	5
Cantonese	3	3	3	2
Tagalog	3	3	2	3
French	2	2	2	1
Russian	2	2	2	1
German	1	1	1	3
Korean	1	1	1	1
Vietnamese	1	1	1	<1
Japanese	1	1	<1	1
Italian	1	1	1	1
Portuguese	1	1	1	1
Farsi (Persian)	1	1	1	<1
Arabic	1	<1	1	1

Other languages spoken on a regular basis with at least one response in the survey:

Afrikaans	Cree	Indonesian	Samoan
Amharic	Creole	Irish (Gaelic)	Serbian
Armenian	Croatian	Khmer	Somali
ASL/Sign Language	Czech	Kurdish	Swahili
Belarusian	Danish	Kyrgyz	Swedish
Bosnian	Dutch	Latvian	Swiss-German
Bulgarian	Estonian	Malayan	Tajik
Burmese	Fijian	Native American	Thai
Cambodia	Finnish	Language	Tibetan
Cebuano/Ilocano/ Other Filipino	Greek	(Unspecified)	Tigrinya
Language (Other Than Tagalog)	Gujarati	Nepali	Tongan
Chamorro	Hebrew	Norwegian	Turkish
Chinese (Unspec.)	Hungarian	Polish	Twi (Asante Twi)
	Icelandic	Quechua	Ukrainian
	Igbo	Romanian	Yiddish

(See Statistical Table 34)

## Ethnicity

Q29. Which of the following best describes your race/ethnic background? (Multiple responses accepted)

	2016 Total	2016 Weekday Peak	2016 Weekday Off-peak	2016 Weekend
Base (All Respondents)	5,554	4,212	890	452
	%	%	%	%
White/Caucasian	53	52	54	54
Asian	36	37	33	30
Hispanic/Latino	11	11	12	13
Black/African American	4	3	4	4
Native Hawaiian Or Other Pacific Islander	2	2	2	2
American Indian Or Alaska Native	1	1	2	1
Middle Eastern/Arabic/Persian	1	1	1	1
Mixed (Unspecified)	<1	<1	<1	-

(See Statistical Table 35)

## Country of Birth

**Q30. Were you born in the United States? (if “no”) Which country?**

While 60% of respondents were born in the United States, 40% were born in one of 105 countries outside the United States. The most common countries of birth after the United States are India, China, and The Philippines.

	2016 Total	2016 Weekday Peak	2016 Weekday Off-peak	2016 Weekend
<b>Base (All Respondents)</b>	<b>5,554</b>	<b>4,212</b>	<b>890</b>	<b>452</b>
	%	%	%	%
YES (BORN IN US)	60	61	58	59
NO (WHICH COUNTRY?)	40	39	42	41
ANSWERED 'NO' BUT DID NOT SPECIFY COUNTRY	14	14	14	14
INDIA	6	6	6	5
CHINA	2	2	2	2
PHILIPPINES	1	2	1	1
CANADA	1	1	2	<1
UNITED KINGDOM	1	1	2	1
MEXICO	1	1	1	1
GERMANY	1	1	1	2
TAIWAN	1	1	<1	1
FRANCE	1	1	1	<1
KOREA/S. KOREA	1	1	1	1
VIETNAM	1	1	<1	<1
RUSSIA	1	<1	1	<1
AUSTRALIA	1	<1	1	1

Countries with fewer than 1% of respondents citing them as the country of their birth, but with at least one mention in the survey, are:

ARGENTINA	ECUADOR	KENYA	SERBIA
ARMENIA	EGYPT	LAOS	SINGAPORE
AUSTRIA	EL SALVADOR	LEBANON	SOUTH AFRICA
AZERBAIJAN	ERITREA	LIBERIA	SPAIN
BANGLADESH	ESTONIA	LUXEMBOURG	SRI LANKA
BARBADOS	ETHIOPIA	MALAYSIA	SWEDEN
BELARUS	FIJI	MALTA	SWITZERLAND
BELGIUM	FINLAND	NEPAL	TAHITI
BOSNIA	GREECE	NEW ZEALAND	TAJIKISTAN
BRAZIL	GUAM	NICARAGUA	TANZANIA
BULGARIA	GUATEMALA	NIGERIA	THAILAND
BURMA	HONDURAS	NORWAY	THE NETHERLANDS
CAMEROON	HONG KONG	PAKISTAN	TIBET
CHILE	HUNGARY	PALESTINE	TONGA
COLOMBIA	ICELAND	PANAMA	TRINIDAD
COSTA RICA	INDONESIA	PERU	TURKEY
CUBA	IRAN	POLAND	UKRAINE
CURACAO	IRELAND	PORTUGAL	URUGUAY
CYPRUS	ISRAEL	PUERTO RICO	USSR
CZECH REPUBLIC	ITALY	ROMANIA	UZBEKISTAN
DENMARK	JAMAICA	SAIPAN	VENEZUELA
DOMINICAN REPUBLIC	JAPAN	SAMOA	ZIMBABWE
DUBAI	JORDAN	SAUDI ARABIA	

## Home Region (Based on ZIP Code)

Most Caltrain riders live in the Bay Area (96%) – particularly Santa Clara County (41%), San Mateo County (30%), and San Francisco (22%).

On the next page is a breakdown by Bay Area city. The most common home cities among Caltrain riders are San Francisco (22%), San Jose (17%), San Mateo (9%), and Sunnyvale (8%).

	2016 Total	2016 Weekday Peak	2016 Weekday Off-peak	2016 Weekend
<b>Base (All Respondents)</b>	<b>5,554</b>	<b>4,212</b>	<b>890</b>	<b>452</b>
	%	%	%	%
BAY AREA (NET)	96%	97%	94%	91%
SANTA CLARA COUNTY	41%	42%	35%	41%
SAN MATEO COUNTY	30%	30%	31%	28%
SAN FRANCISCO	22%	22%	25%	19%
ALAMEDA COUNTY	2%	2%	2%	2%
MARIN COUNTY	<1%	<1%	<1%	-
NAPA COUNTY	<1%	<1%	-	-
CONTRA COSTA COUNTY	<1%	<1%	1%	<1%
SOLANO COUNTY	<1%	<1%	<1%	<1%
SONOMA COUNTY	<1%	<1%	<1%	<1%
OTHER CALIFORNIA BY COUNTY (NET)	2%	2%	2%	5%
OUTSIDE OF CALIFORNIA (NET)	2%	1%	3%	5%
OUTSIDE THE US	<1%	<1%	<1%	-

	2016 Total	2016 Weekday Peak	2016 Weekday Off-peak	2016 Weekend
Base (All Respondents)	5,554	4,212	890	452
	%	%	%	%
<b>SANTA CLARA COUNTY (NET)</b>	<b>42%</b>	<b>43%</b>	<b>37%</b>	<b>44%</b>
SAN JOSE	17%	17%	14%	16%
SUNNYVALE	8%	9%	6%	4%
MOUNTAIN VIEW	5%	5%	5%	6%
PALO ALTO	4%	4%	4%	6%
SANTA CLARA	3%	4%	3%	4%
CUPERTINO	1%	1%	1%	1%
MORGAN HILL	1%	1%	<1%	<1%
GILROY	1%	1%	<1%	-
LOS ALTOS	1%	1%	1%	<1%
STANFORD	1%	<1%	1%	1%
LOS GATOS	1%	<1%	<1%	2%
CAMPBELL	1%	<1%	1%	1%
MILPITAS	<1%	<1%	<1%	<1%
SARATOGA	<1%	<1%	<1%	1%
SAN MARTIN	<1%	<1%	-	<1%
COYOTE	<1%	<1%	-	-
<b>SAN MATEO COUNTY (NET)</b>	<b>33%</b>	<b>32%</b>	<b>34%</b>	<b>31%</b>
SAN MATEO	9%	9%	11%	6%
REDWOOD CITY	6%	6%	5%	6%
PALO ALTO	4%	4%	4%	6%
BURLINGAME	3%	3%	3%	4%
SAN CARLOS	3%	3%	3%	1%
MENLO PARK	2%	2%	2%	2%
BELMONT	2%	2%	1%	2%
SAN BRUNO	1%	1%	1%	1%
MILLBRAE	1%	1%	2%	1%
SOUTH SAN FRANCISCO	1%	1%	1%	1%
DALY CITY	1%	1%	1%	<1%
ATHERTON	<1%	<1%	<1%	1%
PACIFICA	<1%	<1%	<1%	<1%
PORTOLA VALLEY	<1%	<1%	<1%	<1%
BRISBANE	<1%	<1%	<1%	-
MONTARA	<1%	<1%	<1%	-
HALF MOON BAY	<1%	<1%	-	-
LA HONDA	<1%	-	<1%	-
<b>SAN FRANCISCO</b>	<b>22%</b>	<b>22%</b>	<b>25%</b>	<b>19%</b>
<b>OUTSIDE BAY AREA</b>	<b>4%</b>	<b>3%</b>	<b>6%</b>	<b>9%</b>
<b>ALAMEDA COUNTY(NET)</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>
OAKLAND	1%	1%	<1%	1%
BERKELEY	<1%	<1%	<1%	<1%
FREMONT	<1%	<1%	<1%	<1%
HAYWARD	<1%	<1%	<1%	<1%
EMERYVILLE	<1%	<1%	<1%	-

	2016 Total	2016 Weekday Peak	2016 Weekday Off-peak	2016 Weekend
<b>Base (All Respondents)</b>	<b>5,554</b>	<b>4,212</b>	<b>890</b>	<b>452</b>
	%	%	%	%
ALBANY	<1%	<1%	<1%	<1%
ALAMEDA	<1%	<1%	-	-
PLEASANTON	<1%	<1%	<1%	-
LIVERMORE	<1%	<1%	-	-
UNION CITY	<1%	<1%	<1%	-
SAN LORENZO	<1%	<1%	<1%	-
NEWARK	<1%	<1%	-	<1%
SAN LEANDRO	<1%	<1%	-	-
DUBLIN	<1%	-	<1%	-
SUNOL	<1%	-	<1%	-
<b>CONTRA COSTA COUNTY (NET)</b>	<b>&lt;1%</b>	<b>&lt;1%</b>	<b>1%</b>	<b>&lt;1%</b>
RICHMOND	<1%	<1%	-	-
WALNUT CREEK	<1%	<1%	-	-
HERCULES	<1%	<1%	<1%	-
CONCORD	<1%	<1%	<1%	-
EL CERRITO	<1%	<1%	-	-
MARTINEZ	<1%	<1%	-	-
MORAGA	<1%	<1%	-	-
ORINDA	<1%	<1%	-	-
PITTSBURG	<1%	<1%	-	-
SAN PABLO	<1%	<1%	-	-
ANTIOCH	<1%	-	<1%	-
PLEASANT HILL	<1%	-	<1%	-
SAN RAMON	<1%	-	-	<1%
<b>MARIN COUNTY (NET)</b>	<b>&lt;1%</b>	<b>&lt;1%</b>	<b>&lt;1%</b>	<b>-</b>
SAN RAFAEL	<1%	<1%	<1%	-
GREENBRAE	<1%	<1%	-	-
LARKSPUR	<1%	<1%	-	-
MILL VALLEY	<1%	<1%	-	-
SAN ANSELMO	<1%	<1%	-	-
SAUSALITO	<1%	<1%	-	-
CORTE MADERA	<1%	-	<1%	-
<b>SONOMA COUNTY (NET)</b>	<b>&lt;1%</b>	<b>&lt;1%</b>	<b>&lt;1%</b>	<b>&lt;1%</b>
SANTA ROSA	<1%	<1%	<1%	<1%
CALISTOGA	<1%	<1%	-	-
FORESTVILLE	<1%	-	<1%	-
<b>SOLANO COUNTY (NET)</b>	<b>&lt;1%</b>	<b>&lt;1%</b>	<b>&lt;1%</b>	<b>&lt;1%</b>
FAIRFIELD	<1%	<1%	-	-
VACAVILLE	<1%	<1%	-	-
BIRDS LANDING	<1%	-	-	<1%
VALLEJO	<1%	-	<1%	-
<b>OUTSIDE BAY AREA</b>	<b>4%</b>	<b>3%</b>	<b>6%</b>	<b>6%</b>

## APPENDICES

## Survey Distribution and Response

### 2016 Caltrain Triennial Customer Survey

Response Rate / % of Riders Who Completed Survey / Distribution Rate

	<b>Total</b>	<b>Weekday</b>	<b>Weekend</b>
Children under 13	107	52	55
Language barrier	18	9	9
Sleeping	98	71	27
Left train	68	41	27
Refused	1,088	795	293
<i>Already Participated</i>	<i>251</i>	<i>212</i>	<i>39</i>
Qst. distributed and not returned	813	690	123
<b>TOTAL NON-RESPONSE (less already participated)</b>	<b><u>2,192</u></b>	<b><u>1,658</u></b>	<b><u>534</u></b>
Completes collected or mailed in:	<b><u>5,554</u></b>	<b><u>4,924</u></b>	<b><u>630</u></b>
<b>PASSENGERS ON SAMPLED CARS</b>	<b>7,746</b>	<b>6,582</b>	<b>1,164</b>
<i>(Total completes+Total Non-response)</i>			

<b>Response Rate &amp; % of Riders Who Completed Survey</b>			
<b>PASSENGERS ON SAMPLED CARS</b>	<b>7,746</b>	<b>6,582</b>	<b>1,164</b>
Less:			
Children Under 13	-107	-52	-55
Language Barrier	-18	-9	-9
Sleeping	-98	-71	-27
<b>POTENTIAL RESPONDENTS</b>	<b><u>7,523</u></b>	<b><u>6,450</u></b>	<b><u>1,073</u></b>
<b>TOTAL COMPLETES</b>	<b><u>5,554</u></b>	<b><u>4,924</u></b>	<b><u>630</u></b>
<b>Response Rate <sup>1</sup></b>	<b>73.8%</b>	<b>76.3%</b>	<b>58.7%</b>
<b>% of Riders Who Completed Survey <sup>2</sup></b>	<b>71.7%</b>	<b>74.8%</b>	<b>54.1%</b>

<b>Distribution Rate</b>			
<b>PASSENGERS ON SAMPLED CARS</b>	<b>7,746</b>	<b>6,582</b>	<b>1,164</b>
Less:			
Children Under 13	-107	-52	-55
Language Barrier	-18	-9	-9
Sleeping	-98	-71	-27
<b>POTENTIAL RESPONDENTS</b>	<b><u>7,523</u></b>	<b><u>6,450</u></b>	<b><u>1,073</u></b>
<b>Total Completes</b>	<b><u>5,554</u></b>	<b><u>4,924</u></b>	<b><u>630</u></b>
Qst. taken home /not returned	813	690	123
<b>TOTAL QST. DISTRIBUTED</b>	<b><u>6,367</u></b>	<b><u>5,614</u></b>	<b><u>753</u></b>
<b>Distribution Rate <sup>3</sup></b>	<b>84.6%</b>	<b>87.0%</b>	<b>70.2%</b>

<sup>1</sup> Total Completes divided by Potential Respondents

<sup>2</sup> Total Completes divided by Passengers on Sampled Cars

<sup>3</sup> Total Qst. Distributed divided by Potential Respondents



## Language Barriers

Surveys were printed in Spanish and English. The majority of respondents used the English language survey, with only 23 respondents (out of 5,554) opting for the Spanish language survey. Surveyors were also provided a card (see the Interviewer Training Instructions section of the Appendix) to measure the amount of potential responses who spoke neither English nor Spanish. Potential respondents were shown a card that stated “I speak \_\_\_\_” with responses in Hindi, Mandarin, Cantonese, Tagalog, French, German, Vietnamese, Russian, Korean, Italian, and Japanese. Of the 18 language barriers encountered, 14 were willing to complete the language card. Responses are tabulated below:

<b><u>Language</u></b>	<b><u>#</u></b>
Mandarin*	7
Cantonese*	3
Japanese	2
Russian	1
Telugu (added)	1
Greek (added)	1
French	-
German	-
Hindi	-
Italian	-
Korean	-
Tagalog	-
Vietnamese	-
Unknown (did not complete card)	4

\*One of the 14 language barriers indicated they spoke both Mandarin and Cantonese.

## Interviewer Instructions

### Caltrain Triennial Onboard Survey October 2016 | Interviewer Instructions

INTERVIEWER NAME: \_\_\_\_\_

## PROJECT OVERVIEW

This project is a passenger survey that seeks to learn who rides Caltrain. It is a self-administered questionnaire to be distributed onboard Caltrain trains. The questionnaires will be handed out and collected on sampled Caltrain routes. The field work will take place October 4-13, 2016.

You can learn more about Caltrain at [www.caltrain.com](http://www.caltrain.com) (Keep this information handy for schedule information, too – see Part 2.)

The primary goals of this survey are to:

- Assess key passenger satisfaction components.
- Understand ridership characteristics, such as demographics and trip purpose.
- Analyze usage patterns, including access mode, frequency of using Caltrain, and type of ticket used.

## Part 1: How to conduct the survey on Caltrain

### 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 priority. 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.

**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. Your approach as a surveyor will make a tremendous difference in whether or not riders agree to complete the survey.

### BEFORE EACH RUN: SURVEY CONTROL SHEET (Yellow Card)

It is very important that you enter information accurately on your survey control sheet. A separate survey control sheet will be used for each 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. Each **run** has its own unique number, referred to as the **Run ID**.

**AT THE START OF EACH RUN YOU SHOULD ENTER ON SURVEY CONTROL SHEET (Yellow Card):**

- The current date and day
- Route number of the train
- Your last name
- Run ID (the Run ID# from your surveyor shift assignment sheet)
- The specific station where you are boarding the train to start the run (“Trip Start Location”)
- The time the run started (actual time the train left the station)

**It is important that you enter the time departed accurately. Late trains are a key component in rider satisfaction. The delay time will be used as a factor in evaluating the rider trip satisfaction data.**

**Run ID**

A shift will consist of a number of runs. Each route for a given shift will have an assigned Run ID# which is indicated on your surveyor shift assignment sheet and on the Master Schedule. Because we are offering a mail back option, it is ESSENTIAL that all questionnaires distributed to passengers have the correct Run ID. You will need to write this in before you begin surveying.

**You must write the Run ID on ALL questionnaires distributed on every run.**

In order to be sure every questionnaire you distribute has the proper Run ID, you will need to pre-number questionnaires BEFORE entering the train. If you exhaust all of the pre-numbered questionnaires, you MUST write the RUN ID on EVERY questionnaire you distribute – BEFORE they are in the passengers’ hands.

Review the Surveyor schedule, **and based on the Route Average**, pre-number a minimum of 10 English questionnaires:

**You will want to pre-number additional questionnaires if your run is during morning or evening rush hour, or on a bullet train.** Since passenger volume varies, you may need additional questionnaires, so be prepared to add the Run ID if necessary.

Unused surveys with the Run ID written in can be reused – cross out the prior Run ID and write in the correct Run ID.

**AS YOU BOARD THE TRAIN . . . REMEMBER YOU ARE A GUEST OF CALTRAIN.**

**DISTRIBUTING QUESTIONNAIRES**

Caltrain trains have five or six cars. You will be distributing questionnaires on only one of these cars. 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. Do not substitute another car for the one you are assigned. Refer to the “Caltrain Information Section” for instructions on how to find your car.

**As noted some trains have 6 cars. These trains are highlighted 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.

Attempt to distribute surveys to all passengers 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 (use your judgment – NEVER ask someone their age);
- Employees of the Caltrain;
- Passengers who tell you that they have already participated in this survey on a previous trip (within the last week or so). But do include passengers that may have participated in other previous surveys; and
- Sleeping passengers.

As you hand out surveys, give a short introduction about the survey. 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 you think.”

If a rider hesitates, you might also mention, “Caltrain needs this information from you to provide better service in the future.” Or “Caltrain only does this survey once every three years.”

Be sure to tell the patrons to fill in all pages of the survey. Check surveys as you collect them.

Instruct passengers to return completed surveys to you.

Passengers who do not have the time or inclination to complete the questionnaire on board have the option of mailing it in. **Mention the mail-in option as a last resort.** We have found that when a potential respondent takes the questionnaire home with him/her or says they will do it later, 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 bus).

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

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. **Attempt to collect every survey you distribute.**












### **CROWDED TRAINS**

- On crowded trains, please make every attempt to distribute questionnaires to all patrons. When this is not possible, distribute questionnaires to all patrons in the areas of the train car you can access. **Note the limitations in reaching everyone on your survey control sheet and returned survey packet sheet.**

**LANGUAGE BARRIER**

- Passengers who speak English or Spanish and who refuse a questionnaire are tallied as “refusals,” since we have English and Spanish survey instruments. Only passengers who speak a language other than English or Spanish are tallied as Language Barrier.
- Caltrain also wants to discover what languages (other than English and Spanish) their passengers speak.
  - Only when you have a passenger who is classified as a Language Barrier, give the passenger a Spoken Language Card (Tan Card) to allow the passenger to denote what language it is that they speak. Collect these cards when complete and include with your completed surveys.
  - These cards list the twelve most cited languages given as answers in the last Triennial Study to the question:  
“What language do you speak at home?”

As an example, this is a Spoken Language Card:

<b>SPOKEN LANGUAGE</b>		
Caltrain Onboard Survey OCTOBER 2016		
I speak	Translation	Check
Hindi	हम हिंदी जानते हैं	 <input type="checkbox"/>
Mandarin	我说普通话 (我說普通話)	 <input type="checkbox"/>
Cantonese	我讲粤语 (我講粵語)	 <input type="checkbox"/>
Tagalog	Nagsasalita ako ng Tagalog	 <input type="checkbox"/>
French	Je parle français	 <input type="checkbox"/>
German	Ich spreche Deutsch	 <input type="checkbox"/>
Vietnamese	Tôi nói tiếng Việt	 <input type="checkbox"/>
Russian	Я говорю русский	 <input type="checkbox"/>
Korean	나는 한국어를 한다	 <input type="checkbox"/>
Italian	Io parlo italiano	 <input type="checkbox"/>
Japanese	私は日本語を話す	 <input type="checkbox"/>

**AT THE END OF EACH RUN – ENTER ON THE SURVEY CONTROL SHEET:**

- Location/station where you exited the train
- The time when the train arrived and the run ended.
- The total **number of questionnaires DISTRIBUTED** for English and Spanish passengers
- The total **number of questionnaires RETURNED** (collected by you and in your possession).
- The total **number of Spoken Language Cards RETURNED** (collected by you and in your possession).
- All returned surveys and the completed survey control sheet should be rubber banded together and **placed in the “Completed Questionnaire” envelope**. IMMEDIATELY complete the information on the front of this envelope for that run (e.g. RUN ID, # of Questionnaires Distributed, etc.)
- You may have several bundles of completed surveys per route for a given shift. **If the envelope becomes too full, use additional envelope(s) and label each (i.e. “envelope 1 of 2”, “envelope 2 of 2”, etc).**

**DEFINITIONS (SURVEY CONTROL SHEET CATEGORIES)**

- **LANGUAGE BARRIER:** Passengers who speak English or Spanish and who refuse a questionnaire are tallied as “refusals,” since we have English and Spanish survey instruments. 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.

As an example, a Survey Control Sheet may look like this at the end of a shift:

<b>CALTRAIN ONBOARD STUDY   Survey Control Sheet</b>		
FALL 2016		
DATE <u>10 / 18 / 2016</u>	DAY OF WEEK <u>Thur</u>	Train # <u>312</u>
INTERVIEWER NAME <u>Canapary</u>	RUN ID <u>1234</u>	
BOARDED TRAIN AT: <u>4<sup>th</sup> &amp; King</u>	TIME <u>6:57 AM</u>	
EXITED TRAIN AT: <u>SJ - Diridon</u>	TIME <u>7:58 AM</u>	
<b>LANGUAGE</b>	<b># DISTRIBUTED</b>	<b># RETURNED</b>
ENGLISH	57	51
SPANISH	19	13
SPOKEN LANGUAGE CARD	2	2
<b>TOTAL:</b>	78	66
<b>NON-RESPONSE TALLY</b>		
REFUSALS	///	[ 5 ]
LANGUAGE BARRIER <small>(SPECIFY TYPE IF KNOWN)</small>	//	[ 2 ]
CHILD (UNDER 13)		[   ]
SLEEPING		[   ]
LEFT TRAIN		[   ]
ALREADY PARTICIPATED		[   ]
OTHER (specify) _____	// (Other CCQ interviewers riding to reach their shift)	[ 2 ]
<b>TOTAL</b>		[ 9 ]
<small>Please use hash marks ( example: /// ). Only one tally per patron. At the end of each trip, write in number totals in the brackets of each box.</small>		

**AT THE END OF THE SHIFT**

Each run will have a separate Completed Questionnaire Envelope. Make sure that all completed work from all the run is placed in the appropriate "Completed Questionnaire Envelope." Make sure that all the information requested is filled out, including:

1. Date
2. Your last name (Interviewer Name)
3. Run ID# listed on Surveyor Shift Assignment Sheet
4. Train number (the number Caltrain assigns to that train)
5. Run Start time (the beginning time listed on your survey control sheet)
6. If the train was MORE THAN FIVE MINUTES EARLY OR LATE from the train's scheduled times on the schedule write how many minutes the train was early or late
7. The number of questionnaires distributed, the number completed/returned, and the non-responses for each (from survey control sheet)
8. Any unusual happenings that may have affected surveying/ridership on this shift

As an example, a Completed Questionnaire envelope may look like this at the end of a shift

<b>CALTRAIN ON-BOARD STUDY</b> <b>Completed Questionnaire Envelope</b> (Fall 2016)															
Day: <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <b>Number of Questionnaires in Envelope</b> </div> <div style="border: 1px solid black; padding: 5px;"> <b>TOTAL</b> <span style="float: right;">75</span> </div>														
Date <u>10 / 18</u> /2016															
Interviewer Name <u>Canapary</u>															
Run ID# <u>1234</u>															
Train: <u>312</u>															
Run Start Time <u>7</u> : <u>58</u> <span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">AM</span> PM															
If >5 minutes early or late: (Departed): <u>      </u> Minutes Early/Late           (Arrived): <u>10</u> Minutes Early/Late															
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;"></th> <th style="width: 30%; text-align: center;">TOTAL</th> </tr> </thead> <tbody> <tr> <td style="background-color: #d9ead3;"><b>Questionnaires Distributed</b> (from Survey Control Sheet)</td> <td></td> </tr> <tr> <td style="background-color: #d9ead3;">Total Distributed</td> <td style="text-align: center;">90</td> </tr> <tr> <td style="background-color: #d9ead3;"><b>Returned Questionnaires</b> (count number in hand)</td> <td></td> </tr> <tr> <td style="background-color: #d9ead3;">Total Returned</td> <td style="text-align: center;">75</td> </tr> <tr> <td style="background-color: #d9ead3;"><b>Non-Responses</b> (from Survey Control Sheet)</td> <td></td> </tr> <tr> <td style="background-color: #d9ead3;">Total Non-Responses</td> <td style="text-align: center;">9</td> </tr> </tbody> </table>			TOTAL	<b>Questionnaires Distributed</b> (from Survey Control Sheet)		Total Distributed	90	<b>Returned Questionnaires</b> (count number in hand)		Total Returned	75	<b>Non-Responses</b> (from Survey Control Sheet)		Total Non-Responses	9
	TOTAL														
<b>Questionnaires Distributed</b> (from Survey Control Sheet)															
Total Distributed	90														
<b>Returned Questionnaires</b> (count number in hand)															
Total Returned	75														
<b>Non-Responses</b> (from Survey Control Sheet)															
Total Non-Responses	9														
Notes: <u>Unruly passenger in car between Millbrae and San Mateo, removed by police at San Mateo; Doors did not open at Mountain View stop. Delay while conductor cycled doors.</u>															



## Part 2 – Logistics, General Conduct, and Communication

**Even if you are very good at conducting surveys on-board, behaving unprofessionally, failing to be prepared (or communicate significant events) can negate your hard work. Conversely, paying attention to your travel arrangement details, time management, professional communication, and record-keeping and other duties can help keep you organized – and actually make you a better interviewer!**

### Make Sure You are Off to a Good Start! Be Prepared and On Time!

- You should be at the train station where your shift starts at least 15 minutes prior to the scheduled train departure time. (It is always preferable to be at the station even earlier – say, 30 minutes or so – than to be even 1 minute late.)
- Have all of your supplies (see the **Supplies Checklist**).
- Before you leave for your shift, **know what trains you are surveying and when they arrive and depart.** Some trains may become delayed along the route. Frequently, they are able to make up the time prior to the end of the run. Occasionally, however, the delay may impact your ability to make your next train. It may be preferable to alight from the train a station early to catch your next train. Have the Caltrain schedule with you at all times to aid in making this decision.
- **All interviewers should bring a watch.** You may also consider wearing clothes with pockets since you will have to carry a good deal of material.
- All surveyors **must wear their ID badges and have a valid photo ID at all times** while surveying.
- Please **act professionally at all times.** Passengers, Caltrain employees, and others are observing your behavior.
- **Always introduce yourself to at least one of the conductors.** We are guests on their trains.
- The **average number of passengers will vary significantly** by run and time of day. You will be provided with pencils for use by passengers who need them.

### Conduct Yourself Professionally

- Under our contract with Caltrain, the badge/access letter which allows you to ride free of charge may only be used when working on this study. Any misuse will be embarrassing to all and is cause for immediate dismissal.
- As representatives of CC&G and Caltrain, interviewers are expected to act professionally at all times.
- **Professional ‘business casual’ attire is a must.** Your overall appearance should be neat and professional. This also means:
  - Long trousers and collared shirts for men (jacket optional).
  - For women, slacks and a blouse/shirt are acceptable. Skirts or dresses may also be worn.
  - Wear comfortable, closed toed shoes. You will be standing/walking most of your shift.
  - **NO** t-shirts, sweatshirts/sweat pants/other workout wear, open-toed shoes, or denim.
  - **NO** hats.
  - **NO** clothing with logos/messages prominently displayed.
- All surveyors **must** wear their name badge while surveying, and have a valid photo ID at all times. Notify CC&G immediately if your name badge is lost so that it can be replaced immediately.
- All survey data collected is confidential and must be treated with care. Any sharing or use of data is cause for immediate dismissal and may result in criminal charges.
- Backpacks, aprons, Clipper cards, and other materials used on this project should be returned to CC&G at the end of the study.

## Scheduling

- You will receive a schedule for the project today. This schedule is based on the availability you provided to CC&G and the study needs. **Prior to leaving training today, it is your responsibility to review the schedule and be sure you can make all your shift**
- Once the fieldwork begins, it is important to adhere to the shifts as assigned. **If you cannot make any shift, notify Carol immediately.**
- **Starting shifts late or missed shifts may be cause for dismissal.**

## End of Shift – Checking In and Returning Work

It is very important to check in and return all completed work as soon as possible. **For the first two to three (2-3) days you work on this project, check in immediately after your shift.**

- **If you are on a morning or day shift**, this means returning to CC&G as soon as your shift is complete.
- **If you are on an evening shift**, this means returning to CC&G the next day **AND ALLOWING SUFFICIENT TIME** to review your work from the previous day before you head to that day's shift.

Once you are told you do not have to check in (generally after the first 2 shifts), it is still very important to return work soon after completing a shift. **You must turn in work after each shift (within 24 hours). If you cannot turn in your work, notify CC&G immediately.**

Remember, CC&G's building is open 24/7. Drop off work within 24 hours after completing a shift. Materials can be left in the wooden trunk outside the office if the office is not open. Supplies will be available right outside the office at all times.

## Wrapping Up – A Few Other Items

- **“What do I do if . . . a conductor doesn’t want me on a train?”** Exit the train. Do not argue with the conductor. Do not create a confrontation. Call CC&G immediately – either the CC&G main number (during office hours) or the Emergencies Only number.
- **“What if I get off schedule?”** You cannot substitute trains on this study. If your train is running late and you feel it is likely that you will miss your next train (you are scheduled to survey), it is OK to exit the train one or two stops prior to the final station in order to make your connection. Be sure to collect all surveys prior to exiting the train. We have tried to design the schedule to avoid this situation, but it is possible.
- **Remember – your demeanor reflects on CC&G – including the condition of the questionnaires you hand out.** Do not allow your questionnaires to get ragged, stained, or grubby. Keep your backpack neat so coffee, candy, gum, etc. does not come in contact with your questionnaires. Dirty/stained questionnaires look unattractive and deter riders from participating.
- **Always make sure the Run ID is written in – and make sure it is the CORRECT Run ID. It makes a large difference.** When a survey is mailed in or completed online, the Run ID will tell us key pieces of information, including the day, the date, and train. If these pieces of information are missing, the collected information is not as valuable.

## CONTACT INFORMATION

### COREY, CANAPARY & GALANIS RESEARCH

Supervisor – Elizabeth Grant

Project Manager – Carol Anne Carroll; carolc@ccgresearch.com

CC&G 800 Number is 1 (800) 877-1201

**The regular office number is 415-397-1200 – Voicemail 24/7**

### Outside of normal office hours, contact:

Jon Canapary (415) 577-2428 (after 5 pm Monday-Friday; afternoon/evening weekends)

Carol Anne Carroll (415) 200-5277 (before 8 am Monday-Friday; before 12 noon weekends)

### CALTRAIN

Agency Contact – Julian Jest, Caltrain Marketing, 650-508-6245

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## SUPPLIES CHECKLIST

**USE THIS TO GATHER SUPPLIES TODAY AFTER TRAINING, AND USE IT AS A REMINDER TO BE SURE YOU HAVE WHAT YOU NEED BEFORE YOU LEAVE FOR YOUR SHIFT**

- Backpack
  - Surveyor badge
  - Photo ID
  - Surveyor Schedule
  - Travel information/supplies, including:
    - Caltrain schedule
    - Shift-specific information
  - Apron
  - Pencils
  - Questionnaires (English & Spanish) – use the ridership figures on your schedule to determine how many English questionnaires you should take per run; always have a supply of at least 20 Spanish questionnaires per shift.
  - Spoken Language Cards for other languages – take at least 10.
  - Completed Questionnaire Envelope(s)
  - Survey control sheets
  - Rubber bands
  - Interviewer Instructions
  - Clipboard
  - A watch
  - Time sheet
-

## INFORMATION ABOUT CALTRAIN TRAINS

### TRAINSET TYPE

Caltrain operates two types of equipment, Gallery and Bombardier.

**Gallery** equipment looks like the picture below and has a **center car entry**:



**Bombardier** equipment looks like the picture below and has **two entry doors**, one on either end of the car:



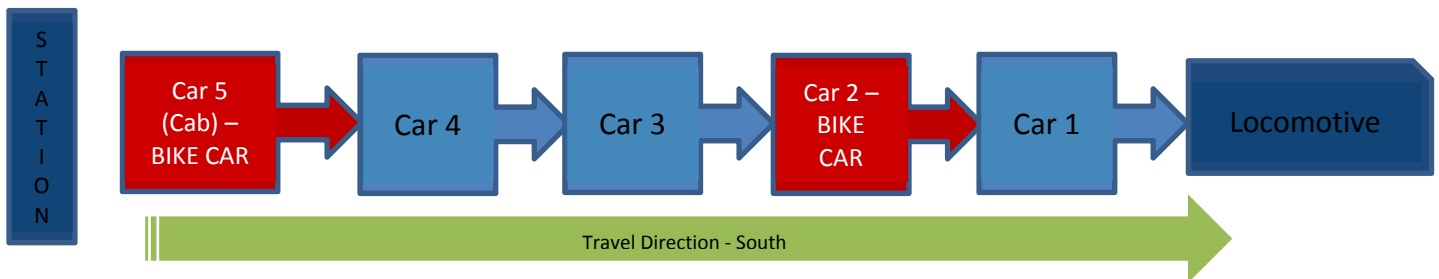
All runs end either at San Francisco at 4<sup>th</sup> & King, Gilroy, or San Jose Diridon stations. If your run ends at San Jose Diridon, the train MAY be continuing past this station. Be sure you exit the train at San Jose Diridon. Check your Caltrain schedule before your run.

## CAR ORIENTATION, E.G. “WHICH CAR IS MY ASSIGNED CAR?”

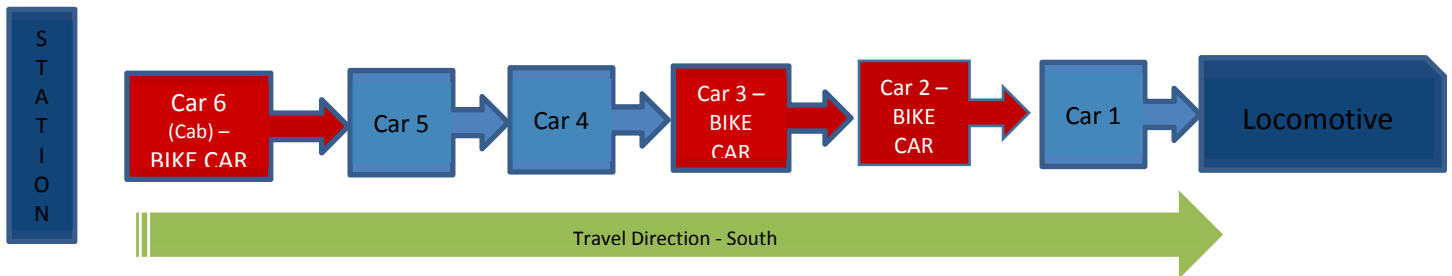
Car #1 is always at the FRONT of the train, depending on the direction of travel. When travelling south, the locomotive is in front of the train and PULLS the train. Car #1 is directly behind the locomotive. When travelling north, the locomotive is at the back of the train and PUSHES the train. Car #1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

For example:

### At San Francisco/4<sup>th</sup> & King – 5 cars:

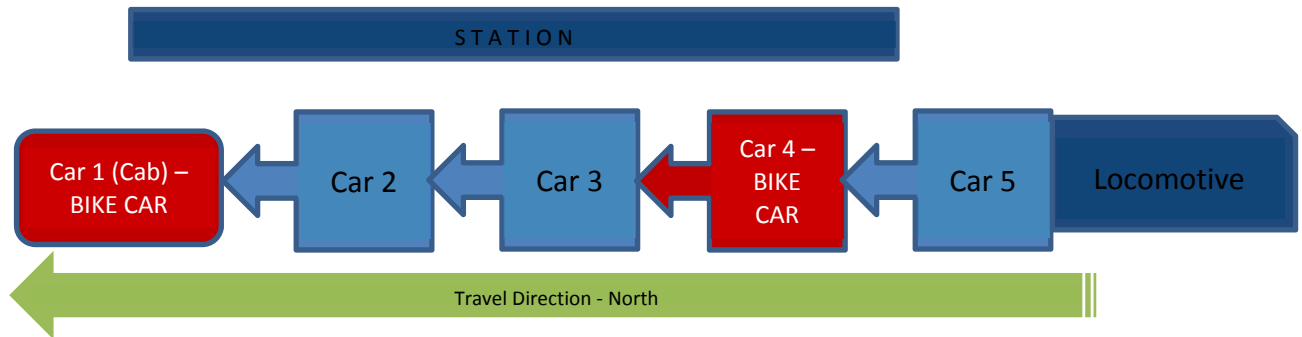


### At San Francisco/4<sup>th</sup> & King – 6 cars:

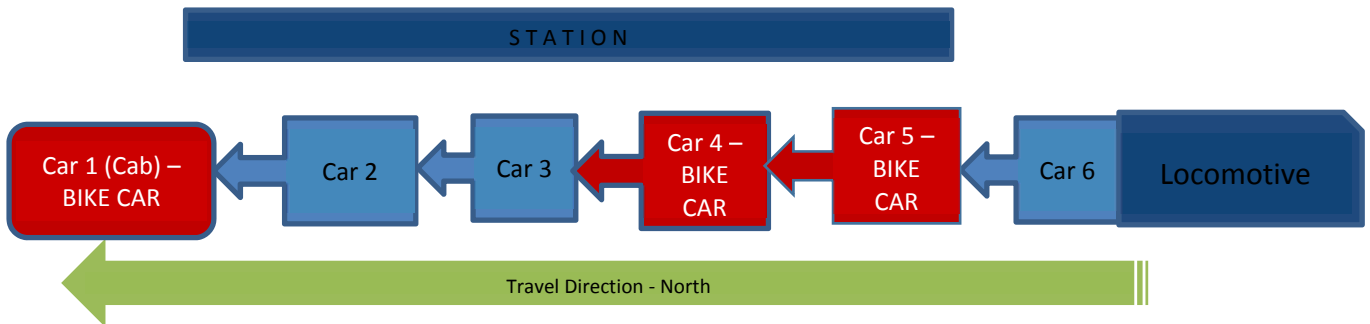


SEE NEXT PAGE FOR NORTHBOUND CONFIGURATIONS ➔

At San Jose/Diridon – 5 cars:



At San Jose/Diridon – 6 cars:





## TRAIN IDENTIFICATION

The Caltrain schedule has three types of train service, based on the amount of stops the trains make. These are:

- Local: (train number starts with a 1 on weekdays, 4 on weekends) These trains stop at each station.
- Limited (train number starts with a 2 on weekdays, no weekend service) These trains stop at fewer stations than the locals, but more than the bullets.
- Bullet (or Baby Bullet) (train number starts with a 3 on weekdays, 8 on weekends) These are express trains which stop only at a few popular stations.

While train arrivals and departures are listed on the electronic signs at the stations, trains also carry a small sign on the front of the train (the rear-view mirror by the engineer's cab) with the last two numbers of the train number.



*Caltrain 151*



*Caltrain 313*



*Caltrain 156*

Even numbered trains travel south from San Francisco to San Jose (or Tamien/Gilroy)

Odd numbered trains travel north from San Jose (or Tamien/Gilroy) to San Francisco



At all stations, the electronic signs reference the train number (e.g. 208, 332, etc.), but in San Francisco, at 4<sup>th</sup> & King, signs over the doors reference the departure time (e.g. 6:24, 8:59, etc.). Additionally, at San Francisco, a colored square on the overhead sign indicates the type of service for that train.



No square: Local  
Yellow square: Limited  
Red square: Bullet

## Survey Questionnaires

☐ Very well    ☐ Well    ☐ Not well    ☐ Not at all

☐ Very well    ☐ Well    ☐ Not well    ☐ Not at all

☐ English
 ☐ Mandarin  
☐ Spanish
 ☐ Cantonese  
☐ Hindi or other Indian language
 ☐ Tagalog  
☐ Other - specify: \_\_\_\_\_

☐ Asian

☐ American Indian or Alaska Native

☐ Black/African American

☐ Hispanic/Latino

☐ Native Hawaiian or Other Pacific Islander

☐ White/Caucasian

☐ Other race - *specify*: \_\_\_\_\_

☐ Yes      ☐ No - in which country? \_\_\_\_\_

☐ Less than \$24,999/year      ☐ \$100,000 - \$124,999  
☐ \$30,000 - \$39,999      ☐ \$125,000 - \$149,999  
☐ \$40,000 - \$49,999      ☐ \$150,000 - \$199,999  
☐ \$50,000 - \$74,999      ☐ \$200,000 or more  
☐ \$75,000 - \$99,999

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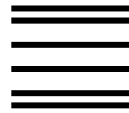
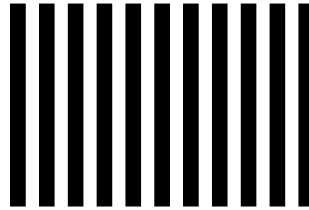
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[ 5 ]



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA

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POSTAGE WILL BE PAID BY ADDRESSEE

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



*Your responses are confidential and will be used for statistical purposes only. One survey per passenger please. Return your completed survey to the onboard surveyor or drop in the mail - no postage necessary.*

☐ This is my first trip      ☐ 1 year to less than 2 years

☐ Less than 6 months      ☐ 2 years to less than 4 years

☐ 6 months to less than 1 year      ☐ 4 years or more

☐ 6-7 days/week      ☐ 2 days/week

☐ 5 days/week      ☐ 1 day/week

☐ 4 days/week      ☐ 1-3 days/month

☐ 3 days/week      ☐ Less than once a month

☐ One-way ticket      ☐ Clipper cash value  
☐ Day Pass      ☐ Clipper 8-ride Ticket  
☐ Go Pass      ☐ Clipper Caltrain Monthly Pass  
☐ Other - *specify*: \_\_\_\_\_

☐ Adult (Age 19 through 64)
 ☐ Youth (Age 18 & younger)

☐ Senior (Age 65 & older)
 ☐ Disabled

☐ Medicare cardholder

☐ Work
 ☐ Social/recreational  
☐ School
 ☐ Shopping  
☐ Airport (*SFO, San Jose Int'l*)
 ☐ Going home  
☐ Other - *specify:* \_\_\_\_\_

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

[ 1 ]

Please open →

8. What are your main reasons for riding Caltrain?

☐ Productive use of time

☐ Don't have a car/don't drive

☐ Help the environment

☐ Employer subsidy

☐ Avoid traffic

☐ Lack of/cost of parking

☐ Relax/reduce stress

☐ Faster than other options

☐ Save money (gas, wear and tear on car)

☐ Other - specify: \_\_\_\_\_

9. At which station did you get **ON** this train?

\_\_\_\_\_ (station)

10. At which station will you get **OFF** this train?

\_\_\_\_\_ (station)

11a. Getting to the station

How did you **get to** the station where you got on this train?

(Please check one main mode.)

☐ Drove car

☐ Walked all the way

☐ Another **Caltrain** train

☐ BART

☐ SamTrans

☐ Muni

☐ VTA

☐ AC Transit

☐ Got dropped off by car

☐ Bicycled

☐ Free shuttle

☐ TNC (Transportation Networking Companies)

☐ Other - specify: \_\_\_\_\_

11b. Leaving the station

**After** you get **off** this train, how will you get **from** the station to your final destination?

(Please check one main mode.)

☐ Drive car

☐ Walk all the way

☐ Another **Caltrain** train

☐ BART

☐ SamTrans

☐ Muni

☐ VTA

☐ AC Transit

☐ Get picked up by car

☐ Bicycle

☐ Free shuttle

☐ TNC (Transportation Networking Companies)

☐ Other - specify: \_\_\_\_\_

12. Did you have a car available to take **this particular trip**?

☐ Yes

☐ No

13. If you have been riding Caltrain for less than one year, what motivated you to start using Caltrain?

☐ Worsening traffic☐ Change in financial circumstances

☐ Change of company☐ Lack of access to a car

☐ Change in health☐ Special event (like a SF Giants game or concert)

☐ Other - specify: \_\_\_\_\_

14. How well is Caltrain meeting your needs?

Please rate each item below, where **5=Very Satisfied** and **1=Very Dissatisfied**. If the question does not apply, circle **NA for Not Applicable**.

	Very Satisfied			Very Dissatisfied		
	5	4	3	2	1	NA
a. Overall Caltrain experience	5	4	3	2	1	NA
b. Value for the money	5	4	3	2	1	NA
c. Overall satisfaction with www.caltrain.com	5	4	3	2	1	NA
d. Connections with other transit systems (i.e. SamTrans, BART, Muni, VTA)	5	4	3	2	1	NA
e. Convenience of schedule (goes where you want to go, when you want to go)	5	4	3	2	1	NA
f. Effectiveness of station signage	5	4	3	2	1	NA

15. Where do you usually **access** the internet?

(Check all that apply)

☐ I don't have internet access

☐ Cell/tablet/personal hotspot

☐ Home

☐ Library or other public areas

☐ Work

☐ Other - specify: \_\_\_\_\_

16. Do you currently have a checking account, savings account, credit union account or a credit card?

☐ Yes

☐ No

☐ I don't know

17. Do you use a Clipper® card? ☐ Yes ☐ No

18. Are there any barriers to using a Clipper® card?

(Check up to THREE)

☐ No, there are no barriers

☐ I don't know about Clipper/never heard of it

☐ I don't understand how to use it

☐ I had a bad experience with Clipper

☐ I prefer to pay as I go

☐ I don't use it enough/don't need it

☐ Limited vendors (to get and load card)

☐ Other - specify: \_\_\_\_\_

19. How do you get **schedules** and other Caltrain **information**?

(Check all that apply)

☐ Printed material on train

☐ Conductor

☐ Station information boards

☐ Caltrain customer service (1.800.660.4287)

☐ Caltrain website (www.caltrain.com)

☐ "Caltrain Connection" newsletter

☐ Other - specify: \_\_\_\_\_

20. What is your **home ZIP code**? \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_

21. Gender: ☐ Male ☐ Female

22. Age:

☐ Under 13

☐ 25-34

☐ 55-64

☐ 13-18

☐ 35-44

☐ 65 or older

☐ 19-24

☐ 45-54

23. Marital Status:

☐ Married☐ Single

☐ Divorced☐ Widowed

☐ Separated☐ Domestic Partnership

24. What is the highest level of **education** you have completed?

☐ Some high school

☐ College graduate

☐ High school graduate

☐ Post graduate degree

☐ Some college or technical school

25. What is your current **employment status**?

☐ Employed full time (35 or more hours per week)

☐ Employed part time (fewer than 35 hours per week)

☐ Student

☐ Homemaker

☐ Retired

☐ Unemployed

☐ Other - specify: \_\_\_\_\_

☐ Muy bien    ☐ Bien    ☐ No muy bien    ☐ No lo hablo

☐ Muy bien    ☐ Bien    ☐ No muy bien    ☐ No se habla

(Marque TODOS los que sean pertinentes)

☐ Inglés
 ☐ Mandarín  
☐ Español
 ☐ Cantones  
☐ Hindi o otro idioma Indio
 ☐ Tagalo  
☐ Otro - especifique: \_\_\_\_\_

- ☐ Asiático
- ☐ Indígena de los EE.UU. o Alaska
- ☐ Negro/Afro Americano
- ☐ Hispano/Latino
- ☐ Nativo de Hawai o otras islas del Pacífico
- ☐ Blanco/caucásico
- ☐ Otro - especifique: \_\_\_\_\_

☐ Si      ☐ No - ¿en qué país? \_\_\_\_\_

☐ Less than \$24,999/year      ☐ \$100,000 - \$124,999  
☐ \$30,000 - \$39,999      ☐ \$125,000 - \$149,999  
☐ \$40,000 - \$49,999      ☐ \$150,000 - \$199,999  
☐ \$50,000 - \$74,999      ☐ \$200,000 or more  
☐ \$75,000 - \$99,999

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[ 5 ]



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

[illegible]

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA

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POSTAGE WILL BE PAID BY ADDRESSEE

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

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Por favor tome un momento para completar esta encuesta para ayudar a Caltrain a servirle mejor. Apreciamos su elección en viajar con Caltrain.

Sus respuestas son confidenciales y serán usadas para propósitos estadísticos solamente. Una encuesta por pasajero por favor. Regrese su encuesta completa al supervisor abordó o envíela por correo no necesita estampilla.

☐ Este es mi primer viaje    ☐ Entre 1 año a menos de 2 años  
☐ Menos de 6 meses    ☐ Entre 2 años a menos de 4 años  
☐ Entre 6 meses y menos de 1 año    ☐ 4 años o más

☐ 6-7 dias/semana ☐ 2 dias/semana

☐ 5 dias/semana ☐ 1 dias/semana

☐ 4 dias/semana ☐ 1-3 dias/mes

☐ 3 dias/semana ☐ Menos de una vez al mes

☐ Boleto de un viaje      ☐ Clipper e-cash  
☐ Pase diario              ☐ Clipper boleto de 8 viajes  
☐ Go Pass                  ☐ Clipper pase mensual de Caltrain  
☐ Otro - especifique: \_\_\_\_\_

☐ Adulto (de 19 a 64 años)      ☐ Joven (18 años o menor)

☐ Anciano (65 años o mayor)      ☐ Discapacitado

☐ Afiliados a Medicare

☐ Si ☐ No

☐ Trabajo
 ☐ Social/recreativo  
☐ Escuela
 ☐ Compras  
☐ Aeropuerto (SFO, Int'l de San José)
 ☐ Ir a casa  
☐ Otro - especifique: \_\_\_\_\_

7. ¿Cuál es la distancia aproximada entre su ubicación inicial y la estación de Caltrain que utilizó hoy?      millas.

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

[ 1 ]

Por favor abra ➔

8. Cuáles son las razones principales de viajar en Caltrain?
- ☐ Uso más productivo del tiempo

☐ No tengo carro/no manejo

☐ Ayudar al medio ambiente

☐ Subsidio del empleador

☐ Evitar el tráfico

☐ Falta/costo de parqueo

☐ Relajarse/reducir estrés

☐ Mas rápido que otras opciones

☐ Ahorrar dinero (gasolina, uso y desgaste del carro)

☐ Otro - especifique: \_\_\_\_\_

9. ¿En cuál estación se ABORDÓ en este tren?

\_\_\_\_\_ (estación)

10. ¿En cuál estación se APEARÁ de este tren?

\_\_\_\_\_ (estación)

11a. Llegando a la estación

¿Cómo ***llegó*** a la estación donde se abordó en este tren?  
(Por favor marque solo una vía.)

☐ Manejé en carro

☐ Hice todo el recorrido a pie

☐ Otro tren de **Caltrain**

☐ BART

☐ SamTrans

☐ Muni

☐ VTA

☐ AC Transit

☐ Me trajeron en carro

☐ Bicicleta

☐ Bus gratis

☐ TNC (Transportation Network Companies)

☐ Otro - *especifique:* \_\_\_\_\_

11b. Dejando la estación

**Después** de apearse de este tren, ¿cómo llegará de la estación a su destino final?  
(Por favor marque solo una vía.)

☐ Manejaré en carro

☐ Haré todo el recorrido a pie

☐ Otro tren de **Caltrain**

☐ BART

☐ SamTrans

☐ Muni

☐ VTA

☐ AC Transit

☐ Me recogerán en carro

☐ Bicicleta

☐ Bus gratis

☐ TNC (Transportation Network Companies)

☐ Otro - *especifique:* \_\_\_\_\_

12. ¿Disponía de un carro para hacer este viaje en particular?
- ☐ Si
- ☐ No
13. ¿Si ha estado viajando en Caltrain por menos de un año, que lo motivó a comenzar a usar Caltrain?
- ☐ Empeoramiento del tráfico

☐ Cambio de empresa

☐ Cambio en las circunstancias financieras

☐ Cambio en salud

☐ Falta de acceso a un coche

☐ Evento especial (como partido de los Gigantes de SF o un concierto)

☐ Otro - especificar: \_\_\_\_\_

14. ¿En qué medida satisface Caltrain sus necesidades? Por favor califique cada elemento usando la escala del 5=Muy Satisfecho a 1=Muy Insatisfecho. Si la pregunta no es pertinente, marque NA (No Aplica).

	Muy Satisfecho			Muy Insatisfecho		
a. La experiencia general en Caltrain	5	4	3	2	1	NA
b. El valor por su dinero	5	4	3	2	1	NA
c. Satisfacción general con www.caltrain.com	5	4	3	2	1	NA
d. Conexiones con otros sistemas de tránsito (i.e. SamTrans, BART, Muni, VTA)	5	4	3	2	1	NA
e. Conveniencia de horarios (va donde usted quiere ir, cuando usted quiere ir)	5	4	3	2	1	NA
f. Efectividad de las señales en las estaciones	5	4	3	2	1	NA

15. ¿Donde tienes acceso a internet?
- ☐ No tengo acceso a internet

☐ Celular/móvil

☐ Casa

☐ Otro dispositivo móvil (por ej., tableta, lector electrónico)

☐ Trabajo

☐ Biblioteca o otras áreas públicas
16. ¿Tienes una cuenta de cheques, cuenta de ahorros, cuenta con cooperativa de credito o una tarjeta de crédito?
- ☐ Si
- ☐ No
- ☐ No sé

17. ¿Usa una tarjeta de Clipper®?

☐ Si

☐ No

18. ¿Existen barreras al uso de una tarjeta Clipper®?  
(Marque hasta TRES.)
- ☐ No, no existen barreras

☐ No sé sobre Clipper/nunca oído hablar de ello

☐ No entiendo como usarlo

☐ Tuve una mala experiencia con Clipper

☐ Prefiero pagar cada vez que voy

☐ No lo uso bastante/no lo necesito

☐ Proveedores limitados (para obtener y cargar tarjeta)

☐ Otro - especificar: \_\_\_\_\_

19. ¿Cómo obtiene los horarios y otras informaciones de Caltrain? (Marque todos los que sean pertinentes)
- ☐ Material impreso en los trenes

☐ Conductor

☐ Boletines de información de las estaciones

☐ Servicio al cliente de Caltrain (1.800.660.4287)

☐ El sitio web de Caltrain (www.caltrain.com)

☐ Folleto informativo "Caltrain Connection"

☐ Otro - especifique: \_\_\_\_\_

20. ¿Cuál es el código postal de su residencia? \_\_\_\_ \_

21. Género: ☐ Masculino ☐ Femenino

22. Edad:

☐ Menos de 13

☐ 25-34

☐ 55-64

☐ 13-18

☐ 35-44

☐ 65 o mayor

☐ 19-24

☐ 45-54

23. Estado civil:

☐ Casado

☐ Soltero

☐ Divorciado

☐ Viudo

☐ Separado

☐ Vive con pareja

24. ¿Cuál es el grado más alto de educación que usted completó?

☐ Algo de preparatoria

☐ Graduado de la universidad

☐ Graduado de preparatoria

☐ Post graduado

☐ Alguna universidad o escuela técnica

25. ¿Cuál es su estado de empleo?

☐ Empleado tiempo completo (35 horas o más por semana)

☐ Empleado medio tiempo (menos de 35 horas por semana)

☐ Estudiante

☐ Ama de casa

☐ Jubilado

☐ Desempleado

☐ Otro - especifique: \_\_\_\_\_