

Caltrain Triennial Customer Survey Fall 2025

Summary Report

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TABLE OF CONTENTS

- Introduction4**
- Executive Summary.....8**
- Charts – Key Findings10**
 - Overall Satisfaction 11
 - Attribute Ratings (Mean Scores) 12
 - Frequency of Riding Caltrain..... 13
 - Access Mode 14
 - Egress Mode 15
 - Trip Purpose..... 16
 - Fare Category..... 17
- Detailed Results18**
 - TRIP-SPECIFIC INFORMATION 19
 - Rider Longevity 19
 - Frequency of Riding Caltrain..... 20
 - Fare Category..... 21
 - Fare Payment* 22
 - Round Trip vs. One-way Trip 23
 - Boarding Station 24
 - Distance From Starting Location to Caltrain Station 25
 - Alighting Station 26
 - Distance from Caltrain Station to Destination. 27
 - Access and Egress 28
 - Trip Purpose..... 30
 - Work Trip Frequency 31
 - Car Availability 32
 - Satisfaction Ratings..... 33
 - Satisfaction with Caltrain by Rider Segments..... 34
 - Sources for Local News and Events 35
 - Caltrain Information 36
 - Fare Payment Location 37
 - RIDER DEMOGRAPHICS..... 38
 - Gender 38

Education 39

Employment Status..... 40

Age 41

Annual Household Income 42

Household Size..... 43

English Proficiency 44

Languages Spoken in the Home* 45

Ethnicity 46

Home Region (Based on ZIP Code) 47

APPENDICES 50

 Survey Distribution and Response..... 51

 Language Barriers 52

 Survey Questionnaires..... 65

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 Triennial Customer Satisfaction Survey. The fieldwork on this study was conducted from October 9 – November 13, 2025; a total of 3,622 surveys were completed.

Key objectives of the survey include:

- Reporting trip characteristics, such as rider frequency, bike usage, and origin station.
- Reporting personal travel characteristics, such as frequency of Caltrain use and primary reasons for riding Caltrain.
- An assessment of the entire Caltrain experience, as well as ratings for Caltrain’s timeliness and customer satisfaction with the current schedule.
- As fully as possible, this study replicated previous triennial Caltrain onboard studies, and many questions were maintained for comparability.

Since the previous survey in 2022, 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.
- Additional service improvements
 - Reduced wait times for BART connections in evenings and improved transfers with BART at Millbrae station.
 - Faster local-stop train service on weeknights.
 - Increased service to the South San Francisco and 22nd Street stations.
- Fare changes
 - Implemented new all zone \$1 youth single ride and \$2 day pass fares.
 - Ticket vending machines were upgraded with Clipper functionalities, making it easier for customers to get a Clipper card and add a fare product to their card.
 - 50% increase in Clipper readers installed at stations.
- Safety improvements
 - Installed RailSentry, a LiDAR and camera-based artificial intelligence system, and solar-powered markers at various Caltrain crossings.
 - A safety campaign to increase safety awareness at Caltrain stations and onboard the train.

- Improved customer communications and information
 - Roll-out of an alert system to notify customers of delays via text message and email.
 - Launch of Caltrain account on the Discord platform.
 - Completed installation of new virtual messaging signs on station platforms.
- Construction impacts to service
 - Trains single tracking on weekdays due to electrification construction (August 2023).
 - Weekend station closures due to electrification construction (throughout 2023 and March, April and June 2024).
 - Bayshore station overpass rehab resulting in partial closure of platforms (2023 – 2024).
 - Suspension of some train service between San Jose Diridon and Tamien due to electrification construction (November – December, 2023).
 - Temporary reductions in weekday Caltrain service due to electrification construction (December 2022 – April 2023).

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 mail-back option for those 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 likely to be lower, but maintained a single-car survey approach (similar to pre-COVID) during busier times.

The overall response rate (69%) was calculated by dividing the total number of completes (3,622) by all eligible riders riding on the sampled trains (5,264). “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 3,622 completed surveys, 3,586 were English language surveys, 31 were Spanish surveys, and 5 were Chinese surveys.

During surveying, nine 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 nine riders, two spoke ASL, two spoke Japanese, two spoke Korean, two spoke Turkish, and one spoke an unknown language.

Field interviewing on this project was conducted October 9 – November 13, 2025. Surveys were conducted on Tuesday, Wednesday, and Thursday during the week, and both Saturday and Sunday on the weekend. 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, 3,622 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 1.47% (at the 95% confidence level).

The sampling on the study was designed to achieve a cross section of riders using trains at various times of the day. For this study, 74 trains were sampled, consisting of 63 weekday trains, 7 Saturday trains and 4 Sunday trains. Of the 63 weekday trains surveyed, 38 were local (100 series) trains, 10 were limited trains (400 series), 11 were express trains (500 series) and 4 were South County Connector trains (800 series). Of the 11 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 =3,622) who participated in the survey, the margin of error is +/- 1.47% at the 95% confidence level. The margins of error for some key sub-groups shown in this report are:

- Weekday peak (n = 2,129). +/- 2.01% at the 95% confidence level;
- Weekday off-peak (n =935). +/- 3.13% at the 95% confidence level;
- Weekend (n = 558). +/- 4.09% at the 95% confidence level.

Weighting

In previous years, survey responses were weighted to show a proportional response for the true percentage of weekday/weekend and peak/off-peak ridership based on data from recent ridership counts. In 2025, this was unnecessary as the number of completed surveys for each stratum closely matched Caltrain’s ridership percentages.

Stratum	Average Weekly Ridership*	% Ridership	# Surveys Collected	% Surveys Collected
AM Peak	59,370	25%	898	25%
PM Peak	77,185	32%	1,231	34%
Off-Peak	61,350	26%	935	26%
Saturday	22,883	10%	371	10%
Sunday	16,846	7%	187	5%
TOTAL	237,634	100%	3,622	100%

* Ridership is from Caltrain’s 2025 Station Ridership Count for the months of September, October and November 2025.

Executive Summary

Length of Time Using Caltrain

Three in 10 riders (33%) have been riding Caltrain less than one year. This is less than in 2022 (37%), but closer to 2019 (31%).

Frequency of Riding Caltrain

Four in ten (41%) ride Caltrain at least four days a week. This is up slightly from 2022 when 38% rode four days a week, but down significantly from 2019 when 68% rode at least 4 days per week.

The share of riders using Caltrain six or more days a week is relatively consistent since 2019, and those riding 4 days a week shows only a slight decrease.

However, there is a significant decrease in the share of riders using Caltrain five days a week since 2019 (22% in 2025 vs. 23% in 2022 and 48% in 2019). This is matched with a significant increase in riders using Caltrain three days a week or less (59% in 2025, 62% in 2022, and 31% in 2019).

Fare Media

Most riders (85%) use some form of Clipper to pay their fare. Four in ten riders (41%) paid for their Caltrain trip with a Clipper one way ticket, 22% Use a monthly pass, 20% use a Go Pass, and 3% use a Bay Pass. Paper tickets (One-Way and Day Pass) are used by 9% of riders. Notably, 4% paid their fare using the Mobile App.

Nearly half of riders (46%) load their fare on the Clipper App or website, while 23% use a Caltrain ticket machine, and 18% use a card issued by their organization.

Access/Egress on Caltrain

Private vehicle-based options (drive, picked up/dropped off, company shuttle, Uber/Lyft, Taxi) accounted for 33% of access and 28% of egress. One-third (33%) of riders walked all the way to reach Caltrain and 39% will walk from Caltrain to their destination. Bicycle/scooter-based options accounted for 17% of access and 16% for egress. Transit (including free shuttle) options were used by 18% of riders for access and 18% for egress.

Modes for access and egress in 2025 were used comparably to 2022, but the share of riders who said they would use a car based vehicle to access Caltrain has decreased sharply from 40% in 2019 to 31% in 2022 and 33% in 2025.

Distance from Starting Location to Caltrain Station/Distance from Caltrain Station to Destination

Nearly half of riders (49%) travel 10 minutes or less to get to the Caltrain station where they boarded as well as traveling 10 minutes or less to get to their destination after alighting (47%).

The average trip time from the starting location to the Caltrain Station is 15 minutes, and the median trip time is 12 minutes. The average trip time from the Caltrain Station to their destination is 16 minutes, and the median trip time is 12 minutes.

Car Availability

Choice riders, who have a vehicle they could use for the surveyed trip instead of Caltrain, increased significantly -- from 39% in 2022 to 67% in 2025.

Trip Purpose

Over two-thirds of riders (67%) use Caltrain for commuting to work. This was highest among the Weekday Peak riders, of whom 84% were traveling for work-related reasons, and lowest among Weekend riders (of whom just 15% were traveling for work).

When asked how often riders use Caltrain to get to work, nearly half (42%) stated that they always use Caltrain to get to work.

Satisfaction with Caltrain

Overall satisfaction continues to increase, rising from 3.99 in 2019 to 4.12 in 2022 and 4.45 in 2025.

Satisfaction with on-time performance and current schedule also increased significantly since 2022.

- On-time performance increased from 3.94 in 2022 to 4.35 in 2025.
- Satisfaction with the current schedule increased from 3.71 in 2022 to 4.09 in 2025.

Information Sources

Half of riders (50%) cite social media as their main source for local news and events. About one-third (30%) use mobile apps, and 27% use news media websites as their main source for local news and events.

More than two-thirds of riders (68%) receive information about Caltrain from the Caltrain website, while 28% cited Google or Apple Maps app (28%), 13% said they used a third party Caltrain app, and 12% noted they do a general web search.

(For both questions, respondents could provide more than one answer.)

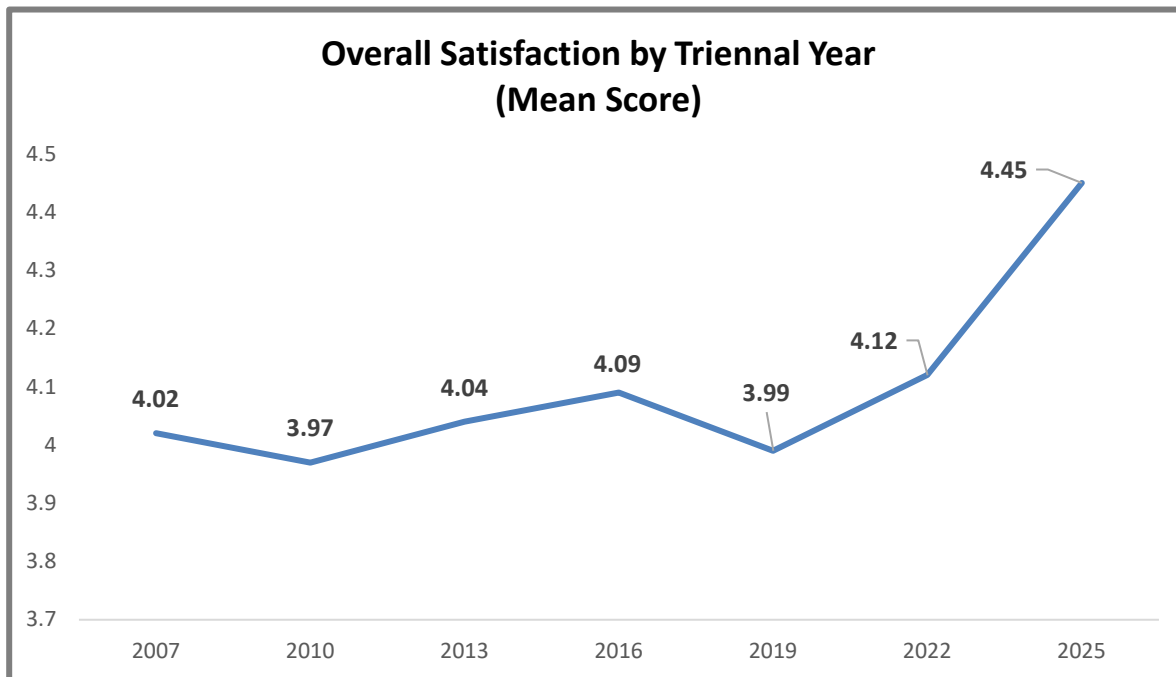
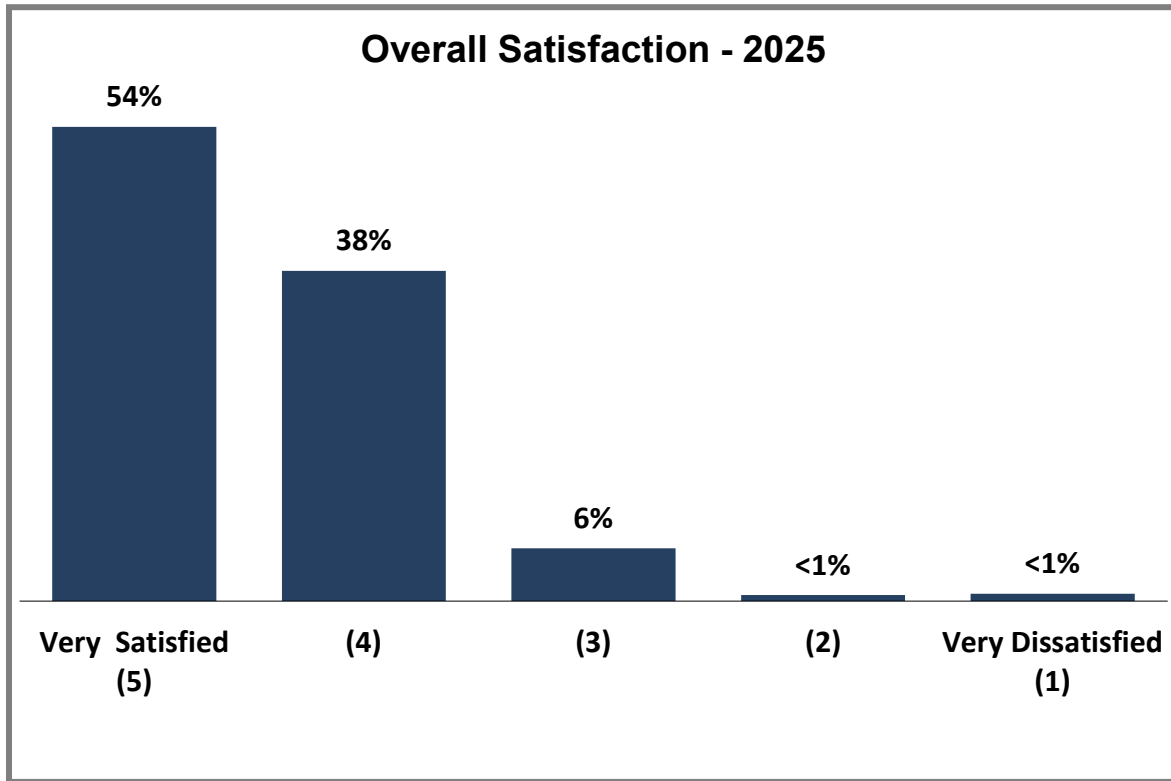
Rider Demographics

- Among all Caltrain riders, 85% are making a round trip on Caltrain on the surveyed trip.
- More than half (56%) of riders are male.
- Nearly all riders (97%) have a high school diploma, and 81% have graduated college.
- Caltrain riders as a whole speak 70 languages in their homes.
- Nearly half of Caltrain riders (43%), are Asian, 41% are white, and 16% are Hispanic.

Charts – Key Findings

Overall Satisfaction

How would you rate your overall Caltrain experience?



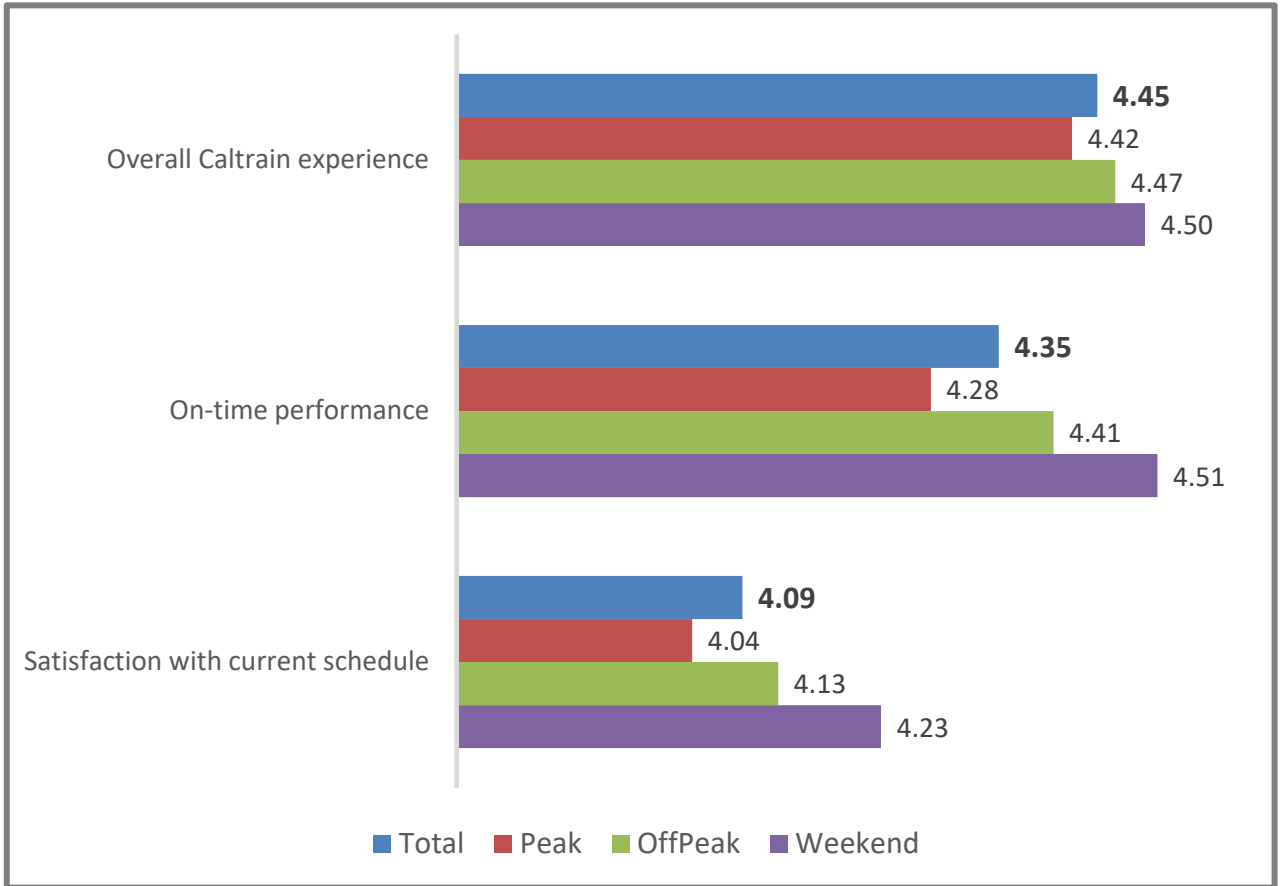
Base: Total (3,622)

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 Table Q13a)

Attribute Ratings (Mean Scores)

How well is Caltrain meeting your needs?



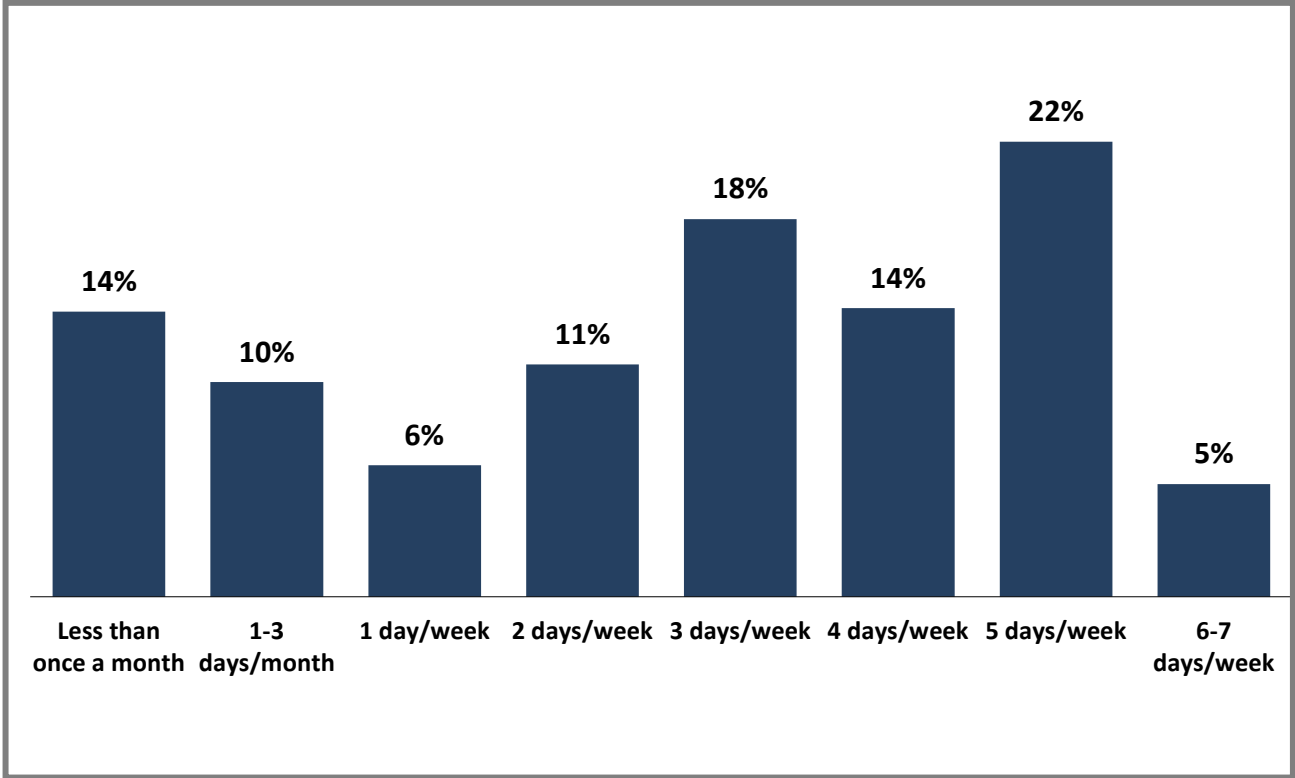
Base: Total (3,622)

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 Q13a, Q13b, & Q13c)

Frequency of Riding Caltrain

How often do you ride Caltrain?

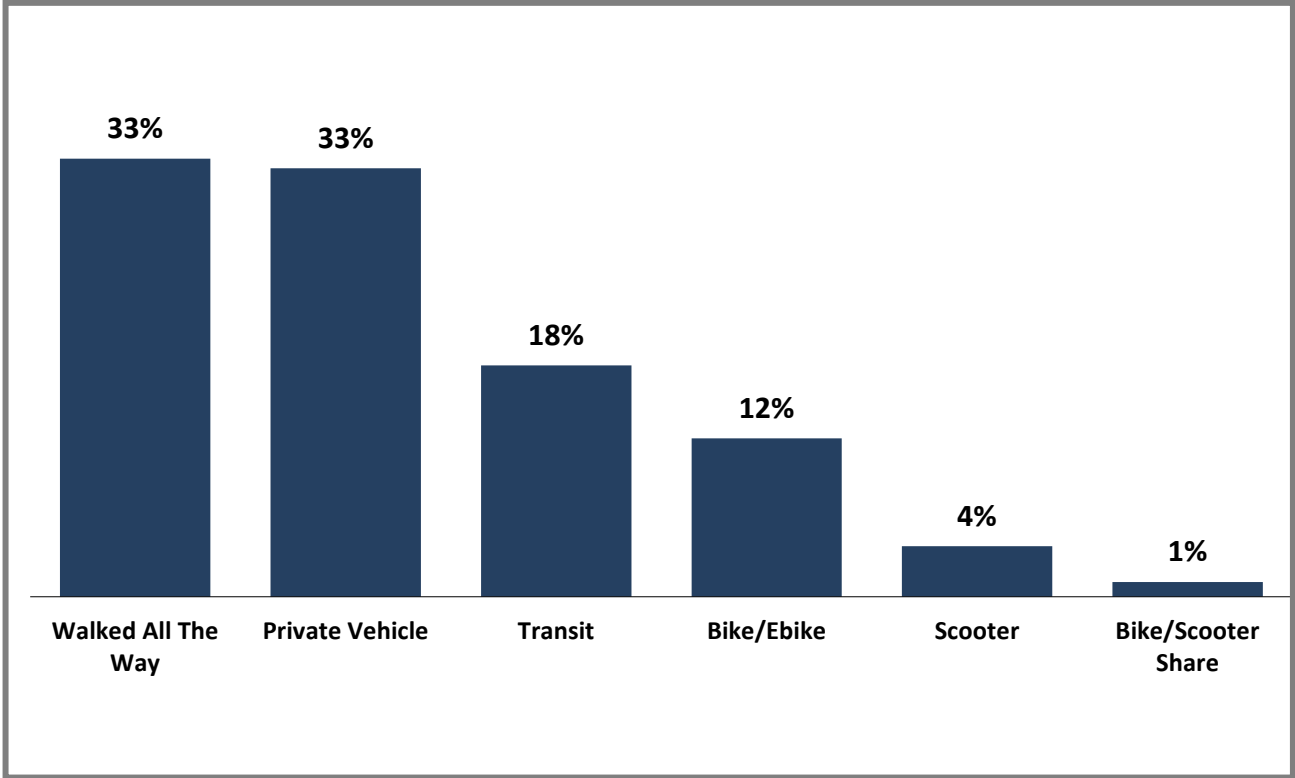


Base: Total (3,622)

(See Statistical Table Q2)

Access Mode

How did you get to Caltrain today?

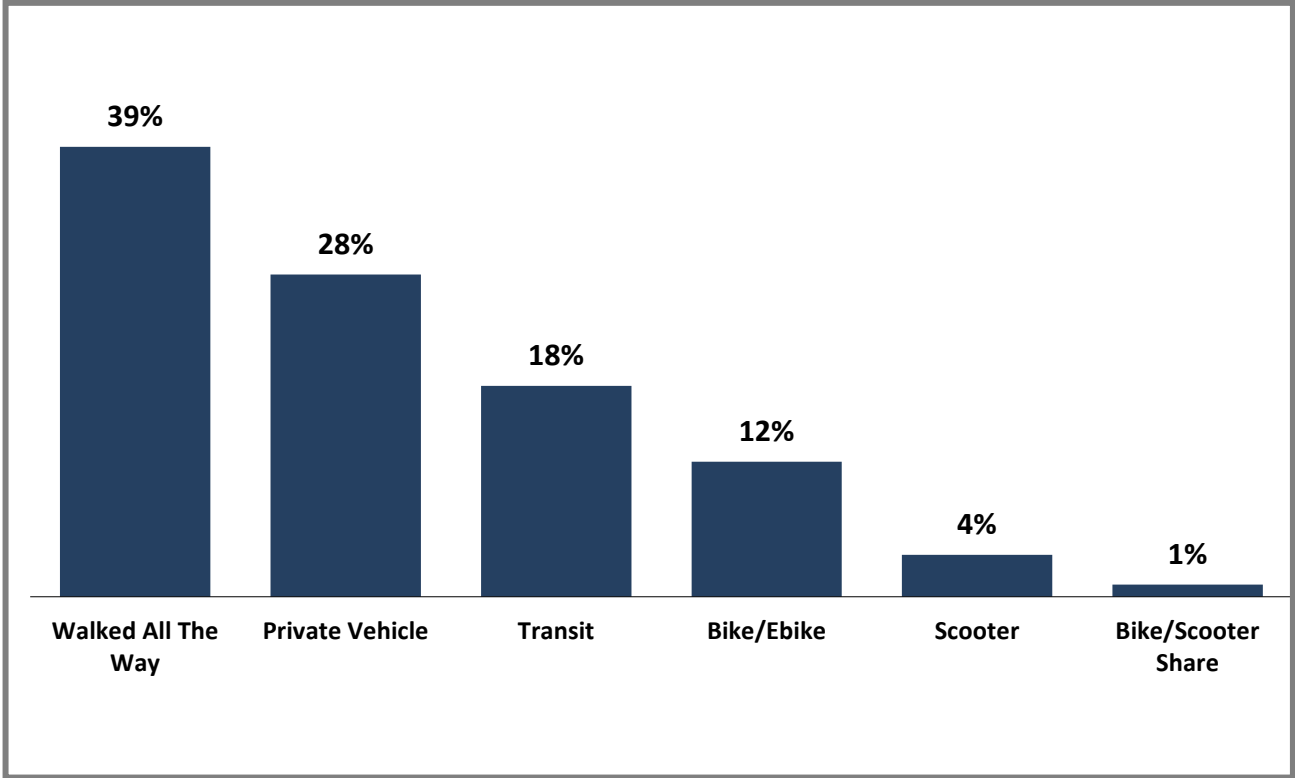


Base: Total (3,622)
[Multiple answers accepted]

(See Statistical Table Access Mode)

Egress Mode

How will you get from Caltrain to your destination today?

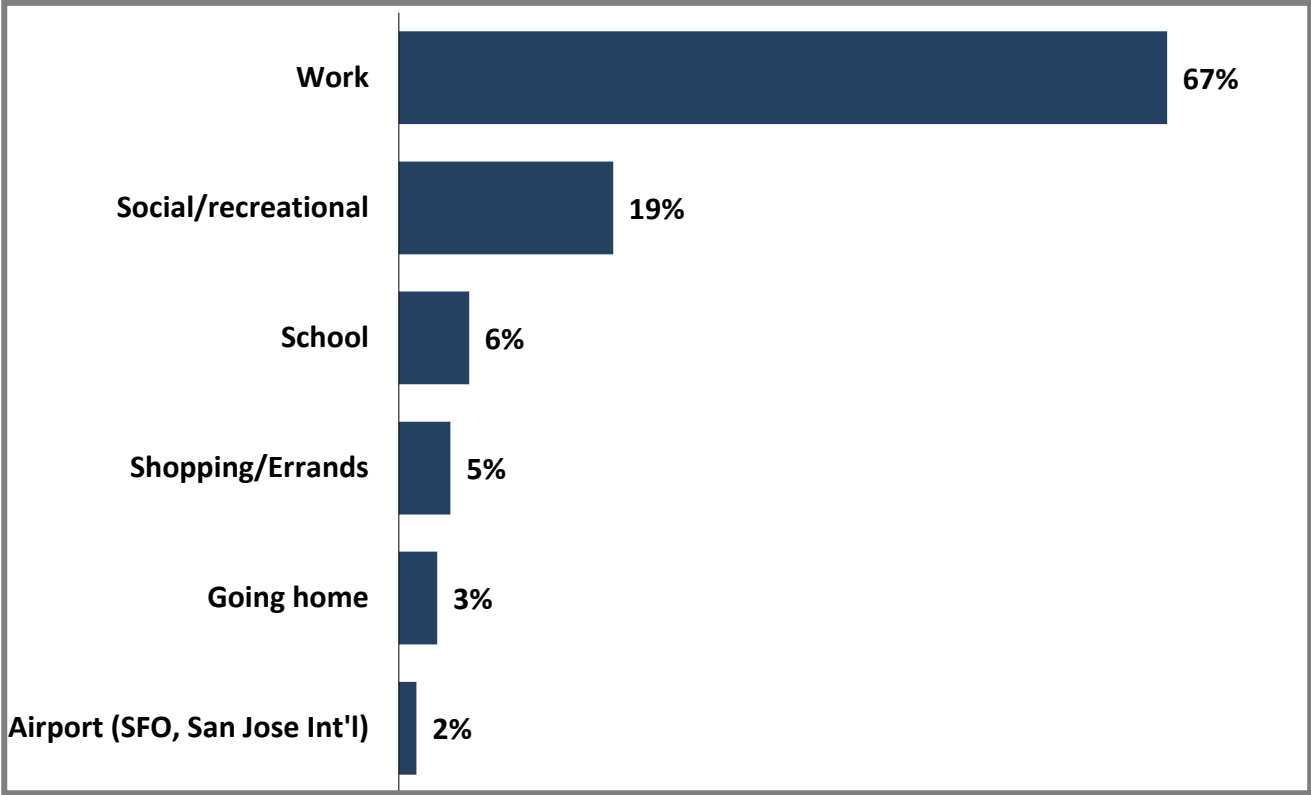


Base: Total (3,622)
[Multiple answers accepted]

(See Statistical Table Egress Mode)

Trip Purpose

What is the main purpose of your trip today?

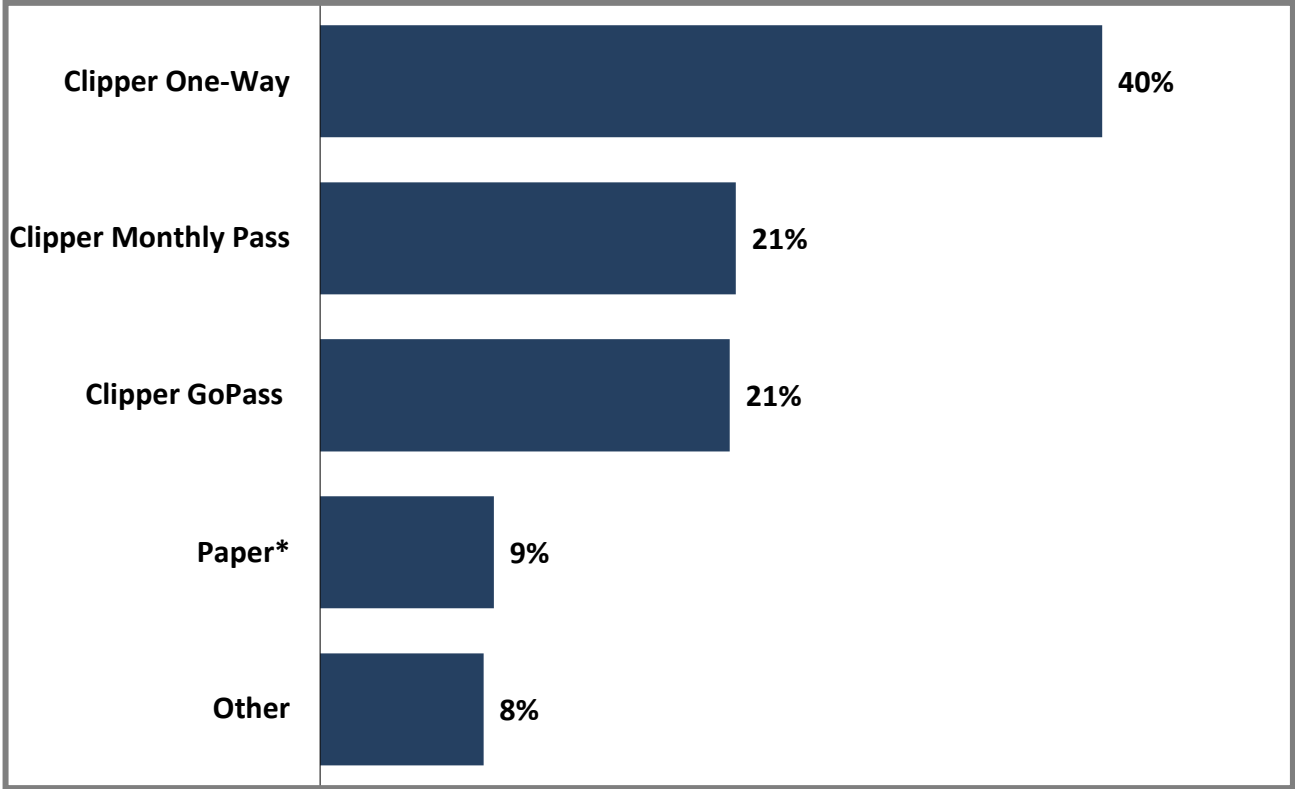


Base: Total (3,622)
[Multiple answers accepted]

(See Statistical Table Q10)

Fare Category

What is your fare category?



Base: Total (3,622)

*Paper includes both paper one way and paper day pass

(See Statistical Table Q4)

Detailed Results

TRIP-SPECIFIC INFORMATION

Rider Longevity

1. How long have you been riding Caltrain?

Three in 10 riders (33%) have been riding Caltrain less than one year. This is less than in 2022 (37%) and equal to 2019 (31%).

	2025 Total	2022 Total	2019 Total
Base (All Respondents)	3,622	2,838	5,501
Range [Midpoint Used to Determine Average]	%	%	%
This is my first trip [0 years]	5	7	3
Less than 6 months [0.25 years]	18	21	17
6 months to less than 1 year [0.5 years]	10	9	11
1 year to less than 2 years [1.5 years]	16	12	15
2 years to less than 4 years [3 years]	17	12	20
4 years or more [7 years]	34	39	33
Total	100	100	100
Average Tenure (In Years)	3	3	3

	Weekday Peak			Weekday Off-peak			Weekend		
	2025	2022	2019	2025	2022	2019	2025	2022	2019
Base (All Respondents)	2,129	1,733	4,332	935	694	789	558	411	380
Range [Midpoint Used to Determine Average]	%	%	%	%	%	%	%	%	%
This is my first trip [0 years]	3	4	2	7	7	6	10	15	13
Less than 6 months [0.25 years]	18	22	17	21	20	18	16	21	18
6 months to less than 1 year [0.5 years]	11	9	11	9	10	9	7	8	6
1 year to less than 2 years [1.5 years]	17	12	16	16	12	15	15	12	10
2 years to less than 4 years [3 years]	18	12	21	17	13	16	16	10	20
4 years or more [7 years]	35	40	33	31	38	35	36	34	32
Total	100	100	100	100	100	100	100	100	100
Average Tenure (In Years)	3.3	3.5	3.3	3.0	3.3	3.2	3.3	2.9	3.1

(See Statistical Table Q1)

Frequency of Riding Caltrain

2. How often do you usually ride Caltrain?

Four in ten (41%) rode Caltrain at least four days a week. This is up slightly from 2022 when 38% rode four days a week and down significantly from 2019 when 68% rode at least 4 days per week.

While the share of riders riding 6 or more days a week is relatively consistent since 2019 and those riding 4 days a week only shows a slight decrease, there is a significant decrease in the share of riders riding 5 days a week (22 in 2025 vs. 23% in 2022 and 48% in 2019). This is matched with a significant increase in riders riding 3 days a week or less (59% in 2025 vs. 62% in 2022 and 31% in 2019).

Among strata, weekday peak riders remain the most frequent at an average of 3 times per week.

	2025 Total	2022 Total	2019 Total
Base (All Respondents)	3,622	2,838	5,501
Range [Midpoint Used to Determine Average]	%	%	%
6-7 days /week [6.5 days/week]	5	5	4
5 days /week [5 days/week]	22	23	48
4 days /week [4 days/week]	14	10	15
3 days /week [3 days/week]	18	14	10
2 days /week [2 days/week]	11	14	6
1 day /week [1 days/week]	6	7	3
1 – 3 days /month [0.25 days/week]	10	11	5
Less than once a month [0.1 days/week]	14	17	8
Total	100	100	100
Average Frequency (Days per Week)	3	3	4

	Weekday Peak			Weekday Off-peak			Weekend		
	2025	2022	2019	2025	2022	2019	2025	2022	2019
Base (All Respondents)	2,129	1,733	4,332	935	694	789	558	411	380
Range [Midpoint Used to Determine Average]	%	%	%	%	%	%	%	%	%
6-7 days /week {6.5 days/week}	4%	5	4	6%	7	6	7%	5	7
5 days /week {5 days/week}	27%	27	54	18%	23	36	8%	7	13
4 days /week {4 days/week}	17%	10	17	11%	12	14	4%	3	4
3 days /week {3 days/week}	22%	16	10	16%	12	10	6%	5	5
2 days /week {2 days/week}	12%	16	6	11%	11	7	9%	8	9
1 day /week {1 days/week}	4%	5	2	9%	8	4	9%	10	7
1 – 3 days /month {0.25 days/week}	10	8	4	13	11	9	23	20	23
Less than once a month {0.1 days/week}	8	11	8	16	16	13	34	43	30
Total	100	100	100	100	100	100	100	100	100
Average Frequency (Days per Week)	3.3	3.0	4.0	2.6	2.8	3.2	1.6	1.3	1.7

(See Statistical Table Q2)

Fare Category

3. What is your fare category?

Most riders (89%) paid an adult fare on their Caltrain trip.

	2025 Total	2022 Total	2019 Total
Base (All Respondents)	3,622	2,838	5,501
	%	%	%
Adult	89	87	92
Youth	5	7	4
Senior	3	4	3
Clipper Start*	2	-	-
Disabled	1	1	1
Medicare cardholder	<1	1	<1
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2025	2022	2019	2025	2022	2019	2025	2022	2019
Base (All Respondents)	2,129	1,733	4,332	935	694	789	558	411	380
	%	%	%	%	%	%	%	%	%
Adult	92	88	93	86	85	90	85	88	84
Youth	3	7	4	6	8	4	8	6	9
Senior	2	4	3	5	4	5	4	5	5
Clipper Start*	2	-	-	2	-	-	2	-	-
Disabled	1	1	1	1	2	1	1	1	1
Medicare cardholder	<1	<1	<1	<1	1	1	<1	1	1
Total	100	100	100	100	100	100	100	100	100

*Option was not available in 2022 and 2019.

(See Statistical Table Q3)

Fare Payment*

4. Which of the following did you use on this trip?

Most riders (87%) use some form of Clipper to pay their fare. Four in ten riders (41%) paid for their Caltrain trip with a Clipper one way ticket, 22% Use a monthly pass, 21% use a Go Pass, and 3% use a Bay Pass. Paper tickets (One-Way and Day Pass) are used by 9% of riders. Notably, 4% paid their fare using the Mobile App.

	2025 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,129	935	558
	%	%	%	%
Clipper – One Way	41	36%	44%	52%
Clipper – Monthly Pass	22	27%	16%	8%
Clipper Go Pass/Go Pass Sticker	21	25%	19%	10%
Paper One-way Ticket	5	2%	7%	9%
Paper Day Pass	4	3%	5%	10%
Mobile App	4	3%	5%	6%
Clipper – Bay Pass	3	3%	3%	5%
Other	<1	<1	<1	1
Total	100	100	100	100

*Due to changes in fare media, 2022 and 2019 not shown

(See Statistical Table Q4)

Round Trip vs. One-way Trip

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

Most riders on Caltrain (85%) are making a round-trip.

Weekday Peak riders are most likely to be making a round trip (90%), while Weekend riders are least likely to do so (71%).

	2025 Total	2022 Total	2019 Total
Base (All Respondents)	3,622	2,838	5,501
	%	%	%
Yes (Making a Round-trip)	85	79	87
No	15	21	13
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2025	2022	2019	2025	2022	2019	2025	2022	2019
Base (All Respondents)	2,129	1,733	4,332	935	694	789	558	411	380
	%	%	%	%	%	%	%	%	%
Yes (Making a Round-trip)	90	84	90	82	75	80	71	62	57
No	10	16	10	18	25	20	29	38	43
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q5)

Boarding Station

6. Which station did you get ON Caltrain?

Half of all riders boarded Caltrain at one of four stations: San Francisco (28%), Palo Alto (9%), San Jose Diridon (8%), and Sunnyvale (6%) stations. San Francisco was the most commonly cited boarding station among all time periods.

	2025 Total	2022 Total	2019 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,838	5,501	2,129	935	558
	%	%	%	%	%	%
San Francisco	28	23	25	27	35	24
Palo Alto	9	13	10	10	8	5
San Jose Diridon	8	9	8	9	8	9
Sunnyvale	6	4	5	4	5	11
Mountain View	5	7	7	6	4	5
22nd Street	5	3	4	5	6	4
Redwood City	5	6	6	5	4	5
Hillsdale	4	4	4	4	3	4
Millbrae	4	6	4	3	4	4
Lawrence	3	2	2	3	3	5
Santa Clara	3	3	2	3	3	1
California Avenue	2	2	3	3	2	1
Menlo Park	2	3	3	2	2	3
San Mateo	2	3	3	2	2	3
South San Francisco	2	2	1	2	1	3
San Antonio	2	1	2	1	2	3
Morgan Hill (weekday only)	1	<1	1	2	-	-
Burlingame	1	2	1	1	2	2
San Carlos	1	2	2	1	1	2
Belmont	1	2	1	1	2	1
Gilroy (weekday only)	1	<1	1	2	<1	-
San Bruno	1	1	1	1	<1	1
Bayshore	1	1	<1	<1	1	1
Hayward Park	1	1	1	<1	1	1
Blossom Hill (weekday only)	1	<1	1	1	<1	-
Tamien	1	1	2	1	-	-
College Park (weekday only)	<1	<1	<1	<1	<1	-
Capitol (weekday only)	<1	-	<1	<1	-	<1
San Martin (weekday only)	<1	-	<1	<1	-	-
Broadway (weekend only)	<1	-	<1	-	-	1
Total %	100	100	100	100	100	100

(See Statistical Table Q6)

Distance From Starting Location to Caltrain Station

Q9. Estimated number of minutes to get to boarding station?*

Nearly half of riders (49%) travel 10 minutes or less to get to the Caltrain station where they boarded. The average trip time is 15 minutes, and the median trip time is 12 minutes.

The average travel time to get to Caltrain has decreased significantly since 2022 (15 minutes in 2025 vs. 21 minutes in 2022).

	2025 Total	2022 Total
Base (All Respondents)	3,622	1,920 [^]
	%	%
1 – 5 Minutes	18	14
6 – 10 Minutes	32	29
11 – 20 Minutes	35	32
21 – 30 Minutes	10	10
31 – 59 Minutes	4	8
60 minutes or more	2	7
Total	100	100
Average Number of Minutes:	15.0	21.0
Median Number of Minutes:	12.0	15.0

	Weekday Peak		Weekday Off-peak		Weekend	
	2025	2022	2025	2022	2025	2022
Base (All Respondents)	2,129	1,165 [^]	935	461 [^]	558	294 [^]
	%	%	%	%	%	%
1 – 5 Minutes	19%	14	16%	15	16%	12
6 – 10 Minutes	32%	29	31%	29	32%	29
11 – 20 Minutes	34%	33	36%	34	35%	30
21 – 30 Minutes	10%	10	10%	10	11%	11
31 – 59 Minutes	3%	8	5%	8	4%	10
60 minutes or more	1%	6	2%	5	2%	8
Total	100	100	100	100	100	100
Average Number of Minutes:	14.5	18.9	15.8	24.0	15.8	24.8
Median Number of Minutes:	10.0	15.0	12.0	15.0	12.0	15.0

*Question was not asked in 2019

[^]In 2022, when asked boarding and alighting stations, some respondents indicated reversed stations on the survey instrument (ex. NB stations on a SB trip), typically these stations are placed in correct order during data cleaning. In 2022, it was impossible in these cases to know which station was indicated for this question, so respondents who indicated a “reverse trip” were not included in this table.

(See Statistical Table Q9_AccessMin)

Alighting Station

7. At which station will you get off Caltrain?

Nearly half of all riders exited the train at San Francisco (19%), San Jose Diridon (11%), Palo Alto (10%), or Sunnyvale (7%).

	2025 Total	2022 Total	2019 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,838	5,501	2,129	935	558
	%	%	%	%	%	%
San Francisco	19	19	20	18	19	25
San Jose Diridon	11	8	10	12	10	8
Palo Alto	10	10	11	11	10	8
Sunnyvale	7	6	5	7	6	8
Mountain View	7	7	7	6	9	6
Redwood City	6	7	7	5	7	7
22nd Street	4	5	3	5	4	4
Hillsdale	4	5	5	5	4	2
Millbrae	4	6	4	3	4	6
San Mateo	4	4	3	3	4	4
Santa Clara	3	2	2	2	3	4
Burlingame	2	2	1	2	3	2
Lawrence	2	2	2	2	3	1
Menlo Park	2	3	3	2	2	2
California Avenue	2	2	3	2	3	1
South San Francisco	2	1	2	2	2	2
San Antonio	2	2	1	2	1	2
San Carlos	1	2	2	1	1	2
Belmont	1	2	1	1	2	1
Gilroy (weekday only)	1	1	<1	2	-	-
Morgan Hill (weekday only)	1	1	1	2	<1	-
Hayward Park	1	1	1	1	1	2
San Bruno	1	1	1	1	1	1
Blossom Hill (weekday only)	1	<1	<1	1	-	-
Bayshore	<1	1	<1	<1	1	1
Capitol (weekday only)	<1	<1	<1	1	-	-
Tamien	<1	1	2	1	<1	<1
San Martin (weekday only)	<1	<1	<1	<1	<1	-
Broadway (weekend only)	<1	<1	<1	-	-	1
College Park (weekday only)	-	<1	<1	-	-	-
Total %	100	100	100	100	100	100

(See Statistical Table Q7)

Distance from Caltrain Station to Destination.

Q9. Estimated number of minutes from exiting station to destination?*

Nearly half of riders (47%) travel 10 minutes or less to get to their destination from the Caltrain station where they alighted. The average trip time is 16 minutes, and the median trip time is 12 minutes.

	2025 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,129	935	558
	%	%	%	%
1 – 5 Minutes	17	18	17	16
6 – 10 Minutes	30	30	29	30
11 – 20 Minutes	35	35	36	31
21 – 30 Minutes	11	11	11	14
31 – 59 Minutes	4	4	5	3
60 minutes or more	2	2	2	5
Total	100	100	100	100
Average Number of Minutes:	15.7	15.2	15.9	17.5
Median Number of Minutes:	12.0	12.0	14.0	15.0

*Question was not asked in 2022 or 2019

Access and Egress

8a. Getting to the station – How did you get to Caltrain today?

8b. Leaving the station – How will you get from Caltrain to your final destination?

Multiple responses accepted (both questions)

Private vehicle-based options (drive, picked up/dropped off, company shuttle, Uber/Lyft, Taxi) accounted for 33% of access and 28% of egress. One-third (33%) of riders walked all the way to reach Caltrain and 39% will walk from Caltrain to their destination. Bicycle/scooter-based options accounted for 17% of access and 16% for egress. Transit (including free shuttle) options were used by 18% of riders for access and 18% for egress.

Modes for access and egress in 2025 were used comparably to 2022, but the share of riders who said they would use a car based vehicle to access Caltrain has decreased sharply from 40% in 2019 to 31% in 2022 and 33% in 2025.

	Access			Egress		
	2025 Total	2022 Total	2019 Total	2025 Total	2022 Total	2019 Total
Base (All Respondents)	3,622	2,838	5,501	3,622	2,838	5,501
	%	%	%	%	%	%
Walk all the way (exclusive)	33	34	34	39	37	40
Private Vehicle (Net)	33	31	40	28	26	28
Drive car/motorcycle	16	15	24	12	9	14
Uber, Lyft, or similar	9	6	7	8	8	7
Dropped off/Picked up by car	8	10	10	7	9	7
Taxi	-	<1	<1	-	-	-
Transit (Net)	18	17	13	18	20	20
Muni	8	4	3	5	5	5
VTA	3	4	4	3	4	3
Free shuttle	3	3	3	6	5	9
BART	3	4	2	3	4	2
SamTrans	1	2	1	2	2	1
MST/Hwy 17/Santa Cruz bus	<1	<1	<1	<1	<1	<1
ACE/Amtrak/Capitol Corridor	<1	<1	<1	<1	<1	<1
Golden Gate Transit/Ferry	<1	-	<1	<1	<1	<1
AC Transit	<1	-	-	-	-	-
Transit (not specified)	-	<1	<1	-	<1	<1
Company bus/shuttle	-	<1	<1	-	<1	<1
Bicycle/Scooter (Net)	17	19	16	16	18	16
Bicycle/Ebike*	12	14	13	12	14	13
Scooter (kick or electric)	4	3	3	4	4	3
Bicycle or scooter share	1	2	1	4	1	1
Other	-	-	<1	<1	<1	<1

*The 2022 and 2019 survey did not offer e-bike as a choice.

(See Statistical Tables Q8a and Q8b)

Weekend riders were most likely to walk to reach Caltrain. Weekday peak riders were the most likely to drive a car or motorcycle to get to both Caltrain and their destination.

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

2025	Access				Egress			
	Total	Weekday Peak	Weekday Off-peak	Weekend	Total	Weekday Peak	Weekday Off-peak	Weekend
Base (All Respondents)	3,622	2,129	935	558	3,622	2,129	935	558
	%	%	%	%	%	%	%	%
Walked all the way	33	32	36	32	39	37	41	40
Private Vehicle (Net)	33	34	29	35	28	26	29	32
Drove car	16	20	10	13	12	14	11	8
Uber, Lyft, or similar	9	7	12	14	8	5	11	13
Dropped off/Picked up by car	8	7	9	8	7	7	7	11
Transit (Net)	18	15	21	20	18	19	17	16
Muni	8	7	10	9	5	4	6	6
VTA	3	3	4	4	3	3	4	3
Free shuttle	3	4	2	1	6	8	3	<1
BART	3	1	4	5	3	2	3	5
SamTrans	1	1	2	2	2	1	2	2
Highway 17 Express	<1	<1	<1	<1	<1	<1	-	-
ACE or Capitol Corridor	<1	<1	<1	-	<1	<1	<1	<1
San Benito County Transit	<1	<1	-	-	<1	<1	-	-
Golden Gate Ferry	<1	-	<1	-	-	-	-	-
AC Transit	<1	<1	-	-	-	-	-	-
Sonoma County Transit	-	-	-	-	<1	<1	<1	-
MVGO	-	-	-	-	<1	<1	-	-
WestCat	-	-	-	-	<1	<1	-	-
Amtrak	-	-	-	-	<1	<1	-	-
Bicycle/Scooter (Net)	17	19	14	14	16	18	13	13
Bicycle (Regular)	10	11	7	9	9	11	7	8
Scooter (kick or electric)	4	5	4	2	4	4	3	2
Electric Bike (E-Bike)	3	3	2	3	2	3	2	2
Bicycle or scooter share	1	1	1	1	1	1	1	2

(See Statistical Tables Q8a and Q8b)

Trip Purpose

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

Over two-thirds of riders (67%) use Caltrain for commuting to work. This was highest among the Weekday Peak riders, of whom 84% were traveling for work-related reasons, and lowest among Weekend riders.

	2025 Total	2022 Total	2019 Total
Base (All Respondents)	3,622	2,838	5,501
	%	%	%
Work	67	61	81
Social/recreational/cultural	19	22	9
School	6	9	6
Shopping/errands/personal business	5	4	2
“Going home”	3	6	4
Airport	2	2	1
Other (not specified)	-	<1	<1

	Weekday Peak			Weekday Off-peak			Weekend		
	2025	2022	2019	2025	2022	2019	2025	2022	2019
Base (All Respondents)	2,129	1,733	4,332	935	694	789	558	411	380
	%	%	%	%	%	%	%	%	%
Work	84	72	89	61	57	69	15	17	17
Social/recreational/cultural	8	12	4	18	21	13	64	66	61
School	5	9	5	10	13	9	2	2	3
Shopping/errands/personal business	2	2	1	7	5	4	12	8	6
“Going home”	2	4	2	5	8	6	7	9	13
Airport	1	1	1	2	2	2	3	2	1
Other (not specified)	-	<1	<1	-	1	1	-	-	2

(See Statistical Table Q10)

Work Trip Frequency

11. How often do you use Caltrain to get to work?

Nearly half (42%) of riders always use Caltrain to get to work.

	2025 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,129	935	558
	%	%	%	%
Always	42	52	36	16
Most of the time	23	27	21	8
Sometimes	12	52	36	16
Rarely / Never	23	12	27	60
Total	100	100	100	100

*Question was not asked in 2022 or 2019

(See Statistical Table Q11)

Car Availability

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

Choice riders, who have a vehicle they could use for the surveyed trip instead of Caltrain, increased significantly -- from 39% in 2022 to 67% in 2025.

	2025 Total	2022 Total	2019 Total
Base (All Respondents)	3,622	2,838	5,501
	%	%	%
Yes	67	39	51
No	33	61	49
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2025	2022	2019	2025	2022	2019	2025	2022	2019
Base (All Respondents)	2,129	1,733	4,332	935	694	789	558	411	380
	%	%	%	%	%	%	%	%	%
Yes	71	43	54	60	31	41	60	36	35
No	29	57	46	40	69	59	40	64	65
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q12)

SATISFACTION WITH CALTRAIN

Satisfaction Ratings

13. How well is Caltrain meeting your needs? Please rate . . .

Overall satisfaction continues to increase and increased significantly since 2022 (4.45 in 2025 vs. 4.12 in 2022 and 3.99 in 2019).

Satisfaction with on-time performance and current schedule also increased significantly since 2022. On-time performance increased from 3.94 in 2022 to 4.35 in 2025. Satisfaction with the current schedule increased from 3.71 in 2022 to 4.09 in 2025.

N=base of survey participants

FALL 2025	N=3,622	VERY SATISFIED			VERY DISSATISFIED		NOT APPLICABLE	MEAN SCORE
FALL 2022	N=2,838	5	4	3	2	1	[]	(5 Pt. Scale)
FALL 2019	N=5,501	%	%	%	%	%	%	

Overall Caltrain experience

Fall 2025	54	38	6	1	1	<1	4.45
Fall 2022	35	46	16	2	1	<1	4.12
November 2019.....	28	49	19	3	1	<1	3.99

On-time performance*

Fall 2025	51	35	10	2	1	1	4.35
Fall 2022	35	35	21	7	2	<1	3.94

Satisfaction with current schedule*

Fall 2025	42	33	17	5	2	1	4.09
Fall 2022	29	31	27	10	4	1	3.71

*Attribute was not asked in 2019

(See Statistical Tables Q13a - Q13c)

Satisfaction with Caltrain by Rider Segments

N=base of survey participants (3,622)

By time period, weekend riders gave higher ratings in every attribute and weekday peak riders gave lower ratings.

	VERY SATISFIED		VERY DISSATISFIED			NOT APPLICABLE	MEAN SCORE
	5	4	3	2	1	[]	(5 Pt. Scale)
Overall Caltrain experience	54	38	6	1	1	<1	4.45
Weekday Peak.....	52	41	6	1	1	<1	4.42
Weekday Off-peak.....	57	34	6	1	1	1	4.47
Weekend	60	32	5	1	1	1	4.50
On-time performance	51	35	10	2	1	1	4.35
Weekday Peak.....	45	40	11	2	1	<1	4.28
Weekday Off-peak.....	58	29	9	3	1	1	4.41
Weekend	64	26	8	1	1	1	4.51
Satisfaction with current schedule	42	33	17	5	2	1	4.09
Weekday Peak.....	38	36	18	6	2	<1	4.04
Weekday Off-peak.....	46	29	16	6	2	1	4.13
Weekend	50	29	14	4	2	1	4.23

(See Statistical Tables Q13a - Q13c)

INFORMATION AND FARE PAYMENT CHOICES

Sources for Local News and Events

14. What is your main source for local news and events? (Multiple responses accepted)

Half of riders (50%) cite social media as their main source for local news and events. One-third (30%) use mobile apps, and 27% of riders use news media websites as their main source for local news and events.

	2025 Total	2022 Total	2019 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,838	5,501	2,129	935	558
	%	%	%	%	%	%
Social Media	50	31	35	48	50	58
Mobile Apps	30	48	20	31	30	28
News Media Website	27	26	-	27	26	27
TV News	12	12	15	11	12	13
Newspaper	7	6	10	6	7	7
Radio	6	7	12	6	6	6
Friends/Relatives/Co-workers	1	1	1	1	1	2
Podcasts	1	<1	1	1	1	<1
Other (Unspecified)	-	<1	<1	-	-	-
Signs/Flyer in The Community	-	<1	<1	-	-	-

(See Statistical Table Q14)

Caltrain Information

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

More than two-thirds of riders (68%) receive information about Caltrain from the Caltrain website. Also cited were the Google or Apple Maps app (28%), a third party Caltrain app (13%) and a general web search (12%).

	2025 Total	2022 Total	2019 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,838	5,501	2025	2025	2025
	%	%	%	%	%	%
Caltrain Website (www.caltrain.com)	68	60	56	74	59	62
Google/Apple Maps	28	20	3	23	35	37
Third Party Caltrain App	13	12	44	14	13	9
Web Search (Google, Bing, etc.)*	12	22	-	10	14	14
Station Information Boards	9	10	10	9	9	9
Caltrain text/email alerts^	5	-	-	8	2	1
Printed Material on Train	4	9	12	4	4	4
X/Twitter^	4	-	-	4	2	3
Caltrain Mobile App	1	1	-	2	2	1
Blue Sky^	1	-	-	1	<1	<1
Bay Area Transit Discord	1	-	-	1	1	1
Caltrain Customer Service (1-800-660-4287)	<1	1	1	<1	<1	<1
Social Media (Twitter, Facebook, etc.)^^	<1	7	9	<1	<1	<1
Conductor	-	2	3	-	-	-
Coworkers/Friends/Relatives	-	1	<1	-	-	-
SF Bay Transit	-	<1	-	-	-	-
Other (Unspecified)	-	<1	<1	-	-	-

* This was not offered as a selection on the 2019 Survey Instrument

* This was not offered as a selection on the 2022 and 2019 Survey Instruments

^^ In 2022 and 2019, this selection included all social media, in 2025 X/Twitter and Blue Sky were offered as separate selections

(See Statistical Table Q15)

Fare Payment Location

16. Where do you usually load/purchase your Caltrain ticket/fare?

Half (46%) of riders load their fare on the Clipper App or website, 23% use a Caltrain ticket machine, and 18% use a card issued by their organization.

	2025 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,129	935	558
	%	%	%	%
Clipper App or website	46	46	47	45
Caltrain Ticket Machines	23	19	26	32
Issued by organization	18	24	13	6
Caltrain Mobile App	4	3	5	5
At convenience store	1	1	1	2
Other (Unspecified)	<1	<1	-	-
Total	100	100	100	100

(See Statistical Table Q16)

RIDER DEMOGRAPHICS

Gender

Overall, 56% of riders are male, 42% female, and 2% identify as other.

	2025 Total	2022 Total	2019 Total
Base (All Respondents)	3,622	2,838	5,501
	%	%	%
Male	56	57	55
Female	42	41	44
Other	2	2	1
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2025	2022	2019	2025	2022	2019	2025	2022	2019
Base (All Respondents)	2,129	1,733	4,332	935	694	789	558	411	380
	%	%	%	%	%	%	%	%	%
Male	56	56	55	59	58	59	56	57	53
Female	43	42	45	39	40	40	42	42	46
Other	1	2	<1	2	3	1	2	1	2
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q18)

Education

Q20. What is the highest level of education you have completed?

Nearly all riders (97%) have a high school diploma, while 81% have graduated college.

	2025 Total	2022 Total	2019 Total
Base (All Respondents)	3,622	2,838	5,501
	%	%	%
College Graduate	43	39	43
Post-Graduate Degree	38	38	42
Some College or Tech School	9	11	9
High School Graduate	6	6	3
Some High School	3	6	4
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2025	2022	2019	2025	2022	2019	2025	2022	2019
Base (All Respondents)	2,129	1,733	4,332	935	694	789	558	411	380
	%	%	%	%	%	%	%	%	%
College Graduate	43	39	43	42	38	41	45	43	42
Post-Graduate Degree	41	39	43	37	35	36	29	34	33
Some College Or Tech School	9	11	7	10	13	14	12	10	11
High School Graduate	5	6	2	7	6	6	9	5	9
Some High School	3	5	3	4	7	3	5	8	5
Total	100	100		100	100	100	100	100	100

(See Statistical Table Q20)

Employment Status

Q21. What is your current employment status? (Multiple responses accepted)

Most riders (80%) are employed full-time. By time period:

87% of Weekday Peak riders are employed full-time.

69% of Weekday Off-peak riders are employed full-time.

69% of Weekend riders are employed full-time.

	2025 Total	2022 Total	2019 Total
Base (All Respondents)	3,622	2,838	5,501
	%	%	%
Employed Full Time	80	74	83
Student	10	14	7
Employed Part Time	7	9	4
Unemployed	3	3	1
Retired	2	2	2
Disabled	<1	<1	3
Other (Unspecified)	-	<1	-

	Weekday Peak			Weekday Off-peak			Weekend		
	2025	2022	2019	2025	2022	2019	2025	2022	2019
Base (All Respondents)	2,129	1,733	4,332	935	694	789	558	411	380
	%	%	%	%	%	%	%	%	%
Employed Full Time	87	78	87	69	66	70	69	68	64
Student	7	12	6	15	17	10	15	17	16
Employed Part Time	5	8	3	11	11	8	10	10	7
Unemployed	2	2	1	5	5	4	4	4	4
Retired	1	2	1	4	3	5	5	3	5
Disabled	<1	<1	3	<1	<1	3	<1	<1	3
Other (Unspecified)	-	<1	-	-	<1	-	-	-	-

(See Statistical Table Q21)

Age

The age of the average Caltrain rider remained relatively steady, at 35.9 years.

	2025 Total	2022 Total	2019 Total
Base (All Respondents)	3,622	2,838	5,501
Range [Midpoint Used to Determine Average]	%	%	%
13-18 Years [15.5]	5	7	4
19-24 Years [21.5]	14	14	10
25-34 Years [29.5]	38	35	42
35-44 Years [39.5]	20	17	20
45-54 Years [49.5]	12	12	13
55-64 Years [59.5]	8	10	8
65 Years or Older [70]	4	4	3
Total	100	100	100
Average Age (In Years)	35.9	36.1	36.4

	Weekday Peak			Weekday Off-peak			Weekend		
	2025	2022	2019	2025	2022	2019	2025	2022	2019
Base (All Respondents)	2,129	1,733	4,332	935	694	789	558	411	380
Range [Midpoint Used to Determine Average]	%	%	%	%	%	%	%	%	%
13 To 18 Years [15.5]	3	7	4	6	8	4	8	7	10
19 To 24 Years [21.5]	11	12	8	16	16	14	20	22	20
25 To 34 Years [29.5]	38	36	42	36	32	41	38	36	36
35 To 44 Years [39.5]	23	19	21	18	17	17	15	12	15
45 To 54 Years [49.5]	13	13	14	11	12	11	9	10	8
55 To 64 Years [59.5]	9	10	8	7	11	8	6	8	6
65 Years and Older [69.5]	3	4	3	5	4	5	5	5	6
Total	100	100	100	100	100	100	100	100	100
Average Age (In Years)	36.7	36.5	36.7	35.6	36.0	36.2	33.7	34.4	33.8

(See Statistical Table Q19)

Annual Household Income

Q26. What is your annual household income (before taxes)?

The average income per year among Caltrain riders is around \$171,000.

Weekday peak riders have the highest average household income, at about \$183,000, while weekday off- peak riders have the lowest average household income, at about \$145,000.

Overall, average income among Caltrain riders has increased by nearly \$22,000 per year, to around \$171,000 (from about \$148,000 in 2022 and \$158,000 in 2019). This is largely driven by an increase in incomes of weekday riders.

- Among Weekday Peak riders, income increased from about \$156,000 in 2022 to about \$183,000 in 2025.
- Among Weekday Off-peak riders, income increased about \$134,000 in 2022 to about \$157,000 in 2025.
- Among Weekend riders, income slightly from about \$140,000 in 2022 to about \$145,000 in 2025.

	2025 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,129	935	558
Range [Midpoint Used to Determine Average]	%	%	%	%
Less than \$25,000/year [\$12,500]	5	3	9	9
\$25,000-\$29,999 [\$27,499.5]	2	2	2	2
\$30,000-\$39,999 [\$34,999.5]	2	1	3	3
\$40,000-\$49,999 [\$44,999.5]	2	2	3	4
\$50,000 - \$59,999 [\$54,999.5]	3	3	4	5
\$60,000 - \$69,999 [\$64,999.5]	3	3	4	4
\$70,000 - \$79,999 [\$74,999.5]	4	4	5	5
\$80,000 - \$89,999 [\$84,999.5]	4	4	3	5
\$90,000 - \$99,999 [\$94,999.5]	3	3	2	5
\$100,000 - \$149,999 [\$124,999.5]	15	16	16	13
\$150,000 - \$249,999 [\$199,999.5]	24	26	21	22
\$250,000 or more [\$275,000]	32	36	29	22
Total	100	100	100	100
Average Income (2025)	\$170,510	\$183,175	\$157,135	\$144,636
Average Income (2022)	\$148,218	\$155,651	\$134,302	\$140,329
Average Income (2019)	\$158,030	\$165,771	\$132,582	\$121,578

(See Statistical Table Q26)

Household Size

Q27. Including yourself, how many people live in your household?

The average household size among Caltrain riders is three people; the median size is two people.

	2025 Total	2022 Total	2019 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (Respondents who provided a number)	3,421	2,640	5,212	2,017	873	531
	%	%	%	%	%	%
1 Person	23	22	18	20	26	33
2 People	38	36	39	40	38	31
3-4 People	17	16	34	18	16	17
5-6 People	15	17	8	16	13	16
7 or More People	5	6	<1	5	5	4
Total	100	100	100	100	100	100
Average Number of People	2.46	2.62	2.60	2.53	2.40	2.29
Median Number of People	2.00	2.00	2.00	2.00	2.00	2.00

(See Statistical Table Q27)

English Proficiency

Most riders say they speak English very well (89%), and 78% say English is spoken very well in their homes.

Q22. How well do you speak English?

	2025 Total	2022 Total	2019 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,838	5,501	2,129	935	558
	%	%	%	%	%	%
Very well	89	86	88	91	86	88
Well	9	12	11	7	11	9
Not well	2	2	1	1	2	3
Not at all	<1	<1	<1	<1	1	<1
Total	100	100	100	100	100	100

Q23. In your home, is English spoken...

	2025 Total	2022 Total	2019 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,838	5,501	2,129	935	558
	%	%	%	%	%	%
Very well	78	75	78	81	74	75
Well	14	15	13	12	17	17
Not well	5	5	4	4	5	5
Not at all	2	4	4	2	3	3
Total	100	100	100	100	100	100

(See Statistical Table Q22 & Q23)

Languages Spoken in the Home*

Q24. Which languages are spoken in your home? (Multiple responses accepted)

Riders speak 70 languages in their homes. While 89% of riders speak English in their homes, 15% speak Spanish, 10% speak Mandarin, and 7% Hindi.

	2025 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,129	935	558
	%	%	%	%
English	89	90	87	88
Spanish	15	14	16	16
Mandarin	10	9	10	15
Hindi	7	5	8	8
Cantonese	4	4	4	4
Tagalog	2	2	3	2
Vietnamese	2	2	2	1
Korean	2	2	2	1
French	1	2	1	1
Japanese	1	1	1	1
German	1	1	1	1
Tamil	1	1	1	1
Russian	1	1	1	1
Portuguese	1	1	1	-
Telugu	1	1	<1	1
Arabic	1	<1	1	1
Farsi	1	<1	1	<1

*Only responses with 1% or greater overall are shown, see statistical tables for a complete list.

(See Statistical Table Q24)

Ethnicity

Q25. Which of the following best describes your race/ethnic background? (Multiple responses accepted)

	2025 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,129	935	558
	%	%	%	%
Asian	43	42	45	42
White	41	42	39	40
Hispanic or Latino	16	15	16	17
Black or African American	5	5	5	6
Middle Eastern or North African	3	2	3	3
Native Hawaiian or Other Pacific Islander	2	2	2	2
American Indian or Alaska Native	1	1	2	1
Other (Unspecified)	<1	<1	-	-
Total	100	100	100	100

(See Statistical Table Q26)

Home Region (Based on ZIP Code)

Q17. What is your 5-digit home Zip Code?

Most Caltrain riders live in the Bay Area (93%) – particularly Santa Clara County (44%), San Mateo County (23%), and San Francisco (23%).

On the next page is a breakdown by Bay Area city. The most common home cities among Caltrain riders are San Francisco (23%), San Jose (15%), San Mateo (7%), and Mountain View (6%).

	2025 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,129	935	558
	%	%	%	%
Santa Clara County	44	49	36	38
San Mateo County	23	21	24	32
San Francisco County	23	23	28	16
Alameda County	1	1	2	2
Contra Costa County	<1	<1	<1	<1
Solano County	<1	<1	<1	<1
Marin County	<1	<1	-	-
Sonoma County	<1	-	-	<1
Northern CA (Outside Bay Area)	1	1	2	2
Other CA (Outside Bay Area)	2	2	2	3
Outside CA	4	2	5	7
Total	100	100	100	100

(See Statistical Table HOME CITY BY COUNTY)

Caltrain Triennial Customer Survey – Fall 2025 | Summary Report

	2025 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,129	935	558
	%	%	%	%
SANTA CLARA COUNTY	44	49	36	38
San Jose	15	18	12	10
Mountain View	6	5	6	6
Sunnyvale	5	5	5	7
East Palo Alto	5	4	5	6
Santa Clara	3	3	4	3
Morgan Hill	3	4	<1	<1
Palo Alto	2	2	2	1
Gilroy	1	2	-	-
Cupertino	1	1	1	2
Campbell	1	1	<1	<1
Los Altos	1	1	1	1
Saratoga	<1	1	<1	<1
Milpitas	<1	<1	<1	1
Los Gatos	<1	<1	<1	-
San Martin	<1	<1	<1	-
SAN MATEO COUNTY	23	21	24	32
San Mateo	7	6	8	10
Redwood City	4	4	4	7
San Bruno	2	3	2	3
Burlingame	2	2	3	3
Menlo Park	2	2	2	3
San Carlos	1	1	1	2
Belmont	1	1	2	1
Millbrae	1	1	1	1
Daly City	1	1	<1	1
Foster City	1	1	1	<1
Pacifica	<1	<1	<1	<1
Brisbane	<1	<1	<1	<1
Half Moon Bay	<1	<1	-	<1
La Honda	<1	<1	-	<1
South San Francisco	<1	<1	-	-
SAN FRANCISCO COUNTY	23	23	28	16
San Francisco	23	23	28	16
ALAMEDA COUNTY	1	1	2	2
Oakland	<1	<1	<1	1
Berkeley	<1	<1	<1	1
Newark	<1	<1	<1	<1
Dublin	<1	<1	<1	-

Caltrain Triennial Customer Survey – Fall 2025 | Summary Report

Hayward	<1	<1	-	<1
Pleasanton	<1	<1	<1	-
San Leandro	<1	-	<1	<1
Livermore	<1	-	<1	-
Alameda	<1	-	<1	-
CONTRA COSTA COUNTY	<1	<1	<1	<1
Concord	<1	<1	<1	<1
San Pablo	<1	<1	<1	-
Pittsburg	<1	<1	-	<1
Antioch	<1	-	<1	-
Byron	<1	<1	-	-
Richmond	<1	<1	-	-
San Ramon	<1	-	<1	-
Walnut Creek	<1	<1	-	-
SOLANO COUNTY	<1	<1	<1	<1
Vallejo	<1	<1	<1	<1
Fairfield	<1	<1	<1	-
MARIN COUNTY	<1	<1	-	-
Belvedere Tiburon	<1	<1	-	-
San Anselmo	<1	<1	-	-
SONOMA COUNTY	<1	-	-	<1
Santa Rosa	<1	-	-	<1
OUTSIDE BAY AREA	7	5	9	11

(See Statistical Table CITY BY COUNTY)

APPENDICES

Language Barriers

Surveys were printed in English, Spanish and Chinese. The majority of respondents used the English language survey, with only 31 respondents (out of 3,622) opting for the Spanish language survey and 5 opting for the Chinese survey. Surveyors were also provided a card (see the Interviewer Training Instructions section of the Appendix) to measure the amount of potential responses who spoke neither English Spanish, or Chinese. Potential respondents were shown a card that stated “I speak ___” with responses in Hindi, Tagalog, French, German, Vietnamese, Russian, Korean, Italian, and Japanese. Interviewers were also instructed to note languages on their non-response sheet that did not appear on the card. Responses are tabulated below:

<u>Language</u>	<u>#</u>
Hindi	0
Tagalog	0
French	0
German	0
Vietnamese	0
Russian	0
Korean	2
Italian	0
Japanese	2
Turkish	2
American Sign Language	2
Unknown (did not complete card)	1

Additionally, the online survey was programmed in Spanish and Chinese as well as English. Of the 198 online responses, one was completed in Chinese and the remainder were completed in English

Caltrain Triennial, Fall 2025 | Interviewer Instructions

INTERVIEWER NAME: _____

PROJECT OVERVIEW

This project is a passenger survey that occurs every 3 years, and asks more in-depth questions of Caltrain riders. You can learn more about Caltrain at www.caltrain.com. The primary goals of this survey are to:

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

Part 1: How to conduct the survey on Caltrain

General Safety

Your safety and the safety of the passengers around you is *the most important priority*.

- Hold on to a handrail or bar at all times when you are standing or walking on the train.
- Allow passengers the time to find a seat or a safe place to stand before offering them a survey.
- Do not block passengers entering or exiting the train.

Distributing (and collecting) questionnaires from passengers is your primary task on this project. For each of your runs, you should strive to **get the questionnaire into the hands of every (or nearly every) passenger.** Your approach as a surveyor will make a tremendous difference in whether or not riders agree to complete the survey.

BEFORE EACH RUN: SURVEY CONTROL SHEET

It is very important that you enter information accurately on your survey control sheet. A separate survey control sheet will be used for each run. A **run** is one trip on one train from the boarding point to the end of the line or the point at which you exit the train.

AT THE START OF EACH RUN YOU SHOULD ENTER ON SURVEY CONTROL SHEET:

- The current date and day
- Your last name
- Train #
- **Number of cars** on the train – **physically confirm this PRIOR TO BOARDING; trains going between SF and San Jose-Diridon should usually have 7; trains traveling between San Jose-Diridon and Gilroy generally have 3. But this CAN vary.**
- The specific station where you are boarding the train to start the run (“Trip Start Location”)
- The **time** the train departed (**actual time the train left the station – do not just copy the scheduled time**)

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

Train # – this is listed at the BOTTOM of every survey. Write the TRAIN NUMBER in this spot. ALL questionnaires distributed MUST have the train number written on them so we can determine which train they are from if the survey is mailed. Write the TRAIN NUMBER ON ALL questionnaires before giving it to a passenger to complete.

Unused surveys with the train number written in can be reused – erase (if in pencil) or cross out (in pen) the prior Train Number and write in the correct Train Number. Be sure to do this before distributing the questionnaire.

AS YOU BOARD THE TRAIN . . . REMEMBER YOU ARE A GUEST OF CALTRAIN. Introduce yourself to the conductor(s) and explain which car(s) you will be in to conduct the survey.

DISTRIBUTING QUESTIONNAIRES

Caltrain trains generally have 7 cars on trains running between San Francisco/4th & King and San Jose-Diridon. For trains traveling from San Jose-Diridon to Gilroy, they generally have 3 cars. You will be distributing questionnaires **on 2 of these cars in most cases. Be sure to only survey the assigned cars. Do not substitute another car for the one you are assigned.** Refer to the “Caltrain Information Section” for instructions on how to find your car.

Important note: If it is standing room only, it may not be feasible to cover two cars. If this occurs, please note this on your survey control sheet and cover ONLY the first of your two assigned cars. However, in most cases, you should be able to cover your two assigned cars.

Attempt to distribute surveys to all passengers who appear to be 13 or older. (DO NOT ask anyone their age.) All riders traveling in a group should be given a questionnaire.

Although there may be only a few people in your assigned car, we want to get the survey completed by as many people as possible in that car. If there are only 5 people in the car, we would like to have the survey completed by all 5 if at all possible.

Do not distribute questionnaires to:

- Passengers who appear to be under 13 years of age (use your judgment – NEVER ask someone their age);
- Employees of Caltrain or CC&G;
- Working law enforcement;
- Passengers who tell you that they have already participated in this survey on a previous trip (within the last week or so). But do include passengers that may have participated in other previous surveys; and
- Sleeping passengers. Don't wake anyone up! However, **keep an eye on them**, as many will wake up later in the trip and should be approached at that point.

As you hand out surveys, give a short introduction about the survey. Be easygoing and friendly.

Do not ask riders if they want to fill out the survey! Rather, use a positive approach. Phrases we have found to work well include:

- “We need your opinions on this Caltrain survey” or “Caltrain would like your opinions”.
- If they hesitate you might add: “We want to know what you think” or “Your feedback as a rider is very important”.
- If a rider hesitates, you might also mention, “Caltrain needs this information from you to provide better service in the future.”

Be sure to tell the patrons to fill in all pages of the survey. Check surveys as you collect them. If at all possible, hand the survey to passengers *unfolded* so they can readily see there are multiple pages.

Instruct passengers to return completed surveys to you.

Passengers who do not have the time or inclination to complete the questionnaire on board have the option of mailing it in or completing it online. **Mention online and mail-in options as a last resort.** We have found that when a potential respondent takes the questionnaire home with him/her or says they will do it later, they are less likely to complete and return the questionnaire. **If someone wants to do the survey online, you can provide them with a questionnaire which includes the online link and QR code.**

Note: If someone just takes a picture of the QR Code, count that person in your ‘distributed’ tally.

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

After surveys are distributed, walk through the train car every few minutes and watch for people who may have questions or are finished. Be polite: “I’ll take the survey if you are done”, or “I can take that for you”. **Attempt to collect every survey you distribute.**

At the end of the train run – be sure to walk through the surveyed car(s) and look for questionnaires left on seats.

LANGUAGE BARRIER - Passengers who speak English, Spanish, or Chinese, and who refuse a questionnaire, are always included under “refusals,” since we have English and Spanish survey instruments. Only passengers who speak a language **other than** English, Spanish, or Chinese are tallied as Language Barrier.

Caltrain also wants to discover what languages (other than English and Spanish) their passengers speak. **When you have a passenger who is classified as a Language Barrier, give the passenger a Spoken Language Card to allow the passenger to denote what language it is that they speak. Collect these cards when complete and include with your completed surveys.**

Other Nonresponses to note on your Survey Control Sheet include:

- **Refusals** - this includes those who say they can’t do it now/don’t have their glasses (but also refuse to take a survey to do by mail or online)

- **Children under 13** - do not ask anyone their age, but if it appears they could be 13, assume they are. If they clearly are under 13, then mark in this category.
- **Left Train** - If a train is so crowded you cannot reach all passengers, even in a single car, mark the # of passengers you did not get to. If this is an estimate, **write the number in numerals (e.g. NOT as a hash mark) to indicate this was not an actual count.**
- **Already participated** - Mark here, BUT be sure it is *this* survey they are referring to.
- **Other (specify)** - always give a reason for numbers in this category. They include sleeping passengers, working law enforcement, transit employees, and other CC&G interviewers riding in the car. Also include here someone whose cognitive abilities prevent them from understanding what you are asking of them. **IMPORTANT NOTE: People on their phones or computers are NOT an Other/specify. These are people you need to approach. People who say they forgot their glasses can do it later; otherwise they are a refusal.** Some other specifics can be abbreviated as follows: COG (cognitive); XSIT ee (transit employee, including Caltrain employees); LEO (working law enforcement).

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

- Station where you exited the train
- The time when the train arrived and the run ended.
- The total **number of questionnaires DISTRIBUTED** for English, Spanish, and Chinese passengers – remember to INCLUDE riders who took a picture of the QR Code, as well as those who took a paper survey
- The total **number of questionnaires RETURNED** (collected by you and in your possession).
- The total **number of Spoken Language Cards RETURNED** (collected by you and in your possession) – should be equal to the number of Language Barriers you recorded.
- All returned surveys and the completed survey control sheet should be **placed in the “Completed Questionnaire” envelope.** IMMEDIATELY complete the information on the front of this envelope for that train.

AT THE END OF THE SHIFT

Each run will have a separate Completed Questionnaire Envelope. Make sure that all completed work from all trains are placed in the appropriate “Completed Questionnaire Envelope.” Make sure that all the information requested is filled out.

At the end of your shift:

- Check in by phone, email, or in person, as instructed; this will likely occur for the first few shifts.
- For your first few check-ins, we may also ask you email Jon/Carol your survey control sheet(s) for that shift.
- **Drop off your work in the trunk at the office at the end of your shift. If you are not able to do so, then you need to call the on-call number (Jon or Carol) right away.**
- Send Carol (carolc@ccgresearch.com) and Jon (jon@ccgresearch.com) your time for the shift.

Part 2 – Logistics, General Conduct, and Communication

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

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

- You should be at the train station and in place *at least 20 minutes prior to your FIRST train*. **Your early arrival to the station IS TO ENSURE YOU BOARD THE TRAIN AS SOON AS YOU ARE ABLE TO DO SO and begin surveying.** On busier trains it is important to begin surveying as soon as you are able to do so. **DO NOT** wait until the train departs.
- Have all of your supplies (see the **Supplies Checklist**).
- Before you leave for your shift, **know what trains you are surveying and when they arrive and depart.**
- **During your shift - some trains will be closely timed (e.g. about 10-15 minutes between trains). For these trains, pay attention to the train's adherence to schedule. You MAY have to turn around EARLY (e.g. disembark at 22nd Street or Bayshore on a northbound train, or Santa Clara/Lawrence/Sunnyvale on a southbound train). You should do this RATHER than miss a train.**
- **Note there is currently no train service to/from Tamien station. All trains are currently running between SF/4th & King and San Jose-Diridon, or between San Jose-Diridon and Gilroy.**
- **All interviewers should bring a watch.** You may also consider wearing clothes with pockets since you will have to carry a good deal of material. **Your cell phone is NOT a substitute and should not be used for this purpose.**
- All surveyors **must wear their ID badges and have a valid photo ID at all times** while surveying.
- Please **act professionally at all times**. Passengers, Caltrain employees, and others are observing your behavior.
- **Always introduce yourself to at least one of the conductors. We are guests on their trains.**
- **The average number of passengers will vary significantly** by train, direction, and time of day. You will be provided with pens for use by passengers who need them – but do not be concerned with getting the pens back.

Conduct Yourself Professionally

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

Scheduling

- **You will receive a schedule for the first few weeks of the project today. This schedule is based on your availability (as noted on ScheduleBase) and the study needs. Prior to the end of training today, it is your responsibility to review the schedule and be sure you can make all your shifts. You should also ask ANY questions regarding your schedule BEFORE leaving today. Once you leave training today, IT IS ASSUMED YOU CAN MAKE ALL SHIFTS AS SCHEDULED.**
- **Note that we will have shifts beyond the schedule provided today – these will be based on the trains yet to be surveyed. Check ScheduleBase so you know which days you are scheduled.**
- Once the fieldwork begins, it is important to adhere to the shifts as assigned. **If you cannot make any shift, notify Carol immediately. If it is a shift to be conducted that day, CALL Carol (if AM) or Jon (if PM) ASAP.**
- **We have LIMITED day(s) we can conduct this survey. Shifts are not necessarily interchangeable. So it is extremely important that you adhere to the specific schedule and work your specific shift on that specific day.**
- Starting shifts late or missed shifts may be cause for dismissal.

End of Shift – Checking In and Returning Work

Once you are told you do not have to check in, continue to return work soon after completing a shift.

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

When you drop off work, you will also re-supply. To make it easier for you and your co-workers:

- Please keep supplies neat and in order.
- **DO NOT** leave partial packets of surveys for others to sort through – you are to use these on your next shift.
- If we appear to be out of, or almost out of, a particular item, please contact Jon or Carol (whichever is on call) immediately.

Wrapping Up – A Few Other Items

- **“What do I do if . . . a conductor instructs me not to survey on a train?”** Stop surveying. Briefly explain your role to the conductor and show them the access letter, as appropriate. Do not argue with the conductor. Do not create a confrontation. Call the appropriate on-call number (Jon or Carol) for the time of day.
- **“What if I get off schedule?”** **DO NOT substitute trains on this study.** See above (previous page) on exiting at a prior station. Be sure to collect all surveys prior to exiting the train. **If you still miss a train, or are likely to, contact the appropriate on-call number immediately.**
- **Remember – your demeanor reflects on CC&G – including the condition of the questionnaires you hand out.** Do not allow your questionnaires to get ragged, stained, or grubby. Keep your backpack neat so coffee, candy, gum, etc. does not come in contact with your questionnaires. Dirty/stained questionnaires look unattractive and deter riders from participating.
- **Always make sure the TRAIN NUMBER is written in – and make sure it is the CORRECT train – otherwise the survey may not be used.** When a survey is mailed in, the train number also provides other key pieces of information, including the day, the date, time, etc. If these pieces of information are missing, the collected information is not as valuable.

CONTACT INFORMATION

COREY, CANAPARY & GALANIS RESEARCH

The regular office number is 415-397-1200 – Voicemail 24/7. This number is OK to hand out to members of the public who ask a question about the study.

Email Carol (carolc@ccgresearch.com) if something needs to be addressed but is NOT urgent (e.g. schedule in 2-3 weeks).

For urgent matters, contact:

Jon Canapary (415) 577-2428 (after 12 pm, 7 days/week including weekends)

Carol Anne Carroll (415) 200-5277 (before 12 pm, 7 days/week, including weekends)

If you call either number for an urgent matter – **leave a voicemail message for that person.**

CALTRAIN

Agency Contact – Julian Jest, Caltrain Marketing, 650-508-6245 **(Let Jon or Carol know ASAP if you provide this name/contact to ANYONE)**

SUPPLIES CHECKLIST

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

- Backpack
- Surveyor badge
- Photo ID
- Surveyor schedule
- Blue vest
- Pens (about 60)
- Questionnaires (English, Spanish and Chinese) – be sure you have **250 English surveys, 10 Spanish surveys, and 5 Chinese surveys for each shift.**
- Spoken Language Cards for other languages – take at least 5
- Completed Questionnaire Envelope(s) – **one for each train (DO NOT combine trains – use a separate envelope for EACH train)**
- Survey control sheets (**one for each train**)
- Rubber bands
- Interviewer Instructions (this document)
- Clipboard
- A watch
- Caltrain timetables

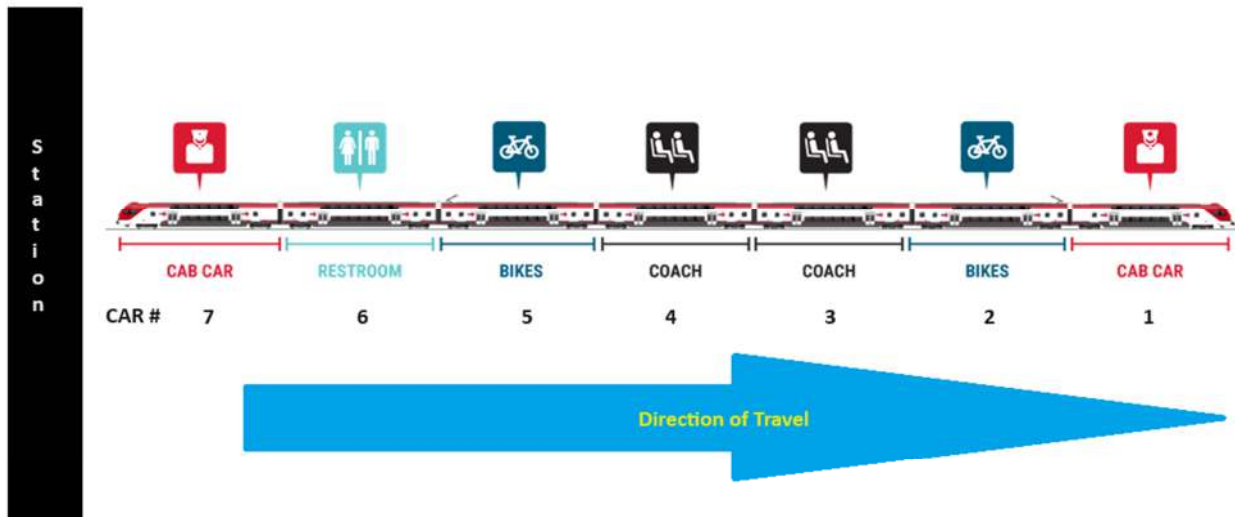
INFORMATION ABOUT CALTRAIN TRAINS

Most of the time, you will be surveying on board trains running between San Francisco and San Jose-Diridon. This route runs on **electric trains**. The equipment looks like the picture below and has **two entry doors**, one on either end of the car:



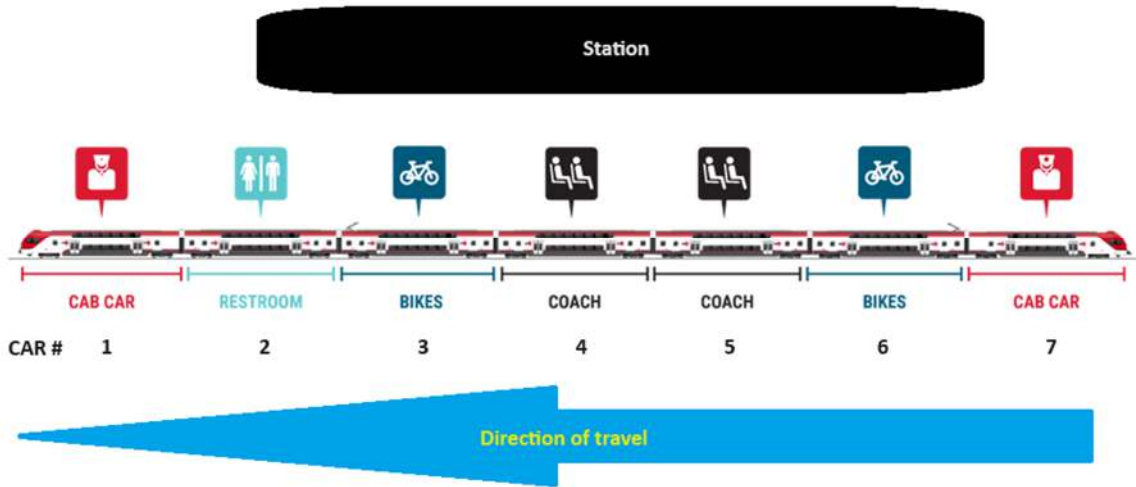
Trainsets will generally be constructed as follows:

At San Francisco/4th & King



When travelling south, the locomotive is in front of the train and PULLS the train. Car #1 is directly behind the locomotive.

At San Jose/Diridon (regular/northbound trains)



When travelling north, the locomotive is at the back of the train and PUSHES the train. Car #1 is on the opposite end of the train from the locomotive.

TRAIN IDENTIFICATION

Numbering

- 101 - 199 Weekday **Local** Trains
- 401 - 499 Weekday **Limited** Trains
- 501 - 599 Weekday **Express** Trains
- 601 - 699 Weekend **Local** Trains
- 801 - 899 South County Connector (**Gilroy**) Trains
- 901 - 999 Special Trains

Even numbers are southbound (San Francisco to San Jose/Gilroy) trains.

Odd numbers are northbound (San Jose/Gilroy to San Francisco) trains.

GILROY TRAINS

Gilroy trains run only 3 cars.

Like the SF/San Jose trains, ***count in the direction of travel. That is:***

- ***The southernmost car in a Gilroy-bound train is Car #1.***
- ***The southernmost car in a San Jose-Diridon bound train is Car #3.***
- ***The northernmost car in a Gilroy-bound train is Car #3.***
- ***The northernmost car in a San Jose-Diridon bound train is Car #1.***

However, Gilroy trains use older equipment that is NOT electric. The trainsets for Gilroy will be either a Gallery or Bombardier car, which look like these pictures:

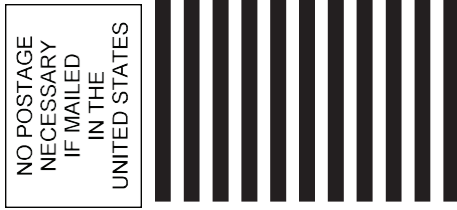


Survey Questionnaires

24. Which **languages** are spoken in your home?

(Check ALL that apply)

- English
- Spanish
- Cantonese
- Mandarin
- Hindi
- Tagalog
- Vietnamese
- Other - specify: _____



25. Which of the following best describes your **race/ethnic background**? (Check ALL that apply)

- Asian
- American Indian or Alaska Native
- Black or African American
- Hispanic or Latino
- Middle Eastern or North African
- Native Hawaiian or Other Pacific Islander
- White
- Other race/ethnicity - specify: _____



26. Annual household income (before taxes):

- Less than \$25,000/year
- \$25,000 - \$29,999
- \$30,000 - \$39,999
- \$40,000 - \$49,999
- \$50,000 - \$59,999
- \$60,000 - \$69,999
- \$70,000 - \$79,999
- \$80,000 - \$89,999
- \$90,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 - \$249,999
- \$250,000 or more

27. Including yourself, how many people live in your household?

- 1 (just you)
 - 2
 - 3
 - 4
 - 5
 - 6+ _____
- (Please specify)

Comments or Suggestions for Caltrain

Thank you for completing this survey! Please return it to a surveyor on the train or mail it to us by November 30, 2025. (No postage necessary. Please fold, then tape the side where indicated; no staples.)

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

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



Dear Caltrain Rider,



Please take a moment to complete this survey to help Caltrain serve you better. You can hand the survey back, mail it, or complete online at: <https://caltrainsurvey.com>



Responses are confidential, one survey per rider.

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

- This is my first trip
- Less than 6 months
- 6 months to less than 1 year
- 1 year to less than 2 years
- 2 years to less than 4 years
- 4 years or more

2. 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
- A few times a year
- 1 day/year or less

3. What is your **fare category**?

- Adult (Age 19 through 64)
- Senior (Age 65 & older)
- Medicare cardholder
- Youth (Age 18 & younger)
- Disabled
- Clipper Start

4. Which of the following did you use on this trip?

- Clipper One-Way
- Clipper Monthly Pass
- Clipper GoPass
- Clipper BayPass
- GoPass Sticker
- Paper Ticket One-Way
- Paper Day Pass
- Other specify: _____

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

(That is, you either rode Caltrain earlier today or will ride later today.)

- Yes
- No

(Please tape closed here)

Train # _____

[1]

Please open →

6. Which station did you get ON Caltrain?

_____ (station)

7. Which station will you get OFF Caltrain?

_____ (station)

8a. **Getting to the station**

How did you **get to** Caltrain today?

(Please check one main mode)

Walked all the way

Drove car

Got dropped off by car

Uber, Lyft, or similar

BART

SamTrans

Muni

VTA

ACE or Capitol Corridor

Electric Bike (E-Bike)

Bicycle (regular)

Scooter (kick or electric)

Bicycle or scooter **share**

Free shuttle

Other – *specify* _____

8b. **Leaving the station**

How will you get from Caltrain to your final destination?

(Please check one main mode)

Walk all the way

Drive car

Get picked up by car

Uber, Lyft, or similar

BART

SamTrans

Muni

VTA

ACE or Capitol Corridor

Electric Bike (E-Bike)

Bicycle (regular)

Scooter (kick or electric)

Bicycle or scooter **share**

Free shuttle

Other – *specify* _____

9. Estimated time to get to and from Caltrain:

of minutes to get to boarding station: _____

of minutes to get from exiting station to destination: _____

10. What is the **main purpose** of your trip today?

(Check only ONE)

Work

School

Social/recreational

Airport (SFO, San Jose Int'l)

Shopping/Errands

Going home

Other - *specify*: _____

11. How often do you use Caltrain to get to work?

Always

Most of the time

Sometimes

Rarely / Never

12. Could you have **used a car** instead of Caltrain for this trip?

Yes

No

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

	Very Dissatisfied	1	2	3	4	5	Very Satisfied	NA
a. Overall Caltrain experience		1	2	3	4	5		<input type="checkbox"/>
b. On-time performance		1	2	3	4	5		<input type="checkbox"/>
c. Satisfaction with current schedule		1	2	3	4	5		<input type="checkbox"/>

14. What is your **main source** for local news and events?

Newspaper

Radio

News media website

Social media

TV news

Mobile app

Other – *specify* _____

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

(Check ALL that apply)

Caltrain website

Web search (Google, Bing, etc.)

Google/Apple maps app

Third party Caltrain app

Station information boards

Printed material on train

X (Twitter)

Caltrain text / email alerts

Caltrain customer service

BlueSky

Bay Area Transit Discord

Other – *specify*: _____

16. Where do you usually load/purchase your Caltrain ticket/fare?

Caltrain ticket machines

Issued by organization

Clipper App or website

Other - *specify*: _____

At convenience store

17. What is your **home ZIP code**? _____

18. Gender

Female

Male

Nonbinary

Self describe: _____

19. Age

Under 13

25 - 34

55 - 64

13 - 18

35 - 44

65 or older

19 - 24

45 - 54

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

Some high school

College graduate

High school graduate

Post graduate degree

Some college or technical school

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

Employed full time*

Retired

Employed part time

Unemployed

Student

Other – *specify* _____

*35 or more hours per week

22. How well do **you** speak English?

Very well

Well

Not well

Not at all

23. How well is English spoken in your home?

Very well

Well

Not well

Not at all

24. ¿Qué idiomas se hablan en su casa?

(Marque TODAS las que correspondan)

- Inglés
- Español
- Cantonés
- Mandarín
- Hindi
- Tagalo
- Vietnamita
- Otro -especificar: _____

25. ¿Cuál de las siguientes opciones describe mejor su raza/grupo étnico? (Marque TODAS las que correspondan)

- Asiático
- Indio americano o nativo de Alaska
- Negro o afroamericano
- Hispano o Latino
- Oriente Medio o África del Norte
- Nativo de Hawái u otro Isleño del Pacífico
- Blanco
- Otra raza/etnia -especifique: _____

26. Ingresos anuales del hogar (antes de impuestos):

- Menos de \$25,000/año
- \$25,000 - \$29,999
- \$30,000 - \$39,999
- \$40,000 - \$49,999
- \$50,000 - \$59,999
- \$60,000 - \$69,999
- \$70,000 - \$79,999
- \$80,000 - \$89,999
- \$90,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 - \$249,999
- \$250,000 o más

27. Incluyéndose usted, ¿cuántas personas viven en su hogar?

- 1 (solo usted)
- 2
- 3
- 4
- 5
- 6+ _____

(Por favor especifique)

Comentarios o sugerencias para Caltrain

¡Gracias por completar esta encuesta! Por favor, devuélvala a un encuestador en el tren o envíela por correo antes del 30 de noviembre de 2025. (No es necesario enviar el franqueo. Por favor, doble y luego pegue con cinta adhesiva el lado donde indicado; sin grapas.)



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



Estimado Pasajero de Caltrain,

Por favor, dedique un momento a completar esta encuesta para que Caltrain le brinde un mejor servicio. Puede devolverla, enviarla por correo o completarla en línea en: <https://caltrainsurvey.com>



Las respuestas son confidenciales, una encuesta por participante.

1. ¿Cuánto tiempo lleva usted viajando en Caltrain?

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

2. ¿Con qué frecuencia suele viajar en Caltrain?

- 6-7 días/semana
- 5 días/semana
- 4 días/semana
- 3 días/semana
- 2 días/semana
- 1 día/semana
- 1-3 días/mes
- Unas cuantas veces al año
- 1 día/año o menos

3. ¿Cuál es su categoría tarifaria?

- Adulto (De 19 a 64 años)
- Sénior (65 años o más)
- Titular de la tarjeta Medicare
- Joven (18 años o menos)
- Persona discapacitada
- Clipper Start

4. ¿Cuál de los siguientes utilizó en este viaje?

- Clipper Ida
- Pase mensual Clipper
- Clipper GoPass
- Clipper BayPass
- Adhesivo de GoPass
- Billete de Papel de Ida
- Pase Diario en Papel
- Otro especifique: _____

5. ¿Estás haciendo un viaje de ida y vuelta en Caltrain hoy?

(Es decir, usted viajó en Caltrain hoy o viajará más tarde hoy).

- Sí
- No

6. ¿En qué estación de Caltrain subió?

_____ (estación)

7. ¿En qué estación de Caltrain se bajará?

_____ (estación)

8a. **Llegar a la estación**

¿Cómo llegó a Caltrain hoy?

(Marque un modo principal)

Caminé todo el camino

Conduje el coche

Me dejaron en coche

Uber, Lyft o similar

BART

SamTrans

Muni

VTA

ACE o Corredor del Capitolio

Bicicleta eléctrica (E-Bike)

Bicicleta (normal)

Patinete (de patada o eléctrico)

Compartir bicicleta o scooter

Transporte gratuito

Otro – especificar _____

8b. **Salir de la estación**

¿Cómo llegará desde Caltrain a su destino final?

(Marque un modo principal)

Caminé todo el camino

Conduje el coche

Me dejaron en coche

Uber, Lyft o similar

BART

SamTrans

Muni

VTA

ACE o Corredor del Capitolio

Bicicleta eléctrica (E-Bike)

Bicicleta (normal)

Patinete (de patada o eléctrico)

Compartir bicicleta o scooter

Transporte gratuito

Otro – especificar _____

9. Tiempo estimado de llegada y salida de Caltrain:

de minutos para llegar a la estación de embarque: _____

de minutos para llegar desde la estación de salida hasta el destino: _____

10. ¿Cuál es el **objetivo principal** de su viaje hoy?

(Marque solo UNA)

Trabajo

Escuela

Social/recreativo

Aeropuerto (SFO, San José Int'l)

Compras/Recados

Volver a casa

Otro - especifique: _____

11. ¿Con qué frecuencia utiliza Caltrain para ir al trabajo?

Siempre

La mayor parte del tiempo

A veces

Rara vez / Nunca

12. ¿Podría haber **utilizado un coche** en lugar de Caltrain para este viaje?

Sí

No

13. Encierre en un círculo el número que mejor refleje tu calificación del servicio de Caltrain. 1 = Muy insatisfecho y 5 = Muy satisfecho. Si la pregunta no se aplica a usted, marque NA para No aplicable.

	Muy Insatisfecho	←	→	Muy Satisfecho	NA	
a. Experiencia general en Caltrain	1	2	3	4	5	<input type="checkbox"/>
b. Rendimiento puntual	1	2	3	4	5	<input type="checkbox"/>
c. Satisfacción con el horario actual	1	2	3	4	5	<input type="checkbox"/>

14. ¿Cuál es su **principal fuente** de noticias y eventos locales?

Periódico

Radio

Sitio web de medios de comunicación

Redes sociales

Noticias de televisión

Aplicación móvil

Otro – especifique _____

15. ¿Cómo obtiene los **horarios** y otra **información** de Caltrain? (Marque TODAS las que correspondan)

Sitio web de Caltrain

Búsqueda web (Google, Bing, etc.)

Aplicación Google/Apple Maps

Aplicación de terceros de Caltrain

Paneles informativos de la estación

Material impreso en el tren

X (Twitter)

Alertas de texto/correo

Servicio al cliente de Caltrain

BlueSky

Discord del Área de la Bahía

Otro – especifique: _____

16. ¿Dónde suele cargar/comprar su billete o pasaje de Caltrain?

Máquinas de billetes de Caltrain

Aplicación o sitio web de Clipper

En una tienda de conveniencia

Emitido por la organización

Otro - *especifique:* _____

17. ¿Cuál es el **código postal de su casa**? _____

18. Género

Femenino

Masculino

No binario

Autodescripción: _____

19. Edad

menores de 13 años

13 - 18

19 - 24

25 - 34

35 - 44

45 - 54

55 - 64

65 años o más

20. ¿Cuál es el nivel más alto de **educación** que ha completado?

Algo de escuela secundaria

Graduado de la escuela secundaria

Algo de universidad o escuela técnica

Graduado universitario

Título de posgrado

21. ¿Cuál es su situación **laboral actual**?

Empleado a tiempo completo*

Empleado a tiempo parcial

Alumno

Jubilado

Desempleado

Otro -*especificar* _____

*35 o más horas por semana

22. ¿Qué tan bien habla **usted** inglés?

Muy bien

Bien

No muy bien

Nada en absoluto

23. ¿Qué tan bien se habla inglés en su casa?

Muy bien

Bien

No muy bien

Nada en absoluto

24. 您的家庭使用哪些语言?

(可多选)

- 英语
- 西班牙语
- 粤语
- 普通话
- 印地语
- 他加禄语
- 越南语
- 其他 - 请注明: _____

25. 以下哪项最能描述您的种族/民族背景? (可多选)

- 亚裔
- 美国印第安人或阿拉斯加原住民
- 非裔美国人或非裔
- 西班牙裔或拉丁裔
- 中东或北非裔
- 夏威夷原住民或其它太平洋岛民
- 白人
- 其他种族/民族 - 请注明: _____

26. 家庭年收入 (税前):

- 低于 \$25,000/年
- \$25,000 - \$29,999
- \$30,000 - \$39,999
- \$40,000 - \$49,999
- \$50,000 - \$59,999
- \$60,000 - \$69,999
- \$70,000 - \$79,999
- \$80,000 - \$89,999
- \$90,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 - \$249,999
- \$250,000 或以上

27. 计入您本人, 您家共有多少人居住?

- 1(仅您本人)
 - 2
 - 3
 - 4
 - 5
 - 6+ _____
- (请注明)

对加州火车的意见或建议

感谢您完成此问卷! 请将问卷交还给列车上的调查员, 或于 2025 年 11 月 30 日前邮寄给我们。(无需邮费。请将问卷对折后, 在指定位置用胶带封口, 请勿使用订书钉)。



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



亲爱的加州火车乘客,



请您花一点时间填写此问卷, 以帮助加州火车为您提供更优质的服务。您可以将问卷交还给调查员、邮寄, 或访问以下网址在线填写 <https://caltrainsurvey.com>



(所有信息将严格保密, 每位乘客仅限填写一份)

1. 您乘坐加州火车多久了?

- 这是我的第一次乘坐
- 少于6个月
- 6个月至不足1年
- 1年至不足2年
- 2年至不足4年
- 4年或以上

2. 您通常多久乘坐一次加州火车?

- 每周 6-7天
- 每周 5天
- 每周 4天
- 每周 3天
- 每周 2天
- 每周 2天
- 每月 1-3天
- 每年几次
- 每年 1 次或更少

3. 您的票价类别为?

- 成年 (19-64 岁)
- 老年人 (65 岁及以上)
- 医保卡持有人
- 青少年 (18 岁及以下)
- 残疾人士
- Clipper Start 优惠项目

4. 您本次行程使用了以下哪种票务?

- Clipper 单程票
- Clipper 月票
- Clipper GoPass
- Clipper 海湾通票 (Clipper BayPass)
- GoPass 贴纸
- 纸质单程票
- 纸质日票
- 其他, 请注明: _____

5. 您今天乘坐加州火车是否为往返行程?

- (即, 您今天早些时候已乘坐过加州火车或晚些时候将再次乘坐加州火车)
- 是
 - 否

(在此处用胶带封口)

6. 您在哪个车站上车？

_____ (车站)

7. 您将在哪个车站下火车

_____ (车站)

8a. 到达车站:

您今天如何**到达**加州火车站
(请选择主要方式)

- 全程步行
- 自驾
- 搭乘他人车辆到达
- Uber、Lyft 或类似服务
- 灣區捷運系統 (BART)
- 圣马刁县交通局 (SamTrans)
- 旧金山交通局 (Muni)
- 圣克拉拉谷交通局 (VTA)
- ACE 或首都走廊 (Capitol Corridor)
- 电动自行车(E-Bike)
- 普通自行车
- 踏板车 (非电动或电动)
- 共享自行车或踏板车
- 免费接驳车
- 其他 (请注明): _____

8b. 离开车站:

您从加州火车站到最终目的地的交
通方式是？
(请选择主要方式)

- 全程步行
- 自驾
- 搭乘他人车辆离开
- Uber、Lyft 或类似服务
- 灣區捷運系統 (BART)
- 圣马刁县交通局 (SamTrans)
- 旧金山交通局 (Muni)
- 圣克拉拉谷交通局 (VTA)
- ACE 或首都走廊 (Capitol Corridor)
- 电动自行车(E-Bike)
- 普通自行车
- 踏板车 (非电动或电动)
- 共享自行车或踏板车
- 免费接驳车
- 其他 (请注明): _____

9. 估算往返加州火车所需的时间:

到上车站所需分钟数: _____

从下车站到目的地所需分钟数: _____

10. 您今天行程的**主要目的**是什么？

(只选一项)

- 工作
- 购物或办事
- 上学
- 回家
- 社交或娱乐
- 其他 - 请注明: _____
- 机场 (旧金山国际、圣何塞国际机场)

11. 您多常使用加州火车通勤？

- 总是
- 大多数时间
- 偶尔
- 很少 或 从不

12. 本次行程您是否可以选**驾车**替代加州火车？

- 是
- 否

13. 请圈选最能反映您对加州火车服务满意度的数字：1 为非常不满意，5 为非常满意。如果该问题不适用，请勾选 NA (不适用)：

	特别 不满意	←	→	非常 满意	NA	
a. 加州火车整体体验	1	2	3	4	5	<input type="checkbox"/>
b. 准点表现	1	2	3	4	5	<input type="checkbox"/>
c. 对当前时刻表的满意度	1	2	3	4	5	<input type="checkbox"/>

14. 您获取本地新闻和事件的**主要来源**是什么？

- 报纸
- 收音机/广播
- 新闻媒体网站
- 社交媒体
- 电视新闻
- 手机应用
- 其他, 请注明: _____

15. 您如何获取**时刻表**和其它加州火车**信息**？ (可多选)

- 加州火车官网
- X (推特)
- 网络搜索 (谷歌, 必应等)
- 加州火车短信或电邮提醒
- 谷歌或苹果地图应用
- 加州火车客服
- 第三方加州火车应用
- BlueSky
- 车站信息板
- 湾区交通交流平台 Discord
- 列车上印刷资料
- 其他, 请注明: _____

16. 您通常在**哪里**充值/购买加州火车车票？

- 加州火车售票机
- 由机构发放
- Clipper 应用或网站
- 其他, 请注明: _____
- 在便利店

17. 您的家庭**邮政编码**是多少？ _____

18. 性别

- 女性
- 非男非女性别
- 男性
- 自我描述: _____

19. 年龄

- 13岁以下
- 25 - 34岁
- 55 - 64岁
- 13 - 18岁
- 35 - 44岁
- 65 岁以上
- 19 - 24岁
- 45 - 54岁

20. 您已完成的**最高教育水平**是什么？

- 未读完高中
- 大学毕业
- 高中毕业
- 研究生及以上
- 未读完大学或技术学校

21. 您目前的**就业状况**是什么？

- 全职工作*
- 已退休
- 兼职工作
- 待业/失业
- 学生
- 其他, 请注明: _____

* 每周 35 小时或以上

22. 您的英语**说得如何**？

- 非常好
- 好
- 不好
- 完全不会

23. 您的家庭成员英语**说得如何**？

- 非常好
- 好
- 不好
- 完全不会