



# **Caltrain Customer Satisfaction Survey May 2026**

Summary Report

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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 5 – May 20, 2026; a total of 2,631 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 26 specific service characteristics, including 7 various aspects of Caltrain stations, 15 aspects of onboard service, 3 general aspects of Caltrain service, and 1 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:

- Suspension of electric train service between San Jose Diridon and Tamien to complete repairs on Guadalupe Bridge. Free replacement bus service was provided throughout the eight-month construction period.
- Continued expansion of station bike and scooter amenities, including the installation of Caltrain's 500<sup>th</sup> BikeLink e-locker.
- Increase in the base fare by 25 cents and elimination of the 55-cent discount on Clipper fares.
- Installation of new digital displays at Capitol, Blossom Hill, Morgan Hill, San Martin, and Gilroy stations. The displays provide real-time train schedules, service alerts, and announcements.

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.

The overall response rate (73%) was calculated by dividing the total number of completes (2,631) by all eligible riders riding on the sampled trains (3,628). “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 2,631 completed surveys, 2,604 were English language surveys, 21 were Spanish language surveys, and 6 were Chinese language 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 12 riders, four spoke Korean, three spoke Vietnamese, two spoke Japanese, two spoke Turkish, and one spoke Portuguese.

Field interviewing on this project was conducted May 5 – May 20, 2026. Surveys were conducted on Tuesday, Wednesday, Thursday, Saturday, and Sunday. 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, 2,631 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 1.78% (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, 58 trains were sampled, consisting of 42 weekday trains, 8 Saturday trains and 8 Sunday trains. Of the 42 weekday trains surveyed, 23 were local (100 series) trains, 6 were limited trains (400 series), 9 were express trains (500 series) and 4 were South County Connector trains (800 series). Of the 16 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 =2,631) who participated in the survey, the margin of error is +/- 1.78% at the 95% confidence level. The margins of error for some key sub-groups shown in this report are:

- Weekday peak (n = 1,340). +/- 2.59% at the 95% confidence level;
- Weekday off-peak (n =640). +/- 3.81% at the 95% confidence level;
- Weekend (n = 651). +/- 3.78% at the 95% confidence level.

## Executive Summary

### Overall Satisfaction (station and onboard experience)

- Respondents are very satisfied with Caltrain service, with 92% satisfied with their Caltrain experience overall, rating it 4.40 on average.

### Service attributes – Stations

- The overall station satisfaction rating stayed nearly the same as in 2025 (4.32 in 2026 and 4.30 in 2025).
- The only statistically significant change in station ratings was a decrease in *Posted Information on Info Boards* (4.20 in 2025 to 4.14 in 2026).
- The ratings with the greatest impact on station satisfaction were:
  - Cleanliness at your boarding station
  - Train arrival prediction times on electronic platform signs
  - Frequency and usefulness of station announcements

### Service attributes - Onboard

- Overall satisfaction onboard remained nearly the same as 2025 (4.45 in 2026 vs. 4.42 in 2025).
- Respondents were most satisfied with the *Professional Appearance of Conductors*, rating it 4.70 (out of 5.00). They were least satisfied with *Cleanliness of Restroom*, rating it 3.64.
- The only statistically significant changes in onboard ratings were:
  - Increases in *Politeness/Helpfulness of Conductors* (from 4.57 in 2025 to 4.63 in 2026) and *Availability of Printed Materials* (from 4.17 in 2025 to 4.31 in 2026)
  - Decreases in *Cleanliness of Interiors* (from 4.51 in 2025 to 4.35 in 2026) and *Information Provided on Digital Displays* (4.26 in 2025 to 4.19 in 2026)
- The ratings with the greatest impact on onboard satisfaction were:
  - Cleanliness of interiors
  - On-time arrival at your destination
  - Usefulness of automated onboard announcements

### Service attributes – Timeliness/Safety

- Most respondents (90%) were satisfied with *Sense of safety using Caltrain (station & onboard)*, rating it 4.44 (out of 5.00).
- Three-quarters of respondents (75%) were satisfied with *Satisfaction with current schedule/train frequency*, rating it 4.08 (out of 5.00).

### **First Time Use of Caltrain and Caltrain to Special Events**

- While half of respondents (50%) were commuting to work the first time they used Caltrain, nearly one fourth (21%) were traveling for a special event. Some (11%) were shopping or completing errands, and 10% were headed to school. A small share of respondents (7%) did not recall why they used Caltrain the first time.
  - Of the 21% who were traveling for a special event: 8% were traveling to a sports event, 6% to a concert, 4% were sightseeing or traveling to a museum, and 3% were headed to a festival/parade.
- A quarter of respondents (25%) use Caltrain to travel to special events at least monthly, with 5% traveling weekly.
  - Another quarter (28%) use Caltrain to travel to special events annually and one in four (20%) travel to special events on Caltrain less than once a year. A final quarter (27%) never use Caltrain to travel to special events.

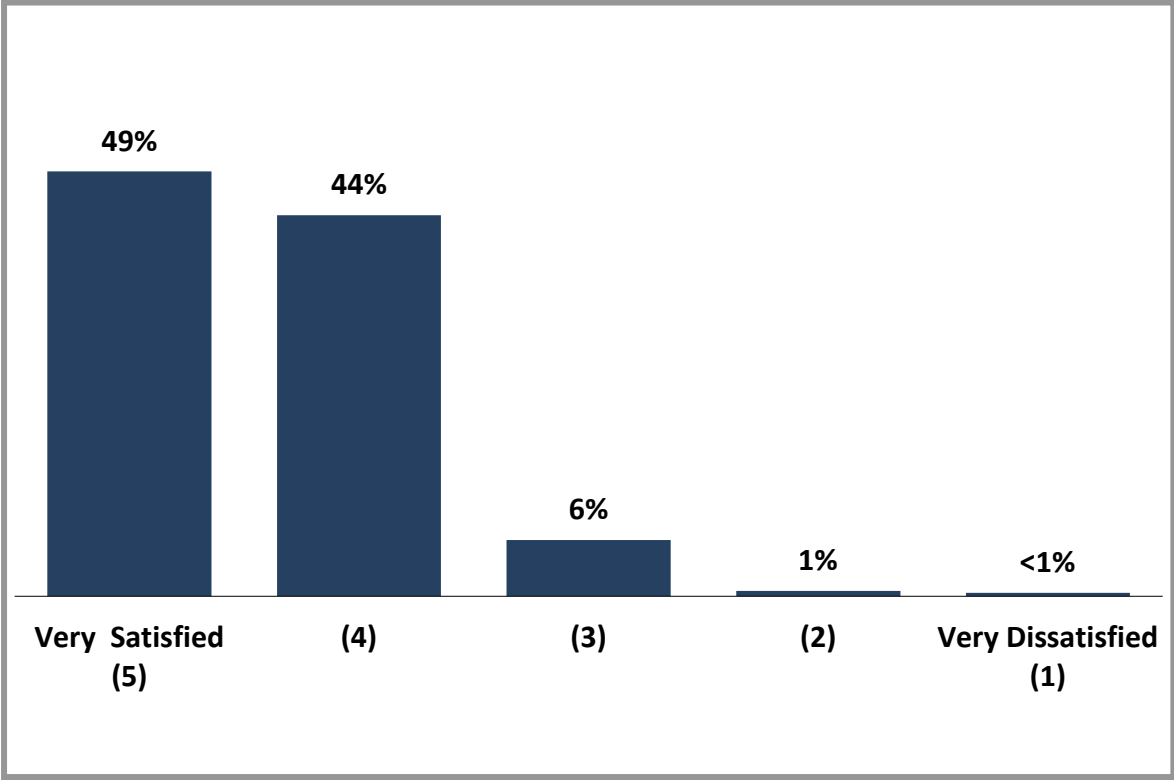
### **Rider Attributes**

- While 19% of respondents have a bike or scooter, 16% bring them on board while 3% leave them at the station.
- The average rider takes Caltrain 2.8 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 2 times 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 4% of weekday peak riders taking their first trip but 11% of weekend riders taking their first trip on Caltrain.

## Charts – Key Findings

### Overall Satisfaction

How would you rate your overall Caltrain experience?



Base: Total (2,631)

(See Statistical Table Q7)

## Station Attribute Ratings

(MEAN SCORES – ASKED QUESTIONS)

|                                                             | <u>Mean Score</u><br>(5 point scale) |
|-------------------------------------------------------------|--------------------------------------|
| <b>Overall experience at Caltrain stations</b>              | <b>4.32</b>                          |
| Train arrival prediction times on electronic platform signs | 4.38                                 |
| Reliability of Caltrain ticket vending machines             | 4.33                                 |
| Cleanliness at your boarding station                        | 4.19                                 |
| Posted information on info boards                           | 4.14                                 |
| Frequency and usefulness of station announcements           | 4.02                                 |
| Being informed of delays that exceed 10 minutes             | 3.98                                 |

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 (2,631)

(See Statistical Tables Q9-Q15)

## Onboard Ratings

(MEAN SCORES – ASKED QUESTIONS)

|                                                                                           | <u>Mean Score</u><br>(5 point scale) |
|-------------------------------------------------------------------------------------------|--------------------------------------|
| <b>Onboard experience (overall) on Caltrain</b>                                           | <b>4.45</b>                          |
| Professional appearance of conductors                                                     | 4.70                                 |
| Politeness and helpfulness of conductors                                                  | 4.63                                 |
| On-time departure from your boarding station                                              | 4.46                                 |
| On-time arrival at your destination (within about five minutes of scheduled arrival time) | 4.40                                 |
| Visibility of conductors                                                                  | 4.38                                 |
| Cleanliness of interiors                                                                  | 4.35                                 |
| Availability of printed material                                                          | 4.31                                 |
| Frequency of automated onboard announcements                                              | 4.30                                 |
| Conductor announcements about delays that exceed 10 minutes                               | 4.27                                 |
| Usefulness of automated onboard announcements                                             | 4.26                                 |
| Reliability of train equipment                                                            | 4.23                                 |
| Information provided on digital displays                                                  | 4.19                                 |
| Managing crowding onboard                                                                 | 4.17                                 |
| Cleanliness of restroom                                                                   | 3.64                                 |

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 (2,631)

(See Statistical Tables Q16-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, *"Cleanliness of boarding station"* are very strongly correlated with overall station satisfaction (i.e., customers that find stations clean 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 *"Reliability of Caltrain ticket vending machines"* have only a weak correlation with station satisfaction (i.e., it is not uncommon for customers to rate ticket machine reliability highly, even though they are dissatisfied overall with Caltrain services). Therefore, *"Cleanliness of boarding station"* is located in the upper part of the chart, while *"Reliability of Caltrain ticket vending machines"* 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.

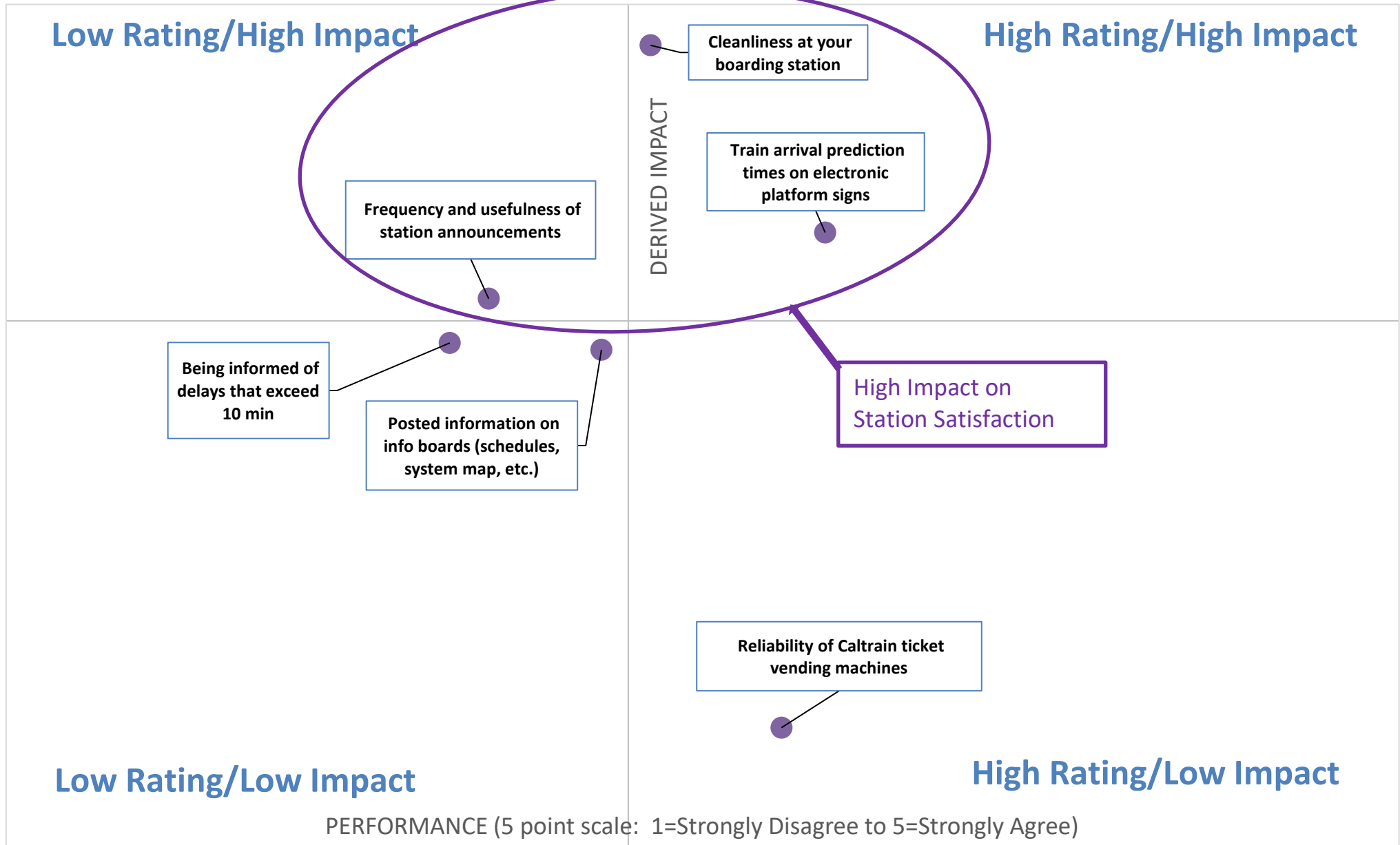
The ratings with the greatest impact on station satisfaction were:

- Cleanliness at your boarding station
- Train arrival prediction times on electronic platform signs
- Frequency and usefulness of station announcements

The ratings with the greatest impact on onboard satisfaction were:

- Cleanliness of interiors
- On-time arrival at your destination
- Usefulness of automated onboard announcements

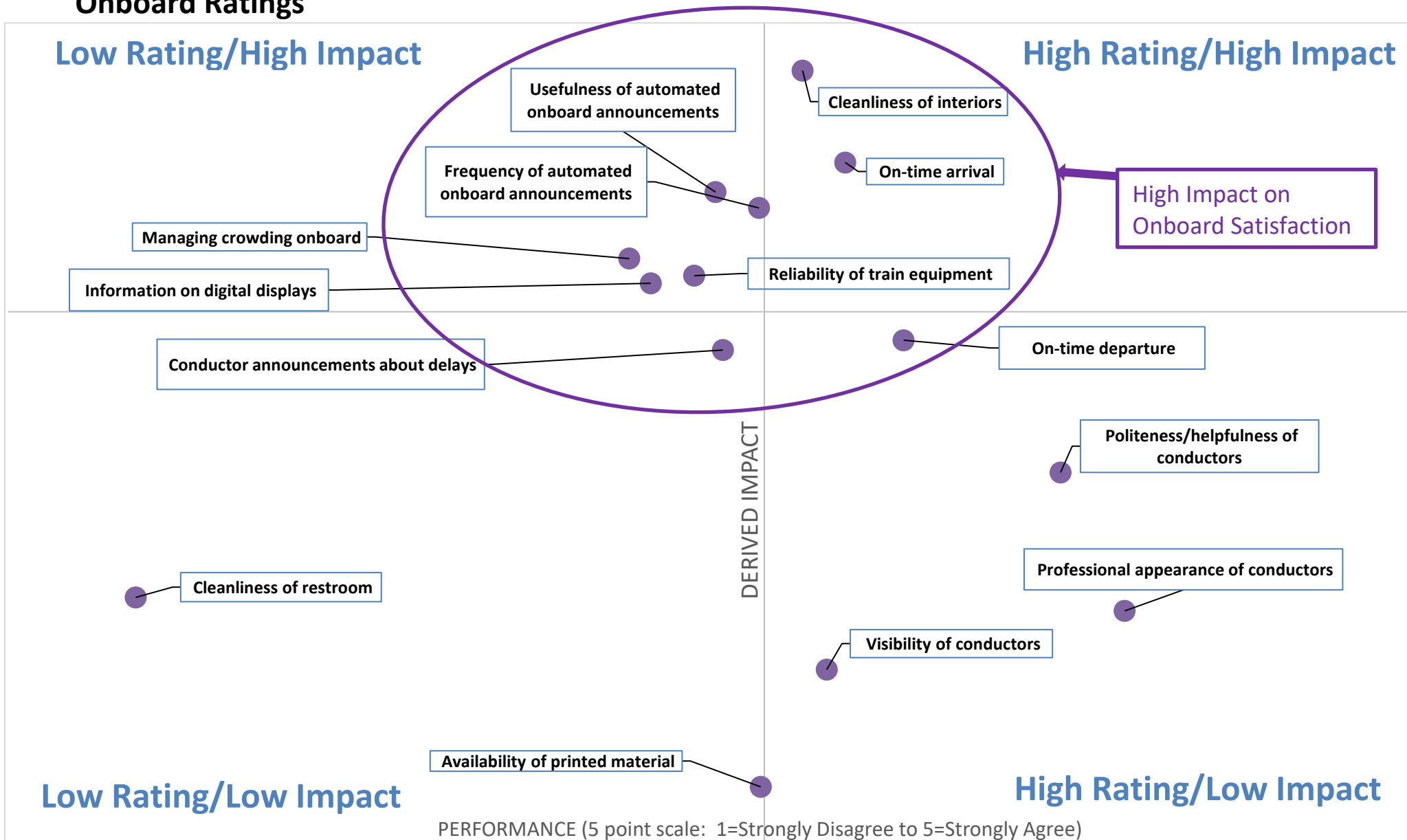
## Station Ratings



## Onboard Ratings

Low Rating/High Impact

High Rating/High Impact



**Timeliness / Safety Ratings**

(MEAN SCORES – ASKED QUESTIONS)

|                                                                | <u>Mean Score</u><br>(5 point scale) |
|----------------------------------------------------------------|--------------------------------------|
| Relevance and timeliness of info provided in text/email alerts | 3.95                                 |
| Sense of safety using Caltrain (station & onboard)             | 4.44                                 |
| Satisfaction with current schedule/train frequency             | 4.08                                 |

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 (2,631)

(See Statistical Tables Q31-Q33)

## Detailed Results

## Usage Questions

### Bike Use

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

While 19% of respondents have a bike or scooter, 16% bring them on board while 3% leave them at the station.

Riders across strata were equally likely to use a bike or scooter (19%).

|                                          | Total | Weekday<br>Peak | Weekday<br>Off-Peak | Weekend |
|------------------------------------------|-------|-----------------|---------------------|---------|
| Base: (All Respondents)*                 | 2,631 | 1,340           | 640                 | 651     |
|                                          | %     | %               | %                   | %       |
| No                                       | 81    | 81              | 81                  | 82      |
| Yes – bring bike (or scooter) onboard    | 16    | 16              | 18                  | 16      |
| Yes – leave bike (or scooter) at station | 3     | 4               | 1                   | 3       |

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

(See Statistical Table Q3)

## Frequency and Tenure of Ridership

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

The average rider takes Caltrain 2.8 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 2 times 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 4% of weekday peak riders taking their first trip but 11% of weekend riders taking their first trip on Caltrain.

|                                 | Total         |               | 2026            |                     |             |
|---------------------------------|---------------|---------------|-----------------|---------------------|-------------|
| How often do you ride Caltrain? | 2026<br>Total | 2025<br>TOTAL | Weekday<br>Peak | Weekday<br>Off-Peak | Weekend     |
| <b>Base: (All Respondents)*</b> | <b>2,631</b>  | <b>2,986</b>  | <b>1,340</b>    | <b>640</b>          | <b>651</b>  |
|                                 | %             | %             | %               | %                   | %           |
| 6-7 days/week                   | 7             | 5             | 5               | 9                   | 9           |
| 5 days/week                     | 22            | 21            | 30              | 20                  | 8           |
| 4 days/week                     | 11            | 10            | 14              | 9                   | 5           |
| 3 days/week                     | 17            | 17            | 23              | 12                  | 8           |
| 2 days/week                     | 10            | 12            | 11              | 9                   | 9           |
| 1 day/week                      | 6             | 6             | 5               | 6                   | 7           |
| 1-3 days/month                  | 11            | 12            | 5               | 13                  | 23          |
| Less than once per month        | 16            | 18            | 6               | 22                  | 31          |
| <b>TOTAL</b>                    | <b>100</b>    | <b>100</b>    | <b>100</b>      | <b>100</b>          | <b>100</b>  |
| Average # of days per week      | <b>2.80</b>   | <b>2.62</b>   | <b>3.40</b>     | <b>2.59</b>         | <b>1.75</b> |

|                                           | Total         |               | 2026            |                     |             |
|-------------------------------------------|---------------|---------------|-----------------|---------------------|-------------|
| How long have you been riding Caltrain?   | 2026<br>Total | 2025<br>TOTAL | Weekday<br>Peak | Weekday<br>Off-Peak | Weekend     |
| <b>Base: (All Respondents)*</b>           | <b>2,631</b>  | <b>2,986</b>  | <b>1,340</b>    | <b>640</b>          | <b>651</b>  |
|                                           | %             | %             | %               | %                   | %           |
| This is my first trip                     | 6             | 6             | 2               | 9                   | 11          |
| Less than 6 months                        | 13            | 18            | 13              | 14                  | 13          |
| 6 months to 1 year                        | 14            | 14            | 15              | 14                  | 12          |
| 1 year to less than 2 years               | 16            | 13            | 17              | 15                  | 14          |
| 2 years to less than 4 years              | 17            | 16            | 20              | 13                  | 16          |
| 4 years or more                           | 33            | 33            | 32              | 34                  | 34          |
| <b>TOTAL</b>                              | <b>100</b>    | <b>100</b>    | <b>100</b>      | <b>100</b>          | <b>100</b>  |
| <b>Average # of years riding Caltrain</b> | <b>3.42</b>   | <b>3.33</b>   | <b>3.32</b>     | <b>3.47</b>         | <b>3.59</b> |

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

(See Statistical Tables Q1 and Q2)

## First Time Use

Why did you use Caltrain for the first time? (Multiple Responses Accepted)

While half of respondents (50%) were commuting to work the first time they used Caltrain, nearly one fourth (21%) were traveling to a special event. 11% were shopping or completing errands, and 10% were headed to school. A small share of respondents (7%) did not recall why they used Caltrain the first time.

|                                                           | Total        | Weekday Peak | Weekday Off-Peak | Weekend    |
|-----------------------------------------------------------|--------------|--------------|------------------|------------|
| <b>Base: (All Respondents)*</b>                           | <b>2,631</b> | <b>1,340</b> | <b>640</b>       | <b>651</b> |
| <b>Work</b>                                               | <b>50</b>    | <b>62</b>    | <b>46</b>        | <b>29</b>  |
| <b>Special Event (Net)</b>                                | <b>21</b>    | <b>16</b>    | <b>23</b>        | <b>30</b>  |
| Sports event                                              | 8            | 8            | 7                | 10         |
| Concert                                                   | 6            | 3            | 8                | 9          |
| Sightseeing/Tourism (Visit museum, landmark, park, etc.)^ | 4            | 3            | 5                | 6          |
| Festival/parade                                           | 3            | 1            | 3                | 5          |
| <b>Shopping/Errands</b>                                   | <b>11</b>    | <b>6</b>     | <b>14</b>        | <b>16</b>  |
| <b>School</b>                                             | <b>10</b>    | <b>9</b>     | <b>11</b>        | <b>10</b>  |
| <b>Visit friend/family^</b>                               | <b>4</b>     | <b>2</b>     | <b>4</b>         | <b>9</b>   |
| <b>Don't recall</b>                                       | <b>7</b>     | <b>6</b>     | <b>6</b>         | <b>11</b>  |

\* 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 Q4)

## Caltrain to Special Events

How often do you ride Caltrain to special events (sports, concerts, festivals, etc.)?

A quarter of respondents (25%) use Caltrain to travel to special events at least monthly, with 5% traveling weekly. Another quarter (28%) use Caltrain to travel to special events annually and one in four (20%) travel to special events on Caltrain less than once a year. A final quarter (27%) never use Caltrain to travel to special events.

|                                 | Total        | Weekday Peak | Weekday Off-Peak | Weekend    |
|---------------------------------|--------------|--------------|------------------|------------|
| <b>Base: (All Respondents)*</b> | <b>2,631</b> | <b>1,340</b> | <b>640</b>       | <b>651</b> |
| Weekly                          | 5            | 3            | 7                | 6          |
| Monthly                         | 20           | 16           | 22               | 27         |
| Yearly                          | 28           | 30           | 25               | 27         |
| Less than yearly                | 20           | 20           | 21               | 20         |
| Never                           | 27           | 31           | 26               | 21         |

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

(See Statistical Table Q5)

## Boarding Station

At which station did you get on Caltrain?

Riders are most likely to board at San Francisco, Palo Alto, San Jose Diridon, or Sunnyvale. These four stations alone account for 45% of riders.

### Boarding Station<sup>^</sup>

|                                 | TOTAL        | Weekday<br>Peak | Weekday<br>Off-peak | Weekend    |
|---------------------------------|--------------|-----------------|---------------------|------------|
| <b>Base: (All Respondents)*</b> | <b>2,631</b> | <b>1,340</b>    | <b>640</b>          | <b>651</b> |
|                                 | %            | %               | %                   | %          |
| San Francisco (4th & King)      | 22           | 20              | 28                  | 23         |
| Palo Alto                       | 8            | 8               | 8                   | 6          |
| San Jose Diridon                | 8            | 8               | 5                   | 8          |
| Sunnyvale                       | 7            | 7               | 7                   | 7          |
| Mountain View                   | 6            | 7               | 5                   | 7          |
| Redwood City                    | 5            | 5               | 5                   | 6          |
| 22nd Street                     | 5            | 4               | 6                   | 3          |
| Millbrae                        | 3            | 3               | 4                   | 5          |
| San Mateo                       | 3            | 3               | 4                   | 4          |
| Hillsdale                       | 3            | 4               | 4                   | 2          |
| Santa Clara                     | 3            | 3               | 3                   | 4          |
| Lawrence                        | 3            | 3               | 3                   | 4          |
| Morgan Hill                     | 3            | 5               | -                   | -          |

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

(See Statistical Tables Q8)

## Rating of Caltrain Service - Stations

### Station Ratings Overall

The overall station satisfaction rating stayed nearly the same as in 2025 (4.32 in 2026 and 4.30 in 2025).

- Two of the six attributes on this survey were new for this year. Of the four legacy attributes:
  - The only statistically significant change in station ratings was a decrease in *Posted information on info boards* (4.20 in 2025 to 4.14 in 2026).

|                                                             | Mean Scores (5 point scale) |             |             |
|-------------------------------------------------------------|-----------------------------|-------------|-------------|
|                                                             | MAY 2026                    | MAY 2025    | JULY 2024   |
| <b>Base: (All Respondents)*</b>                             | <b>2,631</b>                | 2,986       | 2,524       |
| Train arrival prediction times on electronic platform signs | <b>4.38</b>                 | 4.37        | 4.01        |
| Reliability of Caltrain ticket vending machines             | <b>4.33</b>                 | -           | -           |
| Cleanliness at your boarding station                        | <b>4.19</b>                 | 4.23        | 3.97        |
| Posted information on info boards                           | <b>4.14</b>                 | 4.20        | 3.91        |
| Frequency and usefulness of station announcements           | <b>4.02</b>                 | -           | -           |
| Being informed of delays that exceed 10 minutes             | <b>3.98</b>                 | 3.97        | 3.56        |
| <b>Overall experience at Caltrain stations</b>              | <b>4.32</b>                 | <b>4.30</b> | <b>4.07</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 Q9-Q15)

## STATION RATINGS OVERALL (continued)

N=base of survey participants

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

| MAY 2026 N=2,631*<br>MAY 2025 N=2,986*<br>JULY 2024 N=2,524* | VERY<br>SATISFIED |    |    | VERY<br>DISSATISFIED |     | NOT<br>APPLICABLE | MEAN<br>SCORE |
|--------------------------------------------------------------|-------------------|----|----|----------------------|-----|-------------------|---------------|
|                                                              | 5                 | 4  | 3  | 2                    | 1   | [ ]               | (5 Pt. Scale) |
| Train arrival prediction times on electronic platform signs  |                   |    |    |                      |     |                   |               |
| MAY 2026.....                                                | 55                | 29 | 9  | 3                    | 1   | 3                 | 4.38          |
| MAY 2025.....                                                | 55                | 28 | 9  | 3                    | 2   | 4                 | 4.37          |
| JULY 2024.....                                               | 42                | 29 | 16 | 7                    | 4   | 3                 | 4.01          |
| Reliability of Caltrain ticket vending machines              |                   |    |    |                      |     |                   |               |
| MAY 2026.....                                                | 42                | 23 | 8  | 3                    | 1   | 23                | 4.33          |
| Cleanliness at your boarding station                         |                   |    |    |                      |     |                   |               |
| MAY 2026.....                                                | 45                | 35 | 15 | 4                    | <1% | <1%               | 4.19          |
| MAY 2025.....                                                | 48                | 32 | 15 | 4                    | 1   | 1                 | 4.23          |
| JULY 2024.....                                               | 35                | 36 | 21 | 6                    | 1   | 1                 | 3.97          |
| Posted information on info. boards                           |                   |    |    |                      |     |                   |               |
| MAY 2026.....                                                | 41                | 29 | 16 | 4                    | 1   | 8                 | 4.14          |
| MAY 2025.....                                                | 46                | 27 | 14 | 4                    | 2   | 8                 | 4.20          |
| JULY 2024.....                                               | 33                | 30 | 18 | 8                    | 3   | 8                 | 3.91          |
| Frequency and usefulness of station announcements            |                   |    |    |                      |     |                   |               |
| MAY 2026.....                                                | 38                | 29 | 18 | 7                    | 2   | 6                 | 4.02          |
| Being informed of delays that exceed 10 minutes              |                   |    |    |                      |     |                   |               |
| MAY 2026.....                                                | 36                | 25 | 15 | 7                    | 3   | 14                | 3.98          |
| MAY 2025.....                                                | 33                | 21 | 14 | 6                    | 3   | 22                | 3.97          |
| JULY 2024.....                                               | 26                | 22 | 17 | 12                   | 7   | 16                | 3.56          |
| Overall experience at Caltrain stations                      |                   |    |    |                      |     |                   |               |
| MAY 2026.....                                                | 45                | 43 | 10 | 1                    | <1  | <1                | 4.32          |
| MAY 2025.....                                                | 46                | 41 | 11 | 1                    | 1   | 1                 | 4.30          |
| JULY 2024.....                                               | 32                | 46 | 17 | 3                    | 1   | 1                 | 4.07          |

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 Q9-Q15)

## 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.

|                                                             | Mean Scores (5 point scale) |              |                  |            |
|-------------------------------------------------------------|-----------------------------|--------------|------------------|------------|
|                                                             | Overall Mean Score          | Weekday Peak | Weekday Off-Peak | Weekend    |
| <b>Base: (All Respondents)*</b>                             | <b>2,631</b>                | <b>1,340</b> | <b>640</b>       | <b>651</b> |
| Train arrival prediction times on electronic platform signs | <b>4.38</b>                 | 4.26         | 4.49             | 4.53       |
| Reliability of Caltrain ticket vending machines             | <b>4.33</b>                 | 4.27         | 4.41             | 4.38       |
| Cleanliness at your boarding station                        | <b>4.19</b>                 | 4.11         | 4.25             | 4.32       |
| Posted information on info boards                           | <b>4.14</b>                 | 4.00         | 4.27             | 4.31       |
| Frequency and usefulness of station announcements           | <b>4.02</b>                 | 3.84         | 4.18             | 4.24       |
| Being informed of delays that exceed 10 minutes             | <b>3.98</b>                 | 3.80         | 4.16             | 4.20       |
| <b>Overall experience at Caltrain stations</b>              | <b>4.32</b>                 | 4.22         | 4.41             | 4.43       |

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 Q9-Q15)

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* rating it 3.15, compared with the overall rating of 3.98. These riders were most satisfied with *Reliability of Caltrain ticket vending machines* rating it 4.16, compared with the overall rating of 4.33.

|                                                             | Overall Mean Score | Local (100s) | Limited (400s) | Express (500s) | S.County Conn (800s) |
|-------------------------------------------------------------|--------------------|--------------|----------------|----------------|----------------------|
| <b>Base: (All Respondents)*</b>                             | <b>2,631</b>       | <b>1,011</b> | <b>359</b>     | <b>427</b>     | <b>183</b>           |
| Train arrival prediction times on electronic platform signs | <b>4.38</b>        | 4.44         | 4.30           | 4.29           | 3.86                 |
| Reliability of Caltrain ticket vending machines             | <b>4.33</b>        | 4.38         | 4.28           | 4.25           | 4.16                 |
| Cleanliness at your boarding station                        | <b>4.19</b>        | 4.21         | 4.15           | 4.08           | 3.99                 |
| Posted information on info boards                           | <b>4.14</b>        | 4.20         | 4.01           | 4.07           | 3.59                 |
| Frequency and usefulness of station announcements           | <b>4.02</b>        | 4.10         | 3.91           | 3.88           | 3.31                 |
| Being informed of delays that exceed 10 minutes             | <b>3.98</b>        | 4.08         | 3.83           | 3.92           | 3.15                 |
| <b>Overall experience at Caltrain stations</b>              | <b>4.32</b>        | 4.37         | 4.25           | 4.25           | 3.93                 |

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 Q9-Q15)

Highest Score among Subgroups    Lowest Score among Subgroups

## Rating of Caltrain Service - Onboard

### Onboard Ratings Overall

Overall satisfaction onboard remained nearly the same as 2025 (4.45 in 2026 vs. 4.42 in 2025). Respondents were most satisfied with the *Professional Appearance of Conductors*, rating it 4.70 (out of 5.00). They were least satisfied with *Cleanliness of Restroom*, rating it 3.64.

- The only statistically significant changes in onboard ratings were:
  - Increases in *Politeness/Helpfulness of Conductors* (from 4.57 in 2025 to 4.63 in 2026) and *Availability of Printed Materials* (from 4.17 in 2025 to 4.31 in 2026)
  - Decreases in *Cleanliness of Interiors* (from 4.51 in 2025 to 4.35 in 2026) and *Information Provided on Digital Displays* (4.26 in 2025 to 4.19 in 2026)

|                                                                                           | Mean Scores (5 point scale) |              |              |
|-------------------------------------------------------------------------------------------|-----------------------------|--------------|--------------|
|                                                                                           | MAY<br>2026                 | MAY<br>2025  | JULY<br>2024 |
| <b>Base: (All Respondents)*</b>                                                           | <b>2,631</b>                | <b>2,986</b> | <b>2,524</b> |
| Professional appearance of conductors                                                     | <b>4.70</b>                 | -            | -            |
| Politeness and helpfulness of conductors                                                  | <b>4.63</b>                 | 4.57         | 4.35         |
| On-time departure from your boarding station                                              | <b>4.46</b>                 | -            | -            |
| On-time arrival at your destination (within about five minutes of scheduled arrival time) | <b>4.40</b>                 | 4.41         | -            |
| Visibility of conductors                                                                  | <b>4.38</b>                 | -            | -            |
| Cleanliness of interiors                                                                  | <b>4.35</b>                 | 4.51         | 3.82         |
| Availability of printed material                                                          | <b>4.31</b>                 | 4.17         | 3.92         |
| Frequency of automated onboard announcements                                              | <b>4.30</b>                 | -            | -            |
| Conductor announcements about delays that exceed 10 minutes                               | <b>4.27</b>                 | 4.25         | 3.72         |
| Usefulness of automated onboard announcements                                             | <b>4.26</b>                 | -            | -            |
| Reliability of train equipment                                                            | <b>4.23</b>                 | -            | -            |
| Information provided on digital displays                                                  | <b>4.19</b>                 | 4.26         | -            |
| Managing crowding onboard                                                                 | <b>4.17</b>                 | -            | -            |
| Cleanliness of restroom                                                                   | <b>3.64</b>                 | -            | -            |
| <b>Onboard experience (overall) on Caltrain</b>                                           | <b>4.45</b>                 | <b>4.42</b>  | <b>4.08</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 Q16-Q30)

## 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 2026 N=2,631*</b>                                           |                |            |           |                   |              |                |               |
| <b>MAY 2025 N=2,986*</b>                                           |                |            |           |                   |              |                |               |
| <b>JULY 2024 N=2,524*</b>                                          |                |            |           |                   |              |                |               |
| <b>Professional appearance of conductors</b>                       |                |            |           |                   |              |                |               |
| <b>MAY 2026 .....</b>                                              | <b>71</b>      | <b>20</b>  | <b>3</b>  | <b>&lt;1</b>      | <b>&lt;1</b> | <b>5</b>       | <b>4.70</b>   |
| <b>Politeness and helpfulness of conductors</b>                    |                |            |           |                   |              |                |               |
| <b>MAY 2026 .....</b>                                              | <b>68</b>      | <b>22</b>  | <b>5</b>  | <b>1</b>          | <b>&lt;1</b> | <b>4</b>       | <b>4.63</b>   |
| MAY 2025 .....                                                     | 63             | 24         | 6         | 1                 | <1           | 6              | 4.57          |
| JULY 2024 .....                                                    | 50             | 33         | 9         | 2                 | 1            | 5              | 4.35          |
| <b>On-time departure from your boarding station</b>                |                |            |           |                   |              |                |               |
| <b>MAY 2026 .....</b>                                              | <b>58%</b>     | <b>31%</b> | <b>8%</b> | <b>2%</b>         | <b>1%</b>    | <b>1</b>       | <b>4.46</b>   |
| <b>On-time arrival at your destination (within 5 minutes)</b>      |                |            |           |                   |              |                |               |
| <b>MAY 2026 .....</b>                                              | <b>52</b>      | <b>35</b>  | <b>9</b>  | <b>2</b>          | <b>&lt;1</b> | <b>2</b>       | <b>4.40</b>   |
| MAY 2025 .....                                                     | 55             | 32         | 8         | 2                 | 1            | 2              | 4.41          |
| <b>Visibility of conductors</b>                                    |                |            |           |                   |              |                |               |
| <b>MAY 2026 .....</b>                                              | <b>52</b>      | <b>29</b>  | <b>10</b> | <b>2</b>          | <b>1</b>     | <b>5</b>       | <b>4.38</b>   |
| <b>Cleanliness of interiors</b>                                    |                |            |           |                   |              |                |               |
| <b>MAY 2026 .....</b>                                              | <b>51</b>      | <b>35</b>  | <b>10</b> | <b>2</b>          | <b>&lt;1</b> | <b>&lt;1</b>   | <b>4.35</b>   |
| MAY 2025 .....                                                     | 61             | 31         | 7         | 1                 | 1            | <1             | 4.51          |
| JULY 2024 .....                                                    | 29             | 37         | 22        | 8                 | 3            | 1              | 3.82          |
| <b>Availability of printed material</b>                            |                |            |           |                   |              |                |               |
| <b>MAY 2026 .....</b>                                              | <b>40</b>      | <b>20</b>  | <b>9</b>  | <b>2</b>          | <b>1</b>     | <b>27</b>      | <b>4.31</b>   |
| MAY 2025 .....                                                     | 33             | 19         | 13        | 3                 | 1            | 32             | 4.17          |
| JULY 2024 .....                                                    | 26             | 22         | 19        | 4                 | 2            | 28             | 3.92          |
| <b>Frequency of automated onboard announcements</b>                |                |            |           |                   |              |                |               |
| <b>MAY 2026 .....</b>                                              | <b>49</b>      | <b>31</b>  | <b>14</b> | <b>2</b>          | <b>1</b>     | <b>4</b>       | <b>4.30</b>   |
| <b>Conductor announcements about delays that exceed 10 minutes</b> |                |            |           |                   |              |                |               |
| <b>MAY 2026 .....</b>                                              | <b>43</b>      | <b>26</b>  | <b>11</b> | <b>4</b>          | <b>1</b>     | <b>16</b>      | <b>4.27</b>   |
| MAY 2025 .....                                                     | 38             | 22         | 11        | 3                 | 1            | 25             | 4.25          |
| JULY 2024 .....                                                    | 27             | 26         | 18        | 9                 | 4            | 16             | 3.72          |
| <b>Usefulness of automated onboard announcements</b>               |                |            |           |                   |              |                |               |
| <b>MAY 2026 .....</b>                                              | <b>49</b>      | <b>30</b>  | <b>13</b> | <b>4</b>          | <b>1</b>     | <b>4</b>       | <b>4.26</b>   |

# Caltrain Customer Satisfaction Survey – May 2026 | Summary Report

## 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 2026 N=2,631*</b>                      |                |           |           |                   |              |                |               |
| <b>MAY 2025 N=2,986*</b>                      |                |           |           |                   |              |                |               |
| <b>JULY 2024 N=2,524*</b>                     |                |           |           |                   |              |                |               |
| <hr/>                                         |                |           |           |                   |              |                |               |
| Reliability of train equipment                |                |           |           |                   |              |                |               |
| <b>MAY 2026 .....</b>                         | <b>43</b>      | <b>33</b> | <b>13</b> | <b>3</b>          | <b>1</b>     | <b>7</b>       | <b>4.23</b>   |
| Information provided on digital displays      |                |           |           |                   |              |                |               |
| <b>MAY 2026 .....</b>                         | <b>46</b>      | <b>30</b> | <b>14</b> | <b>5</b>          | <b>1</b>     | <b>3</b>       | <b>4.19</b>   |
| MAY 2025 .....                                | 50             | 27        | 12        | 4                 | 1            | 5              | 4.26          |
| Managing crowding onboard                     |                |           |           |                   |              |                |               |
| <b>MAY 2026 .....</b>                         | <b>40</b>      | <b>31</b> | <b>14</b> | <b>4</b>          | <b>1</b>     | <b>10</b>      | <b>4.17</b>   |
| Cleanliness of restroom                       |                |           |           |                   |              |                |               |
| <b>MAY 2026 .....</b>                         | <b>18</b>      | <b>17</b> | <b>16</b> | <b>8</b>          | <b>3</b>     | <b>37</b>      | <b>3.64</b>   |
| <hr/>                                         |                |           |           |                   |              |                |               |
| Overall rating of Caltrain onboard experience |                |           |           |                   |              |                |               |
| <b>MAY 2026 .....</b>                         | <b>53</b>      | <b>40</b> | <b>6</b>  | <b>1</b>          | <b>&lt;1</b> | <b>&lt;1</b>   | <b>4.45</b>   |
| MAY 2025 .....                                | 50             | 42        | 6         | 1                 | <1           | <1             | 4.42          |
| JULY 2024 .....                               | 33             | 46        | 17        | 3                 | 1            | 1              | 4.08          |

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 Q16-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.

|                                                                                           | Mean Scores (5 point scale) |              |                  |            |
|-------------------------------------------------------------------------------------------|-----------------------------|--------------|------------------|------------|
|                                                                                           | Overall Mean Score          | Weekday Peak | Weekday Off-Peak | Weekend    |
| <b>Base: (All Respondents)*</b>                                                           | <b>2,631</b>                | <b>1,340</b> | <b>640</b>       | <b>651</b> |
| Professional appearance of conductors                                                     | <b>4.70</b>                 | 4.69         | 4.73             | 4.67       |
| Politeness and helpfulness of conductors                                                  | <b>4.63</b>                 | 4.63         | 4.65             | 4.60       |
| On-time departure from your boarding station                                              | <b>4.46</b>                 | 4.35         | 4.54             | 4.61       |
| On-time arrival at your destination (within about five minutes of scheduled arrival time) | <b>4.40</b>                 | 4.28         | 4.46             | 4.58       |
| Visibility of conductors                                                                  | <b>4.38</b>                 | 4.29         | 4.40             | 4.41       |
| Cleanliness of interiors                                                                  | <b>4.35</b>                 | 4.26         | 4.41             | 4.48       |
| Availability of printed material                                                          | <b>4.31</b>                 | 4.26         | 4.35             | 4.35       |
| Frequency of automated onboard announcements                                              | <b>4.30</b>                 | 4.13         | 4.34             | 4.45       |
| Conductor announcements about delays that exceed 10 minutes                               | <b>4.27</b>                 | 4.18         | 4.36             | 4.18       |
| Usefulness of automated onboard announcements                                             | <b>4.26</b>                 | 4.20         | 4.37             | 4.45       |
| Reliability of train equipment                                                            | <b>4.23</b>                 | 4.10         | 4.32             | 4.43       |
| Information provided on digital displays                                                  | <b>4.19</b>                 | 4.03         | 4.32             | 4.38       |
| Managing crowding onboard                                                                 | <b>4.17</b>                 | 4.04         | 4.23             | 4.38       |
| Cleanliness of restroom                                                                   | <b>3.64</b>                 | 3.55         | 3.68             | 3.77       |
| <b>Onboard experience (overall) on Caltrain</b>                                           | <b>4.45</b>                 | 4.36         | 4.51             | 4.56       |

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 Q16-Q30)

## 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 11 attributes as well as the overall onboard rating most highly.
- South County Connector riders were the least satisfied overall, rating 12 attributes as well as the overall onboard rating the lowest. When compared with other train types, they provided the highest rating for *Visibility of conductors*, rating it 4.51 compared to 4.38 overall. This may be due in part to the South County consists having three cars compared to seven cars in the other consists.
- Express train riders provided the highest ratings overall for *Professional appearance of conductors* (4.73 compared to 4.70 overall) and *Politeness and helpfulness of conductors* (4.64 compared to 4.63 overall). They provided the lowest ratings for *Visibility of conductors* (4.37 compared to 4.38 overall) and *Availability of Printed Material* (4.10 compared to 4.31).

# Caltrain Customer Satisfaction Survey – May 2026 | Summary Report

|                                                                                           | Overall Mean Score | Local (100s) | Limited (400s) | Express (500s) | S.County Conn (800s) |
|-------------------------------------------------------------------------------------------|--------------------|--------------|----------------|----------------|----------------------|
| <b>Base: (All Respondents)*</b>                                                           | <b>2,631</b>       | <b>1,011</b> | <b>359</b>     | <b>427</b>     | <b>183</b>           |
| Professional appearance of conductors                                                     | <b>4.70</b>        | 4.71         | 4.68           | 4.73           | 4.64                 |
| Politeness and helpfulness of conductors                                                  | <b>4.63</b>        | 4.64         | 4.61           | 4.64           | 4.61                 |
| On-time departure from your boarding station                                              | <b>4.46</b>        | 4.49         | 4.35           | 4.33           | 4.23                 |
| On-time arrival at your destination (within about five minutes of scheduled arrival time) | <b>4.40</b>        | 4.43         | 4.31           | 4.31           | 3.97                 |
| Visibility of conductors                                                                  | <b>4.38</b>        | 4.40         | 4.41           | 4.37           | 4.51                 |
| Cleanliness of interiors                                                                  | <b>4.35</b>        | 4.39         | 4.37           | 4.32           | 3.72                 |
| Availability of printed material                                                          | <b>4.31</b>        | 4.36         | 4.31           | 4.10           | 4.32                 |
| Frequency of automated onboard announcements                                              | <b>4.30</b>        | 4.36         | 4.23           | 4.19           | 3.88                 |
| Conductor announcements about delays that exceed 10 minutes                               | <b>4.27</b>        | 4.30         | 4.21           | 4.21           | 4.05                 |
| Usefulness of automated onboard announcements                                             | <b>4.26</b>        | 4.30         | 4.12           | 4.16           | 3.82                 |
| Reliability of train equipment                                                            | <b>4.23</b>        | 4.31         | 4.17           | 4.10           | 3.59                 |
| Information provided on digital displays                                                  | <b>4.19</b>        | 4.26         | 4.00           | 4.07           | 3.71                 |
| Managing crowding onboard                                                                 | <b>4.17</b>        | 4.19         | 4.03           | 4.01           | 3.99                 |
| Cleanliness of restroom                                                                   | <b>3.64</b>        | 3.69         | 3.57           | 3.54           | 3.26                 |
| <b>Onboard experience (overall) on Caltrain</b>                                           | <b>4.45</b>        | 4.48         | 4.38           | 4.39           | 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 Q16-Q30)

## Rating of Caltrain Service – Timeliness/Safety

### Timeliness/Safety Ratings

- Fewer than half of respondents (44%) were satisfied with *Relevance and Timeliness of Info Provided in Text/Email Alerts*, rating it 3.95 (out of 5.00). However, a much higher share (37%) of respondents marked “Not Applicable” for this question.
  - Weekday Peak and South County riders were much less satisfied than riders overall, rating this attribute 3.66 and 3.25 respectively.
- Most respondents (90%) were satisfied with *Sense of safety using Caltrain (station & onboard)*, rating it 4.44 (out of 5.00).
- Three-quarters of respondents (75%) were satisfied with *Satisfaction with current schedule/train frequency*, rating it 4.08 (out of 5.00).
  - South County riders were much less satisfied than riders overall rating this attribute 3.51

|                                 | Relevance and timeliness of info provided in text/email alerts | Sense of safety using Caltrain (station & onboard) | Satisfaction with current schedule/train frequency |
|---------------------------------|----------------------------------------------------------------|----------------------------------------------------|----------------------------------------------------|
| <b>Base: (All Respondents)*</b> | <b>2,631</b>                                                   | <b>2,631</b>                                       | <b>2,631</b>                                       |
|                                 | %                                                              | %                                                  | %                                                  |
| Very Satisfied (5)              | 27                                                             | 55                                                 | 44                                                 |
| (4)                             | 17                                                             | 35                                                 | 31                                                 |
| (3)                             | 11                                                             | 8                                                  | 15                                                 |
| (2)                             | 5                                                              | 1                                                  | 7                                                  |
| Very Dissatisfied (1)           | 3                                                              | <1                                                 | 2                                                  |
| Not Applicable                  | 37                                                             | 1                                                  | 1                                                  |
|                                 | <b>100</b>                                                     | <b>100</b>                                         | <b>100</b>                                         |
| RECAP %                         |                                                                |                                                    |                                                    |
| Satisfied (5 or 4)              | 44                                                             | 90                                                 | 75                                                 |
| Neutral (3)                     | 11                                                             | 8                                                  | 15                                                 |
| Dissatisfied (1 or 2)           | 8                                                              | 2                                                  | 9                                                  |
|                                 |                                                                |                                                    |                                                    |
| <b>MEAN</b>                     | <b>3.95</b>                                                    | <b>4.44</b>                                        | <b>4.08</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.

(See Statistical Tables Q31-Q33)

|                                                                | Mean Scores (5 point scale) |              |                  |            |
|----------------------------------------------------------------|-----------------------------|--------------|------------------|------------|
|                                                                | Overall Mean Score          | Weekday Peak | Weekday Off-Peak | Weekend    |
| <b>Base: (All Respondents)*</b>                                | <b>2,631</b>                | <b>1,340</b> | <b>640</b>       | <b>651</b> |
| Relevance and timeliness of info provided in text/email alerts | <b>3.95</b>                 | 3.66         | 4.16             | 4.33       |
| Sense of safety using Caltrain (station & onboard)             | <b>4.44</b>                 | 4.38         | 4.51             | 4.48       |
| Satisfaction with current schedule/train frequency             | <b>4.08</b>                 | 4.01         | 4.18             | 4.15       |

|                                                                | Overall Mean Score | Local (100s) | Limited (400s) | Express (500s) | S.County Conn (800s) |
|----------------------------------------------------------------|--------------------|--------------|----------------|----------------|----------------------|
| <b>Base: (All Respondents)*</b>                                | <b>2,631</b>       | <b>1,011</b> | <b>359</b>     | <b>427</b>     | <b>183</b>           |
| Relevance and timeliness of info provided in text/email alerts | <b>3.95</b>        | 4.05         | 3.74           | 3.65           | 3.25                 |
| Sense of safety using Caltrain (station & onboard)             | <b>4.44</b>        | 4.47         | 4.38           | 4.41           | 4.27                 |
| Satisfaction with current schedule/train frequency             | <b>4.08</b>        | 4.16         | 4.07           | 4.05           | 3.51                 |

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 Q31-Q33)

## Rating of Caltrain Service - Overall

### Overall Satisfaction with Caltrain

How would you rate your overall Caltrain experience?

Respondents rated their overall satisfaction with Caltrain the same in 2026 as in 2025 (4.40 in 2026 vs. 4.41 in 2025).

|                          | MAY<br>2026 | MAY<br>2025 | JULY<br>2024 |
|--------------------------|-------------|-------------|--------------|
| Base: (All Respondents)* | 2,631       | 2,986       | 2,524        |
|                          |             | %           | %            |
| Very Satisfied (5)       | 49          | 48          | 28           |
| (4)                      | 44          | 45          | 50           |
| (3)                      | 6           | 6           | 17           |
| (2)                      | 1           | <1          | 3            |
| Very Dissatisfied (1)    | <1          | <1          | 1            |
| Not Applicable           | <1          | <1          | 1            |
|                          | 100         | 100         | 100          |
| RECAP %                  |             |             |              |
| Satisfied (5 or 4)       | 92          | 93          | 78           |
| Neutral (3)              | 6           | 6           | 17           |
| Dissatisfied (1 or 2)    | 1           | 1           | 4            |
|                          |             |             |              |
| MEAN                     | 4.40        | 4.41        | 4.02         |

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

(See Statistical Table Q7)

## Overall Satisfaction with Caltrain by Key Sub-Groups

|                               | BASE<br>(#)  | MEAN<br>(5 PT SCALE) | Very Satisfied<br>(5 rating) | Satisfied<br>(4 rating) | Dissatisfied<br>(2 or 1 rating) | Neutral/NA<br>(3 rating) |
|-------------------------------|--------------|----------------------|------------------------------|-------------------------|---------------------------------|--------------------------|
|                               |              |                      | %                            | %                       | %                               | %                        |
| <b>TOTAL</b>                  | <b>2,631</b> | <b>4.40</b>          | <b>49</b>                    | <b>44</b>               | <b>1</b>                        | <b>7</b>                 |
| <b>BY RIDERSHIP SEGMENT</b>   |              |                      |                              |                         |                                 |                          |
| Weekday Peak                  | 1,340        | 4.35                 | 44                           | 48                      | 1                               | 8                        |
| Weekday Off-peak              | 640          | 4.45                 | 52                           | 41                      | 1                               | 6                        |
| Weekend                       | 651          | 4.46                 | 55                           | 38                      | 2                               | 5                        |
| <b>BY POWER</b>               |              |                      |                              |                         |                                 |                          |
| Electric                      | 2,448        | 4.42                 | 50                           | 43                      | 1                               | 6                        |
| Diesel                        | 183          | 4.06                 | 27                           | 55                      | 2                               | 17                       |
| <b>BY FREQUENCY</b>           |              |                      |                              |                         |                                 |                          |
| 5 + Days/Wk                   | 753          | 4.34                 | 45                           | 45                      | 2                               | 8                        |
| 3-4 Days/Wk                   | 719          | 4.32                 | 42                           | 49                      | 1                               | 8                        |
| 1-2 Days/Wk                   | 418          | 4.37                 | 45                           | 48                      | 1                               | 6                        |
| 1 Day/Month or Less           | 710          | 4.56                 | 61                           | 34                      | <1                              | 4                        |
| <b>TENURE</b>                 |              |                      |                              |                         |                                 |                          |
| First time                    | 155          | 4.73                 | 77                           | 20                      | 1                               | 3                        |
| Less than one year            | 726          | 4.42                 | 50                           | 43                      | 1                               | 6                        |
| 1-4 years                     | 875          | 4.35                 | 44                           | 49                      | 1                               | 7                        |
| More than 4 years             | 867          | 4.38                 | 48                           | 43                      | 1                               | 8                        |
| <b>BY TRAIN TYPE</b>          |              |                      |                              |                         |                                 |                          |
| Local (100s)                  | 1,011        | 4.45                 | 52                           | 41                      | 1                               | 6                        |
| Limited (400s)                | 359          | 4.35                 | 43                           | 49                      | 1                               | 7                        |
| Express (500s)                | 427          | 4.38                 | 45                           | 48                      | -                               | 7                        |
| South County Connector (800s) | 183          | 4.06                 | 27                           | 55                      | 2                               | 17                       |
| Weekend (600s)                | 651          | 4.46                 | 55                           | 38                      | 2                               | 5                        |

(See Statistical Table Q7)

## Appendices

## Appendix A: Questionnaires













**Appendix B: Schedule**

Caltrain Customer Satisfaction Survey – May 2026 | Summary Report

| TRAIN | Board Time | Board Station    | Alight Time | Alight Station   | Day | Date  | DIR | CAR # START | 2ND CAR |
|-------|------------|------------------|-------------|------------------|-----|-------|-----|-------------|---------|
|       |            |                  |             |                  |     |       |     |             |         |
| 603   | 7:26 AM    | SAN JOSE-DIRIDON | 8:46 AM     | SF-4TH/KING      | SAT | 2-May | N   | 1           | 2       |
| 608   | 9:25 AM    | SF-4TH/KING      | 10:44 AM    | SAN JOSE-DIRIDON | SAT | 2-May | S   | 2           | 3       |
| 617   | 10:56 AM   | SAN JOSE-DIRIDON | 12:16 PM    | SF-4TH/KING      | SAT | 2-May | N   | 3           | 4       |
| 620   | 12:25 PM   | SF-4TH/KING      | 1:44 PM     | SAN JOSE-DIRIDON | SAT | 2-May | S   | 4           | 5       |
|       |            |                  |             |                  |     |       |     |             |         |
| 602   | 7:55 AM    | SF-4TH/KING      | 9:15 AM     | SAN JOSE-DIRIDON | SAT | 2-May | S   | 5           | 6       |
| 613   | 9:56 AM    | SAN JOSE-DIRIDON | 11:16 AM    | SF-4TH/KING      | SAT | 2-May | N   | 6           | 7       |
| 618   | 11:55 AM   | SF-4TH/KING      | 1:15 PM     | SAN JOSE-DIRIDON | SAT | 2-May | S   | 7           | 1       |
| 627   | 1:26 PM    | SAN JOSE-DIRIDON | 2:46 PM     | SF-4TH/KING      | SAT | 2-May | N   | 1           | 2       |
|       |            |                  |             |                  |     |       |     |             |         |
| 640   | 5:25 PM    | SF-4TH/KING      | 6:44 PM     | SAN JOSE-DIRIDON | SUN | 3-May | S   | 2           | 3       |
| 649   | 6:56 PM    | SAN JOSE-DIRIDON | 8:16 PM     | SF-4TH/KING      | SUN | 3-May | N   | 3           | 4       |
| 654   | 8:55 PM    | SF-4TH/KING      | 10:15 PM    | SAN JOSE-DIRIDON | SUN | 3-May | S   | 4           | 5       |
| 663   | 10:30 PM   | SAN JOSE-DIRIDON | 11:50 PM    | SF-4TH/KING      | SUN | 3-May | N   | 5           | 6       |
|       |            |                  |             |                  |     |       |     |             |         |
| 809   | 6:52 AM    | GILROY           | 7:40 AM     | SAN JOSE-DIRIDON | TUE | 5-May | N   | 2           | 3       |
| 409   | 7:43 AM    | SAN JOSE-DIRIDON | 8:53 AM     | SF-4TH/KING      | TUE | 5-May | N   | 7           | NA      |
| 124   | 10:55 AM   | SF-4TH/KING      | 12:13 PM    | SAN JOSE-DIRIDON | TUE | 5-May | S   | 2           | 1       |
|       |            |                  |             |                  |     |       |     |             |         |
| 502   | 6:20 AM    | SF-4TH/KING      | 7:20 AM     | SAN JOSE-DIRIDON | TUE | 5-May | S   | 2           | 1       |
| 113   | 7:53 AM    | SAN JOSE-DIRIDON | 9:16 AM     | SF-4TH/KING      | TUE | 5-May | N   | 3           | NA      |
| 120   | 9:55 AM    | SF-4TH/KING      | 11:13 AM    | SAN JOSE-DIRIDON | TUE | 5-May | S   | 4           | 3       |
| 127   | 11:28 AM   | SAN JOSE-DIRIDON | 12:46 PM    | SF-4TH/KING      | TUE | 5-May | N   | 5           | 4       |
|       |            |                  |             |                  |     |       |     |             |         |
| 401   | 5:43 AM    | SAN JOSE-DIRIDON | 6:53 AM     | SF-4TH/KING      | WED | 6-May | N   | 6           | 5       |
| 408   | 7:48 AM    | SF-4TH/KING      | 8:58 AM     | SAN JOSE-DIRIDON | WED | 6-May | S   | 7           | NA      |

Caltrain Customer Satisfaction Survey – May 2026 | Summary Report

| TRAIN | Board Time | Board Station    | Alight Time | Alight Station   | Day  | Date   | DIR | CAR # START | 2ND CAR |
|-------|------------|------------------|-------------|------------------|------|--------|-----|-------------|---------|
| 811   | 7:31 AM    | GILROY           | 8:19 AM     | SAN JOSE-DIRIDON | THUR | 7-May  | N   | 1           | 2       |
| 511   | 8:22 AM    | SAN JOSE-DIRIDON | 9:22 AM     | SF-4TH/KING      | THUR | 7-May  | N   | 2           | NA      |
| 122   | 10:25 AM   | SF-4TH/KING      | 11:42 AM    | SAN JOSE-DIRIDON | THUR | 7-May  | S   | 3           | 5       |
|       |            |                  |             |                  |      |        |     |             |         |
| 102   | 4:55 AM    | SF-4TH/KING      | 6:12 AM     | SAN JOSE-DIRIDON | THUR | 7-May  | S   | 4           | 5       |
| 503   | 6:22 AM    | SAN JOSE-DIRIDON | 7:22 AM     | SF-4TH/KING      | THUR | 7-May  | N   | 5           | NA      |
| 510   | 8:20 AM    | SF-4TH/KING      | 9:20 AM     | SAN JOSE-DIRIDON | THUR | 7-May  | S   | 6           | NA      |
| 121   | 9:58 AM    | SAN JOSE-DIRIDON | 11:16 AM    | SF-4TH/KING      | THUR | 7-May  | N   | 7           | 6       |
|       |            |                  |             |                  |      |        |     |             |         |
| 514   | 3:20 PM    | SF-4TH/KING      | 4:20 PM     | SAN JOSE-DIRIDON | THUR | 7-May  | S   | 1           | NA      |
| 814   | 4:23 PM    | SAN JOSE-DIRIDON | 5:11 PM     | GILROY           | THUR | 7-May  | S   | 2           | 3       |
| 161   | 7:58 PM    | SAN JOSE-DIRIDON | 9:16 PM     | SF-4TH/KING      | THUR | 7-May  | N   | 3           | 4       |
|       |            |                  |             |                  |      |        |     |             |         |
| 148   | 4:55 PM    | SF-4TH/KING      | 6:13 PM     | SAN JOSE-DIRIDON | TUE  | 12-May | S   | 4           | NA      |
| 527   | 6:22 PM    | SAN JOSE-DIRIDON | 7:22 PM     | SF-4TH/KING      | TUE  | 12-May | N   | 5           | 6       |
| 162   | 8:25 PM    | SF-4TH/KING      | 9:42 PM     | SAN JOSE-DIRIDON | TUE  | 12-May | S   | 6           | 7       |
| 169   | 9:58 PM    | SAN JOSE-DIRIDON | 11:16 PM    | SF-4TH/KING      | TUE  | 12-May | N   | 7           | 6       |
|       |            |                  |             |                  |      |        |     |             |         |
| 416   | 3:48 PM    | SF-4TH/KING      | 4:58 PM     | SAN JOSE-DIRIDON | TUE  | 12-May | S   | 1           | NA      |
| 816   | 5:01 PM    | SAN JOSE-DIRIDON | 5:49 PM     | GILROY           | TUE  | 12-May | S   | 3           | 2       |
| 163   | 8:28 PM    | SAN JOSE-DIRIDON | 9:46 PM     | SF-4TH/KING      | TUE  | 12-May | N   | 3           | 2       |
|       |            |                  |             |                  |      |        |     |             |         |
| 518   | 4:20 PM    | SF-4TH/KING      | 5:20 PM     | SAN JOSE-DIRIDON | WED  | 13-May | S   | 6           | NA      |
| 425   | 5:43 PM    | SAN JOSE-DIRIDON | 6:53 PM     | SF-4TH/KING      | WED  | 13-May | N   | 5           | 4       |
| 158   | 7:25 PM    | SF-4TH/KING      | 8:42 PM     | SAN JOSE-DIRIDON | WED  | 13-May | S   | 6           | 7       |
|       |            |                  |             |                  |      |        |     |             |         |
| 142   | 3:25 PM    | SF-4TH/KING      | 4:42 PM     | SAN JOSE-DIRIDON | WED  | 13-May | S   | 7           | 6       |
| 149   | 4:58 PM    | SAN JOSE-DIRIDON | 6:16 PM     | SF-4TH/KING      | WED  | 13-May | N   | 1           | NA      |

Caltrain Customer Satisfaction Survey – May 2026 | Summary Report

| TRAIN | Board Time | Board Station    | Alight Time | Alight Station   | Day  | Date   | DIR | CAR # START | 2ND CAR |
|-------|------------|------------------|-------------|------------------|------|--------|-----|-------------|---------|
| 156   | 6:55 PM    | SF-4TH/KING      | 8:13 PM     | SAN JOSE-DIRIDON | WED  | 13-May | S   | 2           | 3       |
|       |            |                  |             |                  |      |        |     |             |         |
| 123   | 10:28 AM   | SAN JOSE-DIRIDON | 11:46 AM    | SF-4TH/KING      | THUR | 14-May | N   | 4           | 5       |
|       |            |                  |             |                  |      |        |     |             |         |
| 515   | 3:22 PM    | SAN JOSE-DIRIDON | 4:22 PM     | SF-4TH/KING      | THUR | 14-May | N   | 6           | 7       |
| 150   | 5:25 PM    | SF-4TH/KING      | 6:42 PM     | SAN JOSE-DIRIDON | THUR | 14-May | S   | 7           | NA      |
| 157   | 6:58 PM    | SAN JOSE-DIRIDON | 8:05 PM     | SF-4TH/KING      | THUR | 14-May | N   | 1           | 2       |
|       |            |                  |             |                  |      |        |     |             |         |
| 628   |            | MILLBRAE         | 3:15 PM     | SAN JOSE-DIRIDON | SUN  | 17-May | S   | 2           | 3       |
| 637   | 3:56 PM    | SAN JOSE-DIRIDON | 5:16 PM     | SF-4TH/KING      | SUN  | 17-May | N   | 3           | 4       |
| 642   | 5:55 PM    | SF-4TH/KING      | 7:15 PM     | SAN JOSE-DIRIDON | SUN  | 17-May | S   | 4           | 5       |
| 651   | 7:26 PM    | SAN JOSE-DIRIDON | 8:46 PM     | SF-4TH/KING      | SUN  | 17-May | N   | 5           | 6       |
|       |            |                  |             |                  |      |        |     |             |         |
| 164   | 8:55 PM    | SF-4TH/KING      | 10:13 PM    | SAN JOSE-DIRIDON | TUE  | 19-May | S   | 1           | 2       |
|       |            |                  |             |                  |      |        |     |             |         |
| 135   | 1:28 PM    | SAN JOSE-DIRIDON | 2:46 PM     | SF-4TH/KING      | TUE  | 19-May | N   | 4           | 3       |
|       |            |                  |             |                  |      |        |     |             |         |
| 103   | 5:08 AM    | SAN JOSE-DIRIDON | 6:26 AM     | SF-4TH/KING      | WED  | 20-May | N   | 5           | 4       |
| 506   | 7:20 AM    | SF-4TH/KING      | 8:20 AM     | SAN JOSE-DIRIDON | WED  | 20-May | S   | 6           | NA      |
| 413   | 8:43 AM    | SAN JOSE-DIRIDON | 9:53 AM     | SF-4TH/KING      | WED  | 20-May | N   | 7           | 6       |
|       |            |                  |             |                  |      |        |     |             |         |
| 510   | 8:20 AM    | SF-4TH/KING      | 9:20 AM     | SAN JOSE-DIRIDON | THUR | 21-May | S   | 4           | NA      |
|       |            |                  |             |                  |      |        |     |             |         |
| 136   | 1:55 PM    | SF-4TH/KING      | 3:13 PM     | SAN JOSE-DIRIDON | WED  | 20-May | S   | 5           | 6       |

## Appendix C: Survey Distribution and Response

## Caltrain May 2026 Customer Survey

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

|                                                       |                         |
|-------------------------------------------------------|-------------------------|
| Children under 13                                     | 37                      |
| Language barrier                                      | 12                      |
| Sleeping                                              | 83                      |
| Refused                                               | 489                     |
| Already Participated                                  | 158                     |
| Qst. distributed and not returned                     | 508                     |
| <b>TOTAL NON-RESPONSE</b> (less already participated) | <b><u>1,129</u></b>     |
| <br>Completes collected or mailed in:                 | <br><b><u>2,631</u></b> |
| <br><i>RIDERS ON SAMPLED CARS</i>                     | <br><b><u>3,760</u></b> |
| <i>(Total completes + Total Non-response)</i>         |                         |

| <b><u>Response Rate &amp; % of Riders Who Completed Survey</u></b> |                         |
|--------------------------------------------------------------------|-------------------------|
| <i>RIDERS ON SAMPLED CARS</i>                                      | <b><u>3,760</u></b>     |
| Less:                                                              |                         |
| Children Under 13                                                  | 37                      |
| Language Barrier                                                   | 12                      |
| Sleeping                                                           | 83                      |
| <b>POTENTIAL RESPONDENTS</b>                                       | <b><u>3,628</u></b>     |
| <br><i>TOTAL COMPLETES</i>                                         | <br><b><u>2,631</u></b> |
| <b>Response Rate <sup>1</sup></b>                                  | <b>72.52%</b>           |
| <b>% Of Riders Who Completed Survey <sup>2</sup></b>               | <b>69.97%</b>           |

| <b><u>Distribution Rate</u></b>       |                         |
|---------------------------------------|-------------------------|
| <i>RIDERS ON SAMPLED CARS</i>         | <b><u>3,760</u></b>     |
| Less:                                 |                         |
| Children Under 13                     | 37                      |
| Language Barrier                      | 12                      |
| Sleeping                              | 83                      |
| <b>POTENTIAL RESPONDENTS</b>          | <b><u>3,628</u></b>     |
| <br><i>TOTAL COMPLETES</i>            | <br><b><u>2,631</u></b> |
| Qst. taken home /not returned         | 508                     |
| <br><b>TOTAL QST. DISTRIBUTED</b>     | <br><b><u>3,139</u></b> |
| <b>Distribution Rate <sup>3</sup></b> | <b>86.52%</b>           |

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

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

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

## **Appendix D: Caltrain Schedules in Effect During Survey**









