

# **Caltrain Customer Satisfaction Survey May 2025**

Summary Report

Prepared by

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

## Introduction

This report details the findings of an onboard survey of Caltrain riders for the annual Customer Satisfaction Survey. The fieldwork on this study was conducted from May 6 – May 31, 2025; a total of 2,986 surveys were completed.

Key objectives of the survey include:

- Reporting trip characteristics, such as rider frequency, bike usage, and origin station.
- Assessing impact of recent Caltrain electrification on rider usage.
- Ratings of 23 specific service characteristics, including 11 various aspects of Caltrain stations, 12 aspects of onboard service, one overall assessment of the entire Caltrain experience.
- As fully as possible, this study replicated previous annual Caltrain onboard studies, and many questions were maintained for comparability.

Since the previous survey in 2025, Caltrain implemented the following changes:

- Launched electrified service:
  - Replaced diesel trains with new electric trains between San Francisco and Tamien station (diesel trains continue to operate between Tamien and Gilroy).
  - New amenities include: free onboard Wi-Fi, power outlets at every fixed seat, digital trip info displays, more comfortable seating, cameras onboard for enhanced safety.
  - Implemented a new schedule designed for the new electrified trains with more trains during the peak period, a reduction in local service times and total travel time between Southern Santa Clara County (Gilroy/Morgan Hill to San Francisco), a 20% increase in train service at stations, and half-hourly weekend service.
- Implemented new all zone \$1 youth single ride and \$2 day pass fares.
- Safety improvements: installed RailSentry, a LiDAR and camera-based artificial intelligence system, and solar-powered markers at various Caltrain crossings.
- Completed the roll-out of an alert system to notify customers of delays via text message and email.
- Completed installation of new virtual messaging signs on station platforms.

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

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

### **Methodology and Response Rate**

The survey was conducted as an onboard self-administered questionnaire distributed to Caltrain riders. Surveyors boarded pre-selected trains and attempted to distribute questionnaires to all 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, Spanish, and Chinese, 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. In 2025, CC&G continued to sample multiple cars where ridership was lower but maintained a single-car survey approach (similar to pre-COVID) during busier times.

The overall response rate (78%) was calculated by dividing the total number of completes (2,986) by all eligible riders riding on the sampled trains (3,809). “All eligible riders” includes everyone except: children age 13 and younger, riders who had already participated, and riders who identified themselves as employees of Caltrain. Of the 2,986 completed surveys, 2,950 were English language surveys, 25 were Spanish surveys, and 11 were Chinese surveys.

During surveying, eight 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 eight riders, three spoke Korean, two spoke Hindi, two spoke French, and one spoke Turkish.

Field interviewing on this project was conducted May 6 – May 31, 2025. Surveys were conducted every day except Friday, and on a very limited basis on Monday. 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. CC&G worked with Caltrain to survey on days/times when there was no substantial track work or other related maintenance going on which might impact survey results.

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.

### **Margin of Error and Train Selection**

In total, 2,986 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 1.65% (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, 59 trains were sampled, consisting of 44 weekday trains, 11 Saturday trains and 4 Sunday trains. Of the 44 weekday trains surveyed, 27 were local (100 series) trains, 8 were limited trains (400 series), 5 were express trains (500 series) and 4 were South County Connector trains (800 series). Of the 15 weekend trains surveyed, all were (600 series) trains, as this was the only train type running on weekends.

### **Statistically Significant Differences**

As was mentioned previously, for the total number of respondents (n =2,986) who participated in the survey, the margin of error is +/- 1.65% at the 95% confidence level. The margins of error for some key sub-groups shown in this report are:

- Weekday peak (n = 1,605). +/- 2.35% at the 95% confidence level;
- Weekday off-peak (n =678). +/- 3.70% at the 95% confidence level;
- Weekend (n = 703). +/- 3.63% at the 95% confidence level.

## Executive Summary

### Overall Satisfaction (station and onboard experience)

- Respondents are very satisfied with Caltrain service, with 93% satisfied with their Caltrain experience overall, rating it 4.41 on average.

### Service attributes - Stations

- The overall station satisfaction rating rose from 4.07 in 2024 to 4.30 in 2025.
- All station ratings show statistically significant increases.
- The greatest increases were Being informed of delays that exceed 10 minutes (3.56 in 2024 to 3.97 in 2025), Train arrival predictions posted on electronic platform signs (4.01 in 2024 to 4.37 in 2025), Posted information on info boards (3.91 in 2024 to 4.20 in 2025), and Adequacy and clarity of station announcements (3.83 in 2024 to 4.12 in 2025).
- The ratings with the greatest impact on station satisfaction were:
  - Your sense of safety at boarding station
  - Safety getting into and around at boarding station
  - Cleanliness at your boarding station

### Service attributes - Onboard

- Overall satisfaction onboard increased from 4.08 in 2024 to 4.42 in 2025.
- All onboard attributes had statistically significant increases from 2024 to 2025.
- The greatest increases were Cleanliness of interiors (3.82 in 2024 to 4.51 in 2025), Satisfaction with current schedule/train arrival frequency (3.54 in 2024 to 4.15 in 2025), Conductor announcements about delays that exceed 10 minutes (3.72 in 2024 to 4.25 in 2025), and Availability of printed materials (3.92 in 2024 to 4.17 in 2025).
- The ratings with the greatest impact on onboard satisfaction were:
  - Cleanliness of interiors
  - Satisfaction with current schedule/train arrival frequency
  - On-time arrival at your destination

### Electrification

- Respondents were asked if they are riding Caltrain more due to electrification. 42% answered “Yes.” Notably, there was a large share of respondents (19%) who answered, “Not Applicable” to this question. After removing “Not Applicable” answers, the share of respondents who answered “Yes” increased to 52%.
  - Not applicable answers were most likely to come from first time riders (56%) and those who ride less than once per week (28%).
- Just over half of respondents (55%) cited the shorter travel time/faster trains as the biggest benefit of the new electric trains. Increased frequency (52%), cleanliness (43%), comfort (42%), and Wi-Fi (36%) were also highly cited.

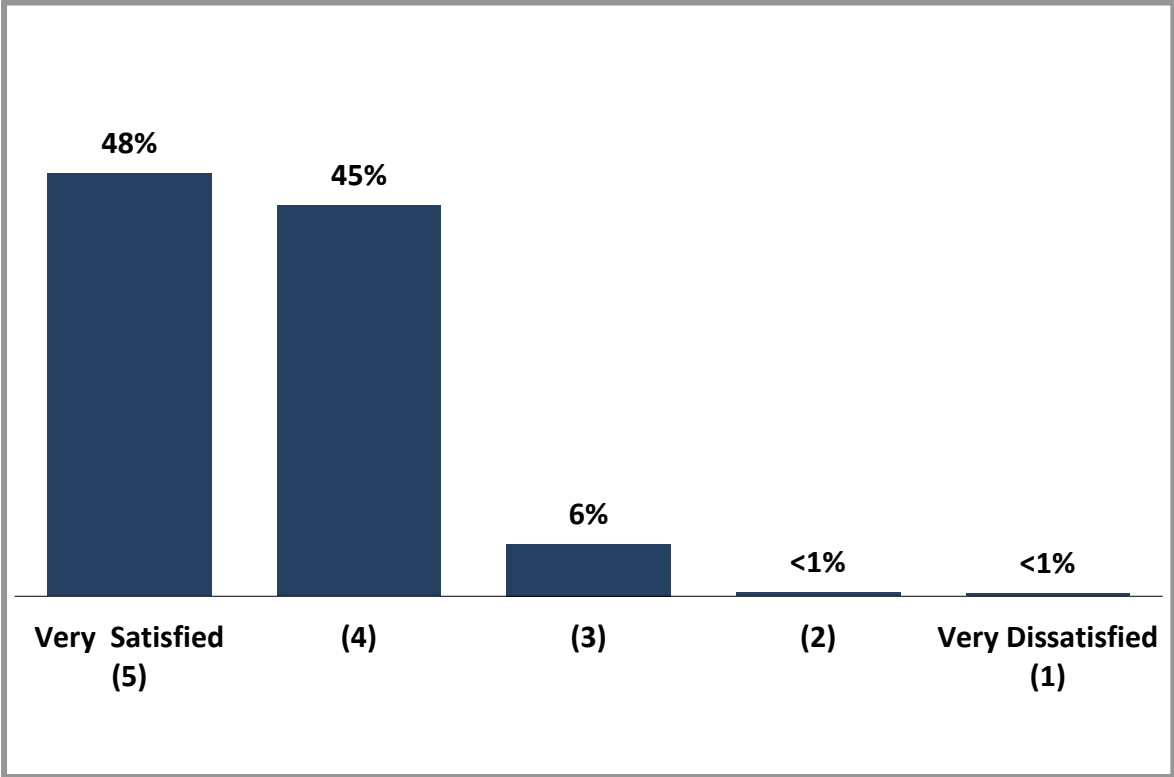
### **Rider Attributes**

- While 21% of respondents have a bike or scooter, 19% bring them on board while 2% leave them at the station.
- The average rider takes Caltrain 2.6 days per week. By time period, weekday peak riders and weekday off-peak rider use Caltrain about 3 days per week; and weekend riders use Caltrain about 1 time per week.
- The average rider has been using Caltrain for about three years. However, 33% of riders have been using Caltrain for more than four years.
- Overall, 6% of riders said that this was their first trip – though this varies significantly by time period, with only 2% of weekday peak riders taking their first trip but 14% of weekend riders taking their first trip on Caltrain.

## Charts – Key Findings

## Overall Satisfaction

How would you rate your overall Caltrain experience?



(See Statistical Table Q31)

## Station Attribute Ratings

(MEAN SCORES – ASKED QUESTIONS)

	<u>Mean Score</u> (5 point scale)
<b>Overall experience at Caltrain stations</b>	<b>4.30</b>
Train arrival prediction times on electronic platform signs	4.37
Safety getting into and around at boarding station	4.31
Your sense of safety at boarding station	4.31
Cleanliness at your boarding station	4.23
Posted information on info boards	4.20
Frequency of station announcements	4.17
Other information shown on electronic platform signs	4.15
Adequacy and clarity of station announcements	4.12
Being informed of delays that exceed 10 minutes	3.97
Relevance and timeliness of info provided in text/email alerts	3.89

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 (2,524)

(See Statistical Tables Q8-Q18)

## Onboard Ratings

(MEAN SCORES – ASKED QUESTIONS)

	<u>Mean Score</u> (5 point scale)
<b>Onboard experience (overall) on Caltrain</b>	<b>4.42</b>
Politeness and helpfulness of conductors	4.57
Your sense of safety on the train	4.52
Cleanliness of train interiors	4.51
On-time arrival at your destination (within five minutes of scheduled arrival time)	4.41
Frequency of onboard announcements	4.30
Information provided on digital displays	4.26
Being informed of delays that exceed 10 minutes	4.25
Availability of printed materials	4.17
Satisfaction with current schedule/arrival frequency	4.15
Ease of Connecting to Caltrain Wi-Fi connection	3.98
Speed of Caltrain Wi-Fi connection	3.74

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 (2,524)

(See Statistical Tables Q19-Q30)

## Quadrant Analysis

The charts on the next two pages are designed to assist in improving customer satisfaction. Each chart quantifies how important each service characteristic appears to be from a customer perspective, with one chart for all station ratings and one chart for all onboard ratings. Both charts use the vertical axis for importance, and show 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, on the Station Ratings page, customer ratings of, *"Your sense of safety at boarding station"* are very strongly correlated with overall station satisfaction (i.e., customers that find stations safe tend to be more satisfied with their station experience, and conversely customers that find stations unsafe tend to be less satisfied). On the other hand, customer ratings of *"Posted information on info boards"* have only a weak correlation with station satisfaction (i.e., it is not uncommon for customers to rate information on info boards highly, even though they are dissatisfied overall with Caltrain services). Therefore, *"Your sense of safety at boarding stations"* is located in the upper part of the chart, while *"Posted information on info boards"* 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.

Where ratings are close to an axis, their labels are positioned to show which quadrant they actually reside in.

The ratings with the greatest impact on station satisfaction were:

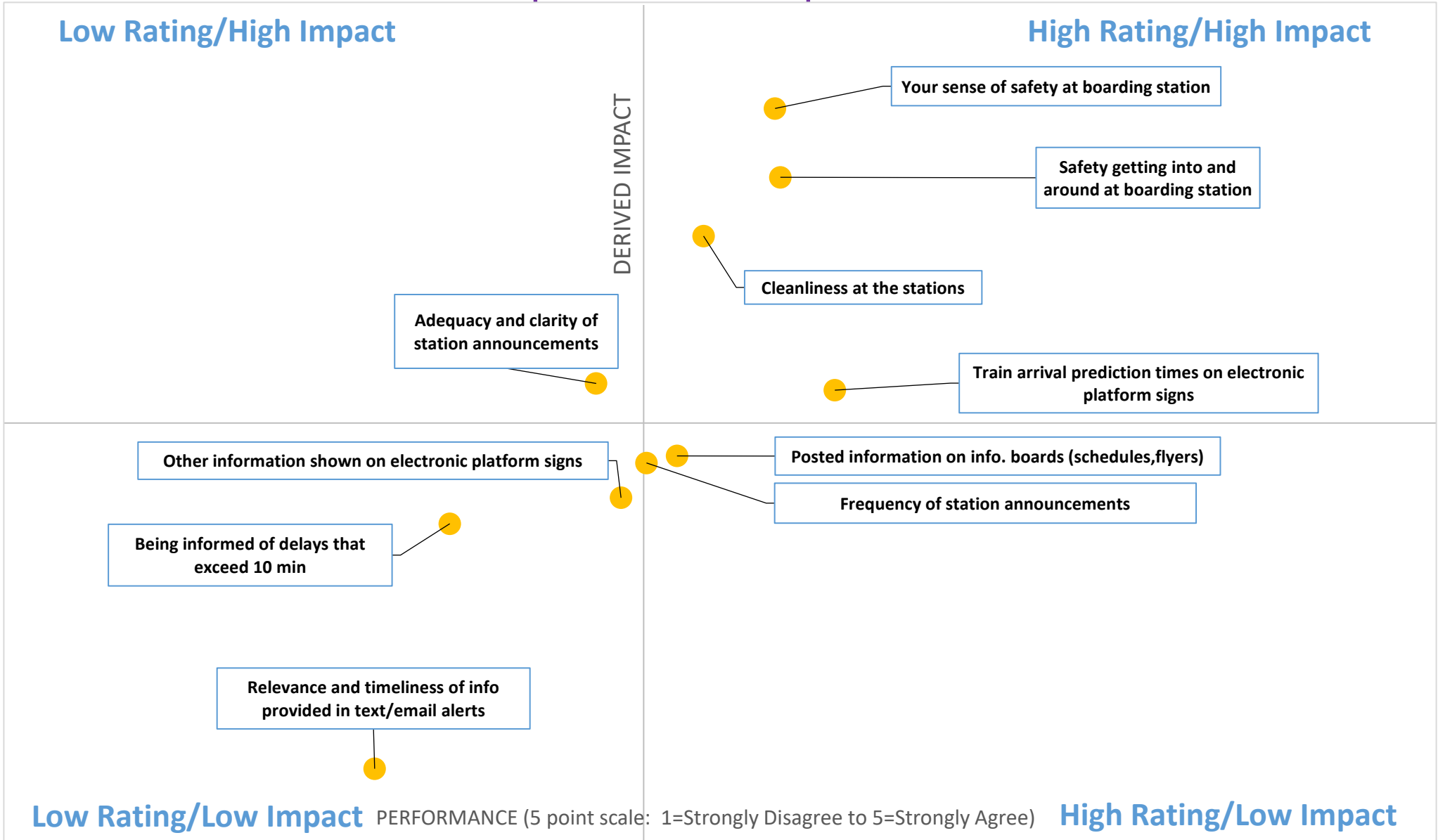
- Your sense of safety at boarding station
- Safety getting into and around at boarding station
- Cleanliness at your boarding station

The ratings with the greatest impact on onboard satisfaction were:

- Cleanliness of interiors
- Satisfaction with current schedule/train arrival frequency
- On-time arrival at your destination

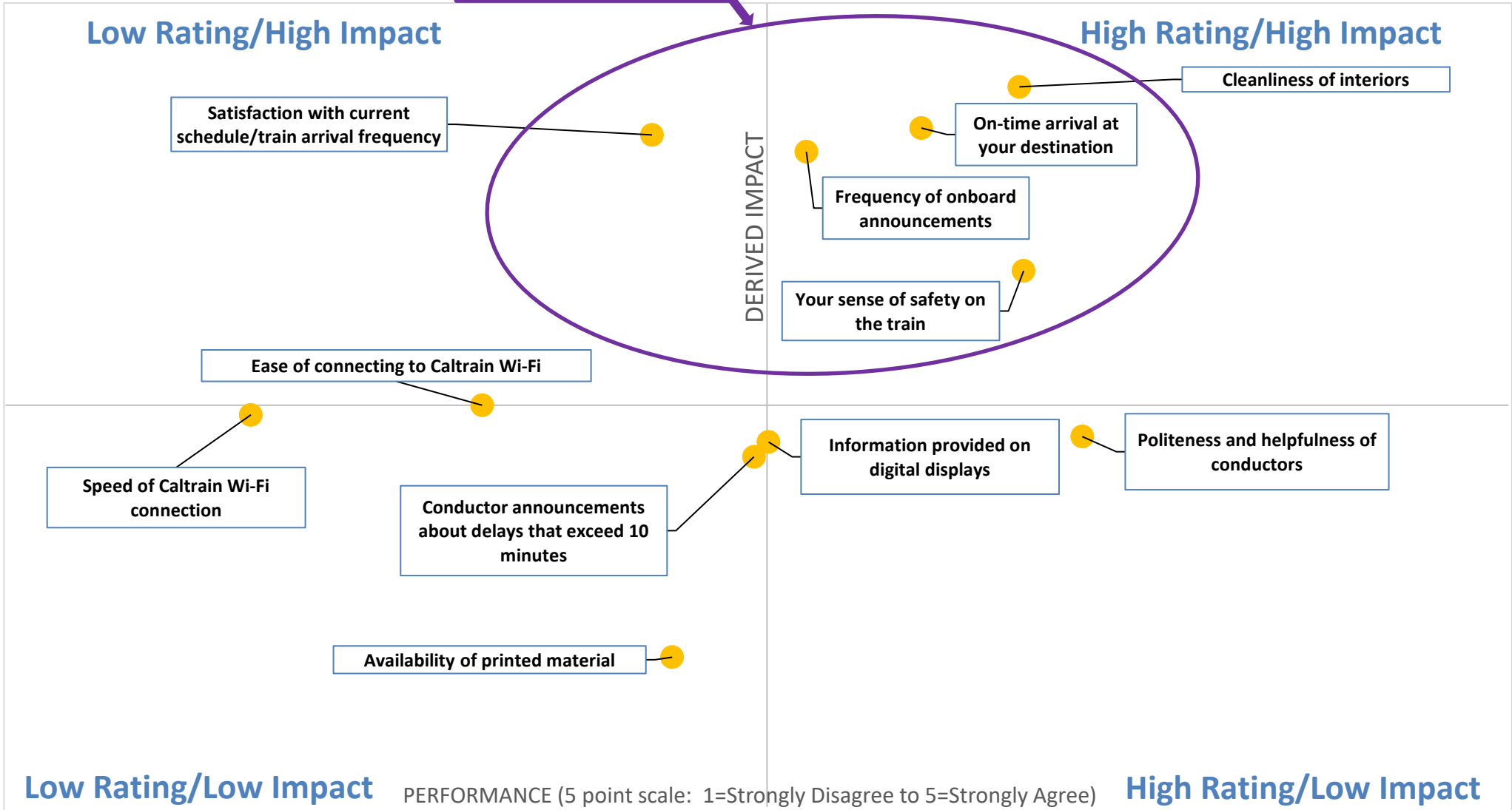
# Station Ratings

High Impact on Station Satisfaction



## Onboard Ratings

High Impact on Onboard Satisfaction



## Detailed Results

## Usage Questions

### Bike Use

Do you usually ride a bike (or scooter) when you use Caltrain?

While 21% of respondents have a bike or scooter, 19% bring them on board while 2% leave them at the station.

Weekday riders (both peak and off-peak) were more likely to have a bike or scooter (21% and 20% respectively) than weekend riders (12%)

	<b>Total</b>	<b>Weekday Peak</b>	<b>Weekday Off-Peak</b>	<b>Weekend</b>
<b>Base: (All Respondents)*</b>	<b>2,986</b>	<b>1,605</b>	<b>678</b>	<b>703</b>
	%	%	%	%
No	79	76	78	87
Yes – bring bike (or scooter) onboard	19	21	20	12
Yes – leave bike (or scooter) at station	2	3	3	1

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

(See Statistical Table Q4)

## Frequency and Tenure of Ridership

How often do you ride Caltrain? How long have you been riding Caltrain?

The average rider takes Caltrain 2.6 days per week. By time period, weekday peak riders and weekday off-peak rider use Caltrain about 3 days per week; and weekend riders use Caltrain about 1 time per week.

The average rider has been using Caltrain for about three years. However, 33% of riders have been using Caltrain for more than four years.

Overall, 6% of riders said that this was their first trip – though this varies significantly by time period, with only 2% of weekday peak riders taking their first trip but 14% of weekend riders taking their first trip on Caltrain.

How often do you ride Caltrain?	Total	Weekday Peak	Weekday Off-Peak	Weekend
<b>Base: (All Respondents)*</b>	<b>2,986</b>	<b>1,605</b>	<b>678</b>	<b>703</b>
	%	%	%	%
6-7 days/week	5	5	6	4
5 days/week	21	28	20	6
4 days/week	10	14	8	5
3 days/week	17	23	17	4
2 days/week	12	14	11	8
1 day/week	6	4	6	8
1-3 days/month	12	5	14	25
Less than once per month	18	8	18	39
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Average # of days per week	<b>2.6</b>	<b>3.3</b>	<b>2.5</b>	<b>1.3</b>

How long have you been riding Caltrain?	Total	Weekday Peak	Weekday Off-Peak	Weekend
<b>Base: (All Respondents)*</b>	<b>2,986</b>	<b>1,605</b>	<b>678</b>	<b>703</b>
	%	%	%	%
This is my first trip	6	2	6	14
Less than 6 months	18	18	19	16
6 months to 1 year	14	16	13	11
1 year to less than 2 years	13	13	13	12
2 years to less than 4 years	16	17	15	16
4 years or more	33	33	33	32
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Average # of years riding Caltrain	<b>3.3 years</b>	<b>3.3 years</b>	<b>3.3 years</b>	<b>3.5 years</b>

(See Statistical Tables Q1 and Q2)

## Electrification

Are you riding Caltrain more as a result of the new features?

What has been the biggest benefit for you with the new electric trains?

After removing answers from respondents who answered “Not Applicable” to the question (19%), half (52%) of respondents are riding Caltrain more due to electrification. Weekend users were more likely (60%) than off-peak (55%) or peak (47%) of respondents.

Not applicable answers were most likely to come from first time riders (56%) and those who ride less than once per week (28%).

Just over half of respondents (55%) cited the shorter travel time/faster trains as the biggest benefit of the new electric trains. Increased frequency (52%), cleanliness (43%), comfort (42%), and wi-fi (36%) were also highly cited.

	Total	Weekday Peak	Weekday Off-Peak	Weekend
<b>Base: (All Respondents)*</b>	<b>2,986</b>	<b>1,605</b>	<b>678</b>	<b>703</b>
	%	%	%	%
Yes	42	39	44	47
No	39	44	35	31
Not Applicable	19	17	21	22
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>“Not Applicable” answers removed</b>				
Yes	52	47	55	60
No	48	53	45	40
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

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

(See Statistical Tables Q6 & Q6-No NA)

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	<b>Total</b>	<b>Weekday Peak</b>	<b>Weekday Off-Peak</b>	<b>Weekend</b>
<b>Base: (All Respondents)*</b>	<b>2,986</b>	<b>1,605</b>	<b>678</b>	<b>703</b>
Shorter travel time/faster trains	55	57	55	53
Increased frequency/more trains per hour	52	51	55	53
Cleanliness/condition of the train car	43	44	38	45
Comfort of ride (seats, air conditioning etc.)	42	40	43	46
Wi-Fi	37	39	40	28
Digital displays onboard trains	17	18	17	16
Automated audio announcements	12	13	11	13
Quieter trains^	1	1	1	1
Reliability^	1	1	1	<1
Other onboard amenities (Bathroom, chargers, tables) ^	1	1	1	<1
More environmentally friendly^	<1	<1	1	<1
More seats^	<1	<1	<1	-
More bike space^	<1	<1	<1	-
Other (Unspecified)	<1	<1	-	-

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

^These responses were not included in survey instrument; these were written in as an “Other” response by respondents.

(See Statistical Table Q5)

## Boarding Station

At which station did you get on Caltrain?

Riders are most likely to board at San Francisco, San Jose Diridon, Palo Alto, or Mountain View. These four stations alone account for 47% of riders.

### Boarding Station^

	TOTAL	Weekday Peak	Weekday Off-peak	Weekend
<b>Base: (All Respondents)*</b>	<b>2,986</b>	<b>1,605</b>	<b>678</b>	<b>703</b>
	%	%	%	%
San Francisco (4th & King)	22	19	29	22
San Jose Diridon	10	10	8	12
Palo Alto	8	8	10	8
Mountain View	7	7	6	10
Sunnyvale	7	8	5	6
22nd Street	5	5	6	3
Redwood City	4	4	4	6
Santa Clara	4	3	5	4
Millbrae	3	3	6	2
Hillsdale	3	3	3	2
California Avenue	3	2	2	4
Lawrence	3	3	3	3
Menlo Park	3	2	4	3

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

(See Statistical Tables Q7)

## Rating of Caltrain Service - Stations

### Station Ratings Overall

The overall station satisfaction rating rose from 4.07 in 2024 to 4.30 in 2025.

- All station ratings show statistically significant increases.
- The greatest increases were *Being informed of delays that exceed 10 minutes* (3.56 in 2024 to 3.97 in 2025), *Train arrival predictions posted on electronic platform signs* (4.01 in 2024 to 4.37 in 2025), *Posted information on info boards* (3.91 in 2024 to 4.20 in 2025), and *Adequacy and clarity of station announcements* (3.83 in 2024 to 4.12 in 2025).

	Mean Scores (5 point scale)		
	MAY 2025	JULY 2024	JULY 2023
<b>Base: (All Respondents)*</b>	<b>2,986</b>	<b>2,524</b>	<b>2,239</b>
Train arrival prediction times on electronic platform signs**	<b>4.37</b>	4.01	3.73
Safety getting into and around at boarding station	<b>4.31</b>	4.18	-
Your sense of safety at boarding station	<b>4.31</b>	4.17	3.87
Cleanliness at your boarding station^	<b>4.23</b>	3.97	3.77
Posted information on info boards	<b>4.20</b>	3.91	3.86
Frequency of station announcements	<b>4.17</b>	3.89	3.92
Other information shown on electronic platform signs***	<b>4.15</b>	3.88	3.82
Adequacy and clarity of station announcements	<b>4.12</b>	3.83	3.71
Being informed of delays that exceed 10 minutes	<b>3.97</b>	3.56	3.50
Relevance and timeliness of info provided in text/email alerts	<b>3.89</b>	-	-
<b>Overall experience at Caltrain stations</b>	<b>4.30</b>	<b>4.07</b>	<b>4.00</b>

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

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

\*\*For years prior to 2024, wording was, "Real time predictions posted on electronic platform signs."

\*\*\*For years prior to 2024, wording was, "Information shown on electronic platform signs."

^For years prior to 2024, wording was, "Cleanliness at the stations."

(See Statistical Tables Q7-Q18)

STATION RATINGS OVERALL (continued)

N=base of survey participants

----- read % across -----

	VERY SATISFIED			VERY DISSATISFIED			NOT APPLICABLE	MEAN SCORE (5 Pt. Scale)
	5	4	3	2	1	[ ]		
<b>MAY 2025 N=2,986*</b>								
<b>JULY 2024 N=2,524*</b>								
<b>JULY 2023 N=2,239*</b>								
<b>Train arrival prediction times on electronic platform signs**</b>								
<b>MAY 2025</b> .....	55	28	9	3	2	4		<b>4.37</b>
JULY 2024	42	29	16	7	4	3		4.01
JULY 2023	26	34	22	10	3	3		3.73
<b>Safety getting into and around at boarding station</b>								
<b>MAY 2025</b> .....	53	30	11	4	1	1		<b>4.31</b>
JULY 2024	45	34	15	4	1	1		4.18
<b>Your sense of safety at boarding station</b>								
<b>MAY 2025</b> .....	53	31	12	3	1	1		<b>4.31</b>
JULY 2024	44	35	15	5	1	1		4.17
JULY 2023	30	38	23	7	2	1		3.87
<b>Cleanliness at your boarding station^</b>								
<b>MAY 2025</b> .....	48	32	15	4	1	1		<b>4.23</b>
JULY 2024	35	36	21	6	1	1		3.97
JULY 2023	25	40	26	8	2	<1		3.77
<b>Posted information on info. boards</b>								
<b>MAY 2025</b> .....	46	27	14	4	2	8		<b>4.20</b>
JULY 2024	33	30	18	8	3	8		3.91
JULY 2023	30	32	22	7	2	6		3.86
<b>Frequency of station announcements</b>								
<b>MAY 2025</b> .....	43	28	16	3	2	9		<b>4.17</b>
JULY 2024	32	32	21	6	3	6		3.89
JULY 2023	32	34	22	6	2	4		3.92
<b>Other information shown on electronic platform signs***</b>								
<b>MAY 2025</b> .....	40	26	15	3	2	13		<b>4.15</b>
JULY 2024	33	29	21	6	3	8		3.88
JULY 2023	28	36	25	7	2	2		3.82

STATION RATINGS OVERALL (continued)

N=base of survey participants

----- read % across -----

**MAY 2025 N=2,986\***

**JULY 2024 N=2,524\***

**JULY 2023 N=2,239\***

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

Adequacy and clarity of station announcements

<b>MAY 2025</b> .....	<b>41</b>	<b>29</b>	<b>16</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>4.12</b>
JULY 2024 .....	32	31	21	9	4	4	3.83
JULY 2023 .....	26	34	24	11	3	2	3.71

Being informed of delays that exceed 10 minutes

<b>MAY 2025</b> .....	<b>33</b>	<b>21</b>	<b>14</b>	<b>6</b>	<b>3</b>	<b>22</b>	<b>3.97</b>
JULY 2024 .....	26	22	17	12	7	16	3.56
JULY 2023 .....	23	26	22	14	7	9	3.50

Relevance and timeliness of info provided in text/email alerts

<b>MAY 2025</b> .....	<b>25</b>	<b>16</b>	<b>13</b>	<b>5</b>	<b>3</b>	<b>39</b>	<b>3.89</b>
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Overall experience at Caltrain stations

<b>MAY 2025</b> .....	<b>46</b>	<b>41</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4.30</b>
JULY 2024 .....	32	46	17	3	1	1	4.07
JULY 2023 .....	26	51	19	3	1	1	4.00

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.

\*\*For years prior to 2024, wording was, "Real time predictions posted on electronic platform signs."

\*\*\*For years prior to 2024, wording was, "Information shown on electronic platform signs."

^For years prior to 2024, wording was, "Cleanliness at the stations."

(See Statistical Tables Q8-Q18)

## Station Ratings by Time Period

By time period, weekend riders tended to rate station attributes more highly (followed by weekday off-peak riders), while weekday peak riders tended to rate station attributes lowest. This is not entirely surprising, as weekday peak riders also represent riders who use Caltrain more frequently (and who thus are more likely to experience shortcomings).

	Mean Scores (5 point scale) – JULY 2024			
	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Weekend
<b>Base: (All Respondents)*</b>	<b>2,986</b>	<b>1,605</b>	<b>678</b>	<b>703</b>
Train arrival prediction times on electronic platform signs	<b>4.37</b>	4.25	4.43	4.57
Safety getting into and around at boarding station	<b>4.31</b>	4.27	4.34	4.39
Your sense of safety at boarding station	<b>4.31</b>	4.26	4.31	4.41
Cleanliness at your boarding station	<b>4.23</b>	4.14	4.26	4.41
Posted information on info boards	<b>4.20</b>	4.09	4.29	4.39
Frequency of station announcements	<b>4.17</b>	4.05	4.22	4.40
Other information shown on electronic platform signs	<b>4.15</b>	4.02	4.26	4.33
Adequacy and clarity of station announcements	<b>4.12</b>	4.00	4.19	4.34
Being informed of delays that exceed 10 minutes	<b>3.97</b>	3.79	4.06	4.36
Relevance and timeliness of info provided in text/email alerts	<b>3.89</b>	3.67	4.00	4.31
<b>Overall experience at Caltrain stations</b>	<b>4.30</b>	<b>4.22</b>	<b>4.33</b>	<b>4.44</b>

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

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

(See Statistical Tables Q8-Q18)

Highest Score among Subgroups    Lowest Score among Subgroups

## Station Ratings by Weekday Train Type

Since there is only one type of train for Weekend service (600s), their ratings are the same as for Weekend riders as a whole (see previous page). Weekday riders, however, had the option of taking a Local (100s), Limited (400s), Express (500s) or (for respondents beginning their trip south of San Jose) South County Connector (800s) train during the study period.

- Local riders tended to be the most satisfied with their boarding station, rating all station attributes the highest when compared with other train types.
- South County Connector riders were the least satisfied with their boarding station, providing the lowest ratings for all station attributes. These riders were much less satisfied than riders overall with *Being informed of delays that exceed 10 minutes* and *Relevance and timeliness of info provided in text/email alerts* rating both attributes 2.95, compared with the overall ratings of 3.97 and 3.89 respectively. These riders were most satisfied with safety at their boarding station, rating both *Safety getting into and around at boarding station* and *Your sense of safety at boarding station* 4.13, compared with the overall rating of 4.31 for both attributes.

	Overall Mean Score	Local (100s)	Limited (400s)	Express (500s)	S.County Conn (800s)
<b>Base: (All Respondents)*</b>	<b>2,986</b>	<b>1,290</b>	<b>446</b>	<b>363</b>	<b>184</b>
Train arrival prediction times on electronic platform signs	<b>4.37</b>	4.38	4.32	4.32	3.64
Safety getting into and around at boarding station	<b>4.31</b>	4.34	4.23	4.28	4.13
Your sense of safety at boarding station	<b>4.31</b>	4.32	4.24	4.27	4.13
Cleanliness at your boarding station	<b>4.23</b>	4.27	4.02	4.17	3.93
Posted information on info boards	<b>4.20</b>	4.24	4.11	4.18	3.49
Frequency of station announcements	<b>4.17</b>	4.21	4.06	4.15	3.31
Other information shown on electronic platform signs	<b>4.15</b>	4.19	4.06	4.11	3.33
Adequacy and clarity of station announcements	<b>4.12</b>	4.18	4.00	4.04	3.26
Being informed of delays that exceed 10 minutes	<b>3.97</b>	4.01	3.82	3.94	2.95
Relevance and timeliness of info provided in text/email alerts	<b>3.89</b>	3.92	3.69	3.78	2.95
<b>Overall experience at Caltrain stations</b>	<b>4.30</b>	4.34	4.20	4.22	3.90

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

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

(See Statistical Tables Q8-Q18)

Highest Score among Subgroups    Lowest Score among Subgroups

## Rating of Caltrain Service - Onboard

### Onboard Ratings Overall

Overall satisfaction onboard increased from 4.08 in 2024 to 4.42 in 2025.

- All onboard attributes had statistically significant increases from 2024 to 2025.
- The greatest increases were *Cleanliness of interiors* (3.82 in 2024 to 4.51 in 2025), *Satisfaction with current schedule/train arrival frequency* (3.54 in 2024 to 4.15 in 2025), *Conductor announcements about delays that exceed 10 minutes* (3.72 in 2024 to 4.25 in 2025), and *Availability of printed materials* (3.92 in 2024 to 4.17 in 2025).

	Mean Scores (5 point scale)		
	MAY 2025	JULY 2024	JULY 2023
<b>Base: (All Respondents)*</b>	<b>2,986</b>	<b>2,524</b>	<b>2,239</b>
Politeness and helpfulness of conductors	<b>4.57</b>	4.35	4.41
Your sense of safety on the train	<b>4.52</b>	4.33	4.26
Cleanliness of interiors	<b>4.51</b>	3.82	3.76
On-time arrival at your destination (within 5 minutes)	<b>4.41</b>	-	-
Frequency of onboard announcements	<b>4.30</b>	4.12	3.97
Information provided on digital displays	<b>4.26</b>	-	-
Conductor announcements about delays that exceed 10 minutes**	<b>4.25</b>	3.72	3.74
Availability of printed materials	<b>4.17</b>	3.92	3.72
Satisfaction with current schedule/arrival frequency	<b>4.15</b>	3.54	3.57
Ease of connecting to Caltrain Wi-Fi	<b>3.98</b>	-	-
Speed of Caltrain Wi-Fi connection	<b>3.74</b>	-	-
<b>Onboard experience (overall) on Caltrain</b>	<b>4.42</b>	<b>4.08</b>	<b>4.05</b>

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

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

\*\* For years prior to 2025, wording was, "Being informed of delays that exceed 10 minutes"

(See Statistical Tables Q19-Q29)

ONBOARD RATINGS OVERALL (continued)

N=base of survey participants

----- read % across -----

	VERY SATISFIED			VERY DISSATISFIED		NOT APPLICABLE	MEAN SCORE
	5	4	3	2	1	[ ]	(5 Pt. Scale)
<b>MAY 2025 N=2,986*</b>							
<b>JULY 2024 N=2,524*</b>							
<b>JULY 2023 N=2,239*</b>							
<b>Politeness and helpfulness of conductors</b>							
<b>MAY 2025</b> .....	<b>63</b>	<b>24</b>	<b>6</b>	<b>1</b>	<b>&lt;1</b>	<b>6</b>	<b>4.57</b>
JULY 2024	50	33	9	2	1	5	4.35
JULY 2023	55	28	10	2	1	4	4.41
<b>Your sense of safety on the train</b>							
<b>MAY 2025</b> .....	<b>61</b>	<b>30</b>	<b>7</b>	<b>1</b>	<b>&lt;1</b>	<b>&lt;1</b>	<b>4.52</b>
JULY 2024	49	37	11	2	<1	1	4.33
JULY 2023	45	39	12	3	<1	1	4.26
<b>Cleanliness of interiors</b>							
<b>MAY 2025</b> .....	<b>61</b>	<b>31</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>&lt;1</b>	<b>4.51</b>
JULY 2024	29	37	22	8	3	1	3.82
JULY 2023	27	37	25	8	3	<1	3.76
<b>On-time arrival at your destination (within 5 minutes)</b>							
<b>MAY 2025</b> .....	<b>55</b>	<b>32</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>4.41</b>
<b>Frequency of onboard announcements</b>							
<b>MAY 2025</b> .....	<b>48</b>	<b>31</b>	<b>13</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>4.30</b>
JULY 2024	39	36	17	4	1	4	4.12
JULY 2023	31	37	22	4	1	5	3.97
<b>Information provided on digital displays</b>							
<b>MAY 2025</b> .....	<b>50</b>	<b>27</b>	<b>12</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>4.26</b>
<b>Conductor announcements about delays that exceed 10 minutes**</b>							
<b>MAY 2025</b> .....	<b>38</b>	<b>22</b>	<b>11</b>	<b>3</b>	<b>1</b>	<b>25</b>	<b>4.25</b>
JULY 2024	27	26	18	9	4	16	3.72
JULY 2023	27	28	19	9	4	13	3.74
<b>Availability of printed material</b>							
<b>MAY 2025</b> .....	<b>33</b>	<b>19</b>	<b>13</b>	<b>3</b>	<b>1</b>	<b>32</b>	<b>4.17</b>
JULY 2024	26	22	19	4	2	28	3.92
JULY 2023	23	18	20	7	3	29	3.72

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ONBOARD RATINGS OVERALL (continued)

N=base of survey participants

----- read % across -----

	VERY SATISFIED			VERY DISSATISFIED		NOT APPLICABLE	MEAN SCORE
	5	4	3	2	1	[ ]	(5 Pt. Scale)
<b>MAY 2025 N=2,986*</b>							
<b>JULY 2024 N=2,524*</b>							
<b>JULY 2023 N=2,239*</b>							

Satisfaction with current schedule/arrival frequency

<b>MAY 2025</b> .....	<b>45</b>	<b>33</b>	<b>13</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>4.15</b>
JULY 2024 .....	26	28	23	15	6	1	3.54
JULY 2023 .....	24	32	24	14	5	1	3.57

Ease of connecting to Caltrain Wi-Fi

<b>MAY 2025</b> .....	<b>35</b>	<b>20</b>	<b>14</b>	<b>5</b>	<b>4</b>	<b>22</b>	<b>3.98</b>
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Speed of Caltrain Wi-Fi connection

<b>MAY 2025</b> .....	<b>28</b>	<b>21</b>	<b>16</b>	<b>8</b>	<b>5</b>	<b>22</b>	<b>3.74</b>
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Overall rating of Caltrain onboard experience

<b>MAY 2025</b> .....	<b>50</b>	<b>42</b>	<b>6</b>	<b>1</b>	<b>&lt;1</b>	<b>&lt;1</b>	<b>4.42</b>
JULY 2024 .....	33	46	17	3	1	1	4.08
JULY 2023 .....	30	48	18	3	<1	<1	4.05

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.

\*\* For years prior to 2025, wording was, "Being informed of delays that exceed 10 minutes"

(See Statistical Tables Q19-Q30)

## Onboard Ratings by Time Period

By time period, weekend riders tended to rate station attributes more highly (followed by weekday off-peak riders), while weekday peak riders tended to rate station attributes lowest. This is not entirely surprising, as weekday peak riders also represent riders who use Caltrain more frequently (and who thus are more likely to experience shortcomings).

	Mean Scores (5 point scale) – May 2025			
	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Weekend
<b>Base: (All Respondents)*</b>	<b>2,986</b>	<b>1,605</b>	<b>678</b>	<b>703</b>
Politeness and helpfulness of conductors	<b>4.57</b>	4.56	4.56	4.64
Your sense of safety on the train	<b>4.52</b>	4.48	4.54	4.57
Cleanliness of interiors	<b>4.51</b>	4.44	4.57	4.62
On-time arrival at your destination (within 5 minutes)	<b>4.41</b>	4.33	4.45	4.59
Frequency of onboard announcements	<b>4.30</b>	4.23	4.29	4.48
Information provided on digital displays	<b>4.26</b>	4.16	4.31	4.46
Conductor announcements about delays that exceed 10 minutes	<b>4.25</b>	4.18	4.28	4.41
Availability of printed materials	<b>4.17</b>	4.10	4.15	4.34
Satisfaction with current schedule/arrival frequency	<b>4.15</b>	4.03	4.19	4.37
Ease of connecting to Caltrain Wi-Fi	<b>3.98</b>	3.87	3.97	4.26
Speed of Caltrain Wi-Fi connection	<b>3.74</b>	3.59	3.76	4.13
<b>Onboard experience (overall) on Caltrain</b>	<b>4.42</b>	<b>4.36</b>	<b>4.46</b>	<b>4.54</b>

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

\* Number of riders 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 Q19-Q29)

## Onboard Ratings by Weekday Train Type

Since there is only one type of train for Weekend service (600s), their ratings are the same as for Weekend riders as a whole (see previous page). Weekday riders, however, had the option of taking a Local (100s), Limited (400s), Express (500s) or (for respondents beginning their trip south of San Jose) South County Connector (800s) train during the study period.

- Those using Local trains were the most satisfied overall, rating 7 attributes as well as the overall onboard rating most highly.
- South County Connector riders were the least satisfied overall, rating 9 attributes as well as the overall onboard rating the lowest. When compared with other train types, they provided the highest rating for *Politeness and helpfulness of conductors*, rating it 4.61 compared to 4.57 overall.
- Limited train riders were the most satisfied with *Your sense of safety on the train* compared to riders of other train types, rating it 4.53, compared to 4.52 overall. They provided the lowest rating for *Politeness and helpfulness of conductors*, rating it 4.51, compared to 4.57 overall.
- Express train riders were the most satisfied with the Caltrain WI-FI system, provided the highest ratings overall for *Ease of connecting to Caltrain Wi-Fi* (3.96 compared to 3.98 overall) and *Speed of Caltrain Wi-Fi connection* (3.74 compared to 3.74 overall). They provided the lowest rating for *Availability of printed materials* (4.00 compared to 4.17 overall).

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	<b>Overall Mean Score</b>	<b>Local (100s)</b>	<b>Limited (400s)</b>	<b>Express (500s)</b>	<b>S.County Conn (800s)</b>
<b>Base: (All Respondents)*</b>	<b>2,986</b>	<b>1,290</b>	<b>446</b>	<b>363</b>	<b>184</b>
Politeness and helpfulness of conductors	<b>4.57</b>	4.57	4.51	4.53	4.61
Your sense of safety on the train	<b>4.52</b>	4.52	4.53	4.45	4.36
Cleanliness of interiors	<b>4.51</b>	4.56	4.48	4.48	3.91
On-time arrival at your destination (within 5 minutes)	<b>4.41</b>	4.44	4.30	4.31	4.11
Frequency of onboard announcements	<b>4.30</b>	4.30	4.20	4.27	3.91
Information provided on digital displays	<b>4.26</b>	4.28	4.09	4.24	3.88
Conductor announcements about delays that exceed 10 minutes	<b>4.25</b>	4.26	4.12	4.21	4.10
Availability of printed materials	<b>4.17</b>	4.16	4.07	4.00	4.12
Satisfaction with current schedule/arrival frequency	<b>4.15</b>	4.20	4.04	4.06	3.37
Ease of connecting to Caltrain Wi-Fi	<b>3.98</b>	3.94	3.86	3.96	3.52
Speed of Caltrain Wi-Fi connection	<b>3.74</b>	3.70	3.48	3.74	3.33
<b>Onboard experience (overall) on Caltrain</b>	<b>4.42</b>	4.44	4.37	4.36	4.10

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 riders 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 Q19-Q29)

## Rating of Caltrain Service - Overall

### Overall Satisfaction with Caltrain

How would you rate your overall Caltrain experience?

Respondents rated their overall satisfaction with Caltrain 4.41 (out of 5.00) in 2025, significantly higher than the 4.02 recorded in 2024.

	<b>MAY 2025</b>	<b>JULY 2024</b>	<b>JULY 2023<sup>^</sup></b>
<b>Base: (All Respondents)*</b>	<b>2,986</b>	<b>2,524</b>	<b>2,239</b>
	%	%	%
Very Satisfied (5)	48	28	28
(4)	45	50	49
(3)	6	17	19
(2)	<1	3	3
Very Dissatisfied (1)	<1	1	1
Not Applicable	<1	1	<1
	<b>100</b>	<b>100</b>	<b>100</b>
RECAP %			
Satisfied (5 or 4)	93	78	78
Neutral (3)	6	17	19
Dissatisfied (1 or 2)	1	4	3
<b>MEAN</b>	<b>4.41</b>	<b>4.02</b>	<b>4.03</b>

<sup>^</sup>Due to a layout error in the 2023 questionnaire, it was decided to use the average of the overall ratings for station and onboard experience, rather than the answer to Q7S "How would you rate your overall Caltrain experience?" Thus, the data shown on this table for 2023 is the average of the ratings for station and onboard experience (Q7H and Q7O, respectively). However, the figures for 2024 and 2022 are from the asked question as expected.

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

(See Statistical Table Q30)

## Overall Satisfaction with Caltrain by Key Sub-Groups

	BASE (#)	MEAN (5 PT SCALE)	Very Satisfied (5 rating) %	Satisfied (4 rating) %	Dissatisfied (2 or 1 rating) %	Neutral/NA (3 rating) %
<b>TOTAL</b>	<b>2,986</b>	<b>4.41</b>	<b>48</b>	<b>45</b>	<b>1</b>	<b>6</b>
<b>BY RIDERSHIP SEGMENT</b>						
Weekday Peak	1,605	4.33	42	50	1	7
Weekday Off-peak	678	4.43	51	42	1	6
Weekend	703	4.55	60	35	1	3
<b>BY POWER</b>						
Electric	2,802	4.43	50	44	1	5
Diesel	182	4.03	25	55	3	17
<b>BY FREQUENCY</b>						
5 + Days/Wk	616	4.29	40	50	1	9
3-4 Days/Wk	503	4.36	43	50	1	6
1-2 Days/Wk	521	4.37	43	51	0	6
1 Day/Month or Less	870	4.56	61	34	1	4
<b>TENURE</b>						
First time	176	4.65	69	27	1	3
Less than one year	952	4.44	51	43	1	5
1-4 years	865	4.32	41	51	1	8
More than 4 years	968	4.40	49	45	1	6
<b>BY TRAIN TYPE</b>						
Local (100s)	1,290	4.42	49	45	1	6
Limited (400s)	446	4.35	42	51	0	6
Express (500s)	363	4.35	42	51	1	6
South County Connector (800s)	184	4.03	25	55	3	17
Weekend (600s)	703	4.55	60	35	1	3

(See Statistical Table Q30)

# Appendices

## Appendix A: Questionnaires













## Appendix B: Schedule

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TRAIN #	Departure Time	Station Boarding	Time Exiting	Station Exiting	DAY	DATE	DIRECTION	CAR # TO START	2ND CAR
144	3:55 PM	SF-4TH & KING	5:13 PM	SAN JOSE-DIRIDON	TUE	6-May	SOUTH	1	2
425	5:43 PM	SAN JOSE-DIRIDON	6:53 PM	SF-4TH &KING	TUE	6-May	NORTH	2	3
518	4:20 PM	SF-4TH & KING	5:20 PM	SAN JOSE-DIRIDON	TUE	6-May	SOUTH	3	4
153	5:58 PM	SAN JOSE-DIRIDON	7:16 PM	SF-4TH &KING	TUE	6-May	NORTH	4	5
104	5:30 AM	SF-4TH & KING	7:03 AM	SAN JOSE-DIRIDON	WED	7-May	SOUTH	5	6
507	7:22 AM	SAN JOSE-DIRIDON	8:22 AM	SF-4TH &KING	WED	7-May	NORTH	6	7
412	8:48 AM	SF-4TH & KING	9:58 AM	SAN JOSE-DIRIDON	WED	7-May	SOUTH	7	6
123	10:28 AM	SAN JOSE-DIRIDON	11:46 AM	SF-4TH &KING	WED	7-May	NORTH	6	5
416	3:48 PM	SF-4TH & KING	4:58 PM	SAN JOSE-DIRIDON	WED	7-May	SOUTH	5	4
816	5:01 PM	SAN JOSE-DIRIDON	5:49 PM	GILROY	WED	7-May	SOUTH	2	1
161	7:58 PM	SAN JOSE-DIRIDON	9:16 PM	SF-4TH & KING	WED	7-May	NORTH	4	3
148	4:55 PM	SF-4TH & KING	6:13 PM	SAN JOSE-DIRIDON	WED	7-May	SOUTH	1	2
429	6:43 PM	SAN JOSE-DIRIDON	7:53 PM	SF-4TH &KING	WED	7-May	NORTH	2	3
162	8:25 PM	SF-4TH & KING	9:42 PM	SAN JOSE-DIRIDON	WED	7-May	SOUTH	3	2
169	9:58 PM	SAN JOSE-DIRIDON	11:16 PM	SF-4TH &KING	WED	7-May	NORTH	2	1
109	6:58 AM	SAN JOSE-DIRIDON	8:16 AM	SF-4TH &KING	THUR	8-May	NORTH	3	4
114	8:25 AM	SF-4TH & KING	9:42 AM	SAN JOSE-DIRIDON	THUR	8-May	SOUTH	4	5
121	9:58 AM	SAN JOSE-DIRIDON	11:16 AM	SF-4TH &KING	THUR	8-May	NORTH	5	6
401	5:43 AM	SAN JOSE-DIRIDON	6:53 AM	SF-4TH &KING	THUR	8-May	NORTH	6	7
110	7:25 AM	SF-4TH & KING	8:42 AM	SAN JOSE-DIRIDON	THUR	8-May	SOUTH	1	2
138	2:25 PM	SF-4TH & KING	3:42 PM	SAN JOSE-DIRIDON	THUR	8-May	SOUTH	7	6
519	4:22 PM	SAN JOSE-DIRIDON	5:22 PM	SF-4TH &KING	THUR	8-May	NORTH	6	5
424	5:48 PM	SF-4TH & KING	6:58 PM	SAN JOSE-DIRIDON	THUR	8-May	SOUTH	5	4
159	7:28 PM	SAN JOSE-DIRIDON	8:46 PM	SF-4TH & KING	THUR	8-May	NORTH	4	3
613	9:56 AM	SAN JOSE-DIRIDON	11:16 AM	SF-4TH &KING	SAT	10-May	NORTH	3	2
620	12:25 PM	SF-4TH & KING	1:44 PM	SAN JOSE-DIRIDON	SAT	10-May	SOUTH	7	6
629	1:56 PM	SAN JOSE-DIRIDON	3:16 PM	SF-4TH &KING	SAT	10-May	NORTH	1	2

Caltrain Customer Satisfaction Survey – May 2025 | Summary Report

TRAIN #	Departure Time	Station Boarding	Time Exiting	Station Exiting	DAY	DATE	DIRECTION	CAR # TO START	2ND CAR
603	7:26 AM	SAN JOSE-DIRIDON	8:46 AM	SF-4TH & KING	SAT	10-May	NORTH	6	7
608	9:25 AM	SF-4TH & KING	10:44 AM	SAN JOSE-DIRIDON	SAT	10-May	SOUTH	3	4
649	6:56 PM	SAN JOSE-DIRIDON	8:16 PM	SF-4TH & KING	SAT	10-May	NORTH	3	4
654	8:55 PM	SF-4TH & KING	10:15 PM	SAN JOSE-DIRIDON	SAT	10-May	SOUTH	6	5
663	10:30 PM	SAN JOSE-DIRIDON	11:50 PM	SF-4TH & KING	SAT	10-May	NORTH	7	6
618	11:55 AM	SF-4TH & KING	1:15 PM	SAN JOSE-DIRIDON	SUN	11-May	SOUTH	6	7
627	1:26 PM	SAN JOSE-DIRIDON	2:46 PM	SF-4TH & KING	SUN	11-May	NORTH	5	4
632	3:25 PM	SF-4TH & KING	4:44 PM	SAN JOSE-DIRIDON	SUN	11-May	SOUTH	2	3
643	5:26 PM	SAN JOSE-DIRIDON	6:46 PM	SF-4TH & KING	SUN	11-May	NORTH	1	2
115	8:28 AM	SAN JOSE-DIRIDON	9:46 AM	SF-4TH & KING	TUE	13-May	NORTH	3	4
122	10:25 AM	SF-4TH & KING	11:42 AM	SAN JOSE-DIRIDON	TUE	13-May	SOUTH	1	2
129	11:58 AM	SAN JOSE-DIRIDON	1:16 PM	SF-4TH & KING	TUE	13-May	NORTH	2	1
102	4:55 AM	SF-4TH & KING	6:12 AM	SAN JOSE-DIRIDON	THUR	15-May	SOUTH	7	6
811	7:31 AM	GILROY	8:19 AM	SAN JOSE-DIRIDON	THUR	15-May	NORTH	2	1
511	8:22 AM	SAN JOSE-DIRIDON	9:22 AM	SF-4TH & KING	THUR	15-May	NORTH	4	5
809	6:52 AM	GILROY	7:40 AM	SAN JOSE-DIRIDON	TUE	20-May	NORTH	2	1
409	7:43 AM	SAN JOSE-DIRIDON	8:53 AM	SF-4TH & KING	TUE	20-May	NORTH	4	3
118	9:25 AM	SF-4TH & KING	10:42 AM	SAN JOSE-DIRIDON	TUE	20-May	SOUTH	5	4
117	8:58 AM	SAN JOSE-DIRIDON	10:16 AM	SF-4TH & KING	THUR	22-May	NORTH	1	2
124	10:55 AM	SF-4TH & KING	12:13 PM	SAN JOSE-DIRIDON	THUR	22-May	SOUTH	7	6
133	12:58 PM	SAN JOSE-DIRIDON	2:16 PM	SF-4TH & KING	THUR	22-May	NORTH	2	1
514	3:20 PM	SF-4TH & KING	4:20 PM	SAN JOSE-DIRIDON	TUE	27-May	SOUTH	6	7

## Appendix C: Survey Distribution and Response



## Appendix D: Caltrain Schedules in Effect During Survey