

NOVEMBER 2019

Caltrain Triennial Customer Survey

SUMMARY REPORT

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INTRODUCTION

This report provides findings from an onboard survey of Caltrain riders. The fieldwork was conducted November 2-19, 2019; 5,501 surveys were completed.

Key objectives of the survey include:

- Reporting trip characteristics, such as peak/off-peak/weekend use.
- Reporting personal travel characteristics, such as frequency of Caltrain use and primary reasons for riding Caltrain.
- Reporting demographic characteristics, such as race/ethnicity, national origin, age, income, etc.
- Ratings of six specific service characteristics, including one overall assessment of the entire Caltrain experience.

This report includes the following key sections: Executive Overview, Charts/Key Findings, Detailed Results, and the Appendix. The Appendix of this report includes a copy of the questionnaire, interviewer training instructions, and information on trains sampled. Additional information is provided in the Verbatim Comments Report and Statistical Tables.

Percentages included in this report may not total 100% due to statistical rounding.

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

Changes in Caltrain Service Since Last Survey

Since the previous survey in 2016 a fare increase took effect for the monthly pass, zones, Go Pass, monthly parking permit and the elimination of the 8-ride ticket. A new fare enforcement policy was also implemented, speeding up the enforcement process, while also lowering the fine amount. A new Caltrain mobile ticketing app was launched, allowing customers to purchase and activate tickets and parking permits from their mobile devices.

Caltrain made some minor adjustments to the weekday schedule to improve service reliability for customers, and also scheduled a weekend timetable change to accommodate construction projects for electrification, modifying headways from 60 minutes to 90 minutes. Caltrain also temporarily suspended weekend service between Bayshore and San Francisco stations for Electrification Work, for approximately six months. Single tracking was implemented along the corridor during weekday off-peak hours, requiring riders for both north and southbound trains to board on the same platform.

A bikes board first program was launched at all stations, allowing riders with bicycles to board first onto the designated bike cars. Improvements were made to 22nd Street Station, including an improved plaza, walkway, scooter and motorcycle parking. Secure bike lockers and a bike share station were also added.

Methodology and Response Rate

The survey was conducted onboard, a self-administered questionnaire was distributed to Caltrain riders. Surveyors boarded pre-selected trains and attempted to distribute questionnaires to all passengers on a randomly selected car of the assigned train. Completed surveys were also collected by these surveyors (who stayed onboard during the train route).

Specific steps were taken to ensure the highest possible response rate. This included using professional, experienced onboard surveyors on the project, making the questionnaire available in English and Spanish, and providing a business reply mail-back option for persons who did not have time to complete the survey onboard.

The overall response rate (75%) was high for a system-wide survey of this type. The response rate was calculated by dividing the total number of completes (5,501) by all *eligible* passengers riding on the sampled trains (7,374). Additional information on the survey distribution and response rate is provided in the Appendix of this report.

Field interviewing on this project was conducted from Saturday, November 2, 2019 to Tuesday, November 19, 2019. Weekday shifts were allocated to allow for surveying during morning and afternoon peak periods, as well as off-peak periods. Saturday and Sunday trains were also surveyed at various times of the day. The dates of the fieldwork were scheduled to avoid surveying during special events that would unduly impact ridership.

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

Sampling

In total, 5,501 surveys were completed by riders. This total equates to a system-wide margin of error of +/- 1.28% (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. Surveys were conducted on weekdays (Tuesday, Wednesday, and Thursday), as well as on Saturday and Sunday. CC&G sampled a total of 62 weekday routes and 10 weekend routes. Of the 62 weekday routes surveyed, 29 were Limited trains, 19 were Local trains, and 14 were Bullet trains. For each train sampled, a specific car was selected, and CC&G attempted to survey every passenger in the selected car.

The 2019 distribution of trains sampled was comparable to those sampled in 2016. In 2019, trains were randomly selected within the proportions of the 2016 survey (e.g. train direction, time of day, share of local/limited/bullet service). Minor adjustments to sampling were made for scheduling efficiency while maintaining these proportions.

Statistically Significant Differences

As was mentioned previously, for the total number of respondents (n = 5,501) who participated in the survey, the margin of error is +/- 1.28% at the 95% confidence level. The margin of error for some other key sub-groups which are shown in this report:

- Weekday Peak (n =3,985 unweighted, 4,332 weighted). +/- 1.45% at the 95% confidence level;
- Weekday Offpeak (n =1,017 unweighted, 789 weighted). +/- 3.47% at the 95% confidence level;
- Weekend (n =499 unweighted, 380 weighted). +/- 5.02% at the 95% confidence level.

Weighting

Most survey responses in this report are weighted to show a proportional response for the true percentage of weekday/weekend and peak/off-peak ridership. Responses were weighted in accordance with data from recent ridership counts as follows:

Segment	Average Weekly Riders*	Percentage of Total Ridership
Weekday Peak	269,070	78.75%
Weekday Off-peak	49,025	14.35%
Saturday	13,954	4.08%
Sunday	9,636	2.82%
TOTAL	341,685	100.0%

* Weekday ridership is from Caltrain's 2019 Ridership Count, Weekend ridership is from Caltrain's 2018 Ridership Count.

EXECUTIVE SUMMARY

Length of Time Using Caltrain

- In 2019, 31% of riders have been riding Caltrain less than one year.
- This is a slightly lower share of new riders than in 2016 (when 34% had been riding less than one year).

Frequency of Riding Caltrain

- More than two-thirds of riders (69%) ride Caltrain at least four days per week.
- Infrequent riders (those riding 1 day a week or less) who ride during the week appear to have declined, while there is a much greater share of infrequent riders on the weekend. While 40% of weekend riders in 2016 were infrequent riders, in 2019, 74% were infrequent riders.

Fare Media

- Slightly over one third of respondents (34%) paid for their Caltrain trip with a Clipper Caltrain monthly pass.
- The share who paid for their Caltrain trip using a Go Pass rose from 14% in 2013 to 21% in 2016 to 25% in 2019.
- Nearly a fourth of respondents (23%) in 2019 used cash value on their Clipper card to pay for the surveyed trip.
- About 5% of respondents paid for their trip using the mobile app in 2019.

Distance from Starting Location to Caltrain Station

In 2019, a question was introduced asking respondents how far it was from their starting point to their origin Caltrain station. The wording on this question was slightly different from the 2016 version.

- Most respondents (80%) traveled 10 miles or less to reach their origin Caltrain station.
- The median distance traveled was 2.0 miles; the average was 8.2 miles.

Why Riders Choose Caltrain

- Nearly three quarters of riders (72%) said they ride Caltrain to avoid traffic. This is an increase from 62% who said they rode Caltrain for this reason in 2016.
- The share of riders saying they rode Caltrain to help the environment nearly doubled – riding from 26% in 2016 to 43% in 2019. Weekday peak riders cited this more often (44%) than weekend (34%) or weekday off peak (38%) riders.
- Notably, 34% of respondents in 2019 said they chose Caltrain because it was faster than other options, compared to 22% in 2016.

Stations Used

- Half of all riders boarded Caltrain in San Francisco (25%), Palo Alto (10%), San Jose (8%), or Mountain View (7%).
- San Francisco was the most common boarding station across all major time periods.
- San Francisco is the most commonly cited station where riders exit the Caltrain system as well (20%).
- After San Francisco, riders most commonly exited the train at Palo Alto (11%), San Jose (10%), Mountain View (7%) and Redwood City (7%).

Access/Egress on Caltrain

- Nearly three in 10 (34%) of respondents walked to Caltrain, and four in 10 (40%) got to their final destination by walking from the Caltrain station.
- Use of Uber/Lyft rose from less than 1% in 2013 for both access and egress to 3% for both access and egress in 2016, and 7% for both access and egress in 2019.
- Weekend riders were most likely to use Uber/Lyft (18% to access and 21% to egress) compared to Weekday Peak (5% to access, 5% to egress) and Weekday Offpeak riders (9% to access, 10% to egress).

Car Availability

- The share of those who had a car for the surveyed trip dropped to 51% in 2019, down from 60% in 2016.
- The share of Weekday Peak riders who said they had a car for the surveyed trip dropped from 63% in 2016 to 51% in 2019.
- In 2019, only 41% of Weekday Offpeak riders had a car for the surveyed trip (compared to 51% in 2016), while only 35% of weekend riders had a car for the surveyed trip (compared to 49% in 2016).

Satisfaction with Caltrain

- Overall, Caltrain riders rated their experience on Caltrain 3.99 (out of 5.00), a decrease of .10 from 2016 (4.09).
- Other rated attributes also declined from 2016, although a new attribute in 2019 – ease of use (of Caltrain) – was rated an average of 4.19 out of 5.00. (This was the highest rated attribute.)

Rider Demographics

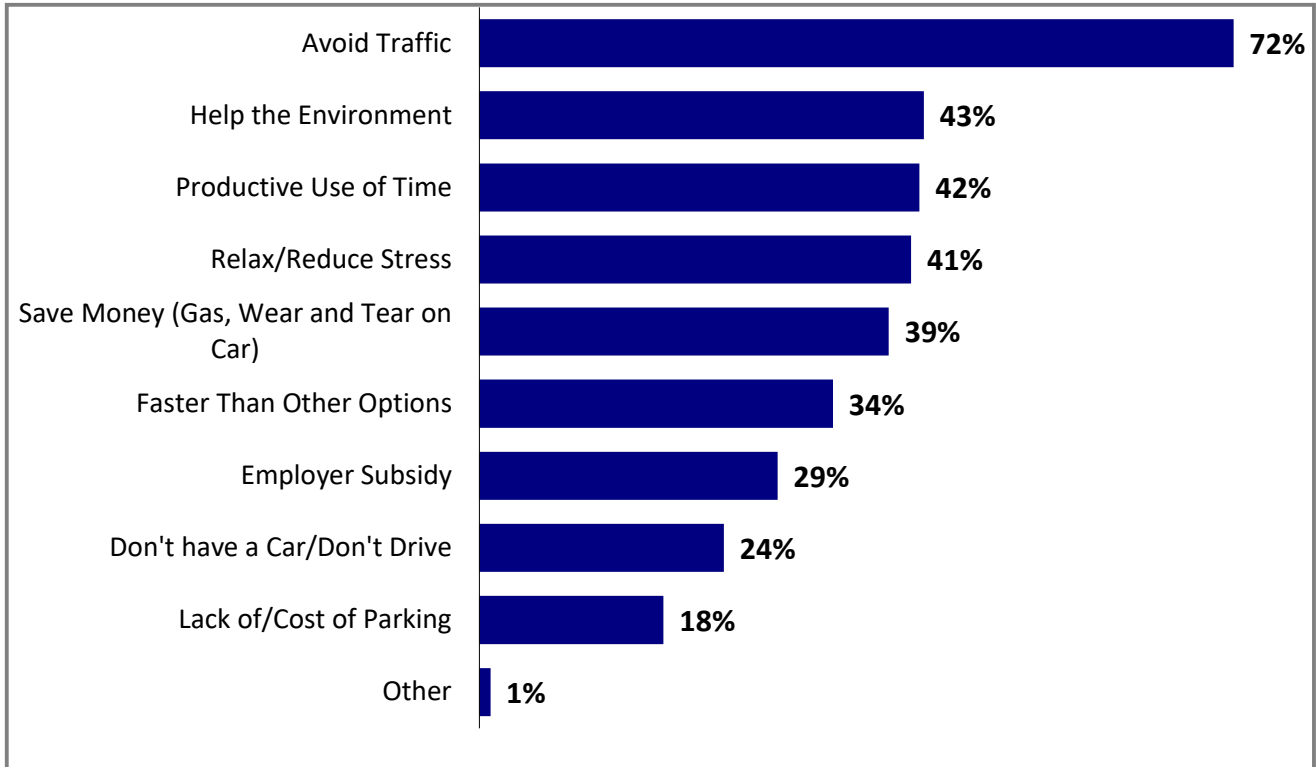
- Among all Caltrain riders, 55% are male, 44% female, and 1% other.
- Nearly all riders (97%) have a high school diploma, while 85% have graduated college.
- Caltrain riders are a diverse audience. They speak 77 languages in their homes, and while 59% say they are born in the United States, 41% were born in one of 107 countries around the world.

CHARTS – KEY FINDINGS

Note: Percentages included in this section may not add to 100% due to statistical rounding.

Main Reasons for Riding Caltrain

7. What are your main reasons for riding Caltrain?

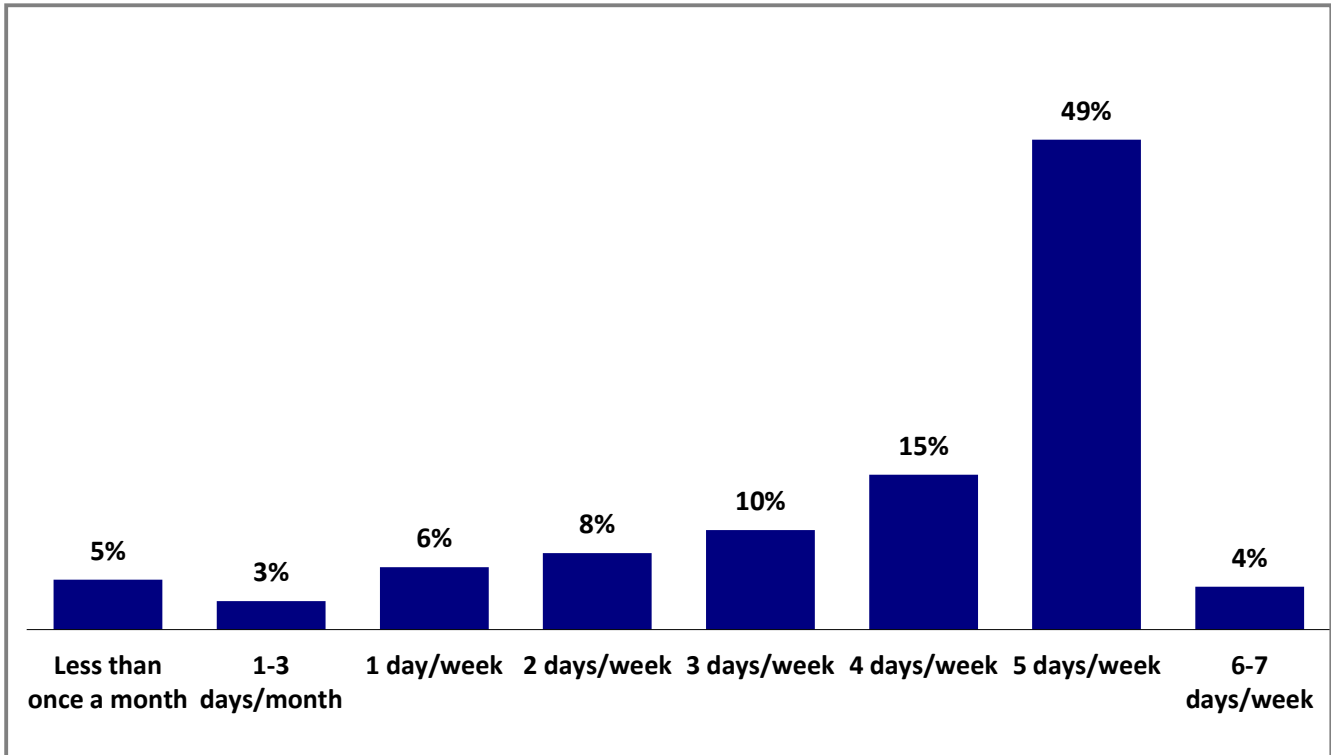


Base: Total (5,501)

[Multiple answers accepted]

Frequency of Riding Caltrain - 2019

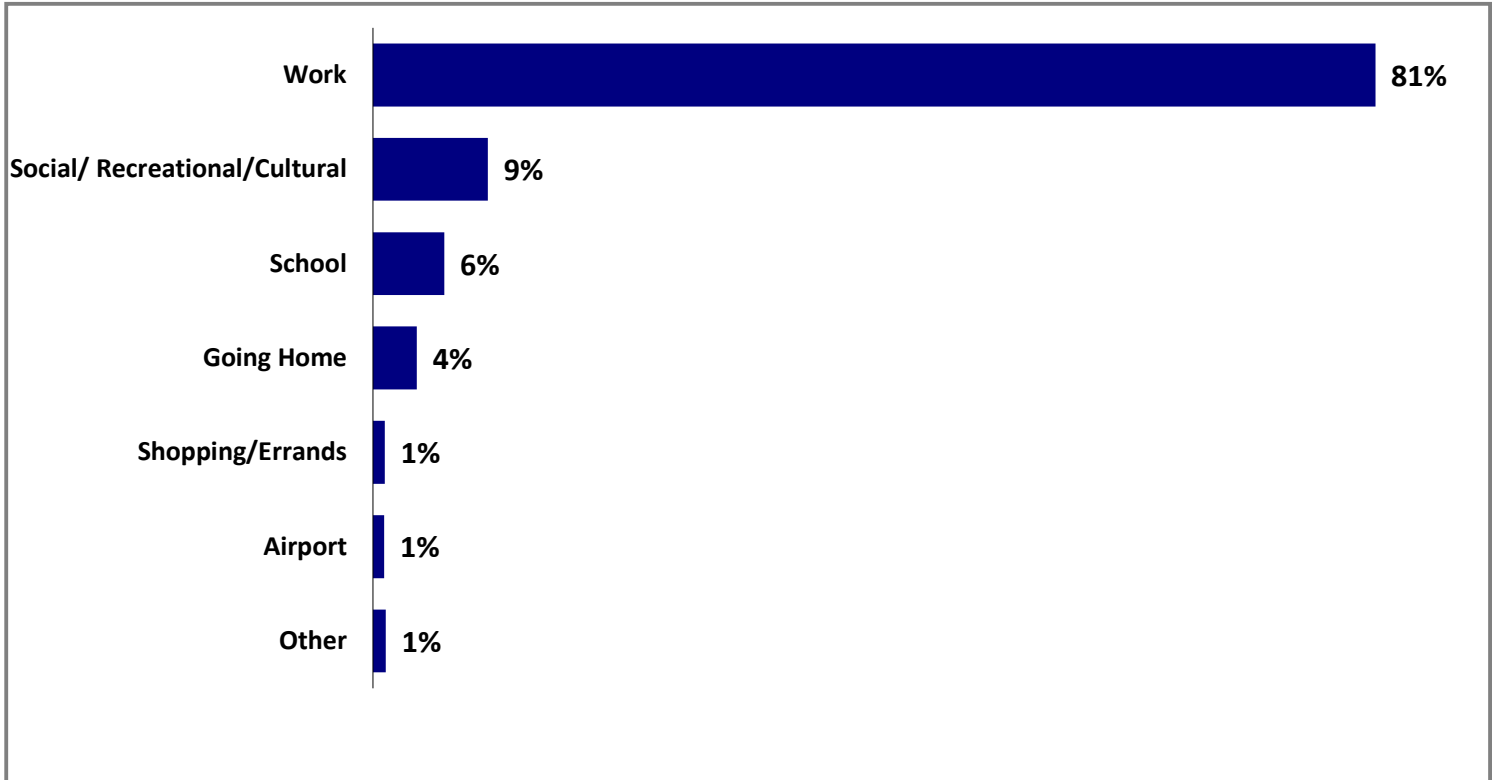
2. How often do you usually ride Caltrain?



Base: Total (5,501)

Trip Purpose

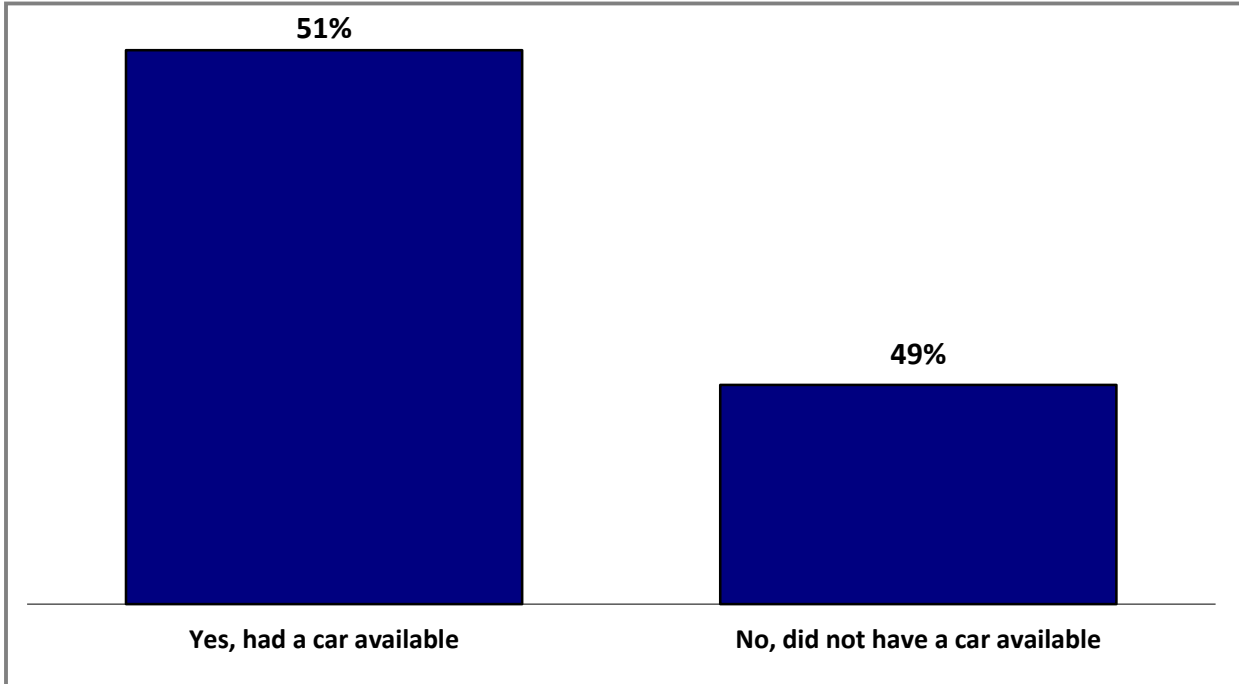
6. What is the main purpose of your trip today?



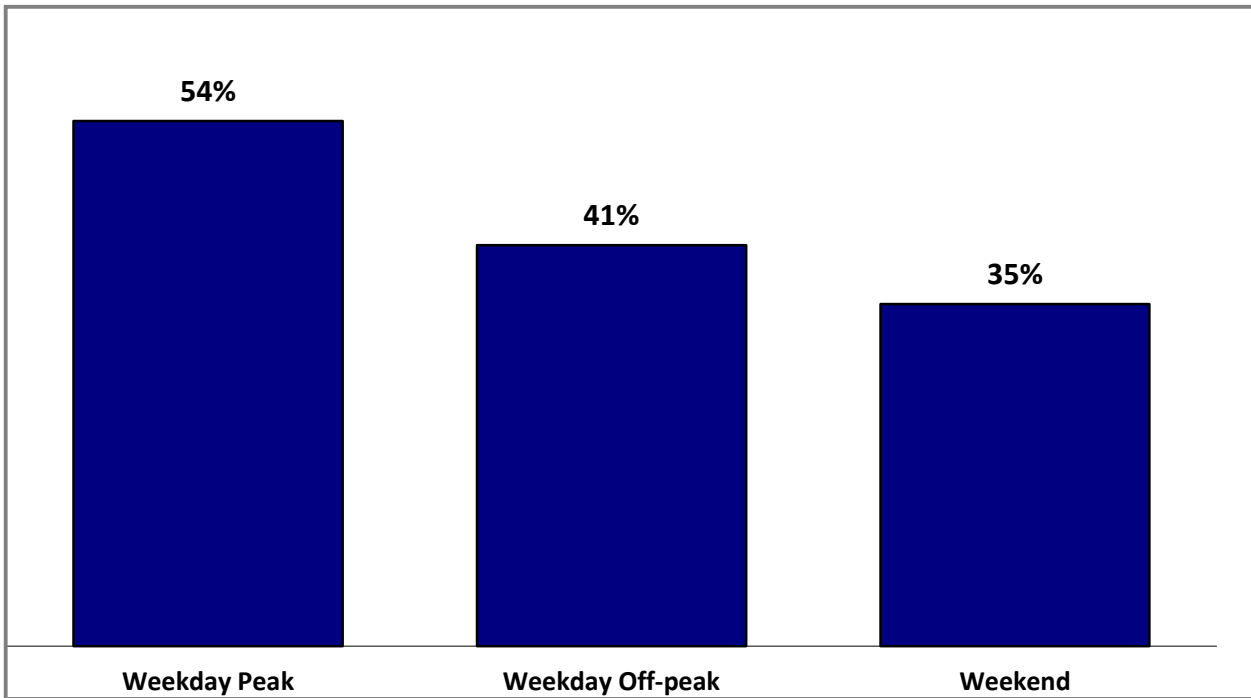
Base: Total (5,501)

Car Availability

13. Did you have a car available to take this particular trip?



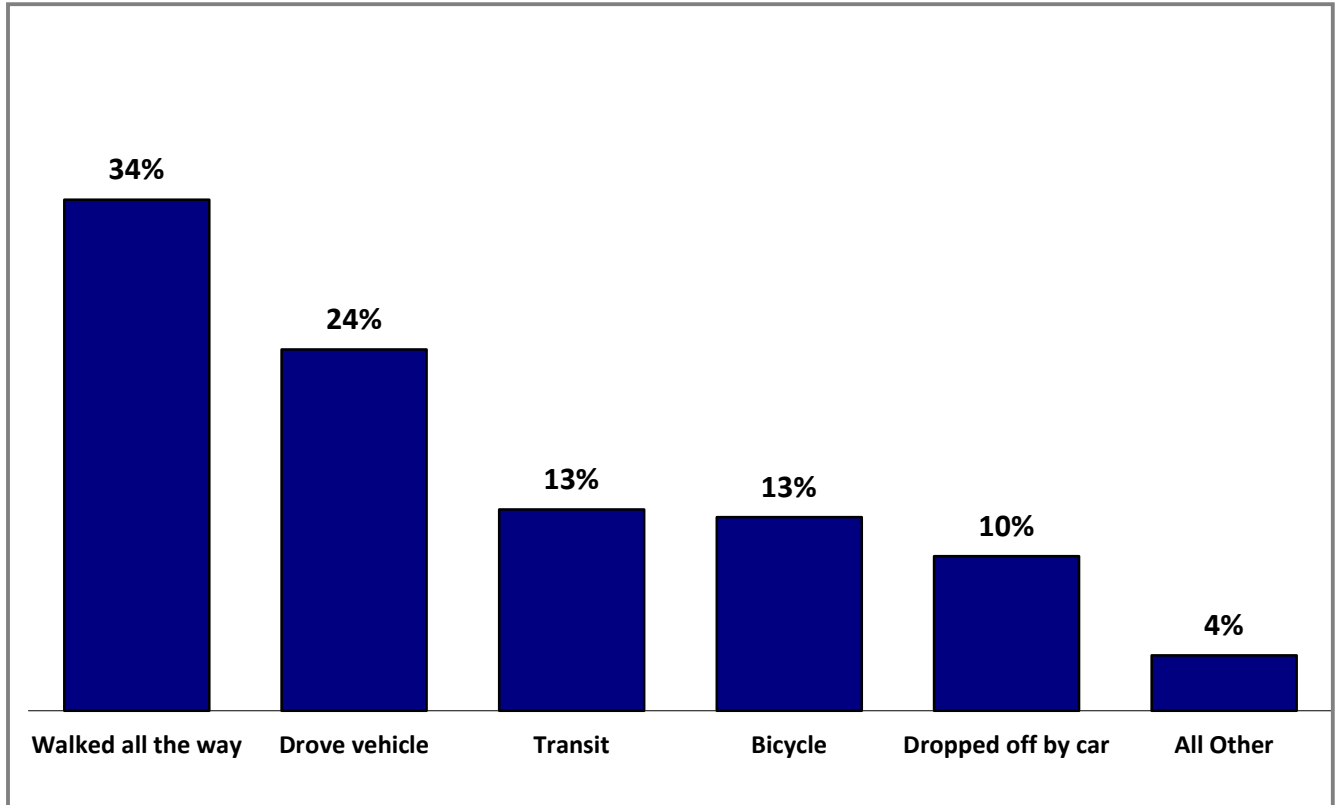
Those who stated that they had a car available, by time period



Base: Total (5,501)

Station Access by Mode

10a. How did you get to Caltrain today?

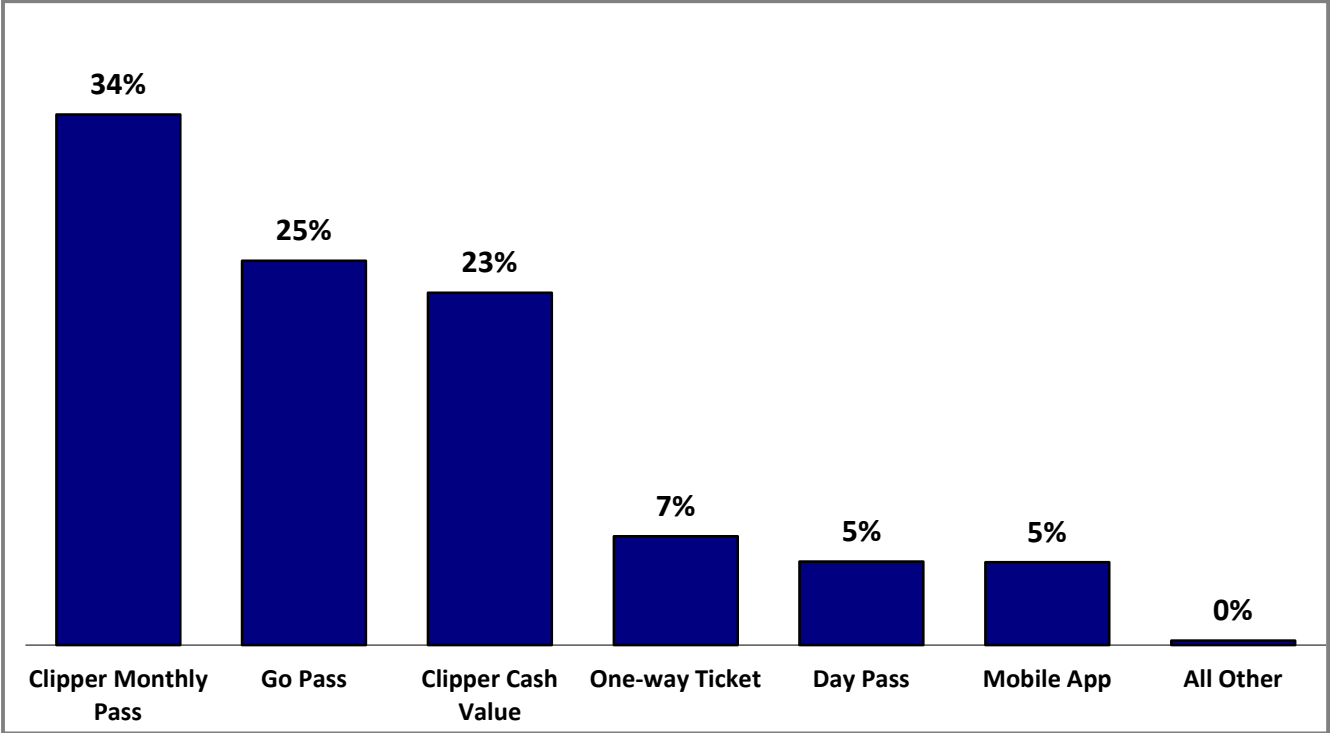


Base: Total (5,501)

[Multiple answers accepted]

Fare Payment

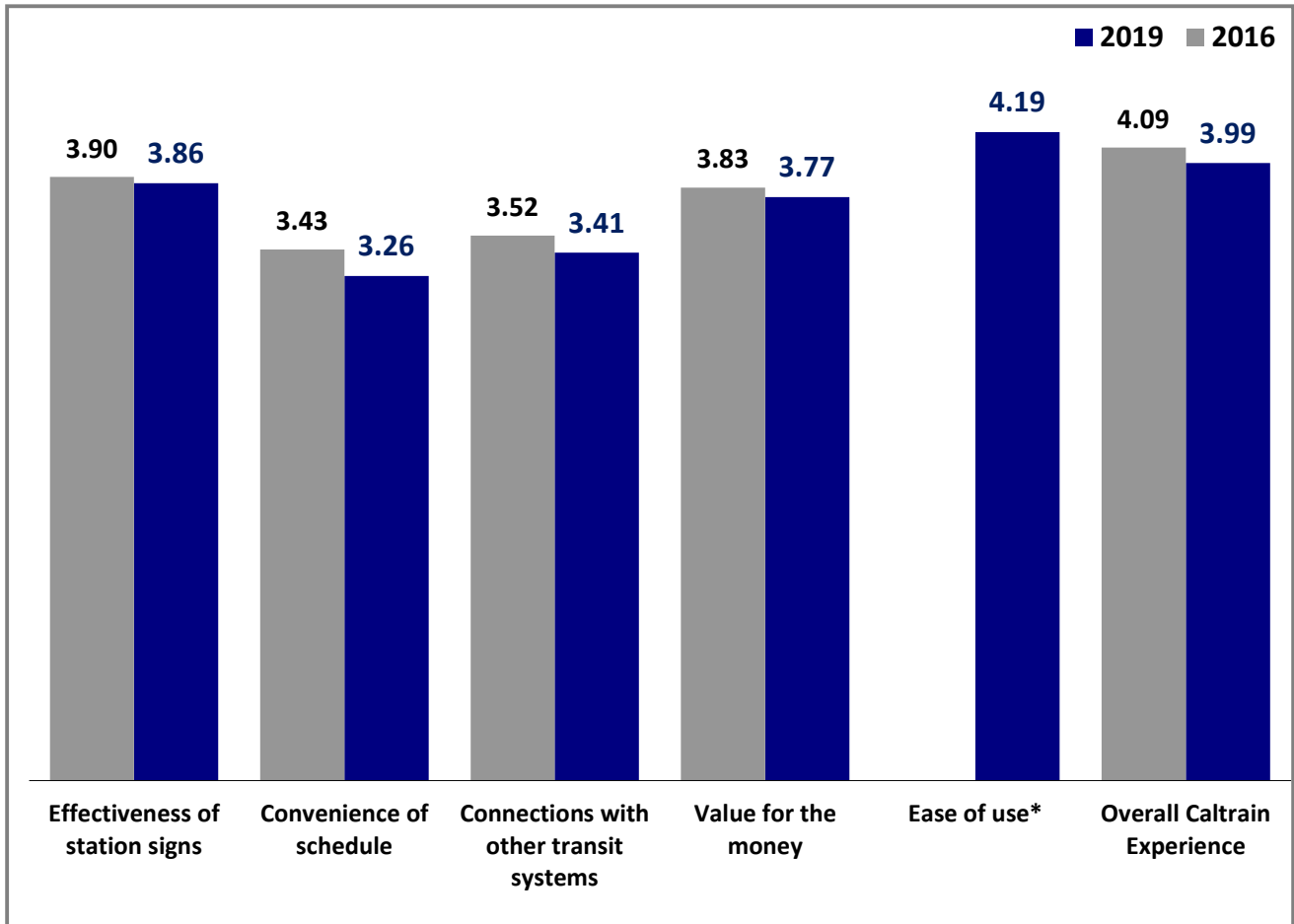
3. How did you pay for this train trip (today)?



Base: Total (5,501)

Attribute Ratings (Mean Scores)

13. How well is Caltrain meeting your needs?



Base: Total (5,501)

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.

*"Ease of Use" was not asked in 2016

DETAILED RESULTS

Note: Percentages included in this section may not add to 100% due to statistical rounding.

TRIP-SPECIFIC INFORMATION

Rider Longevity

1. How long have you been riding Caltrain?

Just over three in 10 riders (31%) have been riding Caltrain less than one year. This is slightly lower than 2016 (34%).

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
This is my first trip	3	5
Less than 6 months	17	19
6 months to less than 1 year	11	10
1 year to less than 2 years	15	18
2 years to less than 4 years	20	19
4 years or more	33	31
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
This is my first trip	2	3	6	9	13	18
Less than 6 months	17	19	18	17	18	17
6 months to less than 1 year	11	10	9	9	6	8
1 year to less than 2 years	16	19	15	15	10	11
2 years to less than 4 years	21	19	16	18	20	12
4 years or more	33	30	35	33	32	35
Total	100	100	100	100	100	100

(See Statistical Table Q1)

Frequency of Riding Caltrain

2. How often do you usually ride Caltrain?

In 2019, more than two-thirds of riders (69%) rode Caltrain at least 4 days per week. This is relatively consistent with 2016.

In 2016, there was a greater share of infrequent riders (those riding one day per week or less) who rode during weekday offpeak. In 2019, a much greater share of infrequent riders were surveyed on the weekend, while infrequent riders during the weekday offpeak strata appear to have declined.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
6-7 days a week	4	5
5 days a week	49	48
4 days a week	15	14
3 days a week	10	9
2 days a week	8	5
1 day a week	6	3
1-3 days a month	3	6
Less than once a month	5	11
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
6-7 days a week	4	5	6	5	7	6
5 days a week	54	55	36	31	14	8
4 days a week	17	15	14	13	4	3
3 days a week	10	9	10	11	5	4
2 days a week	5	4	13	7	31	5
1 day a week	6	2	7	5	9	8
1-3 days a month	2	4	4	9	8	21
Less than once a month	3	6	9	20	23	45
Total	100	100	100	100	100	100

(See Statistical Table Q2)

Fare Payment

3. How did you pay for this train trip (today)?

More than one third of respondents (34%) paid for their Caltrain trip with a Clipper Monthly Pass. This is comparable with 2016 when 36% paid in this way. Another quarter (25%) paid with a Go Pass. This is also comparable to the 2016 share. However, the share who paid their fare using Clipper cash value (23%) has increased significantly from 2016 (16%).

In 2019, 5% of respondents said they used the mobile app to pay for their fare. (This was not an option in 2016.)

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Clipper – Monthly Pass	34	36
GO Pass	25	21
Clipper – Cash Value	23	16
One-way Ticket	7	12
Day Pass	5	10
Mobile App – One Way*	4	-
Mobile App – Day Pass*	2	-
Other	<1	<1
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Clipper Caltrain Monthly Pass	38	43	26	22	10	6
GO Pass	26	23	22	18	10	8
Clipper Cash Value	22	14	24	20	27	22
One-way Ticket	5	8	12	20	29	29
Day Pass	4	6	8	15	12	32
Mobile App – One Way*	3	-	5	-	9	-
Mobile App – Day Pass*	2	-	2	-	2	-
Other	<1	<1	1	1	-	1
Total	100	100	100	100	100	100

* Mobile App was not available in 2016

“Other” category includes those traveling on an employee pass, law enforcement, active duty military, and those who simply said they did not pay.

(See Statistical Table Q3)

Fare Category

4. What is your fare category?

Most respondents (92%) paid an adult fare on their Caltrain trip.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Adult	92	93
Youth	4	3
Senior	3	3
Disabled	1	1
Medicare cardholder	<1	<1
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Adult	93	94	90	91	84	88
Youth	4	3	4	3	9	6
Senior	3	2	5	5	5	5
Disabled	1	<1	1	1	1	1
Medicare cardholder	<1	<1	1	1	1	<1
Total	100	100	100	100	100	100

(See Statistical Table Q4)

Round Trip vs. One-way Trip

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

Most riders on Caltrain (87%) are making a round-trip.

Weekday Peak riders are most likely to be making a round trip (90%), while Weekend riders are least likely to do so (57%).

Compared to 2016, the share of weekday riders making a round trip in 2019 is flat, while the share of weekend riders making a round trip in 2019 has decreased significantly from 2016 (71% in 2016 vs. 57% in 2019).

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Yes (Making a Round-trip)	87	87
No	13	13
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Yes (Making a Round-trip)	90	90	80	81	57	71
No	10	10	20	19	43	29
Total	100	100	100	100	100	100

(See Statistical Table Q5)

Trip Purpose

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

Most riders (81%) use Caltrain for commuting to work or traveling to other work-related functions. This was highest among the Weekday Peak riders, of whom 89% were traveling for work-related reasons, and lowest among Weekend riders. However, the share of Weekend riders traveling to work increased from 11% in 2016 to 17% in 2019.

A lower share of Weekday Off-peak and Weekend riders were traveling for social/recreational/cultural purposes in 2019 than in 2016. While 23% of Weekday Off-peak riders in 2016 were traveling for this purpose, the share of Weekday Off-peak riders decreased to 13% in 2019. Similarly, 72% of Weekend riders were traveling for social/recreational purposes in 2016, but 61% of Weekend riders were traveling for this purpose in 2019.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Work	81	77
Social/recreational/cultural	9	13
School	6	6
“Going home”	4	3
Shopping/errands/personal business	2	2
Airport	1	1
Other (not specified)	<1	<1

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Work	89	87	69	63	17	11
Social/recreational/cultural	4	5	13	23	61	72
School	5	6	9	7	3	3
“Going home”	2	2	6	5	13	10
Shopping/errands/personal business	1	1	4	3	6	5
Airport	1	1	2	1	1	1
Other (not specified)	<1	<1	1	1	2	1

(See Statistical Table Q6)

Main Reasons for Riding Caltrain

7. What are your main reasons for riding Caltrain? (Multiple responses accepted)

Nearly three quarters of respondents (72%) said they ride Caltrain to avoid traffic. This is an increase from 62% in 2016. Weekday Peak riders were most likely to say this was a primary reason (76%).

The other top reasons cited included helping the environment (43%), productive use of time (42%), relaxing/reducing stress (41%), saving money (39%), and Caltrain being faster than other options (34%).

Nearly two-thirds of GO Pass users (62%) say the reason they ride Caltrain is 'employer subsidy'.

Notably, 43% of respondents in 2019 said they rode Caltrain to help the environment, compared to 26% in 2016.

	2019 Total	2016 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	5,554	4,332	789	380
	%	%	%	%	%
Avoid traffic	72	62	76	65	46
Help the environment	43	26	44	38	34
Productive use of time	42	30	44	39	25
Relax/reduce stress	41	34	43	36	31
Save money (gas, wear and tear on car)	39	25	39	40	40
Faster than other options	34	22	36	31	19
Employer subsidy	29	16	32	22	8
Don't have a car/don't drive/car not available	24	25	20	31	45
Lack of/cost of parking	18	13	17	17	22
Bike friendly	<1	-	<1	1	<1
Other (unspecified)	<1	<1	<1	1	<1
Caltrain is my only option	<1	-	<1	<1	1
Avoid DUI	<1	-	<1	<1	1
Part of exercise/can ride and bike/walk	<1	<1	<1	<1	-
Better/cleaner/safer than BART	<1	-	<1	<1	-
Enjoy riding trains	<1	-	-	<1	<1

Reasons given in bold grey type were written in by respondents as an "Other" reason; all others were pre-printed on the survey questionnaire.

(See Statistical Table Q7)

Boarding Station

8. At what station did you get ON this train?

Half of all riders boarded Caltrain at one of four stations: San Francisco (25%), Palo Alto (10%), San Jose Diridon (8%), and Mountain View (7%) stations. San Francisco was the most commonly cited boarding station among all time periods.

	2019 Total	2016 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	5,554	4,332	789	380
	%	%	%	%	%
San Francisco	25	25	25	24	26
Palo Alto	10	8	10	11	6
San Jose Diridon	8	11	7	10	12
Mountain View	7	7	7	6	6
Redwood City	6	6	6	5	4
Sunnyvale	5	7	5	6	6
22nd Street	4	3	5	2	1
Millbrae	4	5	3	6	3
Hillsdale	4	4	4	3	3
San Mateo	3	3	3	5	4
Menlo Park	3	2	3	3	4
California Avenue	3	2	3	3	2
Lawrence	2	2	2	3	2
Santa Clara	2	2	2	3	6
San Antonio	2	1	2	3	3
San Carlos	2	2	2	2	3
Tamien	2	3	2	1	-
Burlingame	1	2	1	2	1
South San Francisco	1	1	2	1	1
Belmont	1	1	1	1	2
San Bruno	1	1	1	1	2
Morgan Hill (weekday only)	1	<1	1	-	-
Hayward Park	1	1	1	1	<1
Blossom Hill (weekday only)	1	<1	1	-	-
Gilroy (weekday only)	1	<1	1	<1	-
Bayshore	<1	<1	<1	<1	1
College Park (weekday only)	<1	<1	<1	<1	-
Capitol (weekday only)	<1	<1	<1	-	-
San Martin (weekday only)	<1	<1	<1	-	-
Broadway (weekend only)	<1	<1	-	-	1
Atherton (weekend only)	<1	<1	-	-	<1
Total %	100	100	100	100	100

(See Statistical Table Q8)

Distance From Starting Location to Caltrain Station*

Q12. What is the approximate distance between your starting point to the Caltrain station where you boarded?

Most respondents (80%) travel 10 miles or less to reach the Caltrain station where they boarded. About one in 10 (13%) travel more than 20 miles. The average number of miles traveled to reach an origin Caltrain station is 8 and the median is 2.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
Less than 1 mile	18	19	19	16
1 to 5 miles	52	51	50	59
6 to 10 miles	9	9	11	6
11 to 20 miles	7	7	8	7
More than 20 miles	13	14	12	13
Total	100	100	100	100
Average Number of Miles:	8.2	8.3	7.6	8.3
Median Number of Miles:	2.0	2.0	2.0	2.0

*In 2016, this question was worded substantially different, "What is the approximate distance between your starting location and the Caltrain station you used today?" Due to this difference, 2016 values are not shown.

(See Statistical Table Q12)

Alighting Station

9. At which station will you get OFF this train?

About half of all riders exited the train at San Francisco (20%), Palo Alto (11%), San Jose Diridon (10%), or Mountain View (7%). Weekend riders were most likely to exit at San Francisco (37%), or San Jose Diridon (9%).

	2019 Total	2016 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	5,554	4,332	789	380
	%	%	%	%	%
San Francisco	20	28	19	14	37
Palo Alto	11	14	11	13	7
San Jose Diridon	10	6	10	10	9
Mountain View	7	8	8	6	6
Redwood City	7	7	7	6	6
Sunnyvale	5	5	5	6	4
Hillsdale	5	4	5	4	3
Millbrae	4	4	4	5	4
22nd Street	3	2	4	3	2
San Mateo	3	3	3	4	2
Menlo Park	3	3	3	2	2
California Avenue	3	3	2	5	2
Tamien	2	1	3	2	<1
San Carlos	2	2	2	2	3
Santa Clara	2	2	2	3	3
Lawrence	2	1	2	2	1
South San Francisco	2	1	1	2	1
San Antonio	1	1	1	2	1
Burlingame	1	1	1	2	2
San Bruno	1	1	1	2	1
Belmont	1	1	1	2	2
Hayward Park	1	1	1	2	<1
Morgan Hill (weekday only)	1	<1	1	<1	-
Gilroy (weekday only)	<1	<1	1	-	-
Bayshore	<1	<1	<1	1	<1
Blossom Hill (weekday only)	<1	<1	<1	<1	-
San Martin (weekday only)	<1	<1	<1	-	-
Capitol (weekday only)	<1	<1	<1	-	-
College Park (weekday only)	<1	<1	<1	-	-
Broadway (weekend only)	<1	<1	<1	-	<1
Atherton (weekend only)	<1	<1	-	-	<1
Total %	100	100	100	100	100

(See Statistical Table Q9)

Access and Egress

11a. Getting to the station – How did you get to Caltrain today?

11b. Leaving the station – How will you get from Caltrain to your destination today?

Multiple responses accepted (both questions)

Private vehicle-based options (drive, picked up/dropped off, company shuttle, Uber/Lyft, Taxi) accounted for 40% of access and 27% of egress. One-third (34%) of respondents walked all the way to reach Caltrain and 40% will walk from Caltrain to their destination. Bicycle/scooter- based options accounted for 16% of both access and egress. Transit (including free shuttle) options were used by 13% of riders for access and 20% for egress.

While most modes for access and egress in 2019 were used comparably to 2016, use of Uber and Lyft doubled from 3% for both access and egress in 2016 to 7% for both access and egress in 2019.

	Access		Egress	
	2019 Total	2016 Total	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554	5,501	5,554
	%	%	%	%
Walk all the way (exclusive)	34	32	40	36
Drive car/motorcycle	24	23	14	18
Bicycle	13	15	13	15
Dropped off (picked up) by car	10	9	7	8
Uber, Lyft, or similar	7	3	7	3
VTA	4	3	3	-
Free shuttle	3	5	9	8
Muni	3	5	5	5
Scooter (kick or electric)	3	-	3	-
BART	2	3	2	3
SamTrans	1	1	1	1
Bicycle share*	1	-	1	-
Company bus/shuttle	<1	-	<1	-
Scooter share*	<1	-	<1	-
ACE/Amtrak	<1	<1	<1	<1
Transit (not specified)	<1	<1	<1	<1
MST/Hwy 17/Santa Cruz bus	<1	<1	<1	<1
AC Transit	<1	<1	<1	<1
Other (unspecified)	<1	-	<1	-
Golden Gate Transit/Ferry	<1	<1	<1	<1
Taxi	<1	<1	-	<1

*Choice was not offered in 2016

Options in grey bold text were written in by respondents and not on the questionnaire.

(See Statistical Tables Q10a and Q10b)

Weekend riders were most likely to walk to reach Caltrain (40% vs. 38% for Weekday Off-peak and 32% among Weekday Peak riders). They were also most likely to walk to reach their destination (43% vs. 42% for Weekday Off-peak and 39% among Weekday Peak riders).

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

	Access			Egress		
	Weekday Peak	Weekday Off-peak	Weekend	Weekday Peak	Weekday Off-peak	Weekend
	2019	2019	2019	2019	2019	2019
Base (All Respondents)	4,332	789	380	4,332	789	380
	%	%	%	%	%	%
Walk all the way (exclusive)	32	38	40	39	42	43
Drive car/motorcycle	26	17	11	15	10	7
Bicycle	13	13	9	13	13	8
Free shuttle	4	2	<1	9	7	1
Uber, Lyft, or similar	5	9	18	5	10	21
Dropped off (picked up) by car	10	9	14	7	7	8
Muni	3	4	4	5	5	7
VTA	3	4	3	3	3	2
Scooter (kick or electric)	3	2	1	3	2	1
BART	2	4	2	2	4	3
SamTrans	1	1	<1	1	1	1
Bicycle share*	1	<1	<1	1	<1	<1
Company bus/shuttle	<1	-	-	<1	<1	-
Scooter share*	<1	<1	-	<1	<1	1
ACE/Amtrak	<1	1	-	<1	1	<1
Transit (not specified)	<1	<1	<1	<1	-	<1
MST/Hwy 17/Santa Cruz bus	<1	<1	-	<1	-	1
AC Transit	<1	-	-	<1	-	-
Other (unspecified)	<1	<1	-	<1	<1	<1
Golden Gate Transit/Ferry	<1	-	-	<1	-	-
Taxi	<1	-	-	-	-	-

*Choice was not offered in 2016

Options in grey bold text were written in by respondents and not on the questionnaire.

(See Statistical Tables Q10a and Q10b)

Car Availability

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

Choice riders (who have a vehicle they could use for the Caltrain trip) dropped from 60% in 2016 to 51% in 2019.

This decrease in choice riders is the largest among Weekend riders, which dropped from 49% in 2016 to 35% in 2019.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Yes	51	60
No	49	40
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Yes	54	63	41	51	35	49
No	46	37	59	49	65	51
Total	100	100	100	100	100	100

(See Statistical Table Q13)

SATISFACTION WITH CALTRAIN

Satisfaction Ratings

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

Respondents rated their overall satisfaction in 2019 lower than in 2016, rating it 3.99 (compared to 4.09 previously)

While “Ease of Use,” a new attribute, rated the highest, all legacy attributes saw decreases in satisfaction. The greatest decrease was in “Convenience of Schedule” which saw a decrease of 0.17 (from 3.43 in 2016 to 3.26 in 2019).

N=base of survey participants		VERY SATISFIED			VERY DISSATISFIED		NOT APPLICABLE	MEAN SCORE
NOV 2019	N=5,501	5	4	3	2	1	[]	(5 Pt. Scale)
OCT 2016	N=5,554	%	%	%	%	%	%	
Overall Caltrain experience								
November 2019		28	49	19	3	1	<1	3.99
October 2016		33	46	18	2	1	<1	4.09
Ease of use*								
November 2019		41	42	14	3	1	<1	4.19
Effectiveness of station signs								
November 2019		31	35	21	8	3	3	3.86
October 2016		32	38	20	7	3	2	3.90
Value for the money								
November 2019		29	30	26	8	3	4	3.77
October 2016		31	32	25	8	3	2	3.83
Connections with other transit systems								
November 2019		17	19	20	12	5	26	3.41
October 2016		20	24	23	11	5	18	3.52
Convenience of schedule								
November 2019		15	27	31	19	7	1	3.26
October 2016		19	31	30	15	6	<1	3.43

*Attribute was not asked in 2016

(See Statistical Tables Q11a-Q11f)

Satisfaction with Caltrain by Rider Segments

N=base of survey participants (5,501)

By time period, Weekend riders gave higher ratings in every attribute except two: “Ease of Use,” which was rated 4.26 by Weekend riders, but 4.27 by Weekday Off-peak riders and “Convenience of schedule” which was rated 3.21 by Weekend riders, but 3.29 by Weekday Off-peak riders.

	VERY SATISFIED			VERY DISSATISFIED		NOT APPLICABLE	MEAN SCORE
	5	4	3	2	1	[]	(5 Pt. Scale)
Overall Caltrain experience	28	49	19	3	1	<1	3.99
Weekday Peak	26	50	20	3	1	<1	3.96
Weekday Off-peak.....	34	45	17	2	1	<1	4.09
Weekend	38	43	15	2	1	<1	4.14
Ease of use	41	42	14	3	1	<1	4.19
Weekday Peak	39	43	14	3	1	<1	4.17
Weekday Off-peak.....	46	38	14	1	1	<1	4.27
Weekend	47	37	12	3	1	-	4.26
Effectiveness of station signs	31	35	21	8	3	3	3.86
Weekday Peak	30	36	21	8	3	3	3.85
Weekday Off-peak.....	35	30	21	9	2	3	3.89
Weekend	36	34	21	4	3	3	3.99
Value for the money	29	30	26	8	3	4	3.77
Weekday Peak	28	30	27	8	3	5	3.75
Weekday Off-peak.....	32	31	22	9	3	3	3.82
Weekend	32	31	26	6	3	2	3.83
Connections with other transit systems ..	17	19	20	12	5	26	3.41
Weekday Peak	15	18	20	13	6	28	3.35
Weekday Off-peak.....	23	21	19	11	4	21	3.60
Weekend	21	25	22	11	3	18	3.61
Convenience of schedule	15	27	31	19	7	1	3.26
Weekday Peak	15	28	31	19	7	<1	3.25
Weekday Off-peak.....	18	25	31	17	8	1	3.29
Weekend	17	24	31	18	10	1	3.21

(See Statistical Tables Q11a-Q11f)

INFORMATION AND FARE PAYMENT CHOICES

Sources for Local News and Events

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

Half of riders (53%) cite the internet as their main source for local news and events. One-third (35%) use social media, and 20% of riders use mobile apps as their main source for local news and events.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
Internet	53	53	52	51
Social Media	35	34	37	40
Mobile Apps	20	20	20	16
TV News	15	15	14	13
Radio	12	13	8	10
Newspaper	10	10	11	8
Podcasts	1	1	1	1
Coworkers/Friends/Relatives	1	1	1	1
Other (Unspecified)	<1	<1	<1	1
Signs/Flyer in The Community	<1	<1	<1	<1

Options in grey bold text were written in by respondents and not on the questionnaire.

(See Statistical Table Q14)

Internet Sources*

14. Which internet sources? (Multiple responses accepted)

Riders who provided an internet site most often cited Google search (21%), Google News (16%), or the San Francisco Chronicle website (15%) as their main internet source for local news and events.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (Provided an internet source)	1,061	845	142	74
	%	%	%	%
Google Search	21	20	24	31
news.google.com	16	16	16	11
sfgate.com	15	16	13	13
cnn.com	11	11	11	7
nytimes.com	10	10	10	13
news.yahoo.com	5	6	7	3
youtube.com	5	4	9	7
npr.org	4	4	4	3
mercurynews.com	3	3	3	5
bbc.com	3	3	3	-
wsj.com	2	2	3	1
abc7news.com	2	2	3	3
ktvu.com	2	2	1	2
msnbc.com	2	2	1	3
washingtonpost.com	1	1	3	-
reuters.com	1	1	2	-
caltrain.com	1	1	1	1
sanfrancisco.cbslocal.com	1	1	-	[
ISP (AT&T, Comcast, Verizon, Etc.)	1	1	-	1
paloaltoonline.com	1	1	-	-
bloomberg.com	1	1	1	2
kqed.org	1	1	1	-
theatlantic.com	1	1	-	2
hoodline.com/news/san-francisco	1	1	1	-
missionlocal.org	1	1	1	-
apnews.com	1	1	-	-
huffpost.com	1	1	-	-
kron4.com	1	1	-	-

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

(See Statistical Table Q14-NET)

Social Media Sources

14. Which social media sources? (Multiple responses accepted)

Twitter was the most commonly cited social media source (41%) for local news and events. Other sources cited include Facebook (41%), Instagram (19%), and Reddit (13%).

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (Provided a social media source)	1,161	901	163	97
	%	%	%	%
Twitter	41	43	39	33
Facebook	41	40	47	40
Instagram	19	18	20	24
Reddit	13	14	10	12
LinkedIn	2	2	2	1
Next Door	2	2	<1	-
Snapchat	1	1	1	5
WeChat	1	1	2	2
Pinterest	<1	<1	-	-

(See Statistical Table Q14-SOCIAL)

Mobile App Sources*

14. Which mobile app sources? (Multiple responses accepted)

The most commonly cited mobile app source for local news and events was Apple News (44%). Other sources cited include Google News (15%), New York Times (12%), and CNN (8%).

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (Provided a mobile app)	1,061	412	59	29
	%	%	%	%
Apple News	44	44	42	35
Google News	15	16	12	19
New York Times	12	11	12	18
CNN	8	7	12	8
NPR News	3	3	3	5
BBC	3	3	1	2
Yahoo News	2	3	3	-
San Francisco Chronicle	2	3	-	2
NBC Bay Area	2	3	-	-
Flipboard	2	2	4	-
KTVU Fox 2	2	2	3	2
Mercury News	2	2	1	-
Smart News	1	2	1	-
ABC 7	1	1	1	5
KRON 4	1	1	1	-
KQED	1	1	-	2
Reuters News	1	1	4	-
CNBC	1	1	-	-
Skimm	1	1	-	-
Wall Street Journal	1	1	-	-
Democracy Now	1	1	-	3
Washington Post	1	1	1	3
AP News	1	1	3	-
MSNBC	1	1	-	-
Feedly	1	1	1	-
CBS 5	1	1	-	2

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

(See Statistical Table Q14-MOBILE)

TV News Sources

14. Which TV news sources? (Multiple responses accepted)

A quarter (24%) of riders cited KTVU as their TV news source for local news and events. KNTV (22%), KOFY (18%), and CNN (15%) were the next most commonly cited TV news sources.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (Provided a TV news source)	422	347	51	24
	%	%	%	%
KTVU (2)	24	24	23	23
KNTV (3,11)	22	22	20	24
KOFY (20)	18	19	17	13
CNN	15	16	9	10
KRON (4)	13	13	11	9
KPIX (5)	13	12	17	13
KGO (7)	7	6	11	7
MSNBC	6	7	5	4
KQED (9)	4	4	6	6
Fox News	2	2	2	-
BBC	2	2	3	-
UNIVISION (14)	1	<1	2	7
TELEMUNDO (48)	1	1	2	-
Al Jazeera	<1	<1	-	-
KTSF (26)	<1	-	-	3

(See Statistical Table Q14-TVNEWS)

Radio Sources*

14. Which radio sources? (Multiple responses accepted)

Nearly three-quarters (73%) of riders cited KQED as their radio source for local news and events. KCBS (10%), KLLC (2%), and KALW (2%) were the next most frequently cited radio sources.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (Provided a radio source)	465	401	41	23
	%	%	%	%
KQED (88.5)	73	73	74	60
KCBS (740)	10	11	6	7
KLLC (97.3)	2	2	2	4
KALW (91.7)	2	2	6	-
KGO (810)	2	2	2	9
KOIT (96.5)	2	2	4	-
KYLD (94.9)	2	2	6	-
KNBR (680)	1	1	2	4
KMEL (106.1)	1	1	4	-
KPFA (94.1)	1	1	4	-
KMVQ (99.7)	1	1	4	3
KIOI (101.3)	1	1	-	-
KISQ (98.1)	1	1	-	6
KSFO (560)	1	1	-	-
KSAN (107.7)	1	1	-	4
KSJO (92.3)	1	1	2	-

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

(See Statistical Table Q14-RADIO)

Newspaper Sources

14. Which newspaper sources? (Multiple responses accepted)

The New York Times and the San Francisco Chronicle were both cited by nearly one-third of respondents (32%) who provided a newspaper source as their newspaper source for local news and events. Also cited were the San Jose Mercury (27%), the Wall Street Journal (9%), and the San Mateo Daily Journal (5%).

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (Provided a newspaper source)	390	314	58	18
	%	%	%	%
New York Times	32	31	36	25
San Francisco Chronicle	32	34	19	33
San Jose Mercury News	27	27	27	26
Wall Street Journal	9	10	7	12
San Mateo Daily Journal	5	5	5	4
Palo Alto Daily Post	4	4	4	8
Washington Post	4	4	1	-
Palo Alto Weekly	3	2	4	-
San Francisco Examiner	1	<1	1	5
Los Angeles Times	1	<1	1	4
Mountain View Voice	<1	<1	1	-
Santa Rosa Press Democrat	<1	<1	1	-
Silicon Valley Metro	<1	-	1	4

(See Statistical Table Q14-PAPER)

Caltrain Information

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

Half of riders (56%) receive information about Caltrain from the Caltrain website. Also cited were a third party Caltrain app (44%), printed material on the train (12%), and Station information boards (10%).

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
Caltrain Website (www.caltrain.com)	56	55	56	65
Third Party Caltrain App	44	46	38	26
Printed Material on Train	12	12	13	12
Station Information Boards	10	10	13	10
Social Media	9	9	10	7
Apple/Google Maps	3	3	5	6
Conductor	3	3	3	2
Caltrain Customer Service (1-800-660-4287)	1	1	1	2
Other (Unspecified)	<1	<1	<1	<1
Coworkers/Friends/Relatives	<1	<1	<1	1

Options in grey bold text were written in by respondents and not on the questionnaire.

(See Statistical Table Q15)

Banking Access

19. Do you currently have a checking account, savings account, credit union account, or a credit card?

Most respondents (95%) have a checking account, savings account, credit union account, or credit card.

Weekday Peak riders were most likely to have one of these accounts (96%), while Weekday Off-peak (92%) and Weekend riders were somewhat less likely to (89%).

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Yes	95	94
No	3	4
Don't know	2	2
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Yes	96	95	92	91	89	91
No	2	3	5	6	7	7
Don't know	2	2	3	3	4	2
Total	100	100	100	100	100	100

(See Statistical Table Q19)

RIDER DEMOGRAPHICS

Gender

Overall 55% of respondents are male, 44% female, and 1% identify as “other.”

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Male	55	58
Female	44	41
Other	1	<1
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Male	55	58	59	64	53	58
Female	45	42	40	36	46	42
Other	<1	<1	1	<1	2	<1
Total	100	100	100	100	100	100

(See Statistical Table Q17)

Education

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

Nearly all riders (97%) have a high school diploma, while 85% have graduated college.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
College Graduate	43	43
Post-Graduate Degree	42	38
Some College Or Tech School	9	10
Some High School	4	4
High School Graduate	3	4
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
College Graduate	43	44	41	43	42	40
Post-Graduate Degree	43	39	36	37	33	29
Some College Or Tech School	7	9	14	12	11	20
Some High School	3	5	3	3	5	4
High School Graduate	2	3	6	6	9	7
Total	100	100	100	100	100	100

(See Statistical Table Q20)

Employment Status

Q21. What is your current employment status?

Most respondents (83%) are employed full-time. By time period:

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

70% of Weekday Off-peak riders are employed full-time.

63% of Weekend riders are employed full-time.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Employed Full Time (35 or more hours per week)	83	84
Employed Part Time	4	4
Student	7	7
Retired	2	2
Unemployed	1	2
Disabled	3	<1
Self-Employed/Freelance/Contractor	<1	-
Homemaker	-	1
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Employed Full Time	87	88	70	75	63	65
Employed Part Time	3	4	8	7	7	8
Student	6	6	10	9	16	14
Retired	1	1	5	4	5	7
Unemployed	1	1	4	3	4	4
Disabled	3	<1	3	<1	3	<1
Self-Employed/Freelance/Contractor	<1	-	1	-	1	-
Homemaker/Caregiver	-	<1	-	2	-	2
Total	100	100	100	100	100	100

(See Statistical Table Q21)

Age*

The age of the average Caltrain rider remained relatively steady, at 36.9 years. However, the average age of Weekend riders has dropped, from 37.3 years to 34.3 years, while the average age of Weekday Peak and Off-peak riders has increased slightly.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
Range [Midpoint Used to Determine Average]	%	%
13 To 18 Years [15.5]	4	3
19 To 24 Years [21.5]	10	12
25 To 34 Years [29.5]	42	41
35 To 44 Years [39.5]	20	20
45 To 54 Years [49.5]	13	12
55 To 64 Years [59.5]	8	8
65 Years and Older [69.5]	3	3
Total	100	100
Average Age (# of years)	36.4	36.2[^]

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
Range [Midpoint Used to Determine Average]	%	%	%	%	%	%
13 To 18 Years [15.5]	4	3	4	2	10	4
19 To 24 Years [21.5]	8	11	14	15	20	22
25 To 34 Years [29.5]	42	41	41	43	36	34
35 To 44 Years [39.5]	21	22	17	17	15	13
45 To 54 Years [49.5]	14	12	11	11	8	9
55 To 64 Years [59.5]	8	8	8	6	6	10
65 Years and Older [69.5]	3	2	5	5	6	8
Total	100	100	100	100	100	100
Average Age (# of Years)	36.7	36.3[^]	36.2	35.8[^]	33.8	36.8[^]

*A small percentage of respondents were under the age of 13; since riders 13 and over were targeted for this survey, those responses have been removed.

[^]Range midpoints used for the 2016 report differed slightly than those used in 2019. For this report, 2016 averages were recalculated using 2019 midpoints.

(See Statistical Table Q18)

Annual Household Income

The average income per year among Caltrain riders is \$158,000.

Weekday peak riders have the highest average household income, at \$166,000, while weekend riders have the lowest average household income, at \$122,000.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
Range [Midpoint Used to Determine Average]	%	%	%	%
Less than \$15,000/year [\$7,500]	2	2	4	7
\$15,000 - \$24,999 [\$20,000]	2	2	3	3
\$25,000-\$29,999 [\$27,500]	1	1	3	3
\$30,000-\$39,999 [\$35,000]	2	1	5	4
\$40,000-\$49,999 [\$45,000]	3	2	5	6
\$50,000-\$74,999 [\$62,500]	9	9	12	14
\$75,000-\$99,999 [\$87,500]	10	10	12	9
\$100,000 - \$124,999 [\$112,500]	11	11	10	13
\$125,000 - \$149,999 [\$137,500]	10	10	8	10
\$150,000 - \$199,999 [\$175,000]	14	15	13	10
\$200,000 - \$249,999 [\$225,000]	11	12	7	6
\$250,000 or more [\$275,000]	24	26	17	15
Total	100	100	100	100
Average Income	\$158,030	\$165,771	\$132,582	\$121,578

(See Statistical Table Q27)

Income categories for 2019 changed. In order to compare the data with 2016, the 2019 data was recalculated using the 2016 segmentation.

Using the original 2016 segmentation, the average income among Caltrain riders has increased by more than \$25,000 per year, to around \$146,000 (from about \$129,000 in 2016). This is largely due to a higher share of respondents in 2019 who earn \$200,000 or more (34%) compared to those who earned this much in 2016 (23%).

- Among Weekday Peak riders, income rose from about \$136,000 in 2016 to about \$153,000 in 2019.
- Among Weekday Off-peak riders, income rose from about \$116,000 in 2016 to about \$124,000 in 2019.
- Among Weekend riders, income rose from about \$95,000 in 2016 to about \$114,000 in 2019.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
Range [Midpoint Used to Determine Average]	%	%
Less than \$24,999 a year [\$12,500]	4	6
\$25,000 to \$29,999 [\$27,500]	1	2
\$30,000 to \$39,999 [\$35,000]	2	3
\$40,000 to \$49,999 [\$45,000]	3	4
\$50,000 to \$74,999 [\$62,500]	9	12
\$75,000 to \$99,999 [87,000]	10	13
\$100,000 to \$124,999 [\$112,500]	11	13
\$125,000 to \$149,999 [\$137,500]	10	10
\$150,000 to \$199,999 [\$175,000]	14	15
\$200,000 or more [\$225,000]	34	23
Total	100	100
Average Income	\$146,126	\$129,208

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
Range [Midpoint Used to Determine Average]	%	%	%	%	%	%
Less than \$24,999 a year [\$12,500]	3	4	8	10	11	18
\$25,000 to \$29,999 [\$27,500]	1	2	3	3	3	5
\$30,000 to \$39,999 [\$35,000]	1	2	5	5	4	5
\$40,000 to \$49,999 [\$45,000]	2	3	5	3	6	8
\$50,000 to \$74,999 [\$62,500]	9	12	12	11	14	14
\$75,000 to \$99,999 [87,000]	10	13	12	13	9	12
\$100,000 to \$124,999 [\$112,500]	11	13	10	13	13	10
\$125,000 to \$149,999 [\$137,500]	10	10	8	10	10	4
\$150,000 to \$199,999 [\$175,000]	15	17	13	12	10	9
\$200,000 or more [\$225,000]	37	25	25	19	21	15
Total	100	100	100	100	100	100
Average Income	\$152,908	\$135,615	\$123,783	\$116,057	\$114,289	\$94,826

(See Statistical Table Q27Compare)

Household Size*

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

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
1 Person	18	17	22	26
2 People	39	41	33	29
3-4 People	34	34	33	35
5-6 People	8	7	11	9
7 or More People	<1	<1	<1	1
Total	100	100	100	100
Average Number of People	2.60	2.58	2.67	2.67
Median Number of People	2.00	2.00	2.00	2.00

*This question was not asked in 2016

(See Statistical Table Q28)

English Proficiency

Most respondents say they speak English very well (88%), and 78% say English is spoken very well in their homes.

Weekend riders were least likely to say they spoke English well (80%). This is a slight decrease from 2016 when 82% said they spoke English well.

Weekday Off-peak riders were the most likely (6%) to say they didn't speak English at all in their homes.

Q22. How well do you speak English?

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Very well	88	88
Well	11	10
Not well	1	2
Not at all	<1	<1
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Very well	90	89	85	87	80	82
Well	10	10	13	11	16	15
Not well	1	1	2	2	3	3
Not at all	<1	<1	<1	1	1	<1
Total	100	100	100	100	100	100

(See Statistical Table Q22)

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

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
Very well	78	79
Well	13	12
Not well	4	4
Not at all	4	5
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Very well	80	80	74	77	72	71
Well	13	12	14	12	15	16
Not well	4	4	7	4	7	7
Not at all	4	4	6	6	5	7
Total	100	100	100	100	100	100

(See Statistical Table Q23)

Languages Spoken in the Home

Q25. Which languages are spoken in your home? (Multiple responses accepted)

Respondents speak 77 languages in their homes. While 85% of respondents speak English in their homes, 11% speak Spanish, 10% speak Mandarin, and 7% Hindi or other Indian languages.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
English	85	86	82	84
Spanish	11	10	15	15
Mandarin	10	10	10	11
Hindi	7	7	7	5
Cantonese	3	3	4	3
Tagalog	2	2	2	3
Vietnamese	2	2	1	2
Russian	1	1	2	2
French	1	1	2	1
Japanese	1	1	2	1
Korean	1	1	2	2
Tamil	1	1	<1	1
German	1	1	1	1
Other	1	1	1	2
Portuguese	1	1	1	1
Telagu	1	1	1	<1
Farsi	1	1	<1	<1

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

(See Statistical Table Q24)

Ethnicity

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

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
White/Caucasian	48	48	46	49
Asian	40	40	37	39
Hispanic/Latino	12	12	16	13
Black/African American	4	4	5	5
Native Hawaiian Or Other Pacific Islander	2	2	2	2
American Indian Or Alaska Native	1	1	1	2
Other (Unspecified)	1	1	1	1
Middle Eastern/Arabic/Persian	1	1	<1	1
Mixed (Unspecified)	<1	<1	<1	<1

(See Statistical Table Q25)

Country of Birth

Q26. Were you born in the United States? (if “no”) Which country?

While 59% of respondents were born in the United States, 41% were born in one of 107 countries outside the United States. The most common countries of birth after the United States are India, China, and The Philippines.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
Yes (Born In US)	59	60	57	57
No (Which Country?)	41	40	43	43
Answered 'No' But Did Not Specify Country	18	19	19	15
India	5	5	6	4
China	3	3	3	4
Philippines	1	2	1	1
Canada	1	1	2	2
Mexico	1	1	1	2
United Kingdom	1	1	1	1
Taiwan	1	1	1	1
Vietnam	1	1	<1	1
France	1	1	<1	1
Germany	1	1	1	<1

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

(See Statistical Tables Q26 and Q26Country)

Home Region (Based on ZIP Code)

Most Caltrain riders live in the Bay Area (96%) – particularly Santa Clara County (43%), San Mateo County (28%), and San Francisco (22%).

On the next page is a breakdown by Bay Area city. The most common home cities among Caltrain riders are San Francisco (22%), San Jose (18%), Sunnyvale (6%), and Mountain View (6%).

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
Santa Clara County	42	42	41	37
San Mateo County	30	30	29	30
San Francisco	22	23	20	21
Alameda County	2	1	3	1
Contra Costa County	1	1	1	<1
Marin County	<1	<1	<1	<1
Solano County	<1	<1	<1	-
Sonoma County	<1	<1	<1	-
Napa County	<1	<1	-	-
Other California By County (Net)	2	2	3	5
Outside of California (Net)	2	1	3	6

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
SANTA CLARA COUNTY (NET)	42	42	41	37
SAN JOSE	18	19	16	10
SUNNYVALE	6	6	7	7
MOUNTAIN VIEW	6	5	6	7
SANTA CLARA	4	3	5	5
PALO ALTO	3	3	3	4
MORGAN HILL	1	2	<1	-
GILROY	1	1	<1	1
CUPERTINO	1	1	2	-
CAMPBELL	1	1	1	<1
LOS ALTOS	1	1	1	1
STANFORD	<1	<1	1	2
MILPITAS	<1	<1	<1	-
LOS GATOS	<1	<1	<1	-
SARATOGA	<1	<1	-	<1
SAN MARTIN	<1	<1	-	-
SAN MATEO COUNTY (NET)	30	30	29	30
SAN MATEO	9	9	10	6
REDWOOD CITY	5	5	5	8
BURLINGAME	3	3	2	2
MENLO PARK	2	2	2	3
SAN CARLOS	2	2	1	3
BELMONT	2	2	2	2
SAN BRUNO	1	1	2	1
SOUTH SAN FRANCISCO	1	1	1	1
EAST PALO ALTO	1	1	1	1
MILLBRAE	1	1	1	1
DALY CITY	1	1	1	<1
ATHERTON	<1	<1	<1	1
PACIFICA	<1	<1	-	-
BRISBANE	<1	<1	-	-
HALF MOON BAY	<1	<1	<1	-
PORTOLA VALLEY	<1	<1	-	<1
LA HONDA	<1	<1	<1	<1
EL GRANADA	<1	<1	<1	-
MOSS BEACH	<1	<1	-	-
SAN FRANCISCO COUNTY (NET)	22	23	20	21
SAN FRANCISCO	22	23	20	21

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
ALAMEDA COUNTY (NET)	2	1	3	1
OAKLAND	1	<1	1	<1
BERKELEY	<1	<1	<1	1
EMERYVILLE	<1	<1	<1	<1
FREMONT	<1	<1	<1	-
LIVERMORE	<1	<1	<1	-
HAYWARD	<1	<1	-	-
SAN LEANDRO	<1	<1	<1	-
ALAMEDA	<1	<1	<1	-
CASTRO VALLEY	<1	<1	<1	-
PLEASANTON	<1		<1	-
ALBANY	<1	<1	-	-
NEWARK	<1	<1	-	-
SAN LORENZO	<1	<1	-	-
UNION CITY	<1	<1	-	-
DUBLIN	<1	-	<1	-
CONTRA COSTA COUNTY (NET)	1	1	1	<1
RICHMOND	<1	<1	-	
WALNUT CREEK	<1	<1	-	<1
EL CERRITO	<1	<1	<1	-
EL SOBRANTE	<1	<1	<1	-
SAN RAMON	<1	<1	<1	-
ANTIOCH	<1	<1	-	-
BYRON	<1	<1	-	-
CLAYTON	<1	<1	-	-
DANVILLE	<1	<1	-	-
HERCULES	<1	<1	-	-
PITTSBURG	<1	<1	-	-
RODEO	<1	<1	-	-
PLEASANT HILL	<1	-	<1	-
SAN PABLO	<1	-		<1
MARIN COUNTY (NET)	<1	<1	<1	<1
CORTE MADERA	<1	<1	-	-
SAN GERONIMO	<1	<1	-	-
SAUSALITO	<1	<1	-	-
MILL VALLEY	<1	-	<1	-
SAN RAFAEL	<1	-	<1	-
GREENBRAE	<1	-	-	<1

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
SOLANO COUNTY (NET)	<1	<1	<1	-
VALLEJO	<1	<1	-	-
BENICIA	<1	<1	-	-
BIRDS LANDING	<1	<1	-	-
SUISUN CITY	<1	-	<1	-
SONOMA COUNTY (NET)	<1	<1	<1	-
SANTA ROSA	<1	<1	<1	-
CLOVERDALE	<1	<1	-	-
NAPA COUNTY (NET)	<1	<1	-	-
ANGWIN	<1	<1	-	-
OUTSIDE BAY AREA	4	3	7	11

APPENDICES

Survey Distribution and Response

2019 Caltrain Triennial Customer Survey

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

	Total	Weekday	Weekend
Children under 13	41	28	13
Language barrier	20	10	10
Sleeping	78	74	4
Left train	62	60	2
Refused	667	603	64
<i>Already Participated</i>	304	295	9
Qst. distributed and not returned	1,144	920	224
TOTAL NON-RESPONSE (less already participated)	<u>2,012</u>	<u>1,695</u>	<u>317</u>
Completes collected or mailed in:	<u>5,501</u>	<u>5,002</u>	<u>499</u>
PASSENGERS ON SAMPLED CARS	7,513	6,697	816
<i>(Total completes+Total Non-response)</i>			

Response Rate & % of Riders Who Completed Survey

PASSENGERS ON SAMPLED CARS	7,513	6,697	816
Less:			
Children Under 13	-41	-28	-13
Language Barrier	-20	-10	-10
Sleeping	-78	-74	-4
POTENTIAL RESPONDENTS	<u>7,374</u>	<u>6,585</u>	<u>789</u>
TOTAL COMPLETES	<u>5,501</u>	<u>5,002</u>	<u>499</u>
Response Rate ¹	74.6%	76.0%	63.2%
% of Riders Who Completed Survey ²	73.2%	74.7%	61.2%

Distribution Rate

PASSENGERS ON SAMPLED CARS	7,513	6,697	816
Less:			
Children Under 13	-41	-28	-13
Language Barrier	-20	-10	-10
Sleeping	-78	-74	-4
POTENTIAL RESPONDENTS	<u>7,523</u>	<u>7,374</u>	<u>789</u>
Total Completes	<u>5,501</u>	<u>5,002</u>	<u>499</u>
Qst. taken home /not returned	1,144	920	224
TOTAL QST. DISTRIBUTED	<u>6,645</u>	<u>5,922</u>	<u>723</u>
Distribution Rate ³	90.1%	88.4%	88.6%

¹ Total Completes divided by Potential Respondents

² Total Completes divided by Passengers on Sampled Cars

³ Total Qst. Distributed divided by Potential Respondents

Language Barriers

Surveys were printed in Spanish and English. The majority of respondents used the English language survey, with only 19 respondents (out of 5,501) opting for the Spanish language survey. Surveyors were also provided a card (see the Interviewer Training Instructions section of the Appendix) to measure the amount of potential responses who spoke neither English nor Spanish. Potential respondents were shown a card that stated “I speak ___” with responses in Hindi, Mandarin, Cantonese, Tagalog, French, German, Vietnamese, Russian, Korean, Italian, and Japanese. Of the 20 language barriers encountered, 11 were willing to complete the language card. Responses are tabulated below:

Language	#
Mandarin	6
Cantonese	1
Tagalog	1
Vietnamese	1
Indonesian (added)	1
Urdu (added)	1
French	-
German	-
Hindi	-
Italian	-
Japanese	-
Korean	-
Russian	-
Unknown (did not complete card)	9

Interviewer Instructions

Caltrain Triennial Survey 2019 | Interviewer Instructions

INTERVIEWER NAME: _____

PROJECT OVERVIEW

This project is a passenger survey that seeks to learn who rides Caltrain. It is a self-administered questionnaire to be distributed onboard Caltrain trains. The questionnaires will be handed out and collected on sampled Caltrain routes. The field work will take place during November 2019. You can learn more about Caltrain at www.caltrain.com.

The primary goals of this survey are to:

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

Part 1: How to conduct the survey on Caltrain

SAFETY

Working on a moving train can be challenging at times. Your safety and the safety of the passengers around you is your most important priority. Please hold on to a handrail or bar at all times when you are standing or walking on the train. Allow passengers the time to find a seat or a safe place to stand before offering them a survey. Do not block passengers entering or exiting the train.

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

BEFORE EACH RUN: SURVEY CONTROL SHEET (Yellow Card)

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

AT THE START OF EACH RUN YOU SHOULD ENTER ON SURVEY CONTROL SHEET (Yellow Card):

- The current date and day
- Your last name
- Train #
- The specific station where you are boarding the train to start the run (“Trip Start Location”)
- The time the train departed (**actual time** the train left the station – **do not just copy the scheduled time**)

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

Run ID – this is listed at the BOTTOM of every survey. Write the TRAIN NUMBER in this spot. ALL questionnaires distributed MUST have the train number written on them so we can determine which train they are from if the survey is mailed. Write the TRAIN NUMBER ON ALL questionnaires distributed on every run.

In order to be sure every questionnaire you distribute has the proper train number, you will need to pre-number questionnaires BEFORE entering the train. If you exhaust all of the pre-numbered questionnaires, you MUST write the train number on EVERY questionnaire you distribute – BEFORE they are in the passengers’ hands.

Unused surveys with the train number written in can be reused – cross out the prior Run ID and write in the correct Run ID.

AS YOU BOARD THE TRAIN . . . REMEMBER YOU ARE A GUEST OF CALTRAIN.

DISTRIBUTING QUESTIONNAIRES

Caltrain trains have five or six cars. You will be distributing questionnaires **on only one of these cars**. The train car for you to survey is pre-assigned and listed on your Interviewer Survey Schedule. For example - “Train car number: 2” – means that you will survey the second car on the train. Be sure to only survey this assigned car. **Do not substitute another car for the one you are assigned. Refer to the “Caltrain Information Section” for instructions on how to find your car.**

As noted some trains have 6 cars. These trains are highlighted on the schedule. If you are scheduled to have a 6-car train, but it is only 5 cars:

- **If you are on car 1, 2, 3, 4, or 5 – then take the same car as assigned.**
- **If you are assigned car 6 – and the train is only 5 cars – then survey the alternate car (in parentheses) on the schedule.**

Attempt to distribute surveys to all passengers who appear to be 13 or older. All riders traveling in a group should be given a questionnaire.

Do not distribute questionnaires to:

- Passengers who appear to be under 13 years of age (use your judgment – NEVER ask someone their age);
- Employees of the Caltrain;

- Passengers who tell you that they have already participated in this survey on a previous trip (within the last week or so). But do include passengers that may have participated in other previous surveys; and
- Sleeping passengers.

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

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

“We need your opinions on this Caltrain survey. “

If they hesitate you might add: “We want to know what you think.”

If a rider hesitates, you might also mention, “Caltrain needs this information from you to provide better service in the future.” Or “Caltrain only does this survey once every three years.”

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

Instruct passengers to return completed surveys to you.

Passengers who do not have the time or inclination to complete the questionnaire on board have the option of mailing it in. **Mention the mail-in option as a last resort.** We have found that when a potential respondent takes the questionnaire home with him/her or says they will do it later, they are less likely to complete and return the questionnaire.

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

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

CROWDED TRAINS

On crowded trains, make every attempt to distribute questionnaires to all patrons. When this is not possible, distribute questionnaires to all patrons in the areas of the train car you can access. **Note the limitations in reaching everyone on your survey control sheet and returned survey packet sheet.**

On very crowded trains, where you cannot reach everyone personally, you may ask other passengers to help you by passing surveys to those standing/sitting next to them.

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

Caltrain also wants to discover what languages (other than English and Spanish) their passengers

speak. **Only when you have a passenger who is classified as a Language Barrier, give the passenger a Spoken Language Card (Tan Card) to allow the passenger to denote what language it is that they speak. Collect these cards when complete and include with your completed surveys.**

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

- Station where you exited the train
- The time when the train arrived and the run ended.
- The total **number of questionnaires DISTRIBUTED** for English and Spanish passengers
- The total **number of questionnaires RETURNED** (collected by you and in your possession).
- The total **number of Spoken Language Cards RETURNED** (collected by you and in your possession).
- All returned surveys and the completed survey control sheet should be **placed in the “Completed Questionnaire” envelope**. IMMEDIATELY complete the information on the front of this envelope for that train.
- You may have several bundles of completed surveys per route for a given shift. **If the envelope becomes too full, use additional envelope(s) and label each (i.e. “envelope 1 of 2”, “envelope 2 of 2”, etc).**

LEFT TRAIN This is a non-response that occurs when the surveyor cannot offer a questionnaire because of the short distance of the rider’s trip. If the rider refuses because of time constraints, it is important to offer the “mail back option”. We anticipate very few “Left Train” dispositions on this project.

AT THE END OF THE SHIFT

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

1. Date
2. Your last name (Interviewer Name)
3. Train number
4. If the train was MORE THAN FIVE MINUTES EARLY OR LATE from the train’s scheduled times on the schedule write how many minutes the train was early or late
5. The number of questionnaires distributed, the number completed/returned, and the non-responses for each (from survey control sheet)
6. Any unusual happenings that may have affected surveying/ridership on this shift. Be brief. Examples: Unruly passenger; extremely hot/cold car; extreme crowding (e.g. you could not reach every passenger).

Part 2 – Logistics, General Conduct, and Communication

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

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

- You should be at the train station where your shift starts by the time indicated on the schedule. **Note that in some cases, this is MORE than 15 minutes prior to the train’s departure (particularly when there may be a large number of people boarding at the starting station). Your early arrival to the station IS TO ENSURE YOU BOARD THE TRAIN AS SOON AS YOU ARE ABLE TO DO SO – it is the start of work time.**
- Have all of your supplies (see the **Supplies Checklist**).
- Before you leave for your shift, know what trains you are surveying and when they arrive and depart.
- **Also note whether your train begins/ends at Tamien station. You will NOT travel to/from Tamien – so if your train begins there, you will need to be sure you are waiting to board the train on the right track, and count the cars as the train pulls into the station. If your train ends at Tamien, be sure you EXIT your train at Diridon (NOT AT TAMIEN).**
- **All interviewers should bring a watch.** You may also consider wearing clothes with pockets since you will have to carry a good deal of material. **Your cell phone is NOT a substitute and should not be used for this purpose.**
- All surveyors **must wear their ID badges and have a valid photo ID at all times** while surveying.
- Please **act professionally at all times**. Passengers, Caltrain employees, and others are observing your behavior.
- **Always introduce yourself to at least one of the conductors.** We are guests on their trains.
- The **average number of passengers will vary significantly** by run and time of day. You will be provided with pens for use by passengers who need them.

Conduct Yourself Professionally

- Under our contract with Caltrain, the badge/access letter which allows you to ride free of charge may only be used when working on this study. Any misuse will be embarrassing to all and is cause for immediate dismissal.
- As representatives of CC&G and Caltrain, interviewers are expected to act professionally at all times.
- **Professional ‘business casual’ attire is a must.** Your overall appearance should be neat and professional. This also means:
 - Long trousers and collared shirts for men (jacket optional).
 - For women, slacks and a blouse/shirt are acceptable. Skirts or dresses may also be worn.
 - Wear comfortable, closed toed shoes. You will be standing/walking most of your shift.
 - **NO** t-shirts, sweatshirts/sweat pants/other workout wear, open-toed shoes, or denim.

- **NO** hats.
- **NO** clothing with logos/messages prominently displayed.
- All surveyors **must** wear their name badge while surveying, and have a valid photo ID at all times. Notify CC&G immediately if your name badge is lost so that it can be replaced immediately.
- All survey data collected is confidential and must be treated with care. Any sharing or use of data is cause for immediate dismissal.
- Backpacks, aprons, Clipper cards, and other materials used on this project should be returned to CC&G at the end of the study.

Scheduling

- You will receive a schedule for the project today. This schedule is based on your availability (as noted on ScheduleBase) and the study needs. **Prior to leaving training today, it is your responsibility to review the schedule and be sure you can make all your shift. You should also ask ANY questions regarding your schedule BEFORE leaving today. Once you leave training today, IT IS ASSUMED YOU CAN MAKE ALL SHIFTS AS SCHEDULED.**
- Once the fieldwork begins, it is important to adhere to the shifts as assigned. **If you cannot make any shift, notify Carol immediately.**
- Starting shifts late or missed shifts may be cause for dismissal.

End of Shift – Checking In and Returning Work

It is very important to check in and return all completed work as soon as possible. **For the first two to three (2-3) days you work on this project, check in immediately after your shift.**

- **If you are on a morning or day shift, this means returning to CC&G as soon as your shift is complete.**
- **If you are on an evening shift, this means returning to CC&G the next day *AND ALLOWING SUFFICIENT TIME* to review your work from the previous day before you head to that day's shift.**

Once you are told you do not have to check in (generally after the first 2 shifts), it is still very important to return work soon after completing a shift. **You must turn in work after each shift (within 24 hours). If you cannot turn in your work, notify CC&G immediately.**

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

Wrapping Up – A Few Other Items

- **“What do I do if . . . a conductor doesn’t want me on a train?”** Exit the train. Do not argue with the conductor. Do not create a confrontation. Call CC&G immediately – either the CC&G main number (during office hours) or one of the urgent contact numbers as applicable.
- **“What if I get off schedule?”** You cannot substitute trains on this study. If your train is running late and you feel it is likely that you will miss your next train, it is OK to exit the train one or two stops prior to the final station in order to make your connection – **but be sure BOTH trains stop at that station!** Be sure to collect all surveys prior to exiting the train. We have tried to design the schedule to avoid this situation, but it is possible. ALSO let CC&G know as soon as possible that you needed to do this.
- **Remember – your demeanor reflects on CC&G – including the condition of the questionnaires you hand out.** Do not allow your questionnaires to get ragged, stained, or grubby. Keep your backpack neat so coffee, candy, gum, etc. does not come in contact with your questionnaires. Dirty/stained questionnaires look unattractive and deter riders from participating.
- **Always make sure the TRAIN NUMBER is written in – and make sure it is the CORRECT train. It makes a large difference.** When a survey is mailed in, the train number also provides other key pieces of information, including the day, the date, time, etc. If these pieces of information are missing, the collected information is not as valuable.

CONTACT INFORMATION

COREY, CANAPARY & GALANIS RESEARCH

CC&G 800 Number is 1 (800) 877-1201

The regular office number is 415-397-1200 – Voicemail 24/7

Outside of normal office hours, contact:

Jon Canapary (415) 577-2428 (after 5 pm Monday-Friday; afternoon/evening weekends)

Carol Anne Carroll (415) 200-5277 (before 8 am Monday-Friday; before 12 noon weekends)

CALTRAIN

Agency Contact – Julian Jest, Caltrain Marketing, 650-508-6245
(Let CC&G know ASAP if you provide this name/contact to ANYONE)

SUPPLIES CHECKLIST

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

- Backpack
- Surveyor badge
- Photo ID
- Surveyor schedule
- Travel information, including the Caltrain schedule (dated 10/7/19)
- Apron
- Pens
- Questionnaires (English & Spanish) – be sure you have the number of English surveys indicated on the schedule for each shift; always have a supply of at least 20 Spanish questionnaires per shift.
- Spoken Language Cards for other languages – take at least 10.
- Completed Questionnaire Envelope(s)
- Survey control sheets
- Rubber bands
- Interviewer Instructions (this document)
- Clipboard
- A watch
- Time sheet

INFORMATION ABOUT CALTRAIN TRAINS

TRAINSET TYPE

Caltrain operates two types of equipment, Gallery and Bombardier.

Gallery equipment looks like the picture below and has a **center car entry**:



Bombardier equipment looks like the picture below and has **two entry doors**, one on either end of the car:



All runs end either at San Francisco at 4th & King, Gilroy, or San Jose Diridon stations. **If your run ends at San Jose Diridon, the train MAY be continuing past this station. Be sure you exit the train at San Jose Diridon. Check your Caltrain schedule before your run.**

TRAIN IDENTIFICATION

The Caltrain schedule has three types of train service, based on the amount of stops the trains make. These are:

- **Local:** (100's weekdays; 400's weekends). These trains stop at every station. Their schedule and signage usually **have no highlighting (e.g. white background)**.
- **Limited** (200's weekdays; no weekend service). These trains stop at fewer stations than the locals, but more than the bullets. Their schedule and signage are usually **highlighted in yellow**.
- **Bullet (or Baby Bullet)** (300's weekdays; 800's weekends). These are express trains which stop only at a few popular stations. Their schedule and signage are usually **highlighted in red**.

Even numbered trains travel south from San Francisco to San Jose (or Tamien/Gilroy) -- e.g. 208, 330, 190.

Odd numbered trains travel north from San Jose (or Tamien/Gilroy) to San Francisco – e.g. 217, 371, 147.

At all stations, the electronic signs reference the train number (e.g. 208, 332, etc.)

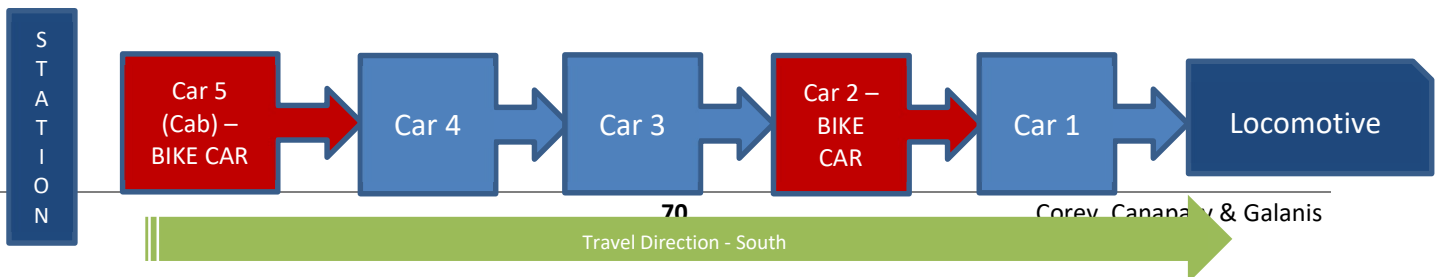
While train arrivals and departures are listed on the electronic signs at the stations, trains also carry a small sign on the front of the train (the rear-view mirror by the engineer's cab) with the last two numbers of the train number.



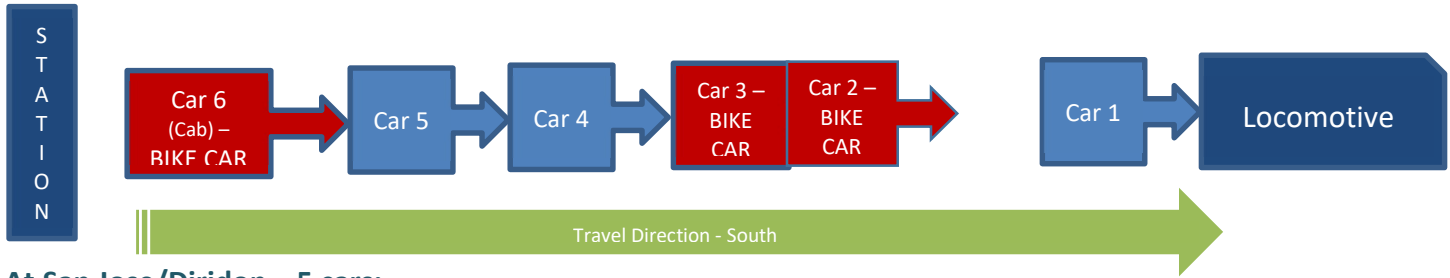
CAR ORIENTATION, E.G. “WHICH CAR IS MY ASSIGNED CAR?”

Car #1 is always at the FRONT of the train, depending on the direction of travel. When travelling south, the locomotive is in front of the train and PULLS the train. Car #1 is directly behind the locomotive. When travelling north, the locomotive is at the back of the train and PUSHES the train. Car #1 is on the opposite end of the train from the locomotive.

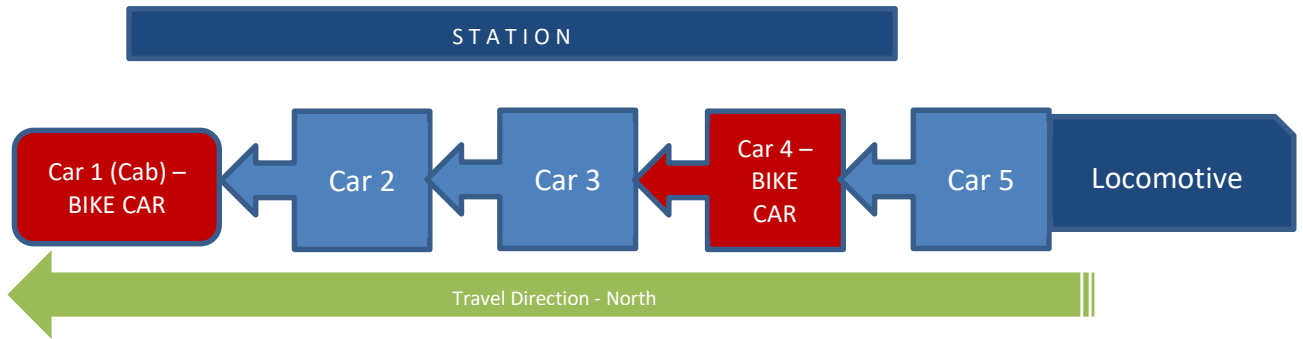
At San Francisco/4th & King – 5 cars:



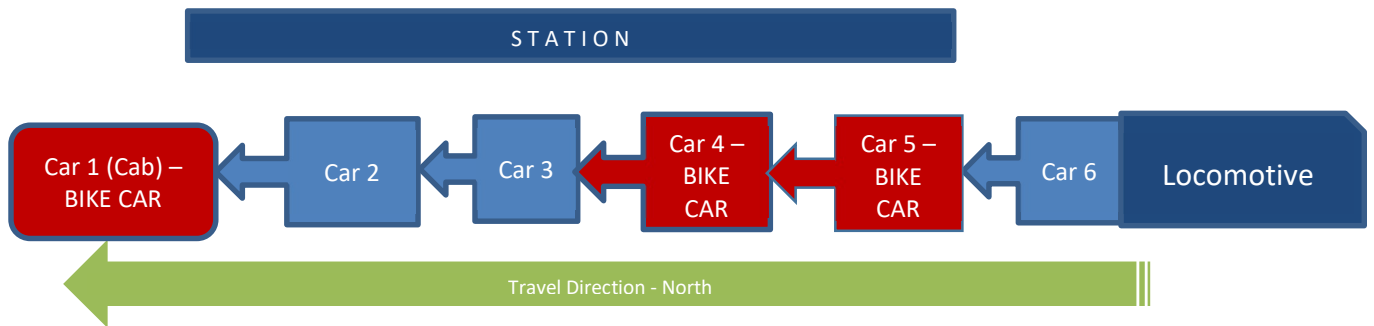
At San Francisco/4th & King – 6 cars:



At San Jose/Diridon – 5 cars:



At San Jose/Diridon – 6 cars:



Survey Questionnaires

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

(Check ALL that apply)

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

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

- Asian
- American Indian or Alaska Native
- Black/African American
- Hispanic/Latino
- Native Hawaiian or Other Pacific Islander
- White/Caucasian
- Other race - *specify:* _____

26. Were you **born** in the United States?

- Yes
- No - *in which country?* _____

27. Annual household income (before taxes):

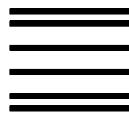
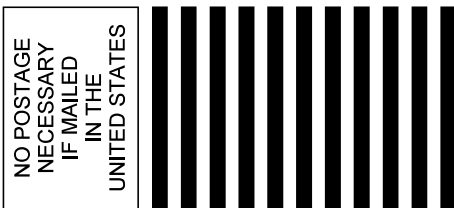
- Less than \$15,000/year
- \$15,000 - \$24,999
- \$25,000 - \$29,999
- \$30,000 - \$39,999
- \$40,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$124,999
- \$125,000 - \$149,999
- \$150,000 - \$199,999
- \$200,000 - \$249,999
- \$250,000 or more

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

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

Comments or Suggestions for Caltrain

Thank you for completing this survey! Please return it to a surveyor on the train or mail it to us by **December 2, 2019**. (No postage necessary. Please fold, then tape the side where indicated; no staples.)



BUSINESS REPLY MAIL
 FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA
 POSTAGE WILL BE PAID BY ADDRESSEE

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



Dear Caltrain Passenger,

Please take a moment to complete this survey to help Caltrain serve you better. We appreciate you choosing Caltrain.

Your responses are confidential and will be used for statistical purposes only. One survey per passenger please. Return your completed survey to the onboard surveyor or drop in the mail - no postage necessary.

- How **long** have you been riding Caltrain?
 - This is my first trip
 - Less than 6 months
 - 6 months to less than 1 year
 - 1 year to less than 2 years
 - 2 years to less than 4 years
 - 4 years or more
- How **often** do you usually ride Caltrain?
 - 6-7 days/week
 - 5 days/week
 - 4 days/week
 - 3 days/week
 - 2 days/week
 - 1 day/week
 - 1-3 days/month
 - Less than once a month
- How did you pay for **this train trip** (today)?
 - One-way ticket
 - Clipper: Cash
 - Clipper: Caltrain Monthly
 - Go Pass
 - Day Pass
 - Mobile App: Day Pass
 - Mobile App: One-Way
 - Other - *specify:* _____
- What is your **fare category**?
 - Adult (Age 19 through 64)
 - Senior (Age 65 & older)
 - Medicare cardholder
 - Youth (Age 18 & younger)
 - Disabled
- Are you making a **round trip** on Caltrain today? (That is, you either rode Caltrain earlier today or will ride later today.)
 - Yes
 - No
- What is the **main purpose** of your trip today? (Check only ONE)
 - Work
 - School
 - Social/recreational
 - Other - *specify:* _____
 - Airport (SFO, San Jose Int'l)
 - Shopping
 - Going home

(Please tape closed here)

7. Why do you choose to ride Caltrain? (Check ALL that apply)
- | | |
|---|--|
| <input type="checkbox"/> Productive use of time | <input type="checkbox"/> Save money (gas, car wear/tear) |
| <input type="checkbox"/> Help the environment | <input type="checkbox"/> Don't have access to a car |
| <input type="checkbox"/> Avoid traffic | <input type="checkbox"/> Lack of/cost of parking |
| <input type="checkbox"/> Relax/reduce stress | <input type="checkbox"/> Faster than other options |
| <input type="checkbox"/> Employer subsidy | <input type="checkbox"/> Other - specify: _____ |

8. Which station did you get **ON** Caltrain?
 _____ (station)

9. Which station will you get **OFF** Caltrain?
 _____ (station)

10a. Getting to the station

How did you **get to** Caltrain today?
 (Please check one main mode.)

- Walked all the way
- Drove Car
- Got dropped off by car
- Uber, Lyft, or similiar
- BART
- SamTrans
- Muni
- VTA
- Bicycle
- Scooter (kick or electric)
- Bicycle Share
- Scooter Share
- Free shuttle
- Other - specify: _____

10b. Leaving the station

How will you get from Caltrain to your final destination?
 (Please check one main mode.)

- Walk all the way
- Drive car
- Get picked up by car
- Uber, Lyft, or similiar
- BART
- SamTrans
- Muni
- VTA
- Bicycle
- Scooter (kick or electric)
- Bicycle Share
- Scooter Share
- Free shuttle
- Other - specify: _____

11. How well is Caltrain meeting your needs?

Please rate each item below, where **5=Very Satisfied** and **1=Very Dissatisfied**. If the question does not apply, circle **NA for Not Applicable**.

	Very Satisfied					Very Dissatisfied	
a. Overall Caltrain experience	5	4	3	2	1	NA	
b. Ease of use	5	4	3	2	1	NA	
c. Value for the money	5	4	3	2	1	NA	
d. Connections with other transit systems (i.e. SamTrans, BART, Muni, VTA)	5	4	3	2	1	NA	
e. Convenience of schedule (goes where you want to go, when you want to go)	5	4	3	2	1	NA	
f. Effectiveness of station signage	5	4	3	2	1	NA	

12. Estimated distance from your starting point to the Caltrain station where you boarded:
 _____ miles

13. Did you have access to a car for **this particular trip**?
 Yes No

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

- Newspaper - which one? _____
- Radio - which one? _____
- Internet - which one? _____
- Social media - which one? _____
- TV news - which one? _____
- Mobile app - which one? _____
- Other - specify _____

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

(Check ALL that apply)

- Printed material on train
- Conductor
- Social media
- Third party Caltrain app
- Station information boards
- Caltrain customer service (1.800.660.4287)
- Caltrain website (www.caltrain.com)
- Other - specify: _____

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

17. Gender: Male Female Other

18. Age:
 Under 13 25-34 55-64
 13-18 35-44 65 or older
 19-24 45-54

19. (To help us plan for new fare options) Do you currently have a checking account, a savings account or a credit card?
 Yes No I don't know

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

- Some high school College graduate
- High school graduate Post graduate degree
- Some college or technical school

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

- Employed full time* Retired
 - Employed part time Unemployed
 - Student Other - specify: _____
- *35 or more hours per week

22. How well do **you** speak English?
 Very well Well Not well Not at all

23. In **your home**, is English spoken:
 Very well Well Not well Not at all

24. ¿Cuáles idiomas se hablan en su casa?

(Marque **TODOS** los que sean pertinentes)

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Inglés | <input type="checkbox"/> Hindi |
| <input type="checkbox"/> Español | <input type="checkbox"/> Tagalo |
| <input type="checkbox"/> Cantonés | <input type="checkbox"/> Vietnamita |
| <input type="checkbox"/> Mandarín | <input type="checkbox"/> Otro - <i>especifique</i> : _____ |

25. ¿Cuáles de los siguientes grupos étnicos describe mejor su origen? (Marque **TODOS los que sean pertinentes)**

- Asiático
- Indígena de los EE.UU. o Alaska
- Negro/Afro Americano
- Hispanic/Latino
- Nativo de Hawai o otras islas del Pacífico
- Blanco/caucásico
- Otro - *especifique*: _____

26. ¿Usted nació en los Estados Unidos?

- Sí No - *¿en qué país?* _____

27. ¿Cuál es el ingreso anual total en su casa (antes de impuestos)?

- | | |
|--|--|
| <input type="checkbox"/> Inferior a \$15,000/año | <input type="checkbox"/> \$75,000 - \$99,999 |
| <input type="checkbox"/> \$15,000 - \$24,999 | <input type="checkbox"/> \$100,000 - \$124,999 |
| <input type="checkbox"/> \$25,000 - \$29,999 | <input type="checkbox"/> \$125,000 - \$149,999 |
| <input type="checkbox"/> \$30,000 - \$39,999 | <input type="checkbox"/> \$150,000 - \$199,999 |
| <input type="checkbox"/> \$40,000 - \$49,999 | <input type="checkbox"/> \$200,000 - \$249,999 |
| <input type="checkbox"/> \$50,000 - \$74,999 | <input type="checkbox"/> \$250,000 o más |

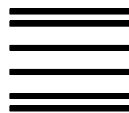
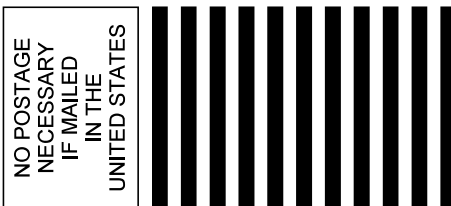
28. Incluido usted, ¿Cuántas personas viven en su casa?

- 1 (sólo usted) 2 3 4 5 6+ _____

(Por favor, especifique)

Comentarios o sugerencias para Caltrain

¡Gracias por completar esta encuesta! Por favor regrésela al encuestador en el tren o envíenos por correo antes de 2 de diciembre de 2019. (No necesita estampilla. Por favor dóblela y cierre el lado indicado con cinta adhesiva; no grapas.)



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

POSTAGE WILL BE PAID BY ADDRESSEE

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



Estimado Pasajero de Caltrain,



Por favor tome un momento para completar esta encuesta para ayudar a Caltrain a servirle mejor. Apreciamos su elección en viajar con Caltrain.

Sus respuestas son confidenciales y serán usadas para propósitos estadísticos solamente. Una encuesta por pasajero por favor. Regrese su encuesta completa al supervisor abordó o envíela por correo no necesita estampilla.

1. ¿Cuánto tiempo ha estado viajando en Caltrain?

- | | |
|---|---|
| <input type="checkbox"/> Este es mi primer viaje | <input type="checkbox"/> 1 año a menos de 2 años |
| <input type="checkbox"/> Menos de 6 meses | <input type="checkbox"/> 2 años a menos de 4 años |
| <input type="checkbox"/> 6 meses y menos de 1 año | <input type="checkbox"/> 4 años o más |

2. ¿Con que frecuencia viaja en Caltrain?

- | | |
|--|--|
| <input type="checkbox"/> 6-7 dias/semana | <input type="checkbox"/> 2 dias/semana |
| <input type="checkbox"/> 5 dias/semana | <input type="checkbox"/> 1 dias/semana |
| <input type="checkbox"/> 4 dias/semana | <input type="checkbox"/> 1-3 dias/mes |
| <input type="checkbox"/> 3 dias/semana | <input type="checkbox"/> Menos de una vez al mes |

3. ¿Cómo pagó por este viaje en el tren (hoy día)?

- | | |
|--|--|
| <input type="checkbox"/> Boleto de un viaje | <input type="checkbox"/> Pase diario |
| <input type="checkbox"/> Clipper: Valor efectivo | <input type="checkbox"/> Aplicación móvil: pase diario |
| <input type="checkbox"/> Clipper: pase mensual de Caltrain | <input type="checkbox"/> Aplicación móvil: un viaje |
| <input type="checkbox"/> Go Pass | <input type="checkbox"/> Otro – especifique: _____ |

4. ¿Cuál es la categoría de su tarifa?

- | | |
|--|--|
| <input type="checkbox"/> Adulto (de 19 a 64 años) | <input type="checkbox"/> Joven (18 años o menor) |
| <input type="checkbox"/> Anciano (65 años o mayor) | <input type="checkbox"/> Discapacitado |
| <input type="checkbox"/> Afiliados a Medicare | |

5. ¿Estás haciendo un viaje de ida y vuelta en Caltrain hoy? (Esto es, viajaste hoy más temprano o viajarás más tarde este día en Caltrain.)

- Sí No

6. ¿Cuál es el propósito principal de su viaje hoy? (Marque solo UNO)

- | | |
|--|---|
| <input type="checkbox"/> Trabajo | <input type="checkbox"/> Aeropuerto (SFO, Intl de San José) |
| <input type="checkbox"/> Escuela | <input type="checkbox"/> Compras |
| <input type="checkbox"/> Social/recreativo | <input type="checkbox"/> Ir a casa |
| <input type="checkbox"/> Otro – especifique: : _____ | |

Run ID _____

[1]

7. ¿Por qué elige viajar en Caltrain?

(Marque todas las que correspondan)

- | | |
|--|---|
| <input type="checkbox"/> Uso más productivo del tiempo | <input type="checkbox"/> Ahorrar dinero
<small>(gasolina, uso opciones y desgaste del carro)</small> |
| <input type="checkbox"/> Ayudar al medio ambiente | <input type="checkbox"/> No tengo acceso a un carro |
| <input type="checkbox"/> Evitar el tráfico | <input type="checkbox"/> Falta/costo de parqueo |
| <input type="checkbox"/> Relajarse/reducir estrés | <input type="checkbox"/> Mas rápido que otras opciones |
| <input type="checkbox"/> Subsidio del empleador | <input type="checkbox"/> Otro – especifique: _____ |

8. ¿En cuál estación se **ABORDÓ** Caltrain?

_____ (estación)

9. ¿En cuál estación se **APEARÁ** Caltrain?

_____ (estación)

10a. **Llegando a la estación**

¿Cómo llegó a la estación De Caltrain hoy día?
(Por favor marque solo una vía.)

- Hice todo el recorrido a pie
- Manejé en carro
- Me trajeron en carro
- Uber, Lyft, o similar
- BART
- SamTrans
- Muni
- VTA
- Bicicleta
- Patineta (de patear o eléctrica)
- Bicicleta compartida
- Patineta compartida
- Bus gratis
- Otro - especifique: _____

10b. **Dejando la estación**

¿Cómo llegará desde Caltrain a su destino final?
(Por favor marque solo una vía.)

- Hice todo el recorrido a pie
- Manejaré en carro
- Me recogerán en carro
- Uber, Lyft, o similar
- BART
- SamTrans
- Muni
- VTA
- Bicicleta
- Patineta (de patear o eléctrica)
- Bicicleta compartida
- Patineta compartida
- Bus gratis
- Otro - especifique: _____

11. ¿En qué medida satisface Caltrain sus necesidades?

Por favor califique cada elemento usando la escala del 5=Muy Satisfecho a 1=Muy Insatisfecho. Si la pregunta no es pertinente, marque NA (No Aplica).

	Muy Satisfecho	4	3	2	1	Muy Insatisfecho	NA
a. La experiencia general en Caltrain	5	4	3	2	1		NA
b. Facilidad de uso	5	4	3	2	1		NA
c. El valor por su dinero	5	4	3	2	1		NA
d. Conexiones con otros sistemas de tránsito (i.e. SamTrans, BART, Muni, VTA)	5	4	3	2	1		NA
e. Conveniencia de horarios (va donde usted quiere ir, cuando usted quiere ir)	5	4	3	2	1		NA
f. Efectividad de las señales en las estaciones	5	4	3	2	1		NA

12. ¿Cuál es la distancia aproximada entre su ubicación inicial y la estación de Caltrain donde usted abordó el tren

_____ millas.

13. ¿Disponía de un carro para hacer este **viaje en particular**?

- Si No

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

- Periódico - ¿cuál? _____
- Radio - ¿cuál? _____
- Internet - ¿cuál? _____
- Redes Sociales - ¿cuál? _____
- Noticias de TV - ¿cuál? _____
- Aplicación móvil - ¿cuál? _____
- Otro - especifique: _____

15. ¿Cómo obtiene los horarios y otras informaciones de Caltrain? (Marque todos los que sean pertinentes)

- Material impreso en los trenes
- Conductor
- Redes sociales
- Aplicación de Caltrain externa
- Boletines de información de las estaciones
- Servicio al cliente de Caltrain (1.800.660.4287)
- El sitio web de Caltrain (www.caltrain.com)
- Otro - especifique: _____

16. ¿Cuál es el código postal de su residencia?

17. Género: Masculino Femenino Otro

18. Edad:

- | | | |
|--------------------------------------|--------------------------------|-------------------------------------|
| <input type="checkbox"/> Menos de 13 | <input type="checkbox"/> 25-34 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 13-18 | <input type="checkbox"/> 35-44 | <input type="checkbox"/> 65 o mayor |
| <input type="checkbox"/> 19-24 | <input type="checkbox"/> 45-54 | |

19. (Para ayudarnos a planificar nuevas opciones de tarifas)

¿Tienes una cuenta de cheques, cuenta de ahorros, cuenta de ahorros o una tarjeta de crédito? Si No No sé

20. ¿Cuál es el grado más alto de educación que usted completó?

- Algo de preparatoria Graduado de la universidad
- Graduado de preparatoria Post graduado
- Alguna universidad o escuela técnica

21. ¿Cuál es su estado de empleo actual?

- Empleado tiempo completo* Jubilado
- Empleado medio tiempo Desempleado
- Estudiante Otro - especifique: _____

*35 horas o más por semana

22. ¿Qué tan bien habla usted el inglés?

- Muy bien Bien No muy bien No lo hablo

23. In **your home**, is English spoken:

- Muy bien Bien No muy bien No se hablo