CALTRAIN CUSTOMER SATISFACTION SURVEY JUNE 2022

SUMMARY REPORT

CONTENTS

Note: Crosstabulated Tables and Verbatim Comments included under separate cover

COREY, CANAPARY & GALANIS

INTRODUCTION

This report details the findings of an onboard survey of Caltrain riders for the annual Customer Satisfaction Survey. The fieldwork on this study was conducted from May 31 – June 30, 2022. A total of 2,120 surveys were completed.

Key objectives of the survey include:
- Reporting trip characteristics, such as rider frequency (current and pre-COVID), fare media usage, ticket purchasing options, bike usage, and origin/destination station.
- Ratings of 20 specific service characteristics, including eight various aspects of Caltrain stations, seven aspects of onboard service, one overall assessment of the entire Caltrain experience, and four aspects of Caltrain's communication with riders.
- As fully as possible, this study replicated previous annual Caltrain onboard studies, and many questions were maintained for comparability. Changes to questions and methodology were primarily driven by changes made since the advent of the COVID pandemic. Because of COVID, a special onboard recovery survey was conducted in 2020, while standard previous studies were conducted in 2019. All of these studies are used for comparison purposes where appropriate.

Since the previous survey significant changes were made to the schedule. These included running 104 weekday trains - the highest number of trains ever run by Caltrain, and the resumption of Baby Bullet Service. Temporary reductions in Caltrain service during the months of March and May 2022, from 104 to 88 weekday trains, were made in order to accommodate Caltrain electrification work.

A project to improve the South San Francisco station was completed, resulting in a fully accessible station, center boarding platform, and a new pedestrian and bicycle underpass. Grade crossing projects were completed in Menlo Park and San Mateo, improving public safety for pedestrians and access to Hillsdale and Menlo Park stations.

A new Caltrain website was launched, providing customers with real-time maps, alerts and trip planning.

Various promotional efforts were launched, with all fares discounted by 50% in September 2021 and again in April 2022.

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

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

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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 riders on several pre-selected cars of the assigned train. Completed surveys were collected by these surveyors who stayed onboard during the train trip.

Specific steps were taken to ensure the highest possible response rate. This included using professional, experienced onboard surveyors on the project, making the questionnaire available in English and Spanish, and providing both an online option and a business reply mail-back option for persons who did not have time to complete the survey onboard. CC&G and Caltrain initiated multi-car surveying in 2021 which allowed for broad coverage and a much higher number of completions than would have been possible using a traditional approach. Prior to COVID, single-car surveying was conducted on this and other Caltrain surveys. Transitioning to the multi-car approach was appropriate during Covid and allowed for a robust sample size despite Caltrain's lower ridership at this time.

The overall response rate (67%) was calculated by dividing the total number of completes (2,120) by all eligible passengers riding on the sampled trains (3,183). "All eligible passengers" includes everyone except: children age 13 and younger, riders who had already participated, and riders who identified themselves as employees of Caltrain. Of the 2,120 completed surveys, 2,110 were English language surveys and 10 were Spanish language surveys.

During surveying, 9 potential respondents were unable to participate due to a language barrier (e.g. speak and write a language other than English or Spanish). Among these 9 riders, 2 spoke Farsi, 1 spoke Cantonese, 1 spoke Tagalog, and 5 did not provide their language.

Field interviewing on this project was conducted May 31 – June 31, 2022. Surveys were conducted every day except Friday. The weekday shifts were allocated to allow for surveying during morning and afternoon/evening peak periods, as well as off-peak periods. Weekend trains were also surveyed at various times of the day. Trains running during atypical times, such as in or around Giants home games, were avoided.

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

COVID Measures

In order to keep both interviewers and riders safe during this project, the following COVID prevention measures were taken during this project:

- All CC&G employees are fully vaccinated against COVID;
- Interviewers were fully masked whenever on trains and in/around stations, including when speaking with riders; and
- Physical distancing was maintained as fully as possible

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Sampling

In total, 2,120 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 2.11% (at the 95% confidence level).

The sampling on the study was designed to achieve a cross section of riders utilizing trains at various times of the day. For this study, 45 trains were sampled, consisting of 37 weekday trains, 6 Saturday trains and 2 Sunday trains. Of the 37 weekday trains surveyed, 14 were local trains, 18 were limited trains, and 5 were baby bullet trains. Of the 9 weekend trains surveyed, all were local trains. For each train sampled, a specific set of cars were selected, and surveyors attempted to survey every rider in the selected cars.

Statistically Significant Differences

As was mentioned previously, for the total number of respondents (n =2,120) who participated in the survey, the margin of error is +/- 2.11% at the 95% confidence level. The margins of error for some key sub-groups shown in this report are:
- Weekday peak (n = 1,257). +/- 2.75% at the 95% confidence level;
- Weekday off-peak (n =509). +/- 4.33% at the 95% confidence level;
- Weekend (n = 354). +/- 5.20% at the 95% confidence level.

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EXECUTIVE SUMMARY

Overall Satisfaction (station and onboard experience)
- While overall satisfaction with Caltrain decreased to 4.08 in 2022 from 4.19 in 2021, a statistically significant decrease, the 2022 rating is a statistically significant increase from 3.86 in 2019.

 Service attributes
- Respondents rated their overall experience at Caltrain stations 4.05 a (out of 5.00), a statistically significant decrease from 2020 (4.22), but a significant increase from 2019 (3.86).
- Among attributes, all ratings decreased from 2021; however, the 2022 scores were all higher than the 2019 scores.
    - The sole increase was Experience purchasing your ticket, which increased from 4.19 in 2021 to 4.29 in 2022.
    - The greatest decrease was Being informed of delays that exceed 10 minutes which decreased from 4.00 in 2021 to 3.70 in 2022.
- Respondents rated their overall experience onboard Caltrain trains 4.09 (out of 5.00), a significant increase from 2021 (4.03) and 2019 (3.83).
- Politeness and helpfulness of conductors showed a statistically significant increase to 4.47 from 4.37 in 2022. All other attributes showed statistically significant decreases.
    - The greatest decrease was seen in Availability of printed materials which decreased from 4.24 in 2021 to 3.87 in 2022. Notably, this attribute had the largest percentage of "Not Applicable" answers at 20%.
    - The next greatest decrease was Cleanliness of train interiors, which decreased from 4.10 in 2021 to 3.92 in 2022, but is still greater than the 2019 rating (3.74).

Communication Ratings
- In 2022, all communication ratings decreased compared to those in 2021. All decreases, except Frequency of conductor announcements, were statistically significant

Rider Attributes
- Respondents indicated that they rode more often before the COVID-19 pandemic. On average, riders said they rode 2.90 days per week on Caltrain pre-COVID, compared to 2.70 days per week on Caltrain now.
- Nearly two in ten respondents (19%) bring a bike with them on their Caltrain trip, while another 2% leave their bike at the station.
- Weekend riders were most likely to be using a one-way ticket (51%), compared to riders overall (33%), Weekday Peak (25%), and Weekday Off-Peak (41%) riders.
- While 16% of weekday peak riders used a day pass, another half (55%) were traveling on either a monthly pass or a Go Pass.
- Nearly one-fourth of all respondents (24%) purchased their fare media at a Caltrain Ticket Machine; however, Weekend riders (34%) were more likely to do so.
- Half of riders (55%) said they did not have access to a car for the surveyed trip. This is consistent with the 61% in 2021 and the 51% on the 2019 Triennial Survey who did not have access to a car.

CHARTS – KEY FINDINGS

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OVERALL SATISFACTION (Asked Question)

Q7P. How would you rate your overall Caltrain experience?
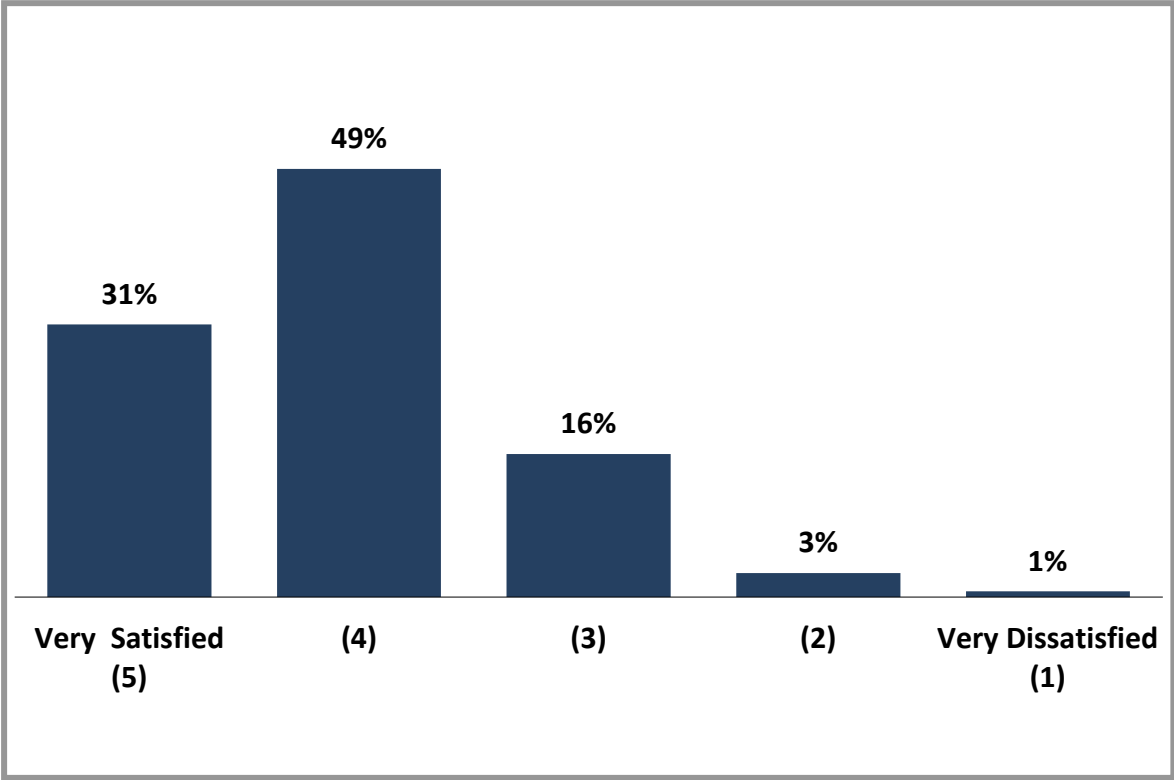
Base: All Respondents (2,120); 29 respondents did not answer this specific question.

(See Statistical Table Q7P)

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STATION ATTRIBUTE RATINGS (MEAN SCORES – ASKED QUESTIONS)

	Mean Score (5 point scale)	
Experience purchasing your ticket	4.29	
Location of electronic platform signs....................	4.16	
Frequency of station announcements	4.02	
Posted information on info. boards......................	3.95	
Cleanliness at the stations	3.91	
Adequacy and clarity of station announcements	3.85	
Being informed of delays that exceed 10 Min	3.70	
4OVERALL EXPERIENCE AT CALTRAIN STATIONS ..	4.05	**3**

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.
Base: Total (2.120)

(See Statistical Tables Q7A-Q7H)

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ONBOARD RATINGS (MEAN SCORES – ASKED QUESTIONS)

	Mean Score (5 point scale)	
Politeness and helpfulness of conductors	4.47	
Adequacy & clarity of onboard announcements ..	3.94	
Cleanliness of interiors	3.92	
Being informed of delays that exceed 10 Min.	3.90	
Availability of printed materials...........................	3.87	
Satisfaction with current schedule	3.73	
OVERALL EXPERIENCE ONBOARD TRAINS................	4.09	**3**

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.
Base: Total (2,120)

(See Statistical Tables Q7I-Q7O)

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COMMUNICATION RATINGS (MEAN SCORES – ASKED QUESTIONS)

	Mean Score (5 point scale)
Frequency of conductor announcements.............	4.13
Information shown on electronic platform signs..	3.95
Real time predictions posted on electronic platform signs	3.86
Service delay information	3.62

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.
Base: Total (2,120)

(See Statistical Tables Q8A-Q8D)

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Average Scores, Caltrain Onboard Survey – June 2022							
Asked Questions^	Blank, N/A, Don't know	1	2	3	4	5	Average
1. Cleanliness at the stations	19	42	121	480	799	659	3.91
2. Being informed of delays that exceed 10 min	219	108	215	426	542	610	3.70
3. Frequency of station announcements	85	36	114	410	696	779	4.02
4. Location of electronic platform signs	61	27	80	334	712	906	4.16
5. Posted information on info. boards (schedules, flyers)	141	44	143	401	662	729	3.95
6. Adequacy and clarity of station announcements	62	67	167	454	683	687	3.85
7. Experience purchasing your ticket (mobile app, Caltrain ticket machine, Clipper, etc.)	164	47	83	220	521	1,085	4.29
8. Overall rating of Caltrain station experience – asked question^	29	18	61	384	973	655	4.05
9. Politeness and helpfulness of conductors	105	10	28	176	582	1,219	4.47
10. Availability of printed material	468	50	122	410	477	593	3.87
11. Being informed of delays that exceed 10 minutes	298	74	133	373	561	681	3.90
12. Adequacy and clarity of onboard announcements	77	58	144	425	656	760	3.94
13. Cleanliness of interiors	25	57	140	434	747	717	3.92
14. Satisfaction with current schedule	44	101	226	451	658	640	3.73
15. Overall rating of Caltrain onboard experience – asked question^	31	11	63	363	940	712	4.09
16. How would you rate your overall Caltrain experience? – asked question^	31	13	57	342	1,025	652	4.08
WEIGHTED AVERAGES^^							
TOTAL STATIONS^^	780	389	984	3,109	5,588	6,110	3.99
TOTAL ONBOARD^^	1,048	361	856	2,632	4,621	5,322	3.99
TOTAL STATIONS AND ONBOARD^^	914	375	920	2,871	5,105	5,716	3.99

COMMUNICATION ATTRIBUTES#							
1. Service delay Information	220	91	216	488	628	477	3.62
2. Real time predictions posted on electronic platform signs	97	77	163	422	658	703	3.86
3. Information shown on electronic platform signs	77	47	129	415	730	722	3.95
4. Frequency of conductor announcements	95	20	62	381	739	823	4.13

^Asked question ratings are based on the actual number of responses for each question.
^^Weighted averages are calculated as follows: "Total Stations" is calculated using the total responses for Question 1 through Question 8. "Total Onboard" is calculated using the total responses for Question 9 through Question 15. "Total Stations & Onboard" is calculated by taking the average of "Total Stations" and "Total Onboard."
#These attributes were asked separately from the station and onboard experiences

(See Statistical Tables 7A-8D)

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MEAN SCORES - 2022 COMPARED TO 2021

Asked Questions^	2022 Mean	2021 Mean	Difference	Statistically Significant
1. Cleanliness at the stations	3.91	4.14	-0.23	yes
2. Being informed of delays that exceed 10 min	3.70	4.00	-0.30	yes
3. Frequency of station announcements	4.02	4.08	-0.06	no
4. Location of electronic platform signs	4.16	4.21	-0.05	no
5. Posted information on info. boards (schedules, flyers)	3.95	4.12	-0.17	yes
6. Adequacy and clarity of station announcements	3.85	3.98	-0.13	yes
7. Experience purchasing your ticket (mobile app, Caltrain ticket machine, Clipper, etc.)	4.29	4.19	0.10	yes
8. Everything considered, how would you rate your overall experience at Caltrain stations? – asked question^	**4.05**	**4.22**	**-0.17**	**yes**
9. Politeness and helpfulness of conductors	4.47	4.37	0.10	yes
10. Availability of printed material	3.87	4.24	-0.37	yes
11. Being informed of delays that exceed 10 minutes	3.90	4.07	-0.17	yes
12. Adequacy and clarity of onboard announcements	3.94	4.07	-0.13	yes
13. Cleanliness of interiors	3.92	4.10	-0.18	yes
14. Satisfaction with current schedule	3.73	3.84	-0.11	yes
15. Everything considered, how would you rate your onboard experience on Caltrain – asked question^	**4.09**	**4.03**	**0.06**	**yes**
16. How would you rate your <u>overall</u> Caltrain experience? – asked question^	**4.08**	**4.19**	**-0.11**	**yes**
WEIGHTED AVERAGES^^				
TOTAL STATIONS^^	**3.99**	**4.12**	**-0.13**	**yes**
TOTAL ONBOARD^^	**3.99**	**4.10**	**-0.11**	**yes**
TOTAL STATIONS AND ONBOARD^^	**3.99**	**4.11**	**-0.12**	**yes**

COMMUNICATION ATTRIBUTES	2022 Mean	2021 Mean	Difference	Statistically Significant
1. Service delay Information	3.62	4.03	-0.41	yes
2. Real time predictions posted on electronic platform signs	3.86	4.04	-0.18	yes
3. Information shown on electronic platform signs	3.95	4.11	-0.16	yes
4. Frequency of conductor announcements	4.13	4.16	-0.03	no

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

^^Weighted averages are calculated as follows: "Total Stations" is calculated using the total responses for Question 1 through Question 8. "Total Onboard" is calculated using the total responses for Question 9 through Question 15. "Total Stations & Onboard" is calculated by taking the average of "Total Stations" and "Total Onboard."

(See Statistical Tables 7A-7P)

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LONG-TERM TRENDS IN OVERALL SATISFACTION

Q7P. Considering both your station and onboard experience, how would you rate your overall Caltrain experience?

Mean Scores, Overall Satisfaction, 1998-2022
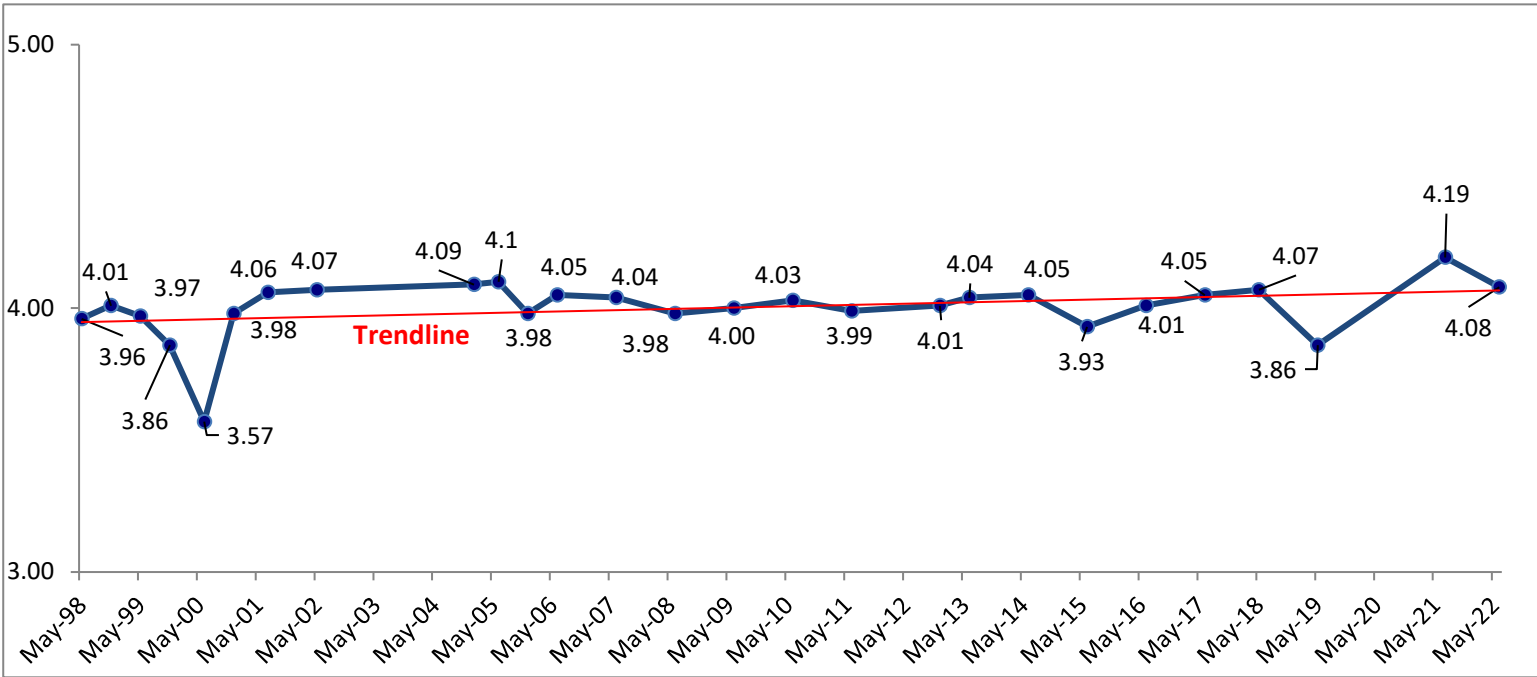
Points represent surveys (May 98, Nov 98, May 99, Nov 99, Jun 00, Dec 00, Jul 01, May 02, Jan 05, Jun 05, Dec 05, Jun 06, Jun 07, Jun 08, Jun 09, Jun 10, Jun 11, Dec 12, Jun 13, Jun 14, Jun 15, Jun 16, Jun 17, May 18, May 19, July 21, and June 2022). No data available for late 2002-late 2004 and May 2020.

(See Historical Data and Statistical Table Q7P)

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QUADRANT ANALYSIS

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

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

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

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

The ratings with the greatest impact on overall satisfaction were:
- o Cleanliness of interiors;
- o Satisfaction with current schedule;
- o Real-time predictions posted on electronic platform signs;
- o Station cleanliness;
- o Information shown on electronic platform signs;
- o Service delay information;
- o Adequacy and clarity of station announcements
- o Frequency of conductor announcements;
- o Frequency of station announcements;
- o Adequacy and clarity of routine onboard announcements; and
- o Being informed of delays greater than 10 minutes at the station

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DETAILED RESULTS
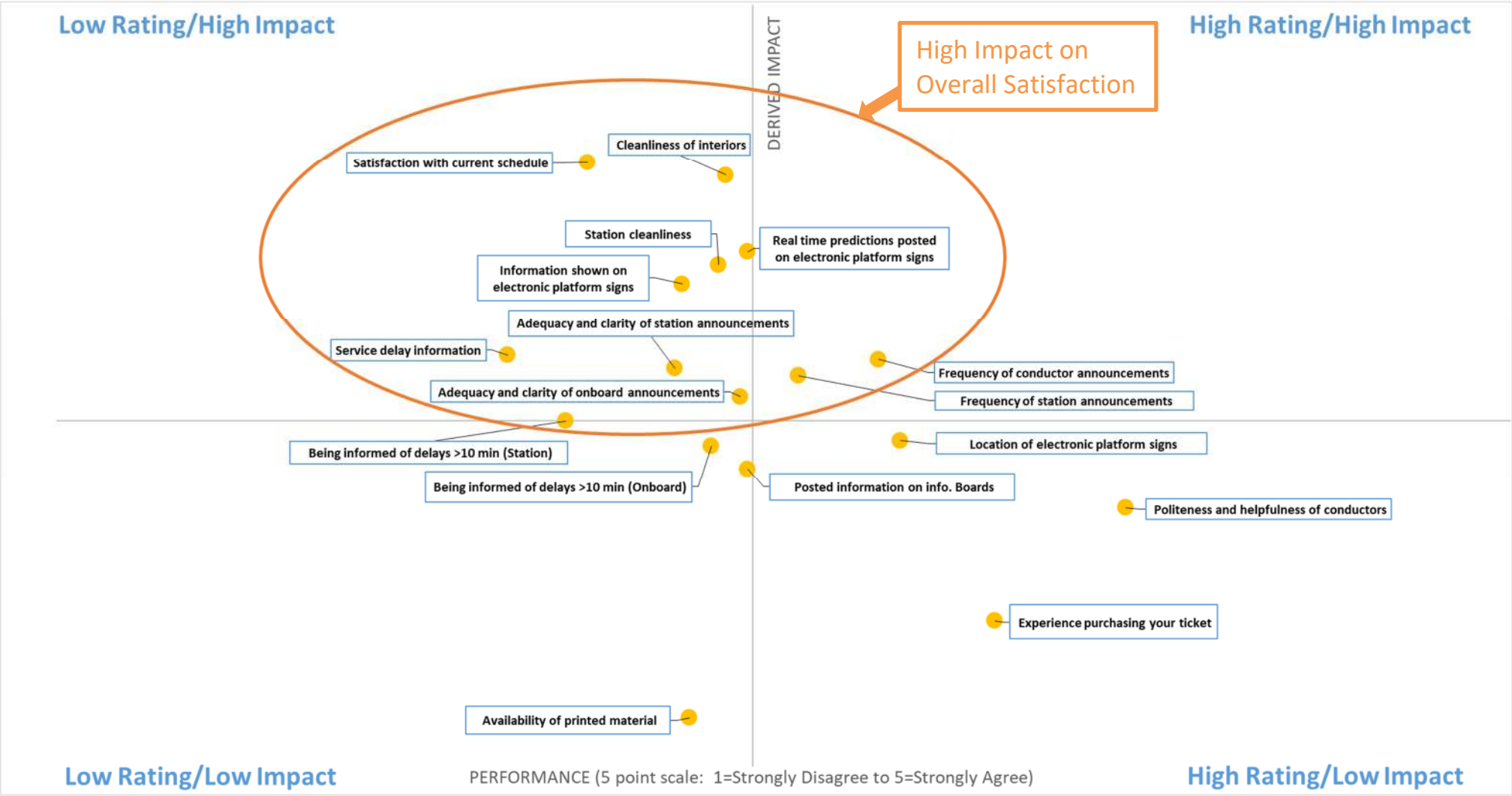
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RATING OF CALTRAIN SERVICE

STATION RATINGS OVERALL

- Respondents rated their overall experience at Caltrain stations 4.05 a (out of 5.00), a statistically significant decrease from 2020 (4.22), but a significant increase from 2019 (3.86).
- Among attributes, all ratings decreased from 2021; however, the 2022 scores were all higher than the 2019 scores. The sole increase was *Experience purchasing y*our ticket, which increased from 4.19 in 2021 to 4.29 in 2022. The greatest decrease was Being informed of delays that exceed 10 minutes which decreased from 4.00 in 2021 to 3.70 in 2022.

	Mean Scores (5 point scale)		
	JUNE 2022	**JULY 2021**	**MAY 2019**
Base: (All Respondents)*	2,120	2,296	3,070
Experience purchasing your ticket	**4.29**	4.19	3.87
Location of electronic platform signs#	**4.16**	4.21	-
Frequency of station announcements#	**4.02**	4.08	-
Posted information on info. Boards	**3.95**	4.12	3.91
Cleanliness at the stations**	**3.91**	4.14	3.78
Adequacy and clarity of station announcements^	**3.85**	3.98	3.64
Being informed of delays that exceed 10 minutes	**3.70**	4.00	3.50
Overall experience at Caltrain stations	**4.05**	**4.22**	**3.86**

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

*Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.
#Question was not asked in 2019
**In 2019, this question wording was "Cleanliness of station and parking lots."

(See Statistical Tables Q7A – Q7H)

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STATION RATINGS OVERALL (continued)

N=base of survey participants
JUNE 2022 N=2,120*
JULY 2021 N=2,296*
MAY 2019 N=3,070*

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

- read % across4 - - - - - - - - - - - - - - - - - -

Experience purchasing your ticket

	5	4	3	2	1	[ ]	Mean
JUNE 2022	**52**	**25**	**10**	**4**	**2**	**7**	**4.29**
JULY 2021....................................	47	27	14	5	2	5	4.19
MAY 2019....................................	28	29	17	8	3	14	3.82

Location of electronic platform signs#

	5	4	3	2	1	[ ]	Mean
JUNE 2022	**43**	**34**	**16**	**4**	**1**	**2**	**4.16**
JULY 2021....................................	46	31	14	4	1	3	4.21

Frequency of station announcements#

	5	4	3	2	1	[ ]	Mean
JUNE 2022	**37**	**33**	**20**	**5**	**2**	**3**	**4.02**
JULY 2021....................................	39	30	16	5	2	9	4.08

Posted information on info. boards

	5	4	3	2	1	[ ]	Mean
JUNE 2022	**35**	**32**	**19**	**7**	**2**	**5**	**3.95**
JULY 2021....................................	42	30	16	5	2	5	4.12
MAY 2019....................................	29	32	20	6	2	12	3.91

Cleanliness at the stations**

	5	4	3	2	1	[ ]	Mean
JUNE 2022	**31**	**38**	**23**	**6**	**2**	**<1**	**3.91**
JULY 2021....................................	36	48	13	3	1	<1	4.14
MAY 2019....................................	24	41	24	7	2	2	3.78

Adequacy and clarity of station announcements

	5	4	3	2	1	[ ]	Mean
JUNE 2022	**33**	**32**	**22**	**8**	**3**	**2**	**3.85**
JULY 2021....................................	38	29	19	6	3	6	3.98
MAY 2019....................................	25	32	25	12	4	2	3.64

Being informed of delays that exceed 10 minutes

	5	4	3	2	1	[ ]	Mean
JUNE 2022	**29**	**26**	**20**	**10**	**5**	**10**	**3.70**
JULY 2021....................................	34	32	17	6	2	9	4.00
MAY 2019....................................	23	27	23	12	7	7	3.50

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

	5	4	3	2	1	[ ]	Mean
JUNE 2022	**31**	**46**	**18**	**3**	**1**	**<1**	**4.05**
JULY 2021....................................	43	37	14	2	1	2	4.22
MAY 2019....................................	22	48	24	4	1	<1	3.86

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

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.
# Question was not asked in 2019
**In 2019, this question wording was "Cleanliness of station and parking lots."

(See Statistical Tables Q7A – Q7H)

COREY, CANAPARY & GALANIS

STATION RATINGS BY TIME PERIOD

- By time period, Weekday Peak riders rated their overall station experience much lower than Weekday Off-Peak riders. Weekend riders rated their overall station experience considerably higher.
- While both Weekday Peak and Weekday Off-Peak riders rated several attributes somewhat lower than the overall mean score, the largest negative difference was "Being informed of delays that exceed 10 minutes" which Peak riders rated at 3.56, compared to the 3.70 average score. However, Weekday Off-Peak riders rated this attribute 0.16 higher than the average (3.70 overall vs. 3.86 among Weekday Off-Peak riders).
- Weekend riders were most likely to rate attributes higher than the other subgroups, giving both their overall experience at stations and six of the seven attribute ratings higher scores than the overall mean score.

	Mean Scores (5 point scale) – JUNE 2022			
	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,120	1,257	509	354
Experience purchasing your ticket	4.29	4.21	4.37	4.42
Location of electronic platform signs	4.16	4.10	4.23	4.28
Frequency of station announcements	4.02	3.94	4.11	4.16
Posted information on info. Boards	3.95	3.90	4.01	4.07
Cleanliness at the stations	3.91	3.86	3.99	3.96
Adequacy and clarity of station announcements	3.85	3.79	3.91	4.01
Being informed of delays that exceed 10 minutes	3.70	3.56	3.86	4.01
Overall experience at Caltrain stations	4.05	3.99	4.08	4.18

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

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

Highest Score among Subgroups Lowest Score among Subgroups

(See Statistical Tables Q7A-Q7H)

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STATION RATINGS BY TYPE OF SERVICE

Weekend Local riders provided the highest ratings overall and for most of the attributes, but Weekday Local riders rated Cleanliness at the stations the highest among the subgroups.

		Mean Scores (5 point scale) – JUNE 2022					
	Overall Mean Score	Weekday Local	Weekday Limited 3	Weekday Limited 4	Weekday Limited 5	Weekday Bullet	Weekend Local
Base: (All Respondents)*	2,120	1,020	298	314	242	246	354
Experience purchasing your ticket	4.29	4.34	4.13	4.25	4.32	4.26	4.42
Location of electronic platform signs	4.16	4.22	4.03	4.08	4.19	4.14	4.28
Frequency of station announcements	4.02	4.09	3.92	3.91	4.03	3.97	4.16
Posted information on info. boards	3.95	4.02	3.84	3.90	3.96	3.88	4.07
Cleanliness at the stations	3.91	3.98	3.73	3.94	3.91	3.81	3.96
Adequacy and clarity of station announcements	3.85	3.93	3.75	3.78	3.84	3.78	4.01
Being informed of delays that exceed 10 minutes	3.70	3.84	3.35	3.57	3.79	3.65	4.01
Overall experience at Caltrain stations	**4.05**	4.11	3.93	4.00	4.00	4.02	4.18

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

(See Statistical Tables Q7A-Q7H)

COREY, CANAPARY & GALANIS

ONBOARD RATINGS OVERALL

- Respondents rated their overall experience onboard Caltrain trains 4.09 (out of 5.00), a significant increase from 2021 (4.03) and 2019 (3.83).
- Other than Politeness and helpfulness of conductors, with a statistically significant increase to 4.47 from 4.37, all attributes showed statistically significant increases. The greatest decrease was seen in Availability of printed materials which decreased from 4.24 in 2021 to 3.87 in 2022. Notably, this attribute had the largest percentage of "Not Applicable" answers at 20%. The next greatest decrease was Cleanliness of train interiors which decreased from 4.10 in 2021 to 3.92 in 2022 but is still greater than the 2019 rating (3.74).

	Mean Scores (5 point scale)		
	JUNE 2022	**JULY 2021**	**MAY 2019**
Base: (All Respondents)*	2,120	2,296	3,070
Politeness and helpfulness of conductors	4.47	4.37	4.28
Adequacy and clarity of routine onboard announcements	3.94	4.07	3.78
Cleanliness of train interiors	3.92	4.10	3.74
Being informed of delays that exceed 10 minutes	3.90	4.07	3.64
Availability of printed materials	3.87	4.24	3.99
Satisfaction with current schedule**	3.73	3.84	-
Onboard experience (overall) on Caltrain	**4.09**	**4.03**	**3.83**

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

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

**New question for 2021

(See Statistical Tables Q7I-Q7O)

ONBOARD RATINGS OVERALL (continued)

N=base of survey participants   - - - - - - - - - - - - - - - - - - read % across4 - - - - - - - - - - - -

JUNE 2022 N=2,120*

	VERY SATISFIED				VERY DISSATISFIED	NOT APPLICABLE	MEAN SCORE
JULY 2021 N= 2,296* MAY 2019 N= 3,070*	5	4	3	2	1	[ ]	(5 Pt. Sca
Politeness and helpfulness of conductors							
JUNE 2022	**58**	**28**	**8**	**1**	**<1**	**4**	**4.47**
JULY 2021	52	33	10	2	1	3	4.37
MAY 2019	47	34	11	3	1	3	4.28
Adequacy and clarity of routine onboard announcements							
JUNE 2022	**36**	**31**	**20**	**7**	**3**	**2**	**3.94**
JULY 2021	41	27	16	6	2	9	4.07
MAY 2019	28	35	23	9	3	2	3.78
Cleanliness of train interiors							
JUNE 2022	**34**	**36**	**21**	**7**	**3**	**<1**	**3.92**
JULY 2021	41	34	17	5	1	2	4.10
MAY 2019	23	41	24	8	3	<1	3.74
Being informed of delays that exceed 10 minutes							
JUNE 2022	**33**	**27**	**18**	**6**	**4**	**13**	**3.90**
JULY 2021	36	23	14	5	2	20	4.07
MAY 2019	26	28	20	10	6	9	3.64
Availability of printed materials							
JUNE 2022	**29**	**23**	**20**	**6**	**2**	**20**	**3.87**
JULY 2021	44	23	13	3	2	15	4.24
MAY 2019	30	29	18	4	1	18	3.99
Satisfaction with current schedule**							
JUNE 2022	**30**	**31**	**21**	**11**	**5**	**1**	**3.73**
JULY 2021	35	30	20	9	4	1	3.84
Everything considered, how would you rate your overall experience at Caltrain stations?							
JUNE 2022	**34**	**45**	**17**	**3**	**1**	**1**	**4.09**
JULY 2021	38	36	16	5	3	1	4.03
MAY 2019	22	48	24	4	1	<1	3.86

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.
*Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.
**New question for 2021

(See Statistical Tables Q7I-Q7O)

COREY, CANAPARY & GALANIS

ONBOARD RATINGS BY TIME PERIOD

- Generally, weekday off-peak riders tend to be most satisfied, normally giving the highest onboard ratings (including the overall onboard rating). The sole exception to this was the rating for Satisfaction with current schedule where weekday off-peak riders were the most satisfied.
- Weekday peak riders were the least satisfied, rating all attributes the lowest among these subgroups.

	Mean Scores (5 point scale) – JULY 2021			
	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,120	1,257	509	354
Politeness and helpfulness of conductors	4.47	4.45	4.50	4.54
Adequacy and clarity of routine onboard announcements	3.94	3.89	4.00	4.02
Cleanliness of train interiors	3.92	3.85	3.99	4.05
Being informed of delays that exceed 10 minutes	3.90	3.83	3.98	4.07
Availability of printed materials	3.87	3.84	3.90	3.94
Satisfaction with current schedule**	3.73	3.65	3.89	3.77
Onboard experience (overall) on Caltrain	4.09	4.04	4.15	4.18

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

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.
Highest Score among Subgroups Lowest Score among Subgroups

(See Statistical Tables Q7I-Q7O)

COREY, CANAPARY & GALANIS

ONBOARD RATINGS BY TYPE OF SERVICE

- By type of service, weekend local riders were the most satisfied, giving the highest onboard ratings (including the overall onboard rating). The sole exception to this was the rating for Satisfaction with current schedule where weekday bullet riders were the most satisfied.
- Weekday limited 3 riders were the least satisfied, rating most of the attributes the lowest.

	Mean Scores (5 point scale) – JUNE 2022						
	Overall Mean Score	Weekday Local	Weekday Limited 3	Weekday Limited 4	Weekday Limited 5	Weekday Bullet	Weekend Local
Base: (All Respondents)*	2,120	1,020	298	314	242	246	354
Politeness and helpfulness of conductors^	**4.47**	4.50	4.46	4.45	4.47	4.45	4.54
Adequacy and clarity of routine onboard announcements	**3.94**	3.98	3.80	3.89	3.95	3.99	4.02
Cleanliness of train interiors	**3.92**	3.98	3.81	3.88	3.91	3.85	4.05
Being informed of delays that exceed 10 minutes	**3.90**	4.01	3.66	3.88	3.88	3.82	4.07
Availability of printed materials	**3.87**	3.92	3.79	3.88	3.77	3.86	3.94
Satisfaction with current schedule**	**3.73**	3.75	3.57	3.67	3.75	3.86	3.77
Onboard experience (overall) on Caltrain	**4.09**	**4.14**	**4.00**	**4.06**	**4.06**	**4.08**	**4.18**

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

^Limited 4 rating is 4.4497, Bullet rating is 4.4504

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

Highest Score among Subgroups Lowest Score among Subgroups

(See Statistical Tables Q7I-Q7O)

COREY, CANAPARY & GALANIS

OVERALL SATISFACTION WITH CALTRAIN

How would you rate your overall Caltrain experience?

- While overall satisfaction with Caltrain decreased to 4.08 in 2022 from 4.19 in 2021, a statistically significant decrease, the 2022 rating is a statistically significant increase from 3.86 in 2019.

	Mean Scores (5 point scale)		
	JUNE 2022	JULY 2021	MAY 2019
Base: (All Respondents)*	2,120	2,296	3,070
	%	%	%
Very Satisfied (5)	31	38	20
(4)	49	45	53
(3)	16	15	22
(2)	3	2	5
Very Dissatisfied (1)	1	<1	1
Not Applicable	<1	<1	<1
	100	100	100
RECAP %			
Satisfied (5 or 4)	80	83	73
Neutral (3)	16	15	22
Dissatisfied (1 or 2)	3	2	5
MEAN	4.08	4.19	3.86

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

(See Statistical Table Q7P)

COREY, CANAPARY & GALANIS

OVERALL SATISFACTION WITH CALTRAIN – BY SUB-GROUPS

	BASE (#)	MEAN (5 PT SCALE)	Very Satisfied (5 rating)	Satisfied (4 rating)	Dissatisfied (2 or 1 rating)	Neutral/NA (3 rating)
			%	%	%	%
TOTAL	**2,120**	**4.19**	**31**	**49**	**3**	**16**
BY RIDERSHIP SEGMENT						
Weekday Peak	1,257	4.02	28	50	4	18
Weekday Off-peak	509	4.14	35	48	3	13
Weekend	354	4.17	38	45	2	16
BY TYPE OF SERVICE						
Weekday Local	1,021	4.13	33	49	3	14
Weekday Limited 3	298	3.94	22	55	4	18
Weekday Limited 4	314	4.05	30	47	2	21
Weekday Limited 5	242	4.07	34	43	4	18
Weekday Bullet	246	4.04	31	48	4	17
Weekend Local	354	4.17	38	45	2	16
BY CONSIST						
Gallery	1,265	4.08	31	49	3	17
Bombardier	855	4.07	31	50	4	16
BY FREQUENCY						
5 + Days/Wk	663	3.99	27	50	5	18
3-4 Days/Wk	448	4.02	28	51	4	17
1-2 Days/Wk	390	3.95	23	54	3	20
1 Day/Month or Less	599	4.30	43	44	1	12
BY FARE MEDIA						
One-Way Ticket	484	3.73	24	28	12	20
Clipper Start	600	3.75	25	31	11	22
Day Pass	266	4.03	34	30	7	16
Monthly Pass	372	3.35	17	31	23	26
Go Pass	312	3.28	13	31	23	31
Other	78	3.53	21	27	14	31

(See Statistical Table Q7P)

COREY, CANAPARY & GALANIS

COMMUNICATION RATINGS OVERALL

- In 2022, all communication ratings decreased since 2021. All decreases except *Frequency of conductor announcements* were statistically significant.

	Mean Scores (5 point scale)	
	JUNE 2022	JULY 2021
Base: (All Respondents)*	2,120	2,296
Frequency of conductor announcements	4.13	4.16
Information shown on electronic platform signs	3.95	4.11
Real time predictions posted on electronic platform signs	3.86	4.11
Service delay information	3.62	4.03

N=base of survey participants **JUNE 2022 N=2,120*** JULY 2021 N= 2,296*	VERY SATISFIED 5	4	3	VERY DISSATISFIED 2	1	NOT APPLICABLE [ ]	MEAN SCORE (5 Pt. Sca
Frequency of conductor announcements							
JUNE 2022	39	35	18	3	1	3	4.13
JULY 2021	42	33	17	3	1	4	4.16
Information shown on electronic platform signs							
JUNE 2022	35	35	20	6	2	2	3.95
JULY 2021	36	32	18	5	1	7	4.04
Real time predictions posted on electronic platform signs							
JUNE 2022	34	31	20	8	4	3	3.86
JULY 2021	41	33	16	5	2	4	4.11
Service delay information							
JUNE 2022	23	30	23	10	4	9	3.62
JULY 2021	33	36	17	4	1	8	4.03

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

(See Statistical Tables Q8A-Q8D)

COREY, CANAPARY & GALANIS

COMMUNICATION RATINGS BY TIME PERIOD

Weekday peak riders were the least satisfied with Caltrain communication to riders.

	Mean Scores (5 point scale) – JULY 2021			
	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,120	1,257	509	354
Frequency of conductor announcements	4.13	4.07	4.18	4.29
Information shown on electronic platform signs	3.95	3.85	4.07	4.19
Real time predictions posted on electronic platform signs	3.86	3.75	3.95	4.17
Service delay information	3.62	3.52	3.73	3.91

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

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.
Highest Score among Subgroups Lowest Score among Subgroups

(See Statistical Tables Q8A-Q8D)

COREY, CANAPARY & GALANIS

ONBOARD RATINGS BY TYPE OF SERVICE

Weekend Local riders rated Caltrain's communication the highest and weekday limited 3 riders rated it the lowest.

	Overall Mean Score	Mean Scores (5 point scale) – JUNE 2022					
		Weekday Local	Weekday Limited 3	Weekday Limited 4	Weekday Limited 5	Weekday Bullet	Weekend Local
Base: (All Respondents)*	2,120	1,020	298	314	242	246	354
Frequency of conductor announcements	**4.13**	4.20	3.98	4.09	4.10	4.10	4.29
Information shown on electronic platform signs	**3.95**	4.07	3.69	3.83	3.97	3.96	4.19
Real time predictions posted on electronic platform signs	**3.86**	3.96	3.62	3.74	3.90	3.89	4.17
Service delay information	**3.62**	3.77	3.30	3.50	3.63	3.60	3.91

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

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

Highest Score among Subgroups Lowest Score among Subgroups

(See Statistical Tables Q8A-Q8D)

COREY, CANAPARY & GALANIS

PANDEMIC FREQUENCY COMPARISON

- Respondents indicated that they rode more often before the COVID-19 pandemic. On average riders said they rode 2.90 days per week on Caltrain pre-COVID, compared to 2.70 days per week on Caltrain now.
- The greatest decrease in ridership was seen in weekend riders, who said they rode 1.66 days per week on average pre-COVID, but 0.36 days per week on average currently.

How often do you ride Caltrain?	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,120	1,257	509	354
5 days per week or more	32%	38%	29%	13%
3 – 4 days per week	21%	27%	16%	9%
1 – 2 days per week	19%	19%	17%	17%
1 day a month or less	29%	15%	38%	61%
Average days per week	2.71	3.23	2.38	1.36

How often did you ride Caltrain before the Pandemic?	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,120	1,257	509	354
5 days per week or more	42%	52%	33%	21%
3 – 4 days per week	15%	17%	13%	10%
1 – 2 days per week	10%	8%	14%	13%
1 day a month or less	33%	23%	41%	58%
Average days per week	2.90	3.41	2.43	1.66

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

(See Statistical Tables Q1 and Q9)

COREY, CANAPARY & GALANIS

CAR ACCESS
Did you have access to a car for this particular trip?

More than half of riders (55%) said they did not have access to a car for the surveyed trip. This is more consistent with the pre-pandemic share for this question in 2019.

Weekday Off-Peak riders were most likely to not have access to a car (62%), while Weekday Peak riders were most likely to have access to a car (50%).

Did you have access to a car for this particular trip?	JUNE 2022	JULY 2021	2019 TRIENNIAL^
Base: (All Respondents)*	2,120	2,296	5,501
No	55%	61%	51%
Yes	46%	39%	49%

Did you have access to a car for this particular trip?	2022 Total	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,120	1,257	509	354
No	55%	50%	60%	62%
Yes	46%	50%	40%	38%

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.
^Question was not asked during the May 2019 survey

(See Statistical Tables Q6)

COREY, CANAPARY & GALANIS

BIKE USE
Do you usually ride a bike when you use Caltrain?

- Nearly two in ten respondents (19%) bring a bike with them on their Caltrain trip, while another 2% leave their bike at the station.

Do you usually ride a bike when you use Caltrain?	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,120	1,257	509	354
No	79%	77%	78%	86%
Yes – bring bike onboard	19%	21%	20%	12%
Yes – leave bike at station	2%	2%	2%	2%

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

(See Statistical Tables Q10)

COREY, CANAPARY & GALANIS

FARE MEDIA

How did you pay for this train trip (today)?
Where did you purchase your ticket or card??

- Weekend riders were most likely to be using a one-way ticket (51%), and this was more likely than riders overall (33%) as well as Weekday Peak (25%) and Weekday Off-Peak (41%) riders.
- While nearly two in ten (16%) of weekday peak riders used a day pass, another half (55%) were traveling on either a monthly pass or a Go Pass.
- Nearly one-fourth of all respondents (24%) purchased their fare media at a Caltrain Ticket Machine; however, Weekend riders (34%) were more likely to do so.

How did you pay for this train trip (today)?^	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,120	1,257	509	354
One-Way Ticket	33%	25%	41%	51%
Monthly Pass	24%	32%	14%	6%
Go Pass	20%	23%	18%	11%
Day Pass	18%	16%	20%	25%
Other	5%	4%	6%	5%

Where did you purchase your ticket or card?	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,120	1,257	509	354
Caltrain Ticket Machine	24%	19%	30%	34%
Company Subsidy (Go Pass, etc.)	22%	28%	16%	10%
Clipper App	13%	14%	13%	7%
Caltrain Mobile App	12%	10%	12%	17%
Clipper on Apple Pay or Google Pay	9%	8%	8%	12%
Clipper Only Ticket Machine	9%	8%	11%	10%
Retailer	6%	7%	4%	5%
Other	6%	6%	7%	5%

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.
^One listed category on the survey instrument was "Clipper START." Currently "Clipper START" is currently used by about 2%-3% of riders but this category was selected by 29% (n = 604) of respondents. We feel that respondents were confused by this response code and many who use Clipper on Caltrain simply selected this option. Given this confusion, we have removed this category for reporting purposes and the data was prorated using the other categories listed.

(See Statistical Tables Q2 and Q3)

COREY, CANAPARY & GALANIS

- Respondents travelling using a monthly pass were most likely to have purchased it through the Clipper app (26%), a company subsidy (24%), or a retailer (17%)
- Most (94%) of respondents travelling using a day pass purchased it through the Clipper ticket machine (56%) or the Caltrain mobile app (37%).
- Two-thirds (67%) of respondents travelling using a one-way ticket purchased it either through the Clipper ticket machine (43%) or the Caltrain mobile app (24%).

Where did you purchase your ticket or card?	Total	Monthly Pass	Day Pass	One-Way Ticket	Go Pass
Base: (All Respondents)*	2,120	364	277	495	297
Caltrain Ticket Machine	24%	14%	56%	43%	-
Company Subsidy (Go Pass, etc.)	22%	24%	1%	5%	100%
Clipper App	13%	26%	-	7%	-
Caltrain Mobile App	12%	-	37%	24%	-
Clipper on Apple Pay or Google Pay	9%	-	-	9%	-
Clipper Only Ticket Machine	9%	8%	2%	5%	-
Retailer	6%	17%	-	2%	-
Other	6%	11%	3%	4%	-

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

(See Statistical Tables Q2 and Q3)

COREY, CANAPARY & GALANIS

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

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

Boarding Station^

	TOTAL	Weekday Peak	Weekday Off-peak	Weekend
Base: (All Respondents)*	2,120	1,257	509	354
San Francisco (4th & King)	21%	23%	17%	22%
Palo Alto	11%	10%	13%	9%
San Jose Diridon	10%	10%	8%	12%
Sunnyvale	7%	7%	6%	8%
Mountain View	6%	6%	7%	7%
Redwood City	6%	5%	5%	8%
Millbrae	5%	5%	7%	5%
San Mateo	4%	4%	3%	4%
22nd Street	3%	3%	4%	3%
Hillsdale	3%	3%	3%	3%
Lawrence	3%	3%	3%	2%
Menlo Park	3%	2%	4%	2%
Santa Clara	3%	2%	3%	4%

Alighting Station^

	TOTAL	Weekday Peak	Weekday Off-peak	Weekend
Base: (All Respondents)*	2,120	1,257	509	354
San Francisco (4th & King)	22%	18%	27%	32%
Palo Alto	14%	16%	12%	10%
San Jose Diridon	7%	8%	7%	7%
Redwood City	7%	7%	7%	5%
Mountain View	6%	6%	5%	7%
Sunnyvale	6%	5%	6%	7%
Millbrae	5%	6%	6%	4%
San Mateo	4%	4%	4%	4%
Hillsdale	4%	5%	2%	3%
Menlo Park	3%	2%	2%	4%

^Incomplete List-Only stations with 3% or greater overall are shown, for complete list see crosstabulated tables

(See Statistical Tables Q4 and Q5)

COREY, CANAPARY & GALANIS

APPENDICES

COREY, CANAPARY & **GALANIS**

APPENDIX A - QUESTIONNAIRES

COREY, CANAPARY & GALANIS

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

POSTAGE WILL BE PAID BY ADDRESSEE

PASSENGER SURVEY
CALTRAIN
PO BOX 3006
SAN CARLOS CA 94070-9927
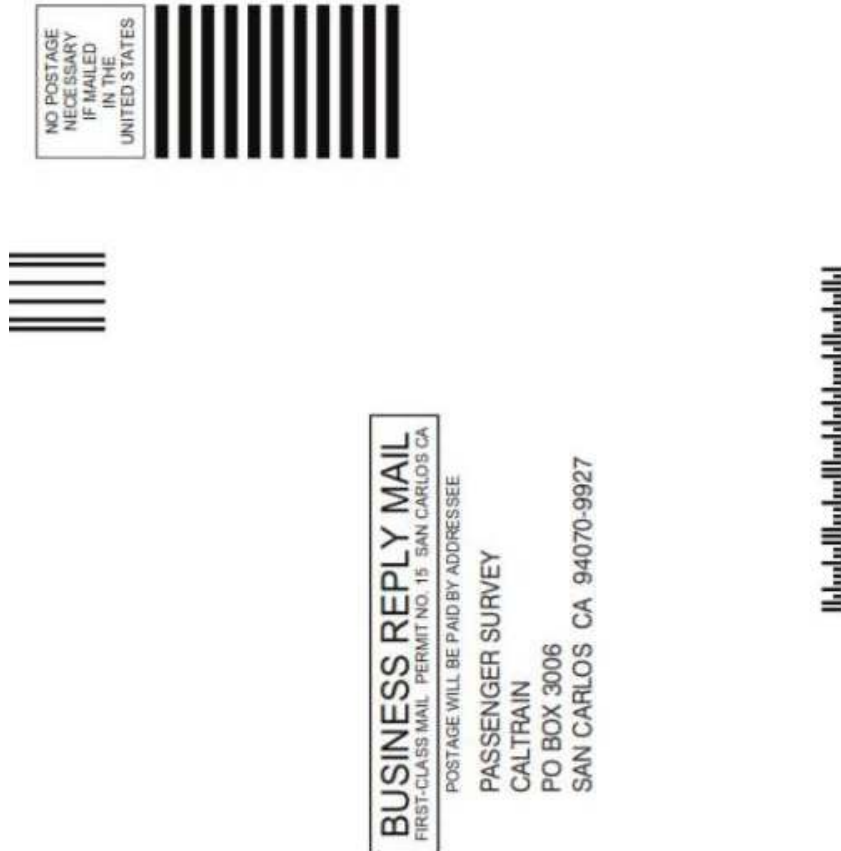
Caltrain Rider Survey 2022

Dear Caltrain Rider,

Thank you for participating! Please complete this survey and tell us how we are doing. You can hand the survey back, mail it, or complete online at: www.caltrain2022.com

1. How often do you usually ride Caltrain?
   - ☐ 6 – 7 days/week
   - ☐ 5 days /week
   - ☐ 4 days /week
   - ☐ 3 days /week
   - ☐ 2 days /week
   - ☐ 1 day /week
   - ☐ 1 - 3 days /month
   - ☐ Less than once a month

2. What fare type did you use for this train trip *(today)*?
   - ☐ One-way Ticket or Cash Value
   - ☐ Clipper START
   - ☐ Day Pass
   - ☐ Monthly Pass
   - ☐ Go Pass
   - ☐ Other (specify): _____

3. Where did you purchase your ticket or card?
   - ☐ Caltrain Ticket Machine
   - ☐ Caltrain Mobile App
   - ☐ Clipper Only Ticket Machine
   - ☐ Clipper App
   - ☐ Clipper on Apple Pay or Google Pay
   - ☐ Company Subsidy (Go Pass, etc.)
   - ☐ Retailer
   - ☐ Other (specify): _____

4. Which station did you get ON Caltrain?

   _____ (station)

5. Which station will you get OFF Caltrain?

   _____ (station)

6. Did you have access to a car for this particular trip?
   - ☐ Yes
   - ☐ No

Shift ID:_____

COREY, CANAPARY & GALANIS

RATINGS

7. Circle the number that best reflects your rating of Caltrain service: 5 = Very Satisfied and 1 = Very Dissatisfied. If the question does not apply to you, check NA for Not Applicable.

At Stations

	Very Satisfied				Very Dissatisfied	NA
a. Cleanliness at the stations	5	4	3	2	1	o
b. Being informed of delays that exceed 10 min	5	4	3	2	1	o
c. Frequency of station announcements	5	4	3	2	1	o
d. Location of electronic platform signs	5	4	3	2	1	o
e. Posted information on info. boards (schedules, flyers)	5	4	3	2	1	o
f. Adequacy and clarity of station announcements	5	4	3	2	1	o
g. Experience purchasing your ticket (mobile app, Caltrain ticket machine, Clipper, etc.)	5	4	3	2	1	o
h. Overall rating of Caltrain station experience	5	4	3	2	1	o

Onboard Trains

i. Politeness and helpfulness of conductors	5	4	3	2	1	o
j. Availability of printed material	5	4	3	2	1	o
k. Being informed of delays that exceed 10 minutes	5	4	3	2	1	o
l. Adequacy and clarity of onboard announcements	5	4	3	2	1	o
m. Cleanliness of interiors	5	4	3	2	1	o
n. Satisfaction with current schedule	5	4	3	2	1	o
o. Overall rating of Caltrain onboard experience	5	4	3	2	1	o

Overall

p. How would you rate your overall Caltrain experience	5	4	3	2	1	o

Communication

8. Circle the number that best reflects your rating.

	Very Satisfied				Very Dissatisfied	NA
a. Service delay information	5	4	3	2	1	o
b. Real time predictions posted on electronic platform signs	5	4	3	2	1	o
c. Information shown on electronic platform signs	5	4	3	2	1	o
d. Frequency of conductor announcements	5	4	3	2	1	o

ABOUT YOU

9. How often did you use Caltrain prior to the pandemic?

☐ 6 – 7 days/week   ☐ 1 day /week
☐ 5 days /week   ☐ 1 – 3 days /month
☐ 4 days /week   ☐ Less than once a month
☐ 3 days /week   ☐ Did not use prior to pandemic
☐ 2 days / week

10. Do you usually ride a bike when you use Caltrain?

☐ No
☐ Yes – bring bike onboard
☐ Yes – leave bike at station

11. Contact information. Please write in your contact information to allow Caltrain to contact you for research purposes only.

Name: _____ Phone: (_____) _____

Email: _____

☐ Check here if you would like to also opt-in for Caltrain updates/ information using the contact information above.

COMMENTS

_____
_____
_____

COREY, CANAPARY & GALANIS

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

POSTAGE WILL BE PAID BY ADDRESSEE

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

Encuesta de pasajeros de Caltrain 2022

Caltrain

Apreciado/a pasajero/a de Caltrain,
¡Gracias por su participación! Por favor complete esta encuesta para ayudarnos a saber qué tal trabajo estamos haciendo. Puede entregarnos la encuesta cuando la haya finalizado, o devolverla por correo o puede completarla visitando: www.caltrain2022.com

1. ¿Con cuánta frecuencia suele usted viajar en Caltrain?
   ☐ 6 – 7 días/semana   ☐ 2 días/semana
   ☐ 5 días/semana   ☐ 1 día/semana
   ☐ 4 días/semana   ☐ 1 - 3 días/mes
   ☐ 3 días/semana   ☐ Menos de una vez al mes

2. ¿Qué tipo de tarifa compró usted para este viaje en tren *(hoy día)*?
   ☐ Boleto de ida o valor en efectivo ☐ Pase mensual
   ☐ Clipper START   ☐ Go Pass
   ☐ Pase diario   ☐ Otra forma (especificar): _____

3. ¿Dónde compró usted su boleto o tarjeta?
   ☐ Máquina de boletos Caltrain   ☐ Clipper con Apple Pay o Google Pay
   ☐ Aplicación móvil Caltrain   ☐ Subsidio de empresa (Go Pass, etc.)
   ☐ Máquina de tarjetas Clipper   ☐ Tienda
   ☐ Aplicación Clipper   ☐ Otra forma (especificar): _____

4. ¿En qué estación abordó usted el tren de Caltrain?

   _____(estación

5. ¿En qué estación se apeará usted del tren de Caltrain?

   _____(estación)

6. ¿Tenía usted acceso a un automóvil para realizar este viaje en concreto?
   ☐ Sí
   ☐ No

Shift ID:_____

COREY, CANAPARY & GALANIS

CALIFICACIONES

7. Marque el número que mejor refleje su calificación del servicio de Caltrain: 5 = Muy satisfecho/a y 1 = Muy Insatisfecho/a. Si la pregunta no es pertinente, marque NA o No Aplica.

	Muy Satisfecho/a			Muy Insatisfecho/a		NA

En la estaciones

a. Limpieza en las estaciones	5	4	3	2	1	o
b. Información sobre atrasos de más de 10 min.	5	4	3	2	1	o
c. Frecuencia de anuncios en la estaciones	5	4	3	2	1	o
d. Ubicación de rótulos electrónicos en andenes/plataformas	5	4	3	2	1	o
e. Información disponible en tableros de anuncios (horarios, panfletos)	5	4	3	2	1	o
f. Idoneidad y claridad de anuncios en estaciones	5	4	3	2	1	
g. Experiencia comprando su boleto (aplicación móvil, máquina de boletos Caltrain, Clipper, etc.)	5	4	3	2	1	o
h. Calificación general de su experiencia en las estaciones de Caltrain	5	4	3	2	1	o

A bordo de los trenes

i. Cortesía y amabilidad de los conductores	5	4	3	2	1	o
j. Disponibilidad de material impreso	5	4	3	2	1	o
k. Información sobre atrasos que exceden los 10 minutos	5	4	3	2	1	o
l. Idoneidad y claridad de anuncios a bordo	5	4	3	2	1	o
m. Limpieza de los interiores	5	4	3	2	1	o
n. Satisfacción con el horario actual	5	4	3	2	1	o
o. Calificación general de su experiencia a bordo	5	4	3	2	1	o

En General

o. ¿Cómo calificaría usted su experiencia general en Caltrain?	5	4	3	2	1	o

Comunicación

8. Marque el número que mejor refleje su calificación.

	Muy Satisfecho/a			Muy Insatisfecho/a		NA
a. Información sobre retrasos de servicio	5	4	3	2	1	o
b. Predicciones en tiempo real mostradas en rótulos electrónicos en andenes/plataformas	5	4	3	2	1	o
c. Información mostrada en rótulos electrónicos en andenes/plataformas	5	4	3	2	1	o
d. Frecuencia de anuncios del conductor	5	4	3	2	1	o

ACERCA DE USTED

9. ¿Con cuánta frecuencia viajaba usted en Caltrain antes de la pandemia?
- ☐ 6 – 7 días/semana
- ☐ 5 días/semana
- ☐ 4 días/semana
- ☐ 3 días/semana
- ☐ 2 días/semana
- ☐ 1 día/semana
- ☐ 1 - 3 días/mes
- ☐ Menos de una vez al mes
- ☐ No lo usaba antes de la pandemia

10. ¿Suele usted usar bici cuando viaja en Caltrain?
- ☐ No
- ☐ Sí – monto la bici a bordo
- ☐ Sí – dejo la bici en la estación

11. Información de contacto. Por favor, anote su información de contacto para permitir que Caltrain se comunique con usted, solo por motivos de encuesta.

Nombre: _____ Núm. Tel.: (_____) _____

Email: _____

☐ Marque esta casilla si desea recibir actualizaciones/información sobre Caltrain a la dirección de contacto que indicó arriba.

COMENTARIOS

_____
_____
_____

APPENDIX B - SCHEDULE

COREY, CANAPARY & GALANIS

TRAIN	DEPARTURE STATION	DEPART TIME	DAY	DATE	DIR	START CAR	COVER CARS
708	SAN FRANCISCO	4:06 PM	TUE	31-May	SOUTH	1	2,3
312	SAN FRANCISCO	5:32 PM	TUE	31-May	SOUTH	6 (5)	5,4
415	SAN JOSE-DIRIDON	6:44 PM	TUE	31-May	NORTH	6 (5)	5,4
515	SAN JOSE-DIRIDON	7:43 PM	TUE	31-May	NORTH	1	2,3
119	SAN JOSE-DIRIDON	12:54 PM	WED	1-Jun	NORTH	1	2,3
122	SAN FRANCISCO	2:38 PM	WED	1-Jun	SOUTH	1	2,3
408	SAN FRANCISCO	3:11 PM	WED	1-Jun	SOUTH	6 (5)	5,4
709	SAN JOSE-DIRIDON	4:59 PM	WED	1-Jun	NORTH	6 (5)	5,4
516	SAN FRANCISCO	7:14 PM	WED	1-Jun	SOUTH	1	2,3
510	SAN FRANCISCO	12:14 PM	THUR	2-Jun	SOUTH	6 (5)	5,4
513	SAN JOSE-DIRIDON	2:43 PM	THUR	2-Jun	NORTH	6 (5)	5,4
126	SAN FRANCISCO	4:39 PM	THUR	2-Jun	SOUTH	1	2,3
221	SAN JOSE-DIRIDON	7:19 AM	SAT	4-Jun	NORTH	1	2,3
228	SAN FRANCISCO	9:58 AM	SAT	4-Jun	SOUTH	6 (5)	5,4
237	SAN JOSE-DIRIDON	12:12 PM	SAT	4-Jun	NORTH	1	2,3
244	SAN FRANCISCO	1:58 PM	SAT	4-Jun	SOUTH	1	2,3
253	SAN JOSE-DIRIDON	4:12 PM	SAT	4-Jun	NORTH	6 (5)	5,4
264	SAN FRANCISCO	6:58 PM	SAT	4-Jun	SOUTH	1	2,3
224	SAN FRANCISCO	8:28 AM	SUN	5-Jun	SOUTH	6 (5)	5,4
233	SAN JOSE-DIRIDON	11:12 AM	SUN	5-Jun	NORTH	1	2,3
309	SAN JOSE-DIRIDON	4:24 PM	MON	6-Jun	NORTH	1	2,3
712	SAN FRANCISCO	6:06 PM	MON	6-Jun	SOUTH	6 (5)	5,4
133	SAN JOSE-DIRIDON	7:54 PM	MON	6-Jun	NORTH	6 (5)	5,4
702	SAN FRANCISCO	6:06 AM	TUE	7-Jun	SOUTH	1	2,3
109	SAN JOSE-DIRIDON	7:54 AM	TUE	7-Jun	NORTH	6 (5)	5,4
114	SAN FRANCISCO	10:38 AM	TUE	7-Jun	SOUTH	6 (5)	5,4
401	SAN JOSE-DIRIDON	5:44 AM	WED	8-Jun	NORTH	1	2,3
304	SAN FRANCISCO	7:32 AM	WED	8-Jun	SOUTH	6 (5)	5,4
113	SAN JOSE-DIRIDON	9:54 AM	WED	8-Jun	NORTH	1	2,3
303	GILROY	6:31 AM	TUE	14-Jun	NORTH	6 (5)	5,4
102	SAN FRANCISCO	4:51 AM	WED	15-Jun	SOUTH	1	2,3
301	SAN JOSE-DIRIDON	6:23 AM	WED	15-Jun	NORTH	1	2,3
703	SAN JOSE-DIRIDON	6:59 AM	WED	15-Jun	NORTH	6 (5)	5,4
406	SAN FRANCISCO	8:12 AM	WED	15-Jun	SOUTH	6 (5)	5,4
504	SAN FRANCISCO	9:14 AM	WED	15-Jun	SOUTH	1	2,3
124	SAN FRANCISCO	3:39 PM	THUR	16-Jun	SOUTH	1	2,3
129	SAN JOSE-DIRIDON	5:54 PM	THUR	16-Jun	NORTH	6 (5)	5,4

TRAIN	DEPARTURE STATION	DEPART TIME	DAY	DATE	DIR	START CAR	COVER CARS
101	SAN JOSE-DIRIDON	4:28 AM	TUE	21-Jun	NORTH	6 (5)	5,4
106	SAN FRANCISCO	6:39 AM	TUE	21-Jun	SOUTH	1	2,3
407	SAN JOSE-DIRIDON	8:44 AM	TUE	21-Jun	NORTH	1	2,3
507	SAN JOSE-DIRIDON	11:43 AM	TUE	21-Jun	NORTH	1	2,3
120	SAN FRANCISCO	1:38 PM	TUE	21-Jun	SOUTH	6 (5)	5,4
409	SAN JOSE-DIRIDON	3:44 PM	TUE	21-Jun	NORTH	6 (5)	5,4
414	SAN FRANCISCO	6:12 PM	WED	22-Jun	SOUTH	1	2,3
135	SAN JOSE-DIRIDON	8:24 PM	WED	22-Jun	NORTH	6 (5)	5,4

APPENDIX C - TEST OF STATISTICAL SIGNIFICANCE

COREY, CANAPARY & GALANIS

TEST OF STATISTICAL SIGNIFICANCE

95% Confidence Level	2022					2021							
SCALE: 1=Poor, 5=Excellent	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation	Mean Difference	T-Score	Statistically Significant?
ASKED QUESTIONS^													
1. CLEANLINESS AT THE STATIONS	2,110	9	2,101	3.91	0.97	2,291	8	2,283	4.14	0.82	-0.23	-8.44	yes
2. BEING INFORMED OF DELAYS	2,102	201	1,901	3.70	1.19	2,283	213	2,070	4	1.01	-0.30	-8.53	yes
3. FREQUENCY OF STATION ANNOUNCEMENTS	2,096	61	2,035	4.02	0.98	2,270	204	2,066	4.08	1.01	-0.06	-1.93	no
4. LOCATION OF ELECTRONIC PLATFORM SIGNS	2,096	37	2,059	4.16	0.92	2,267	76	2,191	4.21	0.92	-0.05	-1.77	no
5. POSTED INFORMATION	2,091	112	1,979	3.95	1.03	2,261	118	2,143	4.12	0.98	-0.17	-5.42	yes
6. STATION ANNOUNCEMENTS	2,102	44	2,058	3.85	1.07	2,256	125	2,131	3.98	1.06	-0.13	-3.95	yes
7. EXPERIENCE PURCHASING TICKET	2,097	141	1,956	4.29	0.99	2,267	114	2,153	4.19	1.00	0.10	3.22	yes
8. OVERALL STATIONS	2,097	6	2,091	4.05	0.83	2,261	48	2,213	4.22	0.56	-0.17	-7.83	yes
9. POLITENESS/HELPFULNESS OF CONDUCTORS	2,106	91	2,015	4.47	0.75	2,265	61	2,204	4.37	0.80	0.10	4.19	yes
10. AVAILABILITY OF PRINTED MATERIALS	2,073	421	1,652	3.87	1.08	2,269	345	1,924	4.24	0.96	-0.37	-10.75	yes
11. BEING INFORMED OF DELAYS	2,095	273	1,822	3.90	1.11	2,262	456	1,806	4.07	1.05	-0.17	-4.74	yes
12. ADEQUACY/CLARITY ONBOARD ANN	2,087	44	2,043	3.94	1.06	2,260	203	2,057	4.07	1.05	-0.13	-3.94	yes
13. CLEANLINESS-TRAIN INTERIORS	2,104	9	2,095	3.92	1.03	2,276	44	2,232	4.10	0.96	-0.18	-5.94	yes
14. SATISFACTION WITH CURRENT SCHEDULE	2,101	25	2,076	3.73	1.15	2,285	28	2,257	3.84	1.13	-0.11	-3.17	yes
15. OVERALL ONBOARD	**2,100**	**11**	**2,089**	**4.09**	**0.82**	**2,277**	**31**	**2,246**	**4.03**	**1.01**	**0.06**	**2.15**	**yes**
16. BOTH STATION/ONBOARD	**2,091**	**2**	**2,089**	**4.08**	**0.80**	**2,250**	**11**	**2,239**	**4.19**	**0.77**	**-0.11**	**-4.60**	**yes**

WEIGHTED AVERAGES^^													
TOTAL STATIONS	**33,548**	**1,487**	**32,061**	**3.99**	**1.13**	**36,300**	**2,085**	**34,215**	**4.12**	**1.11**	**-0.13**	**-14.93**	**yes**
TOTAL ONBOARD EXPERIENCE	**14,666**	**1,476**	**13,190**	**3.99**	**1.19**	**15,894**	**2,066**	**13,828**	**4.10**	**1.17**	**-0.11**	**-7.66**	**yes**
TOTAL STATIONS & ONBOARD	**24,107**	**2,963**	**21,144**	**3.99**	**1.16**	**26,097**	**4,151**	**21,946**	**4.11**	**1.14**	**-0.12**	**-10.83**	**yes**

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

^^Weighted averages are calculated as follows: "Total Stations" is calculated using the total responses for Question 1 through Question 8. "Total Onboard" is calculated using the total responses for Question 9 through Question 15. "Total Stations & Onboard" is calculated by taking the average of "Total Stations" and "Total Onboard."

COREY, CANAPARY & GALANIS

TEST OF STATISTICAL SIGNIFICANCE

95% Confidence Level	2022					2021							
SCALE: 1=Poor, 5=Excellent	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation	Mean Difference	T-Score	Statistically Significant?
COMMUNICATION ATTRIBUTES													
1. SERVICE DELAY INFORMATION	2,092	28	2,064	3.62	1.12	2,263	33	2,230	4.03	0.94	-0.41	-12.94	yes
2. REAL TIME PREDICTIONS POSTED ON ELECTRONIC PLATFORM SIGNS	2,091	29	2,062	3.86	1.1	2,264	32	2,232	4.04	0.97	-0.18	-5.67	yes
3. INFORMATION SHOWN ON ELECTRONIC PLATFORM SIGNS	2,090	30	2,060	3.95	1.01	2,264	32	2,232	4.11	0.96	-0.16	-5.31	yes
4. FREQUENCY OF CONDUCTOR ANNOUNCEMENTS	2,089	31	2,058	4.13	0.89	2,256	40	2,216	4.16	0.90	-0.03	-1.10	no

COREY, CANAPARY & GALANIS

APPENDIX D – ROUTE MAP

COREY, CANAPARY & GALANIS

COREY, CANAPARY & GALANIS

APPENDIX E – TIME TABLE

COREY, CANAPARY & GALANIS

Printer-Friendly Caltrain Schedule

Morning to Early Afternoon - Page 1 of 2

🚆 Northbound - WEEKDAY SERVICE to SAN FRANCISCO

	1XX Local	3XX Limited 3	4XX Limited 4
	5XX Limited 5	7XX Baby Bullet	— Train bypasses station

Train No.	101	501	103	401	105	701	301	403	107	703	303	405	109	705	305	407	111	503	113	505	115	507	117	509	119	511
Service Type	L1	L5	L1	L4	L1	B7	L3	L4	L1	B7	L3	L4	L1	B7	L3	L4	L1	L5	L1	L5	L1	L5	L1	L5	L1	L5
Gilroy								5:54a			6:31a	6:52a														
San Martin								6:03a			6:40a	7:01a														
Morgan Hill								6:09a			6:46a	7:07a														
Blossom Hill								6:24a			7:01a	7:22a														
Capitol								6:30a			7:07a	7:28a														
Tamien	4:22a	5:02a			5:38a		6:16a	6:37a	6:48a		7:14a	7:35a	7:48a		8:17a		8:50a		9:48a		10:48a		11:48a		12:48p	
San Jose Diridon	4:28a	5:09a	5:15a	5:44a	5:54a	5:59a	6:23a	6:44a	6:54a	6:59a	7:23a	7:42a	7:54a	7:59a	8:23a	8:44a	8:56a	9:43a	9:54a	10:43a	10:54a	11:43a	11:54a	12:43p	12:54p	1:43p
College Park	–	–	–	–	–	–	–	–	–	–	–	7:46a	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Santa Clara	4:34a	5:15a	5:21a	5:50a	6:00a	–	–	6:50a	7:00a	–	–	7:50a	8:00a	–	–	8:50a	9:02a	9:49a	10:00a	10:49a	11:00a	11:49a	12:00p	12:49p	1:00p	1:49p
Lawrence	4:40a	–	5:27a	–	6:09a	–	6:33a	–	7:09a	–	7:33a	–	8:09a	–	8:33a	–	9:08a	–	10:06a	–	11:06a	–	12:06p	–	1:06p	–
Sunnyvale	4:44a	5:23a	5:31a	5:58a	6:14a	–	6:37a	6:58a	7:14a	–	7:37a	7:58a	8:14a	–	8:37a	8:58a	9:12a	9:56a	10:10a	10:56a	11:10a	11:56a	12:10p	12:56p	1:10p	1:56p
Mountain View	4:49a	5:27a	5:36a	6:03a	6:19a	6:13a	6:42a	7:03a	7:19a	7:13a	7:42a	8:03a	8:19a	8:13a	8:42a	9:03a	9:17a	10:01a	10:15a	11:01a	11:15a	12:01p	12:15p	1:01p	1:15p	2:01p
San Antonio	4:53a	–	5:40a	–	6:22a	–	6:46a	–	7:22a	–	7:46a	–	8:22a	–	8:46a	–	9:21a	–	10:19a	–	11:19a	–	12:19p	–	1:19p	–
California Avenue	4:57a	–	5:44a	–	6:27a	–	6:50a	–	7:27a	–	7:50a	–	8:27a	–	8:50a	–	9:25a	–	10:24a	–	11:24a	–	12:24p	–	1:24p	–
Palo Alto	5:01a	5:35a	5:48a	6:10a	6:31a	6:21a	6:54a	7:11a	7:31a	7:21a	7:54a	8:11a	8:31a	8:21a	8:54a	9:11a	9:29a	10:09a	10:28a	11:09a	11:28a	12:09p	12:28p	1:09p	1:28p	2:09p
Menlo Park	5:04a	5:39a	5:52a	–	6:34a	–	6:58a	–	7:34a	–	7:58a	–	8:34a	–	8:58a	–	9:33a	10:12a	10:32a	11:12a	11:32a	12:12p	12:32p	1:12p	1:32p	2:12p
Redwood City	5:10a	5:44a	5:57a	6:17a	6:40a	6:28a	7:03a	7:17a	7:40a	7:28a	8:03a	8:17a	8:40a	8:28a	9:03a	9:17a	9:38a	10:18a	10:37a	11:18a	11:37a	12:18p	12:37p	1:18p	1:37p	2:18p
San Carlos	5:15a	–	6:02a	6:22a	6:44a	–	–	7:22a	7:44a	–	–	8:22a	8:44a	–	–	9:22a	9:43a	–	10:42a	–	11:42a	–	12:42p	–	1:42p	–
Belmont	5:18a	–	6:06a	–	6:48a	–	7:09a	–	7:48a	–	8:09a	–	8:48a	–	9:09a	–	9:46a	–	10:45a	–	11:45a	–	12:45p	–	1:45p	–
Hillsdale	5:22a	5:52a	6:10a	–	6:52a	6:36a	7:13a	–	7:52a	7:36a	8:13a	–	8:52a	8:36a	9:13a	–	9:50a	10:25a	10:49a	11:25a	11:49a	12:25p	12:49p	1:25p	1:49p	2:25p
Hayward Park	5:25a	–	6:13a	–	6:55a	–	–	–	7:55a	–	–	–	8:55a	–	–	–	9:53a	–	10:52a	–	11:52a	–	12:52p	–	1:52p	–
San Mateo	5:28a	5:57a	6:16a	6:30a	6:58a	–	–	7:30a	7:58a	–	–	8:30a	8:58a	–	–	9:30a	9:57a	10:31a	10:56a	11:31a	11:56a	12:31p	12:56p	1:31p	1:56p	2:31p
Burlingame	5:32a	–	6:20a	6:33a	7:02a	–	–	7:33a	8:02a	–	–	8:33a	9:02a	–	–	9:33a	10:01a	–	11:00a	–	–	12:00p	–	1:00p	–	2:00p
Millbrae	5:37a	6:03a	6:25a	6:38a	7:06a	6:46a	7:21a	7:38a	8:06a	7:46a	8:21a	8:38a	9:06a	8:46a	9:21a	9:39a	10:06a	10:38a	11:05a	11:38a	12:05p	12:38p	1:05p	1:38p	2:05p	2:38p
San Bruno	5:41a	–	6:30a	6:43a	7:11a	–	–	7:43a	8:11a	–	–	8:43a	9:11a	–	–	9:44a	10:10a	–	11:10a	–	12:10p	–	1:10p	–	2:10p	–
S. San Francisco	5:45a	–	6:34a	–	7:15a	–	–	–	8:15a	–	–	–	9:15a	–	–	–	10:14a	–	11:15a	–	12:14p	–	1:14p	–	2:14p	–
Bayshore	5:52a	–	6:40a	–	7:21a	–	–	–	8:21a	–	–	–	9:21a	–	–	–	10:20a	–	11:21a	–	12:21p	–	1:21p	–	2:21p	–
22nd Street	5:57a	6:16a	6:46a	6:54a	7:26a	–	–	7:54a	8:26a	–	–	8:54a	9:27a	–	–	9:55a	10:26a	10:51a	11:27a	11:51a	12:26p	12:51p	1:26p	1:51p	2:26p	2:51p
San Francisco	6:03a	6:22a	6:52a	7:00a	7:33a	7:05a	7:38a	8:00a	8:33a	8:05a	8:38a	9:00a	9:33a	9:05a	9:38a	10:01a	10:32a	10:57a	11:33a	11:57a	12:33p	12:57p	1:33p	1:57p	2:33p	2:57p

Zones (left margin, top to bottom): ZONE 6, ZONE 5, ZONE 4, ZONE 3, ZONE 2, ZONE 1

EFFECTIVE August 30, 2021

Timetable subject to change without notice

See Page 2 For Early Afternoon and Evening Times

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

🚆 **Northbound** - WEEKDAY SERVICE to SAN FRANCISCO

| 1XX Local | 3XX Limited 3 | 4XX Limited 4 |
| 5XX Limited 5 | 7XX Baby Bullet | — Train bypasses station |

Train No.	121	513	123	307	409	125	707	309	411	127	709	311	413	129	711	313	415	131	515	133	135	137	139	141	*143	*145
Service Type	L1	L5	L1	L3	L4	L1	B7	L3	L4	L1	B7	L3	L4	L1	B7	L3	L4	L1	L5	L1	L1	L1	L1	L1	L1	L1
Gilroy																										
San Martin																										
Morgan Hill																										
Blossom Hill																										
Capitol																										
Tamien	1:48p		2:48p			3:48p				4:48p				5:45p		6:16p		6:50p		7:48p		8:42p		9:42p		11:05p
San Jose Diridon	1:54p	2:43p	2:54p	3:22p	3:44p	3:54p	3:59p	4:24p	4:44p	4:54p	4:59p	5:23p	5:44p	5:54p	5:59p	6:23p	6:44p	6:56p	7:43p	7:54p	8:24p	8:49p	9:19p	9:49p	10:19p	11:12p
College Park	–	–	–	3:26p	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Santa Clara	2:00p	2:49p	3:00p	–	3:50p	4:00p	–	–	4:50p	5:00p	–	–	5:50p	6:00p	–	–	6:50p	7:02p	7:49p	8:00p	8:30p	8:55p	9:25p	9:55p	10:25p	11:18p
Lawrence	2:06p	–	3:06p	3:33p	–	4:09p	–	4:34p	–	5:09p	–	5:33p	–	6:09p	–	6:33p	–	7:08p	–	8:06p	8:36p	9:01p	9:31p	10:01p	10:31p	11:24p
Sunnyvale	2:10p	2:56p	3:10p	3:38p	3:58p	4:14p	–	4:38p	4:58p	5:14p	–	5:37p	5:58p	6:14p	–	6:37p	6:58p	7:12p	7:56p	8:10p	8:40p	9:05p	9:35p	10:05p	10:35p	11:28p
Mountain View	2:15p	3:01p	3:15p	3:43p	4:03p	4:19p	4:13p	4:43p	5:03p	5:19p	5:13p	5:42p	6:03p	6:19p	6:13p	6:42p	7:03p	7:17p	8:01p	8:15p	8:45p	9:10p	9:40p	10:10p	10:40p	11:33p
San Antonio	2:19p	–	3:19p	3:46p	–	4:22p	–	4:46p	–	5:22p	–	5:46p	–	6:22p	–	6:46p	–	7:21p	–	8:19p	8:49p	9:14p	9:44p	10:14p	10:44p	11:37p
California Avenue	2:24p	–	3:24p	3:51p	–	4:27p	–	4:51p	–	5:27p	–	5:50p	–	6:27p	–	6:50p	–	7:25p	–	8:23p	8:53p	9:18p	9:48p	10:18p	10:48p	11:41p
Palo Alto	2:28p	3:09p	3:28p	3:55p	4:11p	4:31p	4:21p	4:55p	5:11p	5:31p	5:21p	5:54p	6:11p	6:31p	6:21p	6:54p	7:11p	7:29p	8:09p	8:27p	8:57p	9:23p	9:52p	10:23p	10:52p	11:46p
Menlo Park	2:32p	3:12p	3:32p	3:58p	–	4:34p	–	4:58p	–	5:34p	–	5:58p	–	6:34p	–	6:58p	–	7:32p	8:12p	8:30p	9:00p	9:26p	9:56p	10:26p	10:56p	11:50p
Redwood City	2:37p	3:18p	3:37p	4:04p	4:17p	4:40p	4:28p	5:04p	5:17p	5:40p	5:28p	6:03p	6:17p	6:40p	6:28p	7:03p	7:17p	7:38p	8:18p	8:36p	9:06p	9:33p	10:02p	10:33p	11:02p	11:56p
San Carlos	2:42p	–	3:42p	–	4:22p	4:44p	–	–	5:22p	5:44p	–	–	6:22p	6:44p	–	–	7:22p	7:43p	–	8:41p	9:11p	9:38p	10:07p	10:38p	11:07p	12:01a
Belmont	2:45p	–	3:45p	4:10p	–	4:48p	–	5:09p	–	5:48p	–	6:09p	–	6:48p	–	7:09p	–	7:46p	–	8:44p	9:14p	9:41p	10:11p	10:41p	11:11p	12:05a
Hillsdale	2:49p	3:25p	3:49p	4:14p	–	4:52p	4:36p	5:13p	–	5:52p	5:36p	6:13p	–	6:52p	6:36p	7:13p	–	7:51p	8:26p	8:49p	9:19p	9:45p	10:15p	10:45p	11:15p	12:09a
Hayward Park	2:52p	–	3:52p	–	–	4:55p	–	–	–	5:55p	–	–	–	6:55p	–	–	–	7:54p	–	8:52p	9:22p	9:48p	10:18p	10:48p	11:18p	12:12a
San Mateo	2:56p	3:31p	3:56p	–	4:30p	4:58p	–	5:30p	5:58p	–	–	6:30p	6:58p	–	7:30p	7:58p	8:31p	8:56p	9:26p	9:52p	10:22p	10:52p	11:22p	12:16a
Burlingame	3:00p	–	4:00p	–	4:33p	5:02p	–	5:33p	6:02p	–	–	6:33p	7:02p	–	7:33p	8:02p	–	9:00p	9:30p	9:56p	10:25p	10:56p	11:25p	12:19a
Millbrae	3:05p	3:38p	4:05p	4:22p	4:38p	5:06p	4:46p	5:21p	5:38p	6:06p	5:46p	6:21p	6:38p	7:06p	6:46p	7:22p	7:38p	8:08p	8:37p	9:06p	9:36p	10:01p	10:31p	11:01p	11:31p	12:25a
San Bruno	3:10p	–	4:10p	–	4:43p	5:11p	–	–	5:43p	6:11p	–	–	6:43p	7:11p	–	–	7:43p	8:12p	–	9:10p	9:40p	10:06p	10:36p	11:05p	11:36p	12:29a
S. San Francisco	3:14p	–	4:14p	–	–	5:15p	–	–	–	6:15p	–	–	–	7:15p	–	–	–	8:16p	–	9:14p	9:44p	10:10p	10:40p	11:09p	11:40p	12:33a
Bayshore	3:21p	–	4:21p	–	–	5:21p	–	–	–	6:21p	–	–	–	7:21p	–	–	–	8:23p	–	9:21p	9:51p	10:17p	10:46p	11:16p	11:46p	12:39a
22nd Street	3:26p	3:51p	4:26p	–	4:54p	5:26p	5:00p	–	5:54p	6:26p	6:00p	–	6:54p	7:27p	7:00p	–	7:54p	8:29p	8:51p	9:27p	9:57p	10:22p	10:52p	11:21p	11:52p	12:45a
San Francisco	3:33p	3:57p	4:33p	4:39p	5:00p	5:33p	5:05p	5:38p	6:00p	6:33p	6:05p	6:38p	7:00p	7:34p	7:05p	7:39p	8:00p	8:35p	8:57p	9:33p	10:03p	10:30p	11:00p	11:29p	12:00a	12:53a

*On SAP Center event days, Train 143 or Train 145 departure from San Jose Diridon station may be delayed and will depart no later than 10:30p or 11:30p respectively.

EFFECTIVE August 30, 2021

Timetable subject to change without notice

See Page 1 For Morning and Early Afternoon Times

COREY, CANAPARY & GALANIS

Printer-Friendly Caltrain Schedule

Morning to Early Afternoon - Page 1 of 2

🚆 Southbound - WEEKDAY SERVICE to SAN JOSE / GILROY

1XX Local | 3XX Limited 3 | 4XX Limited 4 | 5XX Limited 5 | 7XX Baby Bullet | — Train bypasses station

Train No.	102	502	104	702	402	302	106	704	404	304	108	706	406	306	110	504	112	506	114	508	116	510	118	512	120
Service Type	L1	L5	L1	B7	L4	L3	L1	B7	L4	L3	L1	B7	L4	L3	L1	L5	L1	L5	L1	L5	L1	L5	L1	L5	L1
San Francisco	4:51a	5:30a	5:39a	6:06a	6:12a	6:32a	6:39a	7:06a	7:12a	7:32a	7:39a	8:06a	8:12a	8:32a	8:39a	9:14a	9:38a	10:14a	10:38a	11:14a	11:38a	12:14p	12:38p	1:14p	1:38p
22nd Street	4:56a	5:35a	5:44a	6:11a	6:17a	–	6:44a	7:11a	7:17a	–	7:44a	8:11a	8:17a	–	8:44a	9:19a	9:43a	10:19a	10:43a	11:19a	11:43a	12:19p	12:43p	1:19p	1:43p
Bayshore	5:01a	–	5:49a	–	–	–	6:49a	–	–	–	7:49a	–	–	–	8:49a	–	9:48a	–	10:48a	–	11:48a	–	12:48p	–	1:48p
S. San Francisco	5:08a	–	5:56a	–	–	–	6:56a	–	–	–	7:56a	–	–	–	8:56a	–	9:55a	–	10:55a	–	11:55a	–	12:55p	–	1:55p
San Bruno	5:12a	–	6:00a	–	6:28a	–	7:00a	–	7:28a	–	8:00a	–	8:28a	–	9:00a	–	9:59a	–	10:59a	–	11:59a	–	12:59p	–	1:59p
Millbrae	5:16a	5:48a	6:04a	6:25a	6:33a	6:49a	7:04a	7:25a	7:33a	7:49a	8:04a	8:25a	8:33a	8:49a	9:04a	9:34a	10:04a	10:34a	11:04a	11:34a	12:04p	12:34p	1:04p	1:34p	2:04p
Burlingame	5:21a	–	6:09a	–	6:38a	–	7:09a	–	7:38a	–	8:09a	–	8:38a	–	9:09a	–	10:09a	–	11:09a	–	12:09p	–	1:09p	–	2:09p
San Mateo	5:25a	5:55a	6:13a	–	6:42a	–	7:13a	–	7:42a	–	8:13a	–	8:42a	–	9:13a	9:40a	10:12a	10:40a	11:12a	11:40a	12:12p	12:40p	1:12p	1:40p	2:12p
Hayward Park	5:28a	–	6:16a	–	–	–	7:16a	–	–	–	8:16a	–	–	–	9:16a	–	10:16a	–	11:16a	–	12:16p	–	1:16p	–	2:16p
Hillsdale	5:32a	6:00a	6:19a	6:34a	–	6:57a	7:19a	7:34a	–	7:57a	8:19a	8:34a	–	8:57a	9:19a	9:44a	10:19a	10:44a	11:19a	11:44a	12:19p	12:44p	1:19p	1:44p	2:19p
Belmont	5:35a	–	6:23a	–	–	7:01a	7:23a	–	–	8:01a	8:23a	–	–	9:01a	9:23a	–	10:23a	–	11:23a	–	12:23p	–	1:23p	–	2:23p
San Carlos	5:39a	–	6:26a	–	6:50a	–	7:26a	–	7:50a	–	8:26a	–	8:50a	–	9:27a	–	10:27a	–	11:27a	–	12:27p	–	1:27p	–	2:27p
Redwood City	5:43a	6:07a	6:30a	6:41a	6:54a	7:07a	7:30a	7:41a	7:54a	8:07a	8:30a	8:41a	8:54a	9:07a	9:32a	9:51a	10:32a	10:51a	11:32a	11:51a	12:32p	12:51p	1:32p	1:51p	2:32p
Menlo Park	5:49a	6:13a	6:36a	–	–	7:12a	7:36a	–	–	8:12a	8:36a	–	–	9:12a	9:38a	9:57a	10:38a	10:57a	11:38a	11:57a	12:38p	12:57p	1:38p	1:57p	2:38p
Palo Alto	5:53a	6:17a	6:40a	6:49a	7:01a	7:16a	7:40a	7:49a	8:01a	8:16a	8:40a	8:49a	9:01a	9:16a	9:41a	10:00a	10:41a	11:00a	11:41a	12:00p	12:41p	1:00p	1:41p	2:00p	2:41p
California Avenue	5:56a	–	6:43a	–	–	7:20a	7:43a	–	–	8:20a	8:43a	–	–	9:20a	9:45a	–	10:45a	–	11:45a	–	12:45p	–	1:45p	–	2:45p
San Antonio	6:01a	–	6:48a	–	–	7:24a	7:48a	–	–	8:24a	8:48a	–	–	9:24a	9:50a	–	10:50a	–	11:50a	–	12:50p	–	1:50p	–	2:50p
Mountain View	6:05a	6:24a	6:52a	6:57a	7:09a	7:29a	7:52a	7:57a	8:09a	8:29a	8:52a	8:57a	9:09a	9:29a	9:54a	10:08a	10:54a	11:08a	11:54a	12:08p	12:54p	1:08p	1:54p	2:08p	2:54p
Sunnyvale	6:10a	6:30a	6:57a	–	7:14a	7:34a	7:57a	–	8:14a	8:34a	8:57a	–	9:14a	9:34a	9:59a	10:13a	10:59a	11:13a	11:59a	12:13p	12:59p	1:13p	1:59p	2:13p	2:59p
Lawrence	6:14a	–	7:05a	–	–	7:38a	8:05a	–	–	8:38a	9:05a	–	–	9:38a	10:04a	–	11:04a	–	12:04p	–	1:04p	–	2:04p	–	3:04p
Santa Clara	6:20a	6:37a	7:11a	–	7:22a	–	8:11a	–	8:22a	–	9:11a	–	9:22a	–	10:10a	10:20a	11:10a	11:20a	12:10p	12:20p	1:10p	1:20p	2:10p	2:20p	3:10p
College Park	–	–	–	–	–	–	8:14a	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
San Jose Diridon	6:27a	6:43a	7:20a	7:12a	7:29a	7:48a	8:23a	8:12a	8:29a	8:48a	9:19a	9:11a	9:29a	9:48a	10:18a	10:28a	11:18a	11:28a	12:18p	12:28p	1:18p	1:28p	2:18p	2:28p	3:18p
Tamien			7:24a				8:28a				9:24a				10:23a		11:23a		12:23p		1:23p		2:23p		3:23p
Capitol																									
Blossom Hill																									
Morgan Hill																									
San Martin																									
Gilroy																									

EFFECTIVE August 30, 2021

Timetable subject to change without notice

See Page 2 For Early Afternoon and Evening Times

COREY, CANAPARY & GALANIS

Printer-Friendly Caltrain Schedule

Early Afternoon to Evening - Page 2 of 2

Southbound - WEEKDAY SERVICE to SAN JOSE / GILROY

Legend: 1XX Local | 3XX Limited 3 | 4XX Limited 4 | 5XX Limited 5 | 7XX Baby Bullet | — Train bypasses station

Train No.	514	122	408	308	124	708	410	310	126	710	412	312	128	712	414	314	130	516	132	518	134	136	138	140	142	144	146
Service Type	L5	L1	L4	L3	L1	B7	L4	L3	L1	B7	L4	L3	L1	B7	L4	L3	L1	L5	L1	L5	L1	L1	L1	L1	L1	L1	L1
San Francisco	2:14p	2:38p	3:11p	3:33p	3:39p	4:06p	4:12p	4:32p	4:39p	5:06p	5:12p	5:32p	5:39p	6:06p	6:12p	6:32p	6:43p	7:14p	7:38p	8:14p	8:32p	9:02p	9:30p	10:00p	10:30p	11:00p	12:05a
22nd Street	2:19p	2:43p	3:16p	–	3:44p	–	4:17p	–	4:44p	–	5:17p	–	5:44p	–	6:17p	–	6:48p	7:19p	7:43p	8:19p	8:37p	9:07p	9:35p	10:05p	10:35p	11:05p	12:10a
Bayshore	–	2:48p	–	–	3:49p	–	–	–	4:49p	–	–	–	5:49p	–	–	–	6:53p	–	7:48p	–	8:42p	9:12p	9:40p	10:10p	10:40p	11:10p	12:15a
S. San Francisco	–	2:55p	–	–	3:56p	–	–	–	4:56p	–	–	–	5:56p	–	–	–	7:00p	–	7:55p	–	8:49p	9:19p	9:47p	10:17p	10:47p	11:17p	12:22a
San Bruno	–	2:59p	3:27p	–	4:00p	–	4:28p	–	5:00p	–	5:28p	–	6:00p	–	6:28p	–	7:04p	–	7:59p	–	8:53p	9:23p	9:51p	10:21p	10:51p	11:21p	12:26a
Millbrae	2:34p	3:04p	3:32p	3:50p	4:04p	4:24p	4:33p	4:49p	5:04p	5:24p	5:33p	5:49p	6:04p	6:24p	6:33p	6:49p	7:08p	7:34p	8:03p	8:34p	8:57p	9:28p	9:55p	10:26p	10:56p	11:26p	12:30a
Burlingame	–	3:09p	3:37p	–	4:09p	–	4:38p	–	5:09p	–	5:38p	–	6:09p	–	6:38p	–	7:13p	–	8:09p	–	9:03p	9:33p	10:01p	10:31p	11:01p	11:31p	12:35a
San Mateo	2:40p	3:12p	3:41p	–	4:13p	–	4:42p	–	5:13p	–	5:42p	–	6:13p	–	6:42p	–	7:17p	7:40p	8:12p	8:40p	9:06p	9:36p	10:04p	10:34p	11:04p	11:34p	12:38a
Hayward Park	–	3:16p	–	–	4:16p	–	–	–	5:16p	–	–	–	6:16p	–	–	–	7:20p	–	8:16p	–	9:10p	9:40p	10:08p	10:38p	11:08p	11:38p	12:42a
Hillsdale	2:44p	3:19p	–	3:58p	4:19p	4:33p	–	4:57p	5:19p	5:33p	–	5:57p	6:19p	6:33p	–	6:57p	7:23p	7:44p	8:19p	8:44p	9:13p	9:43p	10:11p	10:41p	11:11p	11:41p	12:45a
Belmont	–	3:23p	–	4:02p	4:23p	–	–	5:01p	5:23p	–	–	6:01p	6:23p	–	–	7:01p	7:27p	–	8:23p	–	9:17p	9:47p	10:15p	10:45p	11:15p	11:45p	12:49a
San Carlos	–	3:27p	3:49p	–	4:26p	–	4:50p	–	5:26p	–	5:50p	–	6:26p	–	6:50p	–	7:30p	–	8:27p	–	9:21p	9:51p	10:19p	10:49p	11:18p	11:48p	12:52a
Redwood City	2:51p	3:32p	3:53p	4:08p	4:30p	4:41p	4:54p	5:07p	5:30p	5:41p	5:54p	6:07p	6:30p	6:41p	6:54p	7:07p	7:35p	7:51p	8:31p	8:51p	9:26p	9:56p	10:24p	10:54p	11:23p	11:53p	12:56a
Menlo Park	2:57p	3:38p	–	4:13p	4:36p	–	–	5:12p	5:36p	–	–	6:12p	6:36p	–	–	7:12p	7:40p	7:57p	8:38p	8:57p	9:33p	10:03p	10:31p	11:01p	11:29p	11:59p	1:02a
Palo Alto	3:00p	3:41p	4:00p	4:17p	4:40p	4:49p	5:01p	5:16p	5:40p	5:49p	6:01p	6:16p	6:40p	6:49p	7:01p	7:16p	7:44p	8:00p	8:42p	9:00p	9:37p	10:07p	10:35p	11:05p	11:32p	12:03a	1:06a
California Avenue	–	3:45p	–	4:21p	4:43p	–	–	5:20p	5:43p	–	–	6:20p	6:43p	–	–	7:20p	7:48p	–	8:46p	–	9:41p	10:11p	10:39p	11:09p	11:36p	12:07a	1:09a
San Antonio	–	3:50p	–	4:25p	4:48p	–	–	5:24p	5:48p	–	–	6:24p	6:48p	–	–	7:24p	7:52p	–	8:51p	–	9:46p	10:16p	10:44p	11:14p	11:40p	12:12a	1:14a
Mountain View	3:08p	3:54p	4:08p	4:30p	4:52p	4:57p	5:09p	5:29p	5:52p	5:57p	6:09p	6:29p	6:52p	6:57p	7:09p	7:29p	7:56p	8:08p	8:55p	9:08p	9:50p	10:21p	10:48p	11:19p	11:45p	12:17a	1:18a
Sunnyvale	3:13p	3:59p	4:13p	4:35p	4:57p	–	5:14p	5:34p	5:57p	–	6:14p	6:34p	6:57p	–	7:14p	7:34p	8:02p	8:13p	9:00p	9:13p	9:55p	10:26p	10:53p	11:24p	11:51p	12:22a	1:23a
Lawrence	–	4:04p	–	4:39p	5:05p	–	–	5:38p	6:05p	–	–	6:38p	7:05p	–	–	7:38p	8:06p	–	9:04p	–	9:59p	10:30p	10:57p	11:28p	11:55p	12:26a	1:27a
Santa Clara	3:20p	4:10p	4:21p	–	5:11p	–	5:22p	–	6:11p	–	6:22p	–	7:11p	–	7:22p	–	8:12p	8:20p	9:10p	9:20p	10:05p	10:36p	11:03p	11:34p	12:01a	12:32a	1:33a
College Park	–	–	4:24p	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
San Jose Diridon	3:28p	4:19p	4:30p	4:49p	5:18p	5:11p	5:28p	5:51p	6:21p	6:11p	6:29p	6:52p	7:19p	7:11p	7:28p	7:48p	8:19p	8:28p	9:19p	9:28p	10:14p	10:44p	11:13p	11:42p	12:11a	12:40a	1:41a
Tamien		4:24p	4:36p		5:23p			5:57p	6:26p		6:35p	6:59p	7:24p				8:24p		9:24p		10:19p		11:19p		12:16a		1:46a
Capitol		4:43p							6:04p		6:42p																
Blossom Hill		4:49p							6:10p		6:48p																
Morgan Hill		5:02p							6:23p		7:00p																
San Martin		5:08p							6:29p		7:06p																
Gilroy		5:21p							6:42p		7:19p																

EFFECTIVE August 30, 2021

Timetable subject to change without notice

See Page 1 For Morning and Early Afternoon Times

Printer-Friendly Caltrain Schedule

🚆 Northbound – WEEKEND SERVICE to SAN FRANCISCO

2XX Local

Train No.	221	225	229	233	237	241	245	249	253	257	261	265	269	273	*277	*281
Service Types	L2	L2	L2	L2	L2	L2	L2	L2	L2	L2	L2	L2	L2	L2	L2	L2
Tamien	7:12a	9:05a	10:05a	11:05a		1:05p		3:05p		5:05p		7:05p		9:05p		11:05p
San Jose Diridon	7:19a	9:12a	10:12a	11:12a	12:12p	1:12p	2:12p	3:12p	4:12p	5:12p	6:12p	7:12p	8:12p	9:12p	10:19p	11:12p
Santa Clara	7:25a	9:18a	10:18a	11:18a	12:18p	1:18p	2:18p	3:18p	4:18p	5:18p	6:18p	7:18p	8:18p	9:18p	10:25p	11:18p
Lawrence	7:31a	9:24a	10:24a	11:24a	12:24p	1:24p	2:24p	3:24p	4:24p	5:24p	6:24p	7:24p	8:24p	9:24p	10:31p	11:24p
Sunnyvale	7:35a	9:28a	10:28a	11:28a	12:28p	1:28p	2:28p	3:28p	4:28p	5:28p	6:28p	7:28p	8:28p	9:28p	10:35p	11:28p
Mountain View	7:40a	9:34a	10:34a	11:34a	12:34p	1:34p	2:34p	3:34p	4:34p	5:34p	6:34p	7:34p	8:34p	9:34p	10:40p	11:34p
San Antonio	7:43a	9:37a	10:37a	11:37a	12:37p	1:37p	2:37p	3:37p	4:37p	5:37p	6:37p	7:37p	8:37p	9:37p	10:44p	11:37p
California Ave	7:48a	9:42a	10:42a	11:42a	12:42p	1:42p	2:42p	3:42p	4:42p	5:42p	6:42p	7:42p	8:42p	9:42p	10:48p	11:42p
Palo Alto	7:52a	9:46a	10:46a	11:46a	12:46p	1:46p	2:46p	3:46p	4:46p	5:46p	6:46p	7:46p	8:46p	9:46p	10:53p	11:46p
Menlo Park	7:55a	9:50a	10:50a	11:50a	12:50p	1:50p	2:50p	3:50p	4:50p	5:50p	6:50p	7:50p	8:50p	9:50p	10:56p	11:50p
Redwood City	8:01a	9:56a	10:56a	11:56a	12:56p	1:56p	2:56p	3:56p	4:56p	5:56p	6:56p	7:56p	8:56p	9:56p	11:02p	11:56p
San Carlos	8:05a	10:01a	11:01a	12:01p	1:01p	2:01p	3:01p	4:01p	5:01p	6:01p	7:01p	8:01p	9:01p	10:01p	11:07p	12:01a
Belmont	8:09a	10:04a	11:04a	12:04p	1:04p	2:04p	3:04p	4:04p	5:04p	6:04p	7:04p	8:04p	9:04p	10:04p	11:10p	12:04a
Hillsdale	8:12a	10:08a	11:08a	12:08p	1:08p	2:08p	3:08p	4:08p	5:08p	6:08p	7:08p	8:08p	9:08p	10:08p	11:14p	12:08a
Hayward Park	8:15a	10:11a	11:11a	12:11p	1:11p	2:11p	3:11p	4:11p	5:11p	6:11p	7:11p	8:11p	9:11p	10:11p	11:17p	12:11a
San Mateo	8:19a	10:15a	11:15a	12:15p	1:15p	2:15p	3:15p	4:15p	5:15p	6:15p	7:15p	8:15p	9:15p	10:15p	11:21p	12:15a
Burlingame	8:22a	10:19a	11:19a	12:19p	1:19p	2:19p	3:19p	4:19p	5:19p	6:19p	7:19p	8:19p	9:19p	10:19p	11:25p	12:19a
Broadway	8:25a	10:22a	11:22a	12:22p	1:22p	2:22p	3:22p	4:22p	5:22p	6:22p	7:22p	8:22p	9:22p	10:22p	11:28p	12:22a
Millbrae	8:29a	10:26a	11:26a	12:26p	1:26p	2:26p	3:26p	4:26p	5:26p	6:26p	7:26p	8:26p	9:26p	10:26p	11:32p	12:26a
San Bruno	8:34a	10:30a	11:30a	12:30p	1:30p	2:30p	3:30p	4:30p	5:30p	6:30p	7:30p	8:30p	9:30p	10:30p	11:37p	12:30a
S. San Francisco	8:38a	10:34a	11:34a	12:34p	1:34p	2:34p	3:34p	4:34p	5:34p	6:34p	7:34p	8:34p	9:34p	10:34p	11:41p	12:34a
Bayshore	8:44a	10:41a	11:41a	12:41p	1:41p	2:41p	3:41p	4:41p	5:41p	6:41p	7:41p	8:41p	9:41p	10:41p	11:47p	12:41a
22nd Street	8:50a	10:46a	11:46a	12:46p	1:46p	2:46p	3:46p	4:46p	5:46p	6:46p	7:46p	8:46p	9:46p	10:46p	11:53p	12:46a
San Francisco	8:56a	10:52a	11:53a	12:53p	1:52p	2:52p	3:52p	4:52p	5:52p	6:52p	7:52p	8:52p	9:52p	10:52p	11:59p	12:52a

*On SAP Center event days, Train 277 or Train 281 departure from San Jose Diridon station may be delayed and will depart no later than 10:30p or 11:30p respectively.

🚆 Southbound – WEEKEND SERVICE to SAN JOSE

2XX Local

Train No.	224	228	232	236	240	244	248	252	256	260	264	268	272	276	280	284
Service Types	L2	L2	L2	L2	L2	L2	L2	L2	L2	L2	L2	L2	L2	L2	L2	L2
San Francisco	8:28a	9:58a	10:58a	11:58a	12:58p	1:58p	2:58p	3:58p	4:58p	5:58p	6:58p	7:58p	8:58p	9:58p	10:58p	12:05a
22nd Street	8:33a	10:03a	11:03a	12:03p	1:03p	2:03p	3:03p	4:03p	5:03p	6:03p	7:03p	8:03p	9:03p	10:03p	11:03p	12:10a
Bayshore	8:38a	10:08a	11:08a	12:08p	1:08p	2:08p	3:08p	4:08p	5:08p	6:08p	7:08p	8:08p	9:08p	10:08p	11:08p	12:15a
S. San Francisco	8:45a	10:15a	11:15a	12:15p	1:15p	2:15p	3:15p	4:15p	5:15p	6:15p	7:15p	8:15p	9:15p	10:15p	11:15p	12:22a
San Bruno	8:49a	10:19a	11:19a	12:19p	1:19p	2:19p	3:19p	4:19p	5:19p	6:19p	7:19p	8:19p	9:19p	10:19p	11:19p	12:26a
Millbrae	8:53a	10:24a	11:24a	12:24p	1:24p	2:24p	3:24p	4:24p	5:24p	6:24p	7:24p	8:24p	9:24p	10:24p	11:24p	12:31a
Broadway	8:57a	10:27a	11:27a	12:27p	1:27p	2:27p	3:27p	4:27p	5:27p	6:27p	7:27p	8:27p	9:27p	10:27p	11:27p	12:35a
Burlingame	9:00a	10:31a	11:31a	12:31p	1:31p	2:31p	3:31p	4:31p	5:31p	6:31p	7:31p	8:31p	9:31p	10:31p	11:31p	12:38a
San Mateo	9:04a	10:34a	11:34a	12:34p	1:34p	2:34p	3:34p	4:34p	5:34p	6:34p	7:34p	8:34p	9:34p	10:34p	11:34p	12:41a
Hayward Park	9:07a	10:37a	11:37a	12:37p	1:37p	2:37p	3:37p	4:37p	5:37p	6:37p	7:37p	8:37p	9:37p	10:37p	11:37p	12:45a
Hillsdale	9:10a	10:41a	11:41a	12:41p	1:41p	2:41p	3:41p	4:41p	5:41p	6:41p	7:41p	8:41p	9:41p	10:41p	11:41p	12:48a
Belmont	9:14a	10:44a	11:44a	12:44p	1:44p	2:44p	3:44p	4:44p	5:44p	6:44p	7:44p	8:44p	9:44p	10:44p	11:44p	12:52a
San Carlos	9:17a	10:48a	11:48a	12:48p	1:48p	2:48p	3:48p	4:48p	5:48p	6:48p	7:48p	8:48p	9:48p	10:48p	11:48p	12:55a
Redwood City	9:21a	10:52a	11:52a	12:52p	1:52p	2:52p	3:52p	4:52p	5:52p	6:52p	7:52p	8:52p	9:52p	10:52p	11:52p	12:59a
Menlo Park	9:28a	10:58a	11:58a	12:58p	1:58p	2:58p	3:58p	4:58p	5:58p	6:58p	7:58p	8:58p	9:58p	10:58p	11:58p	1:05a
Palo Alto	9:32a	11:02a	12:02p	1:02p	2:02p	3:02p	4:02p	5:02p	6:02p	7:02p	8:02p	9:02p	10:02p	11:02p	12:02a	1:09a
California Avenue	9:36a	11:06a	12:06p	1:06p	2:06p	3:06p	4:06p	5:06p	6:06p	7:06p	8:06p	9:06p	10:06p	11:06p	12:06a	1:12a
San Antonio	9:41a	11:11a	12:11p	1:11p	2:11p	3:11p	4:11p	5:11p	6:11p	7:11p	8:11p	9:11p	10:11p	11:11p	12:10a	1:17a
Mountain View	9:45a	11:16a	12:16p	1:16p	2:16p	3:16p	4:16p	5:16p	6:16p	7:16p	8:16p	9:16p	10:16p	11:16p	12:15a	1:21a
Sunnyvale	9:51a	11:21a	12:21p	1:21p	2:21p	3:21p	4:21p	5:21p	6:21p	7:21p	8:21p	9:21p	10:21p	11:21p	12:20a	1:26a
Lawrence	9:55a	11:26a	12:26p	1:26p	2:26p	3:26p	4:26p	5:26p	6:26p	7:26p	8:26p	9:26p	10:26p	11:26p	12:25a	1:31a
Santa Clara	10:01a	11:32a	12:32p	1:32p	2:32p	3:32p	4:32p	5:32p	6:32p	7:32p	8:32p	9:32p	10:32p	11:32p	12:31a	1:37a
San Jose Diridon	10:10a	11:40a	12:40p	1:38p	2:40p	3:38p	4:40p	5:38p	6:40p	7:38p	8:40p	9:38p	10:40p	11:38p	12:39a	1:44a
Tamien	10:15a	11:45a	12:45p		2:45p		4:45p		6:45p		8:45p		10:45p		12:44a	1:49a

EFFECTIVE August 30, 2021

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COREY, CANAPARY & GALANIS