

2015 Caltrain Survey

DRAFT RESULTS

As administered by Silicon Valley Bicycle Coalition and
San Francisco Bicycle Coalition

Caltrain Bicycle Advisory Committee
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Purpose of Survey

- Understand how our members use Caltrain
- Give us a data-driven approach to our future Caltrain advocacy work
- Inform our outreach and communications to members regarding Caltrain
- Help make recommendations to Caltrain staff regarding bike capacity on trains and bike access to stations
- Help make recommendations to other public agencies regarding the importance of first- and last-mile connections to Caltrain

Profile of People Surveyed

300 survey participants:

- Majority were members (62% reported as either member of one or both of our organizations)
- Mostly long-time riders (50% have been riding 5+ years)
- Majority are weekly passengers riding to commute to/from work
- Almost all bike to the station and from the station to their final destination

Most Popular Stations

Most common origin station:

1. San Francisco – 4th and King
2. San Jose Diridon
3. San Francisco – 22nd Street
4. Mountain View
5. Palo Alto
6. Sunnyvale

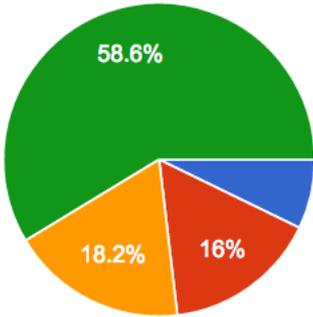
Most common destination station:

1. San Francisco – 4th and King
2. Palo Alto
3. Mountain View
4. San Jose Diridon
5. Menlo Park
6. Redwood City

Getting to and from stations

While almost everyone bikes to and from the Caltrain station ...

How often does your trip require you to bring your bike from Caltrain to your final destination?



Never	22	7.2%
Sometimes	49	16%
Usually	56	18.2%
Always	180	58.6%

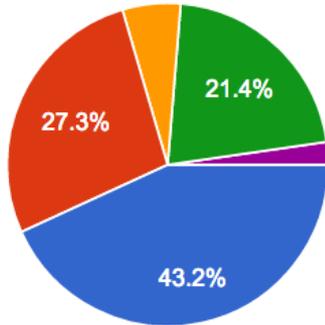
What would you do without your bike?

I would drive alone.

As chosen by 45% of respondents

Getting bumped is still a serious issue

How many times in the last year were you bumped because the bike car was at capacity?



Never	133	43.2%
Once	84	27.3%
Weekly	18	5.8%
Monthly	66	21.4%
Once or more a week	7	2.3%

What would improve your bike + Caltrain commute?

People are most interested in (in order of greatest improvement):

1. Bike space in every Caltrain car
2. Better method of stacking bikes onboard
3. Priority boarding for people with bikes
4. Better training for bike car conductors

Which bike improvement at stations would you consider using the most?

People are most interested in (in order of most desirable):

1. Staffed or valet bike parking stations
2. Free bike lockers or BikeLink e-lockers
3. Monitored bike cages
4. Bike share
5. Bike rooms
6. Bike corrals (overwhelmingly negative response)

Conclusions

- People need their bikes and most people see this as the best option currently.
- People want to be near their bikes but think that bike cars could be organized better, both in terms of stacking and boarding.
- People taking this survey are considering the options available today, not necessarily future possibilities.
- Many of the comments showed that people need their bike on both ends and right now other options such as transit, shuttles, or bike share aren't available or don't make sense.
- If bike valet was open later it would work for some people.
- Partnering with other transit agencies, bike share, and employers could help to provide alternatives.

Overall: Lots of room for improvements, big and small. There is a sizeable number of people out there who are willing to try alternatives as well.

Questions?

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