

FALL 2022

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 October 8 – December 1, 2022; 2,838 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 the COVID-19 Pandemic has had a significant impact on Caltrain ridership, which decreased by as much as 98 percent compared to pre-Pandemic ridership. At the time of the 2022 Caltrain Triennial Customer Survey ridership had recovered to around 30 percent of pre-Pandemic ridership. In response to lower ridership, Caltrain temporarily reduced its weekday service and removed the Baby Bullet Service.

Since then, significant changes have been made to the schedule. These included running 104 weekday trains - the highest number of trains ever run by Caltrain, and the resumption of Baby Bullet Service. Caltrain also adjusted its weekday and weekend timetables to better align with BART connections at the Millbrae Transit Center.

Temporary reductions in Caltrain service during the months of March and May 2022, from 104 to 88 weekday trains, were made in order to accommodate Caltrain electrification work. Additional Electrification Work led to Caltrain suspending weekend service between Bayshore and San Francisco stations, between February 22 and March 29, 2020, and for two weekends in April, 2021. Free SamTrans bus service between Bayshore, 22nd and San Francisco stations was provided.

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

Hillsdale station closed for almost 12 months as part of the 25th Avenue Grade Separation Project. Hillsdale station service was moved to Belmont station, free connecting SamTrans bus and shuttle service, and free station parking for Caltrain customers was also provided. The new Hillsdale station re-opened, four blocks north of its previous location. Features of the new station include an elevated center-boarding platform, allowing for safer, more convenient pedestrian access, on-demand bicycle eLockers and traditional bike racks, two parking lots and six connecting SamTrans routes.

Construction began at Bayshore Station for overpass rehabilitation, resulting in the partial closure of platforms impacting how riders board and disembark from the train.

Caltrain installed over 300 eLocker spaces at 19 Caltrain stations and upgraded its Ticket Vending Machines (TVMs) to allow people the ability to purchase an adult Clipper card or add cash value or Caltrain Monthly Pass to their card at various stations along the corridor. The TVMs accept Apple and Google Pay and can be operated via the new touchscreen. Caltrain provided free train rides to and from COVID-19 vaccination sites for people living or working along the corridor within San Francisco, San Mateo and Santa Clara counties.

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

Several fare related changes were made, including a 20% discount for all riders who use a Caltrain Monthly Pass, an increase in the cost of Caltrain's single-ride Adult fare and the Adult Monthly Pass, implementation of the Clipper START program, providing a 50% discount off single-ride adult Clipper fares to eligible low-income riders, and daily parking was added to the Caltrain Mobile Ticketing App. The Metropolitan Transportation Commission (MTC) launched a Clipper Mobile app. Caltrain customers can add cash value to the app or a monthly pass to pay for their trip on Caltrain.

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

Methodology and Response Rate

The survey was conducted mainly on board. 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 business reply mail-back and online options for persons who did

not have time to complete the survey onboard. The online option included questionnaires in Chinese, Japanese, and Korean, as well as English and Spanish.

The overall response rate (66%) was high for a system-wide survey of this type. The response rate was calculated by dividing the total number of completes (2,838) by all *eligible* passengers riding on the sampled trains (4,293). The survey target sample size of 2,000 completes was significantly exceeded by that number.

Field interviewing on this project was conducted from October 8 – December 1, 2022. 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, 2,838 surveys were completed by riders. This total equates to a system-wide margin of error of +/- 1.73% (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, 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, 32 were Limited-stop trains, 22 were Local service trains, and 8 were Baby Bullet express service trains. For each train sampled, two cars were selected, and CC&G attempted to survey every passenger in the selected cars. In some cases where this was impractical, such during peak periods, interviewers were told which car to concentrate on.

Statistically Significant Differences

As was mentioned previously, for the total number of respondents (n = 2,838) who participated in the survey, the margin of error is +/- 1.73% at the 95% confidence level. The margin of error for some other key sub-groups which are shown in this report:

- Weekday Peak (n =1,630 unweighted, 1,733 weighted). +/- 2.27% at the 95% confidence level;
- Weekday Offpeak (n =740 unweighted, 694 weighted). +/- 3.65% at the 95% confidence level;
- Weekend (n =468 unweighted, 411 weighted). +/- 4.79% 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	47,844	61.07%
Weekday Off-peak	19,169	24.47%
Saturday	6,039	7.71%
Sunday	5,297	6.76%
TOTAL	78,348	100.0%

* Ridership is from Caltrain's 2022 Station Ridership Count for the months of October and November 2022.

EXECUTIVE SUMMARY

Length of Time Using Caltrain

- In 2022, 37% of riders have been riding Caltrain less than one year.
- This is slightly higher than in 2019 (31%) and 2016 (34%).

Frequency of Riding Caltrain

- Just over one-third of riders (38%) ride Caltrain at least four days per week.
- This is down significantly from 2019 when 68% rode Caltrain at least 4 days per week and 2016 when 67% rode at least four days a week.
- While the share of riders riding 6 or more days a week is relatively consistent since 2016 and those riding 4 days a week only shows a slight decrease, there is a significant decrease in the share of riders riding 5 days a week (23% in 2022 vs. 48% in 2019 and in 2016). This is matched with a significant increase in riders riding 3 days a week or less (62% in 2022 vs. 31% in 2019 and 34% in 2016).

Fare Media

- More than one third of respondents (34%) used a Clipper one-way ticket for their Caltrain trip. One-quarter (24%) used a Monthly Pass on Clipper, and 16% were traveling on a Go Pass.
- Over two-thirds (66%) of riders use a credit or debit card, 17% use a Go Pass, and 8% use cash to pay their fare.
- While the majority of riders (61%) are not enrolled in a fare program, one quarter (28%) are enrolled in an employee benefit plan, 2% in Clipper Start, <1% in Clipper Bay Pass, and 9% in an unspecified program.

Distance from Starting Location to Caltrain Station

- Most respondents (83%) travel 10 miles or less to reach the Caltrain station where they boarded. The average number of miles traveled to reach an origin Caltrain station is 7 miles, and the median is 2 miles.
- Nearly half of respondents (42%) travel 10 minutes or less to get to the Caltrain station where they boarded. The average trip time is 21 minutes, and the median trip time is 15 minutes.

Incentives for Caltrain Use

- Nearly half of respondents (48%) said a schedule change (either a specific change or a general “more frequency”) would make them more likely to use Caltrain more. Lower fares (19%) and Increased reliability (12%) were also stated.
 - Weekday peak riders were most likely to cite specific schedule changes (27%), Off-peak and weekend riders were most likely to cite more frequency (22% and 32% respectively).

Stations Used

- Half of all riders boarded Caltrain in San Francisco (23%), Palo Alto (13%), San Jose Diridon (9%), and Mountain View (7%) stations
- 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 (19%).
- After San Francisco, riders most commonly exited the train at Palo Alto (10%), San Jose Diridon (8%), or Mountain View (7%).

Access/Egress on Caltrain

- Private vehicle-based options (drive, picked up/dropped off, company shuttle, Uber/Lyft, Taxi) accounted for 31% of access and 26% of egress.
- One-third (34%) of respondents walked all the way to reach Caltrain and 37% will walk from Caltrain to their destination.
- Bicycle/scooter- based options accounted for 19% of both access and 18% for egress.
- Transit (including free shuttle) options were used by 17% of riders for access and 20% for egress.

Car Availability

- Choice riders (who have a vehicle they could use for the Caltrain trip) continues to decrease since 2016 (39% in 2022, 51% in 2019, and 60% in 2016).

Satisfaction with Caltrain

- Respondents rated their overall satisfaction in 2022 higher than in 2019, rating it 4.12 (compared to 3.99 previously)
- Nearly three-quarters of respondents (70%) were satisfied with how Caltrain is meeting their needs, rating it 3.94 out of 5.0.
- Just over half (59%) were satisfied with the current Caltrain schedule, rating the attribute 3.71 out of 5.0. 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.)
 - *“Satisfaction with current schedule”* was rated 3.71, the same as the 3.73 rating in the June 2022 Customer Satisfaction survey. On the 2019 Triennial Survey, a similar attribute, *“Convenience of schedule,”* was rated at 3.26.

Information Sources

- Half of riders (48%) cite mobile apps as their main source for local news and events. One-third (31%) use social media, and 26% of riders use new media websites as their main source for local news and events.
- Nearly two-thirds of riders (60%) receive information about Caltrain from the Caltrain website. Also cited were a general web search (22%), the Google or Apple Maps app (20%), and a third party Caltrain app (12%).

Rider Demographics

- Among all Caltrain riders, 57% are male, 41% female, and 2% other.

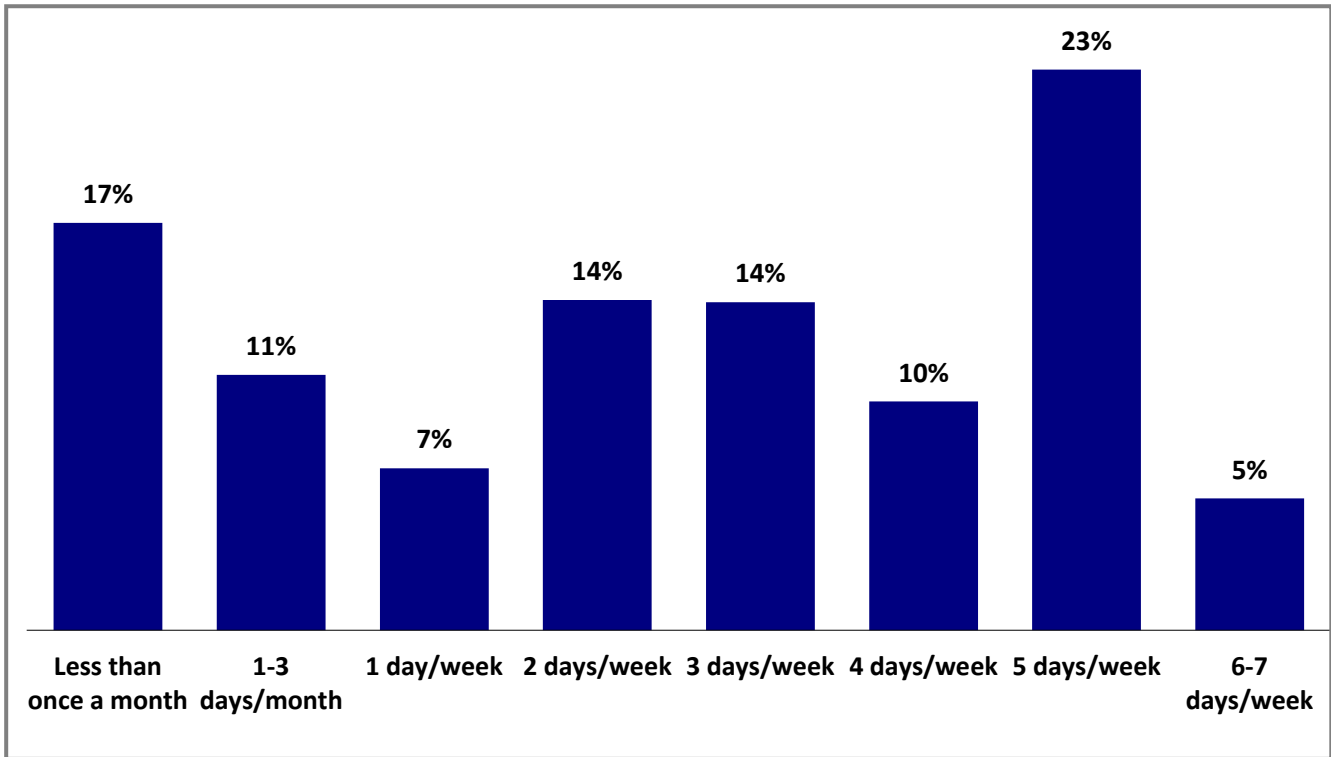
- Nearly all riders (94%) have a high school diploma, while 77% have graduated college.
- Caltrain riders are a diverse audience. They speak 69 languages in their homes, nearly half (45%) are white, 38% are Asian, and 17% are Hispanic.

CHARTS – KEY FINDINGS

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

Frequency of Riding Caltrain

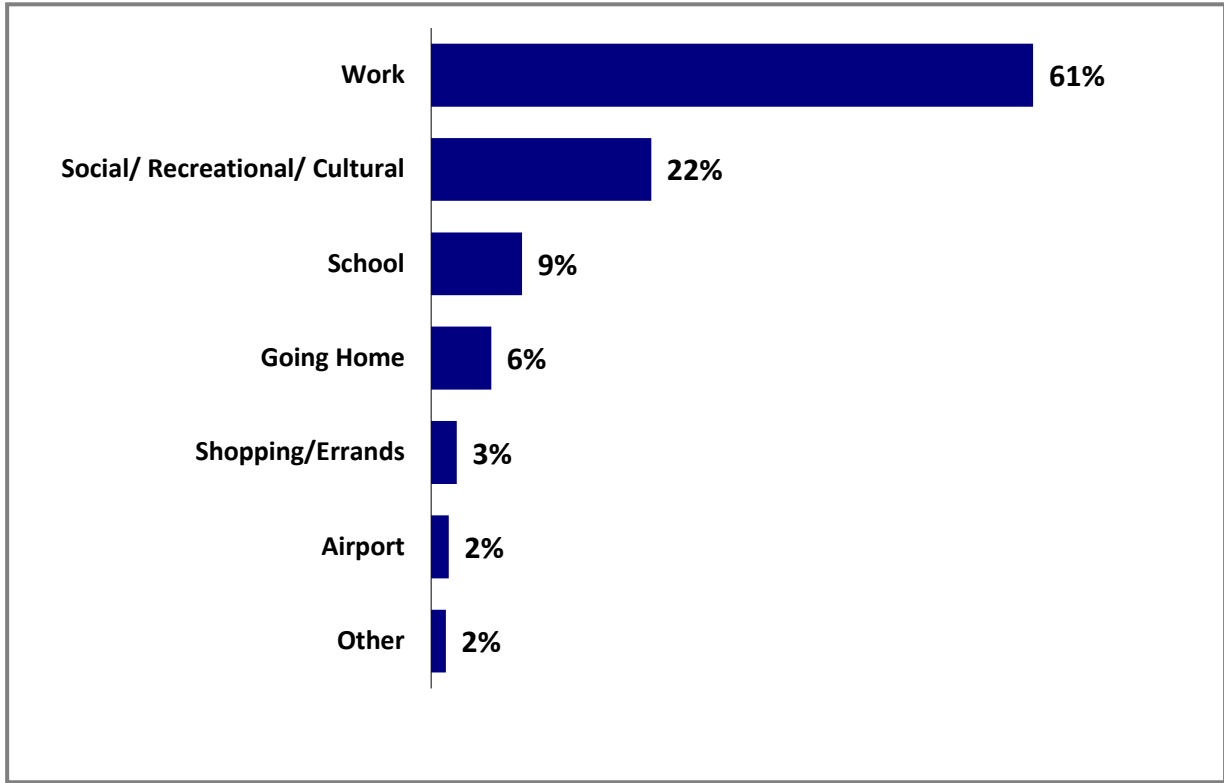
2. How often do you usually ride Caltrain?



Base: Total (2,838)

Trip Purpose

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

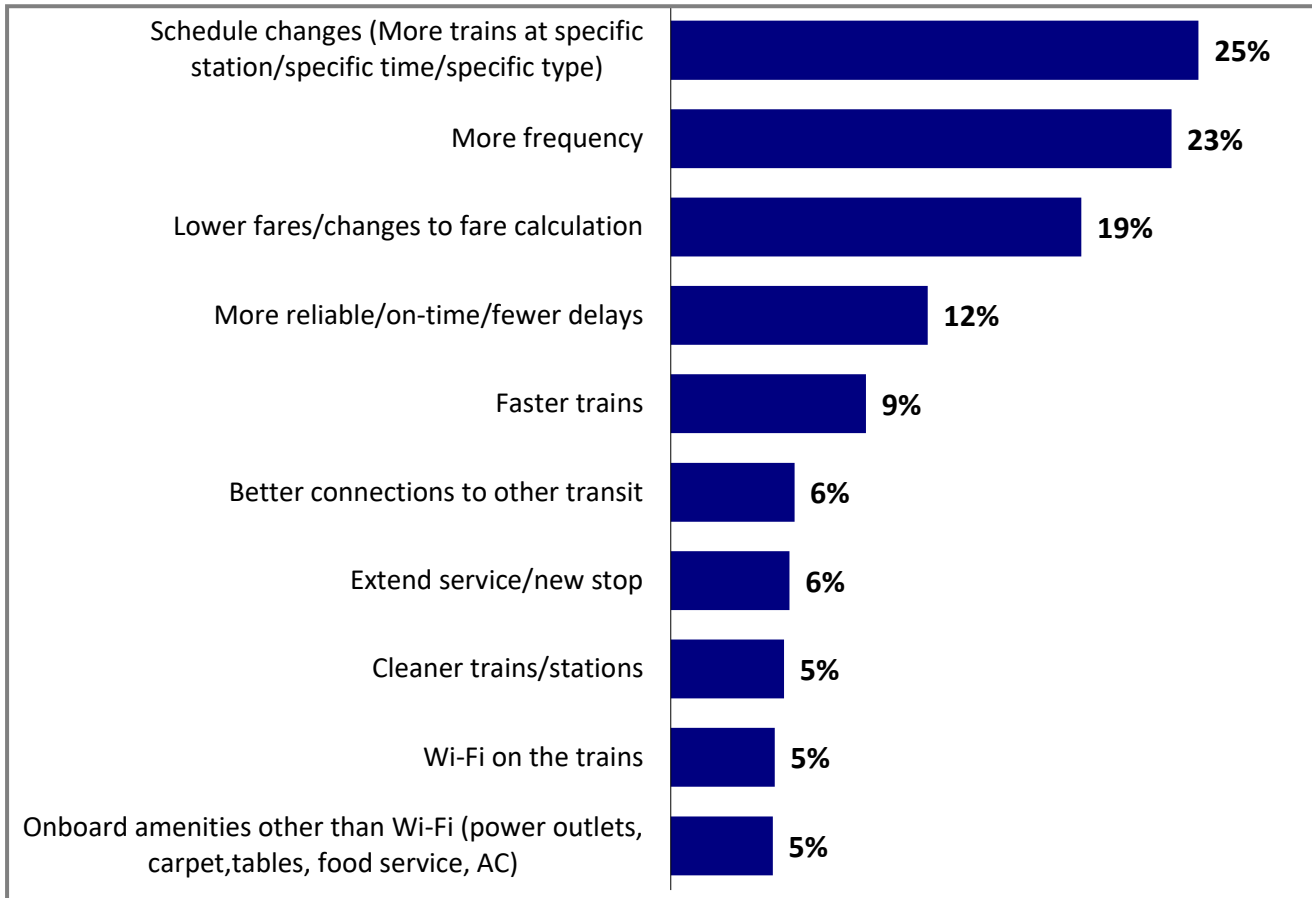


Base: Total (2,838)

[Multiple answers accepted]

Incentives for Caltrain Use

7. What would encourage you to ride Caltrain more often?*

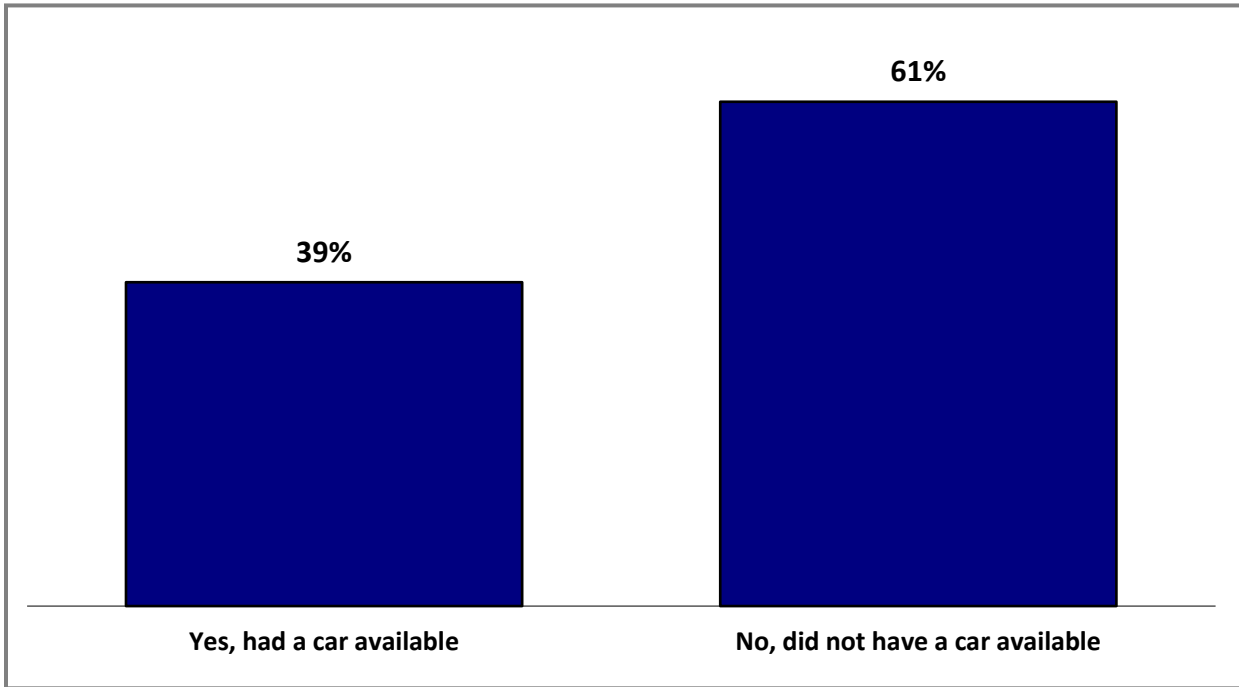


Base: Respondents who left a comment (1,754)
 [Multiple answers accepted]

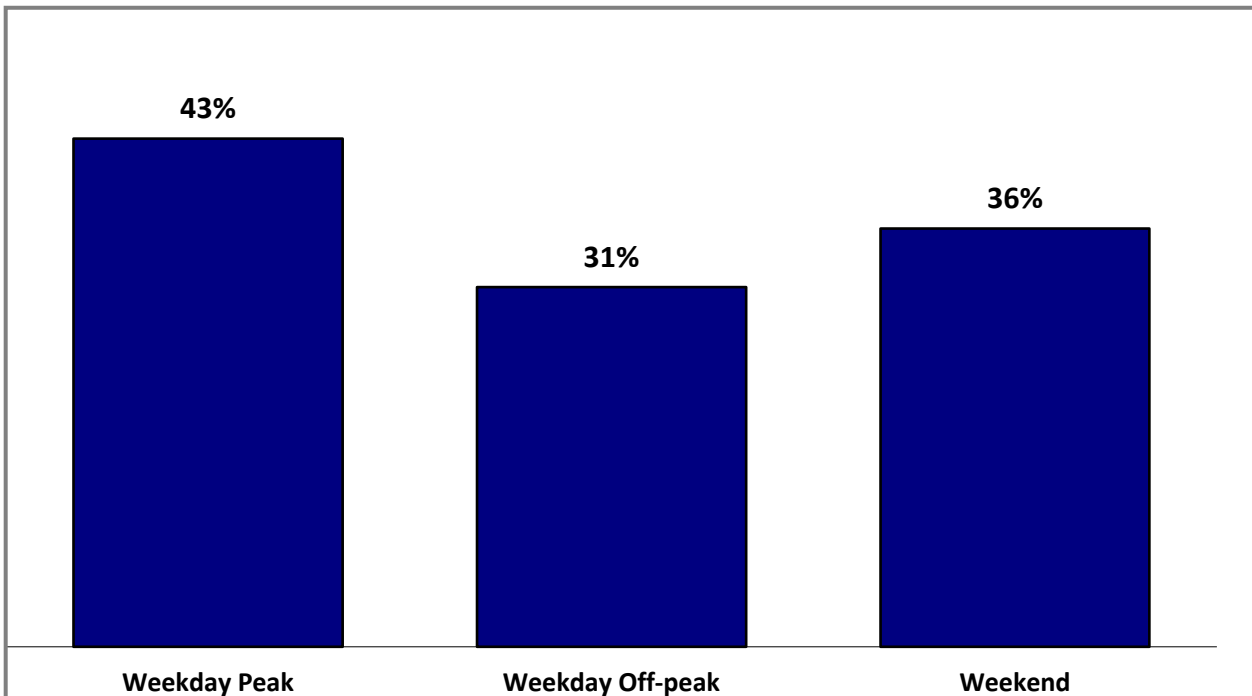
*Partial list, only responses cited by 5% or greater of respondents shown, see crosstabulated tables for complete list

Car Availability

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



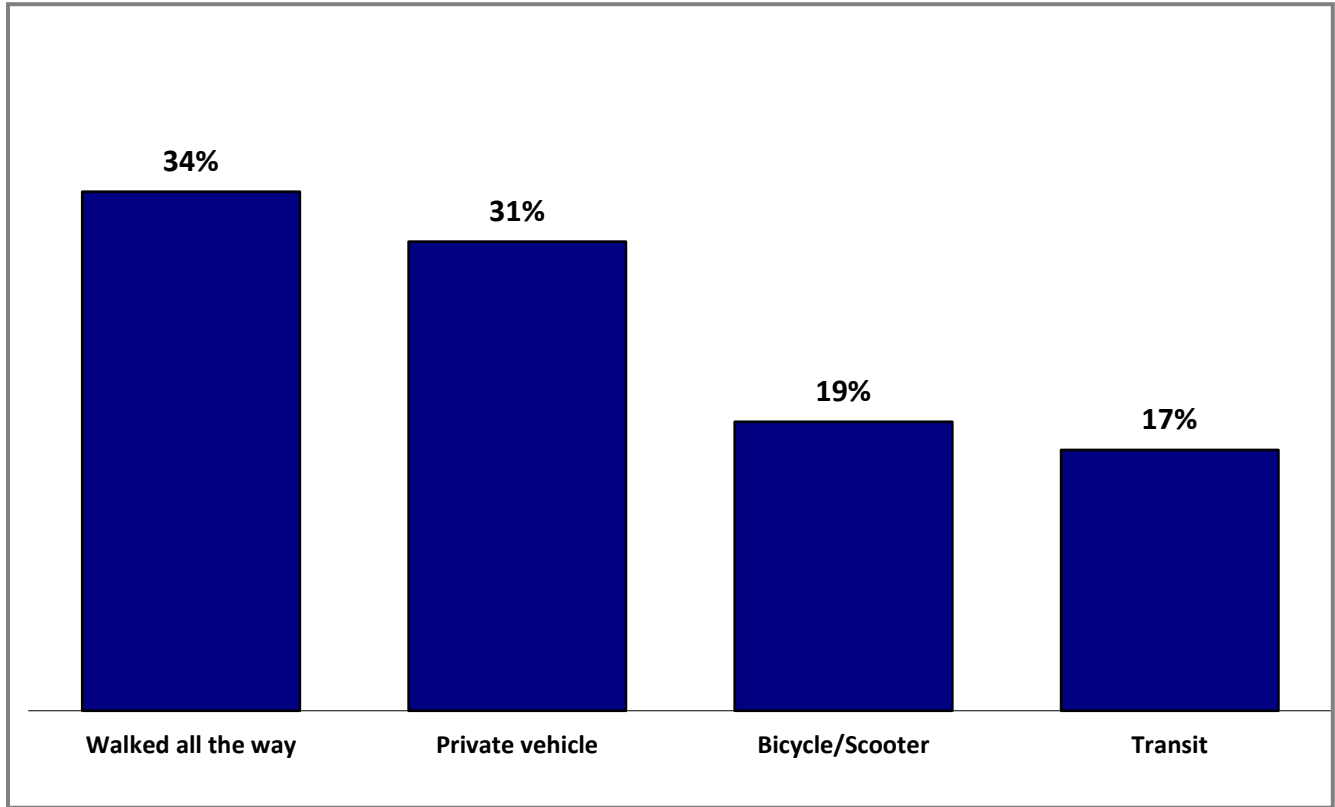
Those who stated that they had a car available, by time period



Base: Total (2,838)

Station Access by Mode

10a. How did you get to Caltrain today?

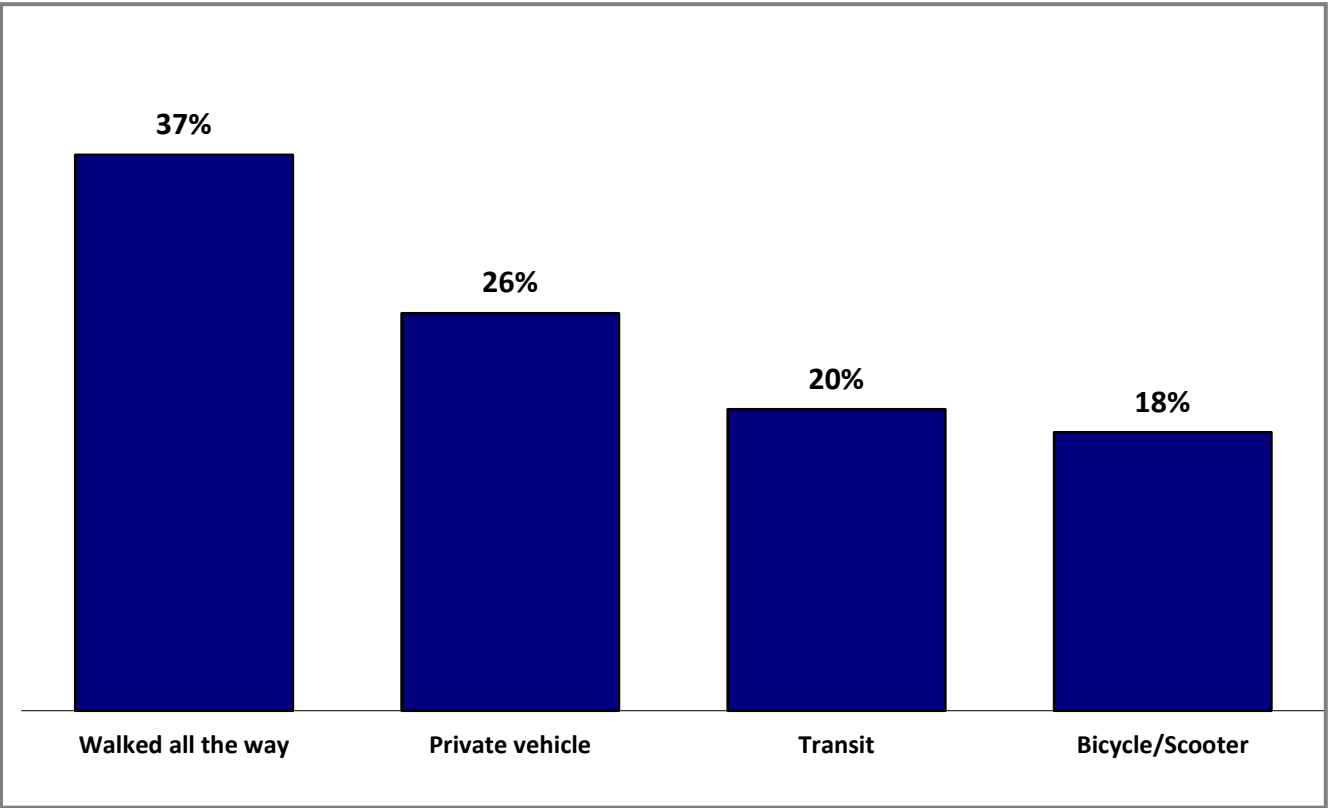


Base: Total (2,838)

[Multiple answers accepted]

Station Egress by Mode

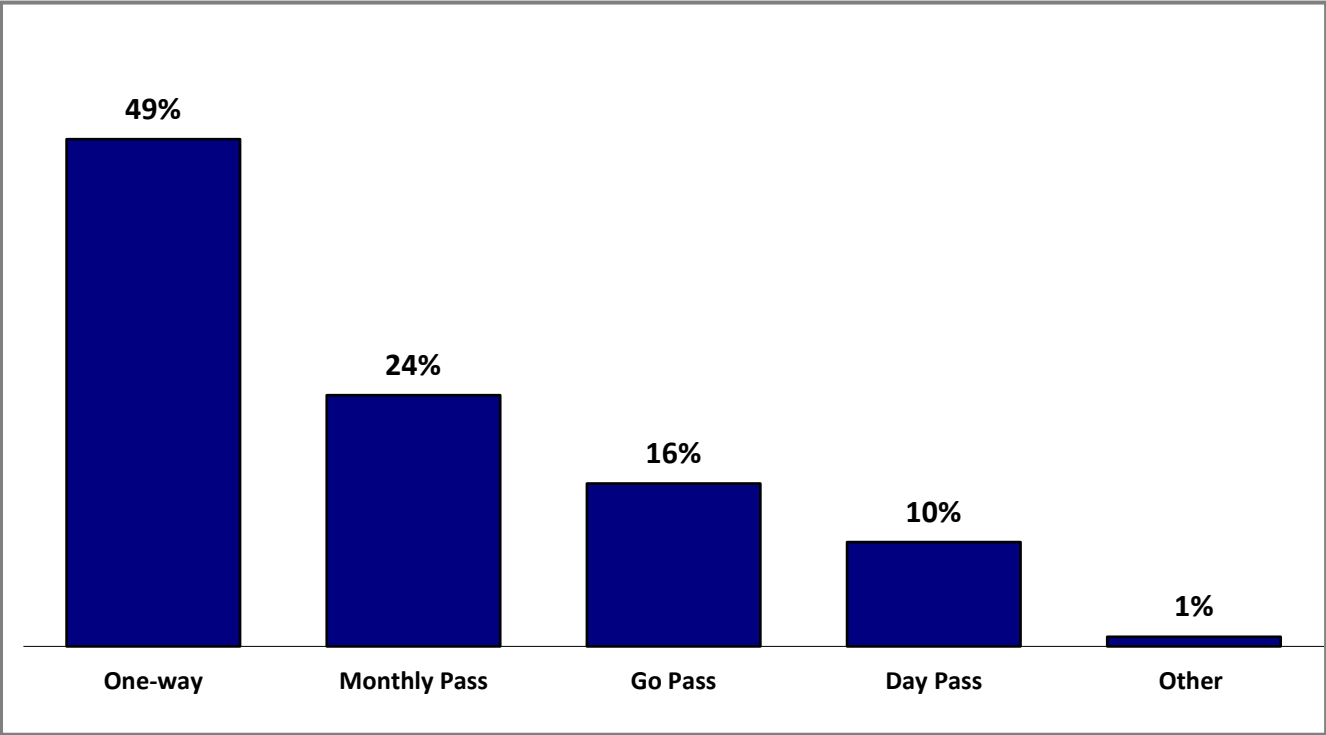
10b. How will you get from Caltrain to your destination today?



Base: Total (2,838)
[Multiple answers accepted]

Fare Payment

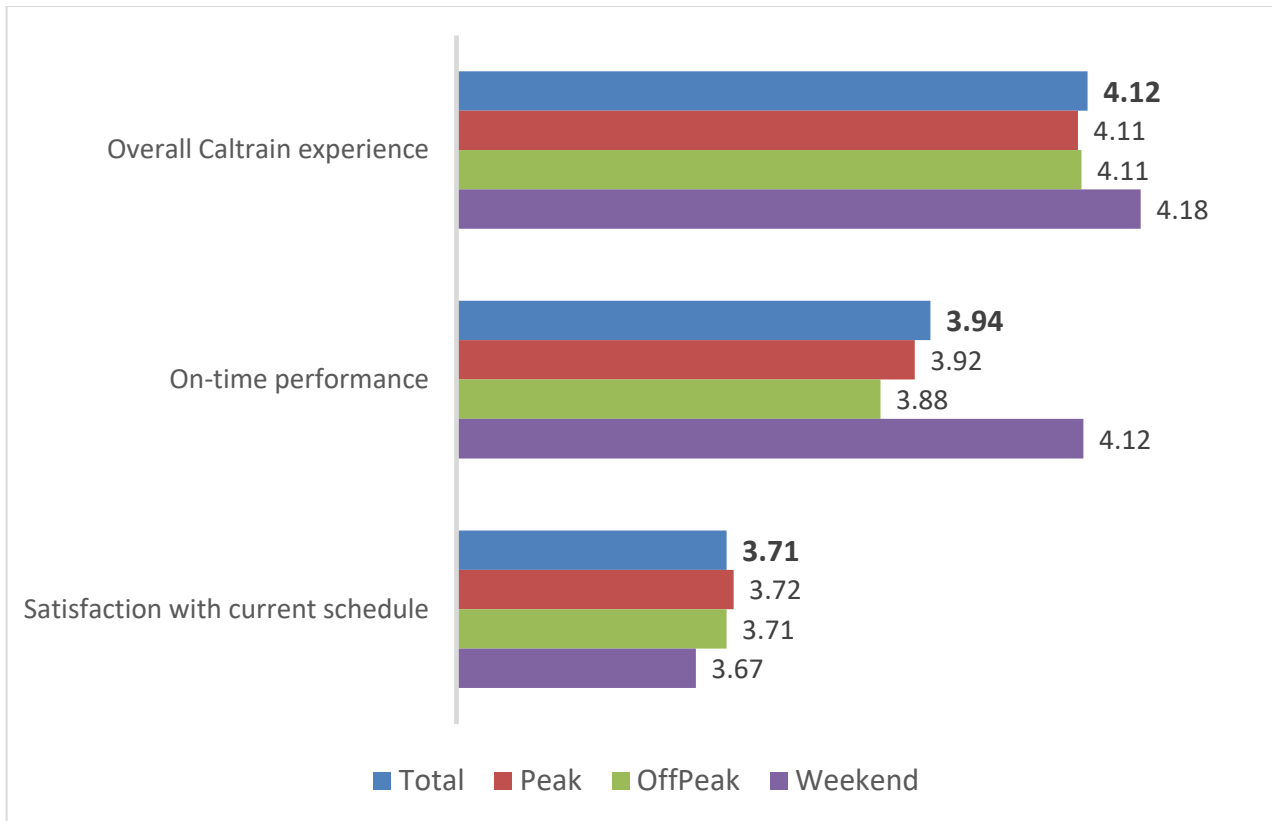
3. What ticket/card did you use today?



Base: Total (2,838)

Attribute Ratings (Mean Scores)

14. How well is Caltrain meeting your needs?



Base: Total (2,838)

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

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?

Nearly four in 10 riders (37%) have been riding Caltrain less than one year. This is slightly higher than in 2019 (31%) and 2016 (34%).

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
Range [Midpoint Used to Determine Average]	%	%	%
This is my first trip [0 years]	7	3	5
Less than 6 months [0.25 years]	21	17	19
6 months to less than 1 year [0.5 years]	9	11	10
1 year to less than 2 years [1.5 years]	12	15	18
2 years to less than 4 years [3 years]	12	20	19
4 years or more [7 years]	39	33	31
Total	100	100	100
Average Tenure (In Years)	3	3	3

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
Range [Midpoint Used to Determine Average]	%	%	%	%	%	%	%	%	%
This is my first trip [0 years]	4	2	3	7	6	9	15	13	18
Less than 6 months [0.25 years]	22	17	19	20	18	17	21	18	17
6 months to less than 1 year [0.5 years]	9	11	10	10	9	9	8	6	8
1 year to less than 2 years [1.5 years]	12	16	19	12	15	15	12	10	11
2 years to less than 4 years [3 years]	12	21	19	13	16	18	10	20	12
4 years or more [7 years]	40	33	30	38	35	33	34	32	35
Total	100	100	100	100	100	100	100	100	100
Average Tenure (In Years)	3.5	3.3	3.0	3.3	3.2	3.2	2.9	3.1	3.1

(See Statistical Table Q1)

Frequency of Riding Caltrain

2. How often do you usually ride Caltrain?

While the overall frequency has only decreased slightly (3 days a week in 2022 vs. 4 days per week in 2019 and 2016), in 2022, one-third (38%) rode Caltrain at least four days a week. This is down significantly from 2019 when 68% rode Caltrain at least 4 days per week and 2016 when 67% rode at least four days a week.

While the share of riders riding 6 or more days a week is relatively consistent since 2016 and those riding 4 days a week only shows a slight decrease, there is a significant decrease in the share of riders riding 5 days a week (23% in 2022 vs. 48% in 2019 and in 2016). This is matched with a significant increase in riders riding 3 days a week or less (62% in 2022 vs. 31% in 2019 and 34% in 2016).

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

	2022 Total	2019 Total*	2016 Total
Base (All Respondents)	2,838	5,501	5,554
Range [Midpoint Used to Determine Average]	%	%	%
6-7 days /week {6.5 days/week}	5	4	5
5 days /week {5 days/week}	23	48	48
4 days /week {4 days/week}	10	15	14
3 days /week {3 days/week}	14	10	9
2 days /week {2 days/week}	14	6	5
1 day /week {1 days/week}	7	3	3
1 – 3 days /month {0.25 days/week}	11	5	6
Less than once a month {0.1 days/week}	17	8	11
Total	100	100	100
Average Frequency (Days per Week)	3	4	4

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019*	2016	2022	2019*	2016	2022	2019*	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
Range [Midpoint Used to Determine Average]	%	%	%	%	%	%	%	%	%
6-7 days /week {6.5 days/week}	5	4	5	7	6	5	5	7	6
5 days /week {5 days/week}	27	54	55	23	36	31	7	13	8
4 days /week {4 days/week}	10	17	15	12	14	13	3	4	3
3 days /week {3 days/week}	16	10	9	12	10	11	5	5	4
2 days /week {2 days/week}	16	6	4	11	7	7	8	9	5
1 day /week {1 days/week}	5	2	2	8	4	5	10	7	8
1 – 3 days /month {0.25 days/week}	8	4	4	11	9	9	20	23	21
Less than once a month {0.1 days/week}	11	8	6	16	13	20	43	30	45
Total	100	100	100	100	100	100	100	100	100
Average Frequency (Days per Week)	3.0	4.0	4.0	2.8	3.2	2.8	1.3	1.7	1.3

*Previously published 2019 data for this question contained a tabulation error. This has been corrected for this report, these figures may not match previously published figures.

(See Statistical Table Q2)

Fare Payment

3. What ticket/card did you use today?*

More than one third of respondents (34%) paid for their Caltrain trip with a Clipper one way ticket.

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Clipper – One Way^	34	-	-
Clipper – Monthly Pass	24	34	36
Go Pass	16	25	21
One-way Ticket	15	7	12
Day Pass	10	5	10
Clipper – Bay Pass^	<1	-	-
Clipper (General)	<1	-	-
Clipper – Cash Value	-	23	16
Mobile App – One Way^^	-	4	-
Mobile App – Day Pass^^	-	2	-
Other	<1	<1	<1
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Clipper – One Way^	32	-	-	33	-	-	45	-	-
Clipper – Monthly Pass	28	38	43	23	26	22	12	10	6
Go Pass	19	26	23	15	22	18	5	10	8
One-way Ticket	11	5	8	18	12	20	24	29	29
Day Pass	9	4	6	10	8	15	14	12	32
Clipper – Bay Pass^	<1	-	-	<1	-	-	<1	-	-
Clipper (General)	<1	-	-	<1	-	-	-	-	-
Clipper Cash Value	-	22	14	-	24	20	-	27	22
Mobile App – One Way^^	-	3	-	-	5	-	-	9	-
Mobile App – Day Pass^^	-	2	-	-	2	-	-	2	-
Other	<1	<1	<1	<1	1	1	-	-	1
Total	100	100	100	100	100	100	100	100	100

*In 2019 and 2016, this question was worded, “ How did you pay for this train trip (today)? “

^Response was not available in 2019 and 2016

^^Response was not available in 2022 or 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 (87%) paid an adult fare on their Caltrain trip.

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Adult	87	92	93
Youth	7	4	3
Senior	4	3	3
Disabled	1	1	1
Medicare cardholder	1	<1	<1
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Adult	88	93	94	85	90	91	88	84	88
Youth	7	4	3	8	4	3	6	9	6
Senior	4	3	2	4	5	5	5	5	5
Disabled	1	1	<1	2	1	1	1	1	1
Medicare cardholder	<1	<1	<1	1	1	1	1	1	<1
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q4)

Round Trip vs. One-way Trip

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

Most riders on Caltrain (79%) are making a round-trip.

Weekday Peak riders are most likely to be making a round trip (84%), while Weekend riders are least likely to do so (71%).

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Yes (Making a Round-trip)	79	87	87
No	21	13	13
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Yes (Making a Round-trip)	84	90	90	75	80	81	62	57	71
No	16	10	10	25	20	19	38	43	29
Total	100	100	100	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)

Nearly two-thirds of riders (61%) use Caltrain for commuting to work. This was highest among the Weekday Peak riders, of whom 72% were traveling for work-related reasons, and lowest among Weekend riders.

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Work	61	81	77
Social/recreational/cultural	22	9	13
School	9	6	6
“Going home”	6	4	3
Shopping/errands/personal business	4	2	2
Airport	2	1	1
Other (not specified)	<1	<1	<1

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Work	72	89	87	57	69	63	17	17	11
Social/recreational/cultural	12	4	5	21	13	23	66	61	72
School	9	5	6	13	9	7	2	3	3
“Going home”	4	2	2	8	6	5	9	13	10
Shopping/errands/personal business	2	1	1	5	4	3	8	6	5
Airport	1	1	1	2	2	1	2	1	1
Other (not specified)	<1	<1	<1	1	1	1	-	2	1

(See Statistical Table Q6)

Incentives for Caltrain Use (Multiple responses accepted)

7. What would encourage you to ride Caltrain more often? (Multiple responses accepted)*

Nearly half of respondents (48%) said a schedule change (either a specific change or a general “more frequency”) would make them more likely to use Caltrain more. While Weekday peak riders were most likely to cite specific schedule changes (27%), Off-peak and weekend riders were most likely to cite more frequency (22% and 32% respectively).

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (Respondents who left a comment)	1,754	1,080	425	249
	%	%	%	%
Specific schedule changes (More trains at specific station/specific time/specific type)	25	27	20	20
More frequency	23	22	22	32
Lower fares/changes to fare calculation	19	17	22	22
More reliable/on-time/fewer delays	12	13	12	9
Faster trains	9	9	7	13
Better connections to other transit	6	6	5	5
Extend service/new stop	6	5	7	5
Cleaner trains/stations	5	4	9	5
Wi-Fi on the trains	5	5	5	3
Onboard amenities other than Wi-Fi (power outlets, carpet, tables, food service, AC)	5	4	5	7

*Question was not asked in 2019 and 2016. Partial list, only responses cited by 5% or greater of respondents shown, see crosstabulated tables for complete list

(See Statistical Table Q7)

Boarding Station

8. At which station did you get on Caltrain?

Half of all riders boarded Caltrain at one of four stations: San Francisco (23%), Palo Alto (13%), San Jose Diridon (9%), and Mountain View (7%) stations. San Francisco was the most commonly cited boarding station among all time periods.

	2022 Total	2019 Total	2016 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	5,501	5,554	1,733	694	411
	%	%	%	%	%	%
San Francisco	23	25	25	24	17	28
Palo Alto	13	10	8	13	14	11
San Jose Diridon	9	8	11	9	10	10
Mountain View	7	7	7	7	6	7
Millbrae	6	4	5	5	8	6
Redwood City	6	6	6	5	7	5
Sunnyvale	4	5	7	4	4	5
Hillsdale	4	4	4	5	4	1
22nd Street	3	4	3	4	3	2
Santa Clara	3	2	2	2	4	5
Menlo Park	3	3	2	2	5	2
San Mateo	3	3	3	3	3	2
California Avenue	2	3	2	2	2	3
Lawrence	2	2	2	2	1	3
Belmont	2	1	1	2	2	2
San Carlos	2	2	2	2	2	2
Burlingame	2	1	2	1	3	1
South San Francisco	2	1	1	1	2	1
San Antonio	1	2	1	1	2	2
San Bruno	1	1	1	1	2	1
Tamien	1	2	3	1	1	1
Hayward Park	1	1	1	1	1	-
Bayshore	1	<1	<1	1	<1	1
College Park (weekday only)	<1	<1	<1	1	-	-
Blossom Hill (weekday only)	<1%	1	<1	<1	-	-
Gilroy (weekday only)	<1%	1	<1	<1	-	-
Morgan Hill (weekday only)	<1%	1	<1	<1	-	-
Capitol (weekday only)	-	<1	<1	-	-	-
San Martin (weekday only)	-	<1	<1	-	-	-
Broadway (weekend only)	-	<1	<1	-	-	-
Total %	100	100	100	100	100	100

(See Statistical Table Q8)

Distance From Starting Location to Caltrain Station

Q11. What is the approximate distance between your starting point to the Caltrain station where you boarded?

Most respondents (83%) travel 10 miles or less to reach the Caltrain station where they boarded. About one in 10 (10%) travel more than 20 miles. The average number of miles traveled to reach an origin Caltrain station is 7 miles, and the median is 2 miles.

Nearly half of respondents (42%) travel 10 minutes or less to get to the Caltrain station where they boarded. The average trip time is 21 minutes, and the median trip time is 15 minutes.

Distance in Miles	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents Who Didn't Indicate a Reverse Trip)^	1,705	1,031	413	261
	%	%	%	%
Less than 1 mile	19	20	18	17
1 to 5 miles	56	57	55	53
6 to 10 miles	8	8	7	11
11 to 20 miles	6	5	8	8
21 Miles or more	10	9	12	11
Total	100	100	100	100
Average Number of Miles:	7.1	6.2	9.0	7.6
Median Number of Miles:	2.0	2.0	2.0	2.0

Distance in Minutes	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents Who Didn't Indicate a Reverse Trip)^	1,920	1,165	461	294
	%	%	%	%
Less than 1 minute	1	1	1	<1
1 – 5 Minutes	13	13	14	12
6 – 10 Minutes	29	29	29	29
11 – 20 Minutes	32	33	34	30
21 – 30 Minutes	10	10	10	11
31 – 59 Minutes	8	8	8	10
1 – 2 Hours	6	6	5	7
More than 2 Hours	1	<1	<1	1
Total	100	100	100	100
Average Number of Minutes:	21.0	18.9	24.0	24.8
Median Number of Minutes:	15.0	15.0	15.0	15.0

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

(See Statistical Table Q11)

Alighting Station

9. At which station will you get off Caltrain?

Nearly half of all riders exited the train at San Francisco (19%), Palo Alto (10%), San Jose Diridon (8%), or Mountain View (7%).

	2022 Total	2019 Total	2016 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	5,501	5,554	1,733	694	411
		%	%	%	%	%
San Francisco	19	20	28	17	18	28
Palo Alto	10	11	14	9	13	11
San Jose Diridon	8	10	6	8	9	8
Mountain View	7	7	8	8	6	5
Redwood City	7	7	7	7	7	4
Millbrae	6	4	4	6	5	9
Sunnyvale	6	5	5	6	7	7
Hillsdale	5	5	4	6	5	2
22nd Street	5	3	2	6	3	3
San Mateo	4	3	3	4	3	3
Menlo Park	3	3	3	3	2	2
Santa Clara	2	2	2	2	3	3
San Antonio	2	1	1	2	2	3
Burlingame	2	1	1	2	3	1
California Avenue	2	3	3	2	2	2
San Carlos	2	2	2	2	2	1
Lawrence	2	2	1	2	1	1
Belmont	2	1	1	1	2	2
South San Francisco	1	2	1	2	1	2
Tamien	1	2	1	1	2	
San Bruno	1	1	1	1	1	0
Bayshore	1	<1	<1	1	1	1
Hayward Park	1	1	1	1	1	1
Gilroy (weekday only)	1	<1	<1	1	<1	-
Morgan Hill (weekday only)	1	1	<1	1	<1	-
College Park (weekday only)	<1	<1	<1	<1	-	-
San Martin (weekday only)	<1	<1	<1	<1	<1	-
Capitol (weekday only)	<1	<1	<1	<1		-
Broadway (weekend only)	<1	<1	<1	-	-	<1
Blossom Hill (weekday only)	<1	<1	<1	<1	-	-
Total %	100	100	100	100	100	100

(See Statistical Table Q9)

Access and Egress

10a. Getting to the station – How did you get to Caltrain today?

10b. Leaving the station – How will you get from Caltrain to your final destination?

Multiple responses accepted (both questions)

Private vehicle-based options (drive, picked up/dropped off, company shuttle, Uber/Lyft, Taxi) accounted for 31% of access and 26% of egress. One-third (34%) of respondents walked all the way to reach Caltrain and 37% will walk from Caltrain to their destination. Bicycle/scooter- based options accounted for 19% of both access and 18% for egress. Transit (including free shuttle) options were used by 17% of riders for access and 20% for egress.

While most modes for access and egress in 2022 were used comparably to 2019, the share of respondents who said they would use a car based vehicle to access Caltrain has decreased sharply from 40% in 2019 to 31% in 2022. This is matched by an increase in those who used transit in 2022 (17%) vs those who used transit in 2019 (13%) and those who used a bicycle or scooter (19% in 2022 vs. 16% in 2019).

	Access			Egress		
	2022 Total	2019 Total	2016 Total	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554	2,838	5,501	5,554
	%	%	%	%	%	%
Walk all the way (exclusive)	34	34	32	37	40	36
Drive car/motorcycle	15	24	23	9	14	18
Bicycle	14	13	15	14	13	15
Dropped off (picked up) by car	10	10	9	9	7	8
Uber, Lyft, or similar	6	7	3	8	7	3
BART	4	2	3	4	2	3
Muni	4	3	5	5	5	5
VTA	4	4	3	4	3	-
Scooter (kick or electric)	3	3	-	4	3	-
Free shuttle	3	3	5	5	9	8
Bicycle or scooter share*	2	1	-	1	1	-
SamTrans	2	1	1	2	1	1
Transit (not specified)	<1	<1	<1	<1	<1	<1
ACE/Amtrak/Capitol Corridor	<1	<1	<1	<1	<1	<1
MST/Hwy 17/Santa Cruz bus	<1	<1	<1	<1	<1	<1
Taxi	<1	<1	<1	-	-	<1
Company bus/shuttle	<1	<1	-	<1	<1	-
Golden Gate Transit/Ferry	-	<1	<1	<1	<1	<1
Other (unspecified)	-	<1	-	<1	<1	-

*Choice was not offered in 2016

(See Statistical Tables Q10a and Q10b)

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

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

	Access			Egress		
	Weekday Peak	Weekday Off-peak	Weekend	Weekday Peak	Weekday Off-peak	Weekend
	2022	2022	2022	2022	2022	2022
Base (All Respondents)	1,733	694	411	1,733	694	411
	%	%	%	%	%	%
Walk all the way (exclusive)	34	33	37	37	35	37
Drive car/motorcycle	17	10	13	10	7	7
Bicycle	15	17	6	14	17	5
Dropped off (picked up) by car	10	10	12	9	9	11
Uber, Lyft, or similar	4	6	17	6	8	18
BART	3	6	5	4	4	7
Muni	4	3	6	5	4	6
VTA	4	5	3	4	5	3
Scooter (kick or electric)	3	4	2	4	5	2
Free shuttle	4	3	<1	6	4	1
Bicycle or scooter share*	2	2	1	1	2	<1
SamTrans	2	2	-	1	3	2
Transit (not specified)	<1	1	-	<1	<1	<1
ACE/Amtrak/Capitol Corridor	<1	1	<1	<1	1	<1
MST/Hwy 17/Santa Cruz bus	<1	<1	<1	<1	<1	<1
Taxi	<1	-	-	-	-	-
Company bus/shuttle	<1	<1	-	<1		-
Golden Gate Transit/Ferry	-	-	-	-	-	<1
Other (unspecified)	-	-	-	<1	-	-

(See Statistical Tables Q10a and 10b)

Car Availability

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

Choice riders (who have a vehicle they could use for the Caltrain trip) continues to decrease since 2016 (39% in 2022, 51% in 2019, and 60% in 2016).

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Yes	39	51	60
No	61	49	40
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Yes	43	54	63	31	41	51	36	35	49
No	57	46	37	69	59	49	64	65	51
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q12)

SATISFACTION WITH CALTRAIN

Satisfaction Ratings

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

Respondents rated their overall satisfaction in 2022 higher than in 2019, rating it 4.12 (compared to 3.99 previously).

Nearly three-quarters of respondents (70%) were satisfied with how Caltrain is meeting their needs, rating it 3.94 out of 5.0.

Just over half (59%) were satisfied with the current Caltrain schedule, rating the attribute 3.71 out of 5.0.

N=base of survey participants

	FALL 2022 N=2,838	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								
Fall 2022		35	46	16	2	1	<1	4.12
November 2019.....		28	49	19	3	1	<1	3.99
October 2016.....		33	46	18	2	1	<1	4.09
On-time performance*								
Fall 2022		35	35	21	7	2	<1	3.94
Satisfaction with current schedule*								
Fall 2022		29	31	27	10	4	1	3.71

*Attribute was not asked in 2019 or 2016

(See Statistical Tables Q14a-Q14c)

Satisfaction with Caltrain by Rider Segments

N=base of survey participants (2,838)

By time period, Weekend riders gave higher ratings in every attribute except “Satisfaction with Current Schedule.”

	VERY SATISFIED			VERY DISSATISFIED		NOT APPLICABLE	MEAN SCORE
	5	4	3	2	1	[]	(5 Pt. Scale)
Overall Caltrain experience	35	46	16	2	1	<1	4.12
Weekday Peak	33	48	16	2	1	-	4.11
Weekday Off-peak.....	36	43	17	2	1	<1	4.11
Weekend	39	43	13	3	1	1	4.18
On-time performance	35	35	21	7	2	<1	3.94
Weekday Peak	32	38	21	7	2	<1	3.92
Weekday Off-peak.....	35	32	23	7	3	<1	3.88
Weekend	48	28	15	6	3	<1	4.12
Satisfaction with current schedule	29	31	27	10	4	1	3.71
Weekday Peak	27	32	28	10	3	<1	3.72
Weekday Off-peak.....	29	31	24	11	4	1	3.71
Weekend	32	24	27	9	6	2	3.67

(See Statistical Tables Q14a-Q14c)

INFORMATION AND FARE PAYMENT CHOICES

Sources for Local News and Events

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

Half of riders (48%) cite mobile apps as their main source for local news and events. One-third (31%) use social media, and 26% of riders use new media websites as their main source for local news and events.

	2022 Total	2019 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	5,501	1,733	694	411
	%	%	%	%	%
Mobile Apps	48	20	49	49	44
Social Media	31	35	31	30	34
News Media Website	26	-	26	26	27
TV News	12	15	12	13	12
Radio	7	12	7	6	7
Newspaper	6	10	7	6	5
Coworkers/Friends/Relatives	1	1	1	1	1
Podcasts	<1	1	<1	1	<1
Other (Unspecified)	<1	<1	<1	1	<1
Signs/Flyer in The Community	<1	<1	<1	-	-
Internet (General)	-	53	-	-	-

(See Statistical Table Q15)

Caltrain Information

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

Nearly two-thirds of riders (60%) receive information about Caltrain from the Caltrain website. Also cited were a general web search (22%), the Google or Apple Maps app (20%), and a third party Caltrain app (12%).

	2022 Total	2019 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	5,501	1,733	694	411
	%	%	%	%	%
Caltrain Website (www.caltrain.com)	60	56	64	56	50
Web Search (Google, Bing, etc.)*	22	-	21	21	27
Google/Apple Maps	20	3	17	21	28
Third Party Caltrain App	12	44	13	12	10
Station Information Boards	10	10	10	10	9
Printed Material on Train	9	12	10	10	6
Social Media (Twitter, Facebook, etc.)	7	9	8	5	4
Conductor	2	3	2	2	2
Caltrain Mobile	1	-	1	1	<1
Caltrain Customer Service (1-800-660-4287)	1	1	1	2	1
Coworkers/Friends/Relatives	1	<1	1	1	1
SF Bay Transit	<1	-	-	<1	-
Other (Unspecified)	<1	<1	<1	<1	<1

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

(See Statistical Table Q16)

Fare Programs

13. Which of the following programs are you currently enrolled in?

While the majority of riders (61%) are not enrolled in a fare program, one quarter (28%) are enrolled in an employee benefit plan, 2% in Clipper Start, <1% in Clipper Bay Pass, and 9% in an unspecified program.

Of respondents enrolled in a fare program, weekday peak riders were the most likely to be enrolled in an employee benefit program.

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	1,733	694	411
	%	%	%	%
None of these	61	57	62	74
Employee benefit program that helps pay your Caltrain fare	28	33	25	11
Clipper Start Program	2	2	3	2
Unspecified program*	9	8	10	13
Clipper Bay Pass*	<1	<1	<1	<1
Total	100	100	100	100

*11% of respondents selected "Clipper Bay Pass" for this question. Caltrain planned around 50,000 passes for distribution, starting in August 2022. As only a selection of universities and affordable housing groups were invited to participate across the Bay Area, this share (11%) appears high. Respondents categorized as Clipper Bay Pass in the table above were respondents who wrote "Clipper Bay Pass" as an answer in Q3 "What ticket/card did you use today." The remainder of respondents were coded as "Unspecified program."

(See Statistical Table Q13)

Typical Fare Payment

20. How do you usually pay your Caltrain fare?

Over two-thirds (66%) of riders use a credit or debit card, 17% use a Go Pass, and 8% use cash to pay their fare.

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	1,733	694	411
	%	%	%	%
Credit/Debit Card	66	64	64	77
GO Pass	17	20	16	5
Cash	8	7	11	9
Clipper Card (General)	6	5	6	6
Employer/Commuter Check	3	4	3	3
Other (Unspecified)	<1	1	<1	-
Total	100	100	100	100

(See Statistical Table Q20)

RIDER DEMOGRAPHICS

Gender

Overall, 57% of respondents are male, 41% female, and 2% identify as other.

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Male	57	55	58
Female	41	44	41
Other	2	1	<1
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Male	56	55	58	58	59	64	57	53	58
Female	42	45	42	40	40	36	42	46	42
Other	2	<1	<1	3	1	<1	1	2	<1
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q18)

Education

Q21. What is the highest level of education you have completed?

Nearly all riders (94%) have a high school diploma, while 77% have graduated college.

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
College Graduate	39	43	43
Post-Graduate Degree	38	42	38
Some College or Tech School	11	9	10
Some High School	6	4	4
High School Graduate	6	3	4
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
College Graduate	39	43	44	38	41	43	43	42	40
Post-Graduate Degree	39	43	39	35	36	37	34	33	29
Some College Or Tech School	11	7	9	13	14	12	10	11	20
Some High School	5	3	5	7	3	3	8	5	4
High School Graduate	6	2	3	6	6	6	5	9	7
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q21)

Employment Status

Q22. What is your current employment status?

Most respondents (74%) are employed full-time. By time period:

78% of Weekday Peak riders are employed full-time.

66% of Weekday Off-peak riders are employed full-time.

68% of Weekend riders are employed full-time.

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Employed Full Time	74	83	85
Student	14	7	7
Employed Part Time	9	4	4
Unemployed	3	1	2
Retired	2	2	2
Disabled	<1	3	<1
Other (Unspecified)	<1	-	-
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Employed Full Time	78	87	89	66	70	77	68	64	67
Student	12	6	6	17	10	9	17	16	14
Employed Part Time	8	3	4	11	8	7	10	7	8
Unemployed	2	1	1	5	4	3	4	4	4
Retired	2	1	1	3	5	4	3	5	7
Disabled	<1	3	<1	<1	3	<1	<1	3	<1
Other (Unspecified)	<1	-	-	<1	-	-	-	-	-
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q22)

Age*

The age of the average Caltrain rider remained relatively steady, at 36.1 years.

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
Range [Midpoint Used to Determine Average]	%	%	%
13-18 Years [15.5]	7	4	3
19-24 Years [21.5]	14	10	12
25-34 Years [29.5]	35	42	41
35-44 Years [39.5]	17	20	20
45-54 Years [49.5]	12	13	12
55-64 Years [59.5]	10	8	8
65 Years or Older [70]	4	3	3
Total	100	100	100
Average Age (In Years)	36.1	36.4	36.2[^]

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	9,999	4,332	4,212	9,999	789	890	9,999	380	452
Range [Midpoint Used to Determine Average]	%	%	%	%	%	%	%	%	%
13 To 18 Years [15.5]	7%	4	3	8%	4	2	7%	10	4
19 To 24 Years [21.5]	12%	8	11	16%	14	15	22%	20	22
25 To 34 Years [29.5]	36%	42	41	32%	41	43	36%	36	34
35 To 44 Years [39.5]	19%	21	22	17%	17	17	12%	15	13
45 To 54 Years [49.5]	13%	14	12	12%	11	11	10%	8	9
55 To 64 Years [59.5]	10%	8	8	11%	8	6	8%	6	10
65 Years and Older [69.5]	4%	3	2	4%	5	5	5%	6	8
Total	100	100	100	100	100	100	100	100	100
Average Age (In Years)	36.5	36.7	36.3[^]	36.0	36.2	35.8[^]	34.4	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 2022 and 2019. For this report, 2016 averages were recalculated using 2019 midpoint

(See Statistical Table Q19)

Annual Household Income

Q27. What is your annual household income (before taxes)?

The average income per year among Caltrain riders is around \$148,000.

Weekday peak riders have the highest average household income, at about \$156,000, while weekday off- peak riders have the lowest average household income, at about \$134,000.

Overall, average income among Caltrain riders has decreased by nearly \$10,000 per year, to around \$148,000 (from about \$158,000 in 2019). This is largely driven by a decrease in the average income of Weekday Peak Riders.

- Among Weekday Peak riders, income decreased from about \$166,000 in 2019 to about \$156,000 in 2022.
- Among Weekday Off-peak riders, income stayed about the same from about \$133,000 in 2019 to about \$134,000 in 2022.
- Among Weekend riders, income rose from about \$122,000 in 2019 to about \$140,000 in 2022.

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	1,733	694	411
Range [Midpoint Used to Determine Average]	%	%	%	%
Less than \$25,000/year [\$12,500]	7	7	6	9
\$25,000-\$29,999 [\$27,499.5]	3	3	3	3
\$30,000-\$39,999 [\$34,999.5]	3	2	2	4
\$40,000-\$49,999 [\$44,999.5]	4	4	3	6
\$50,000 - \$59,999 [\$54,999.5]	3	3	3	4
\$60,000 - \$69,999 [\$64,999.5]	4	4	4	5
\$70,000 - \$79,999 [\$74,999.5]	5	4	4	5
\$80,000 - \$89,999 [\$84,999.5]	5	5	5	3
\$90,000 - \$99,999 [\$94,999.5]	5	5	5	5
\$100,000 - \$149,999 [\$124,999.5]	18	17	18	16
\$150,000 - \$249,999 [\$199,999.5]	21	22	22	23
\$250,000 or more [\$275,000]	23	23	25	17
Total	100	100	100	100
Average Income (2022)*	\$148,218	\$155,651	\$134,302	\$140,329
Average Income (2019)*	\$158,030	\$165,771	\$132,582	\$121,578
Average Income (2016)*	\$129,208	\$135,615	\$116,057	\$94,826

*As income ranges differed on the 2022, 2019, and 2016 survey instruments, only the average incomes are shown.

(See Statistical Table Q27)

Household Size*

Q28. Including yourself, how many people live in your household?

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

	2022 Total	2019 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (Respondents who provided a number)	2,640	5,212	1,621	642	376
	%	%	%	%	%
1 Person	22	18	20	22	27.3
2 People	36	39	38	33	33.1
3-4 People	16	34	17	17	15.4
5-6 People	17	8	16	18	14.8
7 or More People	6	<1	6	6	4.4
Total	100	100	100	100	100
Average Number of People	2.62	2.60	2.62	2.69	2.53
Median Number of People	2.00	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 (86%), and 75% say English is spoken very well in their homes.

Q23. How well do you speak English?

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Very well	86	88	88
Well	12	11	10
Not well	2	1	2
Not at all	<1	<1	<1
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Very well	87	90	89	84	85	87	83	80	82
Well	11	10	10	13	13	11	13	16	15
Not well	2	1	1	3	2	2	4	3	3
Not at all	<1	<1	<1	1	<1	1	<1	1	<1
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q23)

Q24. In your home, is English spoken...

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Very well	75	78	79
Well	15	13	12
Not well	5	4	4
Not at all	4	4	5
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Very well	77	80	80	71	74	77	71	72	71
Well	14	13	12	17	14	12	18	15	16
Not well	5	4	4	7	7	4	6	7	7
Not at all	4	4	4	5	6	6	5	5	7
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q24)

Languages Spoken in the Home

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

Respondents speak 69 languages in their homes. While 87% of respondents speak English in their homes, 16% speak Spanish, 10% speak Mandarin, and 6% Hindi.

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	1,733	694	411
	%	%	%	%
English	87	88	86	84
Spanish	16	16	16	18
Mandarin	10	9	10	10
Hindi	6	6	5	5
Cantonese	3	3	3	4
Tagalog	3	3	3	1
French	1	1	2	1
Vietnamese	1	1	2	1
Russian	1	1	2	2
Japanese	1	1	1	1
Korean	1	1	2	2
German	1	1	<1	2
Portuguese	1	1	1	1
Tamil	1	1	1	1
Italian	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 Q25)

Ethnicity

Q26. Which of the following best describes your race/ethnic background? (Multiple responses accepted)

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	1,733	694	411
	%	%	%	%
White/Caucasian	45	46	43	43
Asian	38	36	41	39
Hispanic/Latino	17	17	16	16
Black/African American	6	6	5	7
Native Hawaiian or Other Pacific Islander	1	2	2	1
American Indian or Alaska Native	1	1	1	2
Mixed (Unspecified)	<1	<1	<1	-
Other (Unspecified)	1%	1	2	1

(See Statistical Table Q26)

Home Region (Based on ZIP Code)

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

Most Caltrain riders live in the Bay Area (94%) – particularly Santa Clara County (39%), San Mateo County (29%), and San Francisco (23%).

On the next page is a breakdown by Bay Area city. The most common home cities among Caltrain riders are San Francisco (23%), San Jose (18%), San Mateo (9%), and Mountain View (6%).

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	1,733	694	411
	%	%	%	%
Santa Clara County	39	39	39	41
San Mateo County	29	30	31	20
San Francisco County	23	24	20	22
Alameda County	2	1	2	2
Contra Costa County	1	1	1	1
Marin County	<1	<1	-	-
Solano County	<1	<1	-	-
Sonoma County	<1	-	-	<1
Northern CA (Outside Bay Area)	2	1	3	2
Other CA	1	1	1	3
Outside CA	4	3	4	9

(See Statistical Table CITY BY COUNTY)

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	1,733	694	411
	%	%	%	%
SANTA CLARA COUNTY (NET)	39	39	39	41
San Jose	14	14	15	12
Mountain View	6	7	5	7
Sunnyvale	6	6	7	8
Palo Alto	4	4	4	3
Santa Clara	3	3	3	4
Stanford	1	<1	1	4
Los Altos	1	1	1	1
Morgan Hill	1	1	<1	<1
Gilroy	1	1	<1	<1
Cupertino	1	1	1	1
Campbell	1	<1	1	1
Milpitas	<1	<1	1	-
Saratoga	<1	<1	<1	<1
Los Gatos	<1	<1	-	-
San Martin	<1	<1	-	-
SAN MATEO COUNTY (NET)	29	30	31	20
San Mateo	9	10	9	6
Redwood City	6	6	7	5
Burlingame	3	3	4	2
Menlo Park	3	3	2	2
San Carlos	2	2	2	3
Belmont	1	2	1	1
San Bruno	1	1	1	1
South San Francisco	1	1	1	1
Millbrae	1	1	1	<1
Daly City	1	1	<1	<1
Pacifica	<1	<1	-	-
La Honda	<1	<1	-	-
Portola Valley	<1	<1	<1	-
Atherton	<1	<1	<1	-
Moss Beach	<1	<1	-	-
Half Moon Bay	<1	<1	-	-
San Gregorio	<1	-	<1	-
Brisbane	<1	-	<1	-
Pescadero	<1	-	-	<1
SAN FRANCISCO COUNTY (NET)	23	24	20	22
SAN FRANCISCO	23	24	20	22

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	1,733	694	411
	%	%	%	%
ALAMEDA COUNTY (NET)	2	1	2	2
Berkeley	<1	<1	1%	1%
Oakland	<1	<1	1%	<1
Alameda	<1	<1	-	<1
Emeryville	<1	<1	<1	-
Fremont	<1	<1	-	1%
Livermore	<1	<1	<1	-
Newark	<1	<1	<1	-
Hayward	<1	<1	-	-
Castro Valley	<1	<1	-	-
Dublin	<1	<1	-	-
San Leandro	<1	-	<1	-
CONTRA COSTA COUNTY (NET)	1	1	1	1
Concord	<1	<1	<1	<1
Antioch	<1	<1	-	-
Orinda	<1	<1	-	-
Hercules	<1	-	<1	-
Richmond	<1	<1	-	<1
Pittsburg	<1	-	-	<1
Walnut Creek	<1	<1	-	-
Lafayette	<1	<1	-	-
San Ramon	<1	<1	-	-
San Pablo	<1	<1	-	-
Discovery Bay	<1	-	<1	-
MARIN COUNTY (NET)	<1	<1	-	-
Novato	<1	<1	-	-
Mill Valley	<1	<1	-	-
Sausalito	<1	<1	-	-
SOLANO COUNTY (NET)	<1	<1	-	-
Fairfield	<1	<1	-	-
SONOMA COUNTY (NET)	<1	-	-	<1
Windsor	<1	-	-	<1
OUTSIDE BAY AREA	6	4	7	14

(See Statistical Table CITY BY COUNTY)

APPENDICES

Survey Distribution and Response

2022 Caltrain Triennial Customer Survey

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

Children under 13	11
Language barrier	4
Sleeping	31
Left train	17
Refused	741
Already Participated	112
Qst. distributed and not returned	695
TOTAL NON-RESPONSE (less already participated)	<u>1,499</u>
Completes collected or mailed in:	<u>2,838</u>
<i>PASSENGERS ON SAMPLED CARS</i>	<u>4,337</u>
<i>(Total completes + Total Non-response)</i>	

Response Rate & % of Riders Who Completed Survey

<i>PASSENGERS ON SAMPLED CARS</i>	<u>4,337</u>
Less:	
Children Under 13	11
Language Barrier	4
Sleeping	31
POTENTIAL RESPONDENTS	<u>4,291</u>
TOTAL COMPLETES	<u>2,838</u>
Response Rate ¹	66.14%
% Of Riders Who Completed Survey ²	66.14%

Distribution Rate

<i>PASSENGERS ON SAMPLED CARS</i>	<u>4,337</u>
Less:	
Children Under 13	11
Language Barrier	4
Sleeping	31
POTENTIAL RESPONDENTS	<u>4,291</u>
TOTAL COMPLETES	<u>2,838</u>
Qst. taken home /not returned	695
TOTAL QST. DISTRIBUTED	<u>3,533</u>
Distribution Rate ³	82.34%

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 17 respondents (out of 2,838) 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, Tagalog, French, German, Vietnamese, Russian, and Italian. Responses are tabulated below:

Language	#
Hindi	0
Tagalog	0
French	0
German	0
Vietnamese	0
Russian	0
Italian	0
Arabic	1
Unknown (did not complete card)	1

Additionally, the online survey was programmed in Chinese, Japanese, and Korean as well as English and Spanish. Passengers wished to complete the survey in Chinese, Japanese, or Korean were provided a link to this online version of the survey. Of the 54 online responses, all were completed in English

Interviewer Instructions

Caltrain Triennial Survey 2022 | 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 October/November 2022. 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.

To help prevent the spread of COVID, wear a mask while surveying on board trains and/or whenever you are in stations or near/on the platform. While physical distancing may not always be possible, maintain distance when you can while conducting the survey. Hand sanitizer, gloves, and masks are available from CC&G. (All CC&G staff are also fully vaccinated against COVID-19.) When eating/drinking/using your phone during a break, try to use an outside area and position yourself away from others.

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

BEFORE EACH RUN: SURVEY CONTROL SHEET

It is very important that you enter information accurately on your survey control sheet. A separate survey control sheet will be used for each train.

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

- The current date and day
- Your last name
- Train #
- Trainset type – **circle the type of train equipment being used (Bombardier or Gallery)**. Be sure you know the difference between the two types before you leave training today.
- Circle car(s) covered. **It is VERY important that you first attempt to cover your PRIMARY car (“SURVEY CAR #” on schedule) and be sure you are in this car at the beginning of your survey work on that train.** Once the train gets ready to leave the first station, determine if you can cover the ALTERNATE (“Cover if Able” on schedule). If you determine you will be able to cover the additional car, circle this one as well. **DO NOT survey ANY train cars which are not assigned to you for that train. If you run into a problem covering the assigned car(s), call Jon/Carol immediately.**
- 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.

Write the TRAIN NUMBER in the lower left hand corner of the questionnaire. 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.

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 train and write in the correct train.

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

DISTRIBUTING QUESTIONNAIRES

Caltrain trains have five or six cars (mostly 5 cars). Be sure to only survey the assigned car(s). **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.**

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 ask anyone their age.

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.”

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 several options.

*They can take the survey online (see QR Code and link at top of first page); or

*They can complete it later, seal it, and mail it back (postage already paid).

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.

Note that when you show respondents the questionnaire, have in your hand:

- **An English questionnaire; and**
- **A post card. The post card shows basic information in Spanish, Chinese, Japanese, and Korean.**
 - You have Spanish paper surveys. If a respondent indicates they would like a Spanish survey, provide them with either a paper survey, or a post card (so they can do it online).
 - If they would like to do the survey in Chinese, Japanese, or Korean, hand them the post card. These languages are available in the [online version only](#).
 - **IMPORTANT:** All survey versions AND postcards distributed should be noted on your survey control sheet. (Use hash marks).

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 paper 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. Those who you cannot access should be recorded under “left train” on your Survey Control sheet. **Note the limitations in reaching everyone on your survey control sheet.** We do not expect many ‘left train’ situations on this survey.

Should you encounter 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, Spanish, Chinese, Japanese, or Korean, and who refuse a questionnaire are tallied as “refusals,” since we have the survey in these languages. Only passengers who speak a language other than these 5 languages should be recorded as a Language Barrier.

Caltrain also wants to discover what languages (other than the 5 noted above) their passengers speak. **Only when you have a passenger who is classified as a Language Barrier, give the passenger a Spoken Language Card to allow the passenger to denote what language it is that they speak. Collect these cards when complete and include with your completed surveys. (If they note a language where we offer the survey it is a refusal.)**

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.
- **Double check you have noted which car(s) you surveyed in, and that the trainset was recorded.**
- The total **number of paper questionnaires DISTRIBUTED** for English and Spanish passengers
- The total **number of paper questionnaires RETURNED** (collected by you and in your possession).
- The total **number of postcards distributed to those speaking Spanish, Chinese, Japanese, or Korean. (No need to keep track by language – just a total number of postcards is fine.)**
- Note how many **Spoken Language Cards RETURNED** (collected by you and in your possession) under the “Language Barrier” category.
- All returned surveys and the completed survey control sheet should be **placed in the “Completed Questionnaire” envelope.**
- **Use one return envelope per train. If the envelope for one train becomes too full, use additional envelope(s) and label each (i.e. “envelope 1 of 2”, “envelope 2 of 2”, etc).**

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 on the survey control sheet, including:

1. 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
2. The number of questionnaires distributed, the number completed/returned, and the non-responses for each (from survey control sheet)
3. 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). These notes should go on the back of the Survey Control sheet.

Important: DO NOT write notes on the completed questionnaire envelope – the envelope only needs sufficient information to identify what is inside, and the envelope will be separated from the completed work during processing. Make all notations on the Survey Control sheet.

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 not communicating significant events can take away from otherwise excellent work. Conversely, paying attention to your travel arrangement details, managing your time well, and maintaining timely 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 you board your first train **at least 15 minutes prior to the scheduled departure time**. IF you are covering rush hour trains, arriving a bit earlier than that is strongly recommended. **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 with you and ready (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 for a watch and should not be used for this purpose. Phones should be put away while surveying.**
- 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 if at all possible, and as early as possible.** 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. Do not try to collect pens from passengers once they are done – we do not need them back, and will supply you with more pens.

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. 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.** You will be given instructions today on how/when to do that.

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 (via phone call).**

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. Call CC&G immediately (Carol/Jon depending who is on call) – and be ready to describe the exact details of what happened, as well as what the conductor looked like.
- **“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 by phone (Jon/Carol) 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

The regular office number is 415-397-1200 – Voicemail 24/7. DO NOT use this for urgent communication. DO provide this number to respondents with questions if needed.

Jon Canapary (415) 577-2428 (urgent matters after 12 noon, 7 days/week)

Carol Anne Carroll (415) 200-5277 (urgent matters before 12 noon, 7 days/week)

CALTRAIN

Agency Contact – Julian Jest, Caltrain Marketing, 650-508-6245

(Let CC&G know ASAP if you provide this name/contact to ANYONE and the reasons they requested the number)

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
- Caltrain schedule (including any info you need on how to get to the start of a shift)
- 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.
- Post cards for Spanish/Chinese/Japanese/Korean speakers (with online link and QR Code)
- Spoken Language Cards for other languages – take at least 10
- Completed Questionnaire Envelope(s) – one per train
- Survey control sheets – one per train
- Rubber bands
- Interviewer Instructions (this document)
- Clipboard
- A watch

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

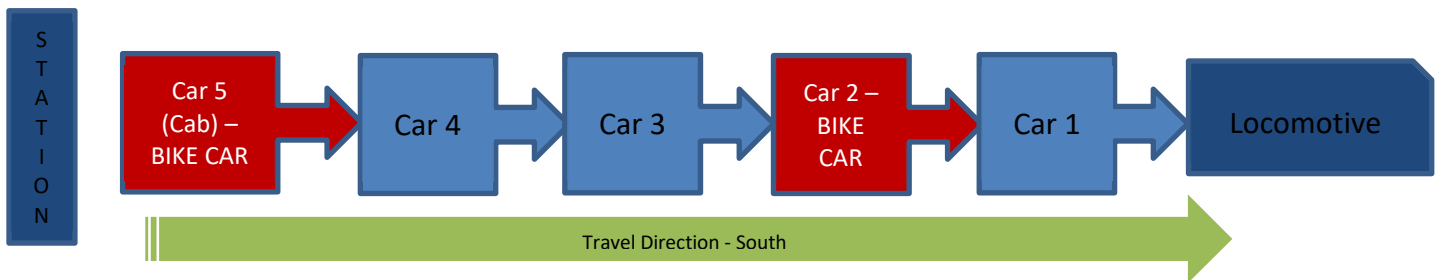
While train arrivals and departures are listed on the electronic signs at the stations, trains also carry a small sign on the front of the train (the rear-view mirror by the engineer’s cab) with the last two numbers of the train number.



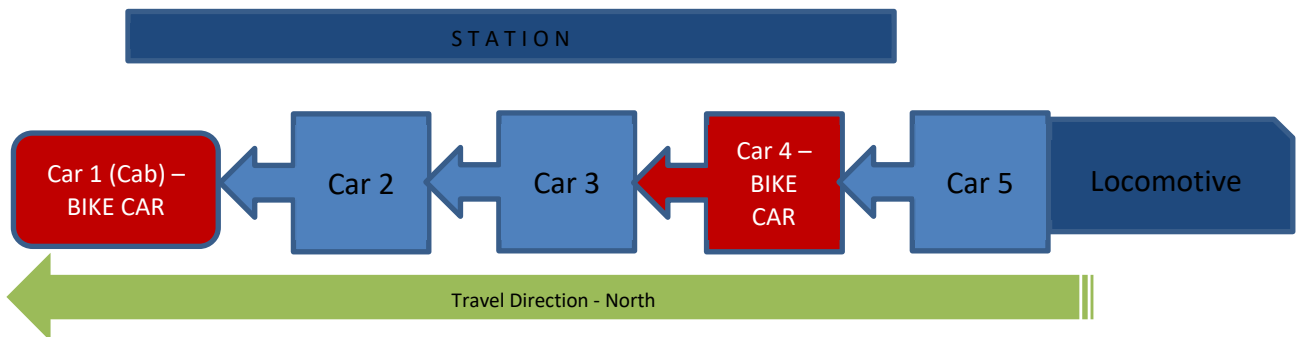
CAR ORIENTATION, E.G. “WHICH CAR IS MY ASSIGNED CAR?”

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 Jose/Diridon – 5 cars:



Survey Questionnaires

25. Which languages are spoken in your home?

(Check ALL that apply)

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



26. 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:* _____



27. Annual household income *(before taxes).*

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

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 November 30, 2022 (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 Rider,



Please take a moment to complete this survey to help Caltrain serve you better. You can hand the survey back, mail it, or complete online at: www.caltrain2022.com.



Responses are confidential, one survey per passenger.

1. How **long** have you been riding Caltrain?
 - This is my first trip
 - Less than 6 months
 - 6 months to less than 1 year
 - 1 year to less than 2 years
 - 2 years to less than 4 years
 - 4 years or more
2. How **often** do you usually ride Caltrain?
 - 6-7 days/week
 - 5 days/week
 - 4 days/week
 - 3 days/week
 - 2 days/week
 - 1 day/week
 - 1-3 days/month
 - Less than once a month
3. What ticket/card did you use *(today)?*
 - One-way ticket
 - Clipper: one way
 - Clipper: Caltrain Monthly
 - Day Pass
 - Go Pass
 - Other - *specify:* _____
4. What is your **fare category**?
 - Adult *(Age 19 through 64)*
 - Senior *(Age 65 & older)*
 - Medicare cardholder
 - Youth *(Age 18 & younger)*
 - Disabled
5. Are you making a **round trip** on Caltrain today? *(That is, you either rode Caltrain earlier today or will ride later today.)*
 - Yes
 - No
6. 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!

Train # _____

[1]

Please open →

[5]

09/27/22

7. What would encourage you to ride Caltrain more often?

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 similar
- BART
- SamTrans
- Muni
- VTA
- ACE
- Capitol Corridor
- Bicycle
- Scooter (kick or electric)
- Bicycle or 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 similar
- BART
- SamTrans
- Muni
- VTA
- ACE
- Capitol Corridor
- Bicycle
- Scooter (kick or electric)
- Bicycle or scooter share
- Free shuttle
- Other – specify _____

[2]

11. Estimated distance from your starting point to the Caltrain station where you boarded:

Approximate # of miles: _____

Approximate # of minutes: _____

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

- Yes No

13. Which of the following programs are you currently enrolled in?

(Check ALL that apply)

- Clipper Bay Pass
- Clipper Start Program
- Employee benefit program that helps pay your Caltrain fare
- None of these

14. 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.

a. Overall Caltrain experience	5	4	3	2	1	NA
b. On-time performance	5	4	3	2	1	NA
c. Satisfaction with current schedule	5	4	3	2	1	NA

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

- Mobile app
- News media website
- Newspaper
- Radio
- Social media
- TV news
- Other – specify _____

[3]

16. How do you get schedules and other Caltrain information?

(Check ALL that apply)

- Printed material on train
- Conductor
- Twitter
- Facebook
- Google/Apple maps app
- Third party Caltrain app
- Web search (Google, Bing, etc.)
- Caltrain site (www.caltrain.com)
- Station information boards
- Caltrain customer service (1.800.660.4287)
- Other – specify _____

17. What is your home ZIP code?

18. Gender

- Male Female Other/Non-binary

19. Age

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

20. How do you usually pay your Caltrain fare?

- Cash
- Credit Card
- Other (specify): _____

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

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

22. What is your current employment status?

- Employed full time*
- Employed part time
- Student
- Retired
- Unemployed
- Other – specify _____

*.35 or more hours per week

23. How well do you speak English?

- Very well Well Not well Not at all

24. In your home, is English spoken:

- Very well Well Not well Not at all

[4]

Continued on back →

25. ¿Qué idiomas se hablan en su casa?

(Marque TODOS los que correspondan)

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

26. ¿Cuál de las siguientes descripciones se ajusta mejor a su perfil étnico/raza?

(Marque TODAS las que correspondan)

- Asiático/a
 Indio/a americano/a o nativo/a de Alaska
 Negro/a/Africano/a americano/a
 Hispano/a/Latino/a
 Nativo hawaiano/a o de otras islas del Pacífico
 Blanco/a/Caucásico/a
 Otra raza - *especificar:* _____

27. Ingresos anuales del conjunto familiar (antes de pagar impuestos):

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

28. Incluyéndole a usted, ¿cuántas personas viven en su casa?

- 1 (sólo usted) 2 3 4 5 6+ _____

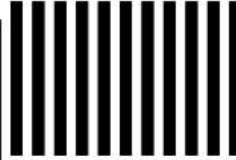
(Favor de especificar)

Comentarios o sugerencias para Caltrain

¡Gracias por completar esta encuesta! Por favor, entréguesela al encuestador de a bordo o envíenlosla por correo antes del 30 de noviembre, 2022

(No necesita sello. Por favor, doble y pegue con cinta adhesiva en el lugar indicado; no usar grapas.)

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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

POSTAGE WILL BE PAID BY ADDRESSEE

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



Apreciado/a Pasajero/a de Caltrain,



Por favor, tome un momento para completar esta encuesta para ayudar a Caltrain a servirle de la mejor forma posible. Puede entregarnos la encuesta, enviarla por correo o completarla online visitando: www.caltrain2022.com.



Sus respuestas son confidenciales; una encuesta por pasajero/a.

1. ¿Cuánto tiempo hace que usted usa Caltrain?

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

2. ¿Con cuánta frecuencia suele usted utilizar Caltrain?

- 6-7 días/semana 2 días/semana
 5 días/semana 1 día/semana
 4 días/semana 1-3 días/mes
 3 días/semana Menos de 1 vez al mes

3. ¿Qué tipo de boleto/tarjeta usó usted (hoy)?

- Boleto de ida Pase diario
 Clipper: ida Go Pass
 Clipper: Caltrain mensual Otro - *especificar:* _____

4. ¿Cuál es la categoría de su tarifa?

- Adulto (19 a 64 años de edad) Joven (18 años de edad & menor)
 Mayor (65 años de edad & mayor) Discapacitado
 Usuario de Medicare

5. ¿Está usted realizando un viaje de ida y vuelta en el día de hoy? (O sea, usted agarró Caltrain más temprano o lo agarrará más tarde hoy día.)

- Sí
 No

6. ¿Cuál es el motivo principal de su viaje en el día de hoy? (Marque sólo UNA opción)

- Trabajo Aeropuerto (SFO, San Jose Int'l)
 Escuela Compras
 Social/recreativo Yendo a casa
 Otro - *especificar:* _____

Train # _____

7. ¿Qué le animaría a usar Caltrain con más frecuencia?

8. ¿En qué estación **abordó** usted Caltrain?
 _____ (estación)

9. ¿En qué estación se **appeará** usted de Caltrain?
 _____ (estación)

11. Distancia aproximada desde su punto de partida hasta la estación de Caltrain donde abordó:

Número aproximado de millas: _____

Número aproximado de minutos: _____

12. ¿Tenía usted acceso a un auto para **este viaje en concreto**?
 Sí No

13. ¿En cuál de los siguientes programa está usted inscrito/a en la actualidad? (Marque **TODOS** los que correspondan)

- Pase Clipper Bay
- Programa Clipper Start
- Programa de beneficios para empleados que ayuda a pagar sus tarifas de Caltrain
- Ninguno de los anteriores

14. ¿Qué tal está satisfaciendo sus necesidades Caltrain?

Por favor, califique cada una de los siguientes asuntos, en una escala **5=Muy satisfecho/a** y **1=Muy insatisfecho/a**. Si la pregunta no es relevante, marque **NA (No aplica)**.

a. Experiencia general en Caltrain 5 4 3 2 1 NA

b. Puntualidad del servicio 5 4 3 2 1 NA

c. Satisfacción con el horario actual 5 4 3 2 1 NA

15. ¿Cuál es su **fuentes principal** de noticias y eventos locales?

- Aplicación móvil
- Página web de medios informativos
- Periódico
- Radio
- Redes sociales
- Noticiero en televisión
- Otra forma – especificar _____

16. ¿Cómo obtiene usted **horarios** y otra **información** sobre Caltrain? (Marque **TODAS** las que correspondan)

- Material impreso a bordo
- Búsqueda online (Google, Bing, etc.)
- Conductor
- Sitio web de Caltrain (www.caltrain.com)
- Twitter
- Tableros de anuncios en la estación
- Facebook
- Servicio de atención al cliente de Caltrain (1.800.660.4287)
- Aplicación Google/Apple de mapas
- Aplicación externa de Caltrain
- Otra forma – especificar _____

17. ¿Cuál es al **código postal** de su vivienda? _____

18. Género
 Masculino Femenino Otro/No-binario/a

19. Edad
 Menor de 13 25 - 34 55 - 64
 13 - 18 35 - 44 65 o mayor
 19 - 24 45 - 54

20. ¿Cómo suele usted pagar su tarifa de Caltrain?
 En efectivo
 Tarjeta de crédito
 Otra forma (especificar): _____

21. ¿Cuál es el nivel más alto de **educación** que usted completó?
 Algo de escuela secundaria Graduado/a de universidad
 Graduado/a de escuela secundaria Estudios de posgrado
 Algo de universidad o escuela técnica

22. ¿Cuál es su **estado actual de empleo**?
 Trabaja a tiempo completo * Jubilado/a
 Trabaja a tiempo parcial Desempleado/a
 Estudiante Otro – especificar _____
 *35 o más horas por semana

23. ¿Qué tal habla **usted** inglés?
 Muy bien. Bien No muy bien No lo hablo

24. En **su casa** se habla inglés:
 Muy bien. Bien No muy bien No se habla

10a. Llegando a la estación

¿Cómo **llegó** usted a la estación de Caltrain hoy?

(Por favor marque el modo principal)

- Hice todo el camino a pie
- Conduciendo en auto
- Me llevaron en auto
- Uber, Lyft, o similar
- BART
- SamTrans
- Muni
- VTA
- ACE
- Corredor del Capitolio
- En bicicleta
- Scooter (de pedal o eléctrico)
- Bicicleta o scooter compartido
- Servicio de shuttle gratuito
- Otra forma – especificar _____

10b. Saliendo de la estación

¿Cómo **llegará** usted de Caltrain a su destino final?

(Por favor marque el modo principal)

- Haré todo el camino a pie
- Conduciré en auto
- Me vendrán a buscar
- Uber, Lyft, o similar
- BART
- SamTrans
- Muni
- VTA
- ACE
- Corredor del Capitolio
- En bicicleta
- Scooter (de pedal o eléctrico)
- Bicicleta o scooter compartido
- Servicio de shuttle gratuito
- Otra forma – especificar _____

[2]

[3]

[4]

Continúa al dorso →

Chinese Questionnaire

尊敬的加州火车乘客：

请花点时间完成本次调查，以帮助加州火车更好地服务您。您可以将调查问卷交回调查员，邮寄给我们，或者在线填写：www.caltrain2022.com。

所有回答均予以保密，每位乘客只需完成一份调查。

1. 您搭乘加州火车有多久了？

- 1 这是我首次搭乘
- 2 少于6个月
- 3 6个月 - 1年
- 4 1-2年
- 5 3-4年
- 6 4年或以上

2. 您多久搭乘加州火车一次？

- 1 6-7天/周
- 2 5天/周
- 3 4天/周
- 4 3天/周
- 5 2天/周
- 6 1天/周
- 7 1-3天/周
- 8 少于每月一次

3. 您（今天）使用什么车票/通行卡？

- 1 单程票
- 2 一卡通：单程
- 3 一卡通：加州火车月卡
- 4 一日票
- 5 通票
- 6 其他—请具体说明

4. 您使用什么类别的车票？

- 1 成人票（19-64岁）
- 2 老人票（65岁及以上）
- 3 Medicare持卡人
- 4 儿童票（18岁及以下）
- 5 残疾人专用票

5. 您今天是否搭乘加州火车进行往返旅程？（即，您要么今天早些时候已经搭乘过加州火车，要么晚些时候会再次搭乘）

- 1 是
- 2 否

6. 您今天旅程的主要目的是什么？（只勾选一项）

- 1 工作
- 2 上学
- 3 社交/娱乐
- 4 区机场（旧金山国际机场、圣何塞国际机场）
- 5 购物
- 6 回家
- 7 其他-请具体说明:

7. 是什么原因会使您更频繁乘坐加州火车？

8. 您在哪个火车站上车？

9. 您会在哪个火车站下车？

10a. 您今天是怎样去火车站的？
（请选择一种主要方式）

- 1 全程步行
- 2 开车
- 3 搭乘出租车
- 4 使用Uber、Lyft或其他叫车服务
- 5 旧金山湾区捷运
- 6 SamTrans
- 7 Muni
- 8 VTA
- 9 ACE
- 10 首府通道
- 11 骑自行车
- 12 骑滑板车（人力或电动）
- 13 骑共享单车或滑板车
- 14 搭乘免费穿梭巴士
- 15 其他—请具体说明 [Respondent Specify]

10b. 您会怎样从火车站前往您的最终目的地？
（请选择一种主要方式）

- 1 全程步行
- 2 开车
- 3 搭乘出租车
- 4 用Uber、Lyft或其他叫车服务
- 5 旧金山湾区捷运
- 6 SamTrans
- 7 Muni
- 8 VTA
- 9 ACE
- 10 首府通道
- 11 骑自行车
- 12 骑滑板车（人力或电动）
- 13 骑共享单车或滑板车
- 14 搭乘免费穿梭巴士
- 15 其他—请具体说明 [Respondent Specify]

11.

从您的起点到您上车的加州火车站的估计距离:

概约分钟数:

12. 这次旅程您是否有使用汽车?

- 1 是
- 2 否

13. 您目前参与以下哪个项目? (勾选所有适用项)

- 1 Clipper Bay Pass
- 2 Clipper Start Program
- 3 可帮助您支付加州火车车票的雇员福利计划
- 4 以上都不是

14. 加州火车在多大程度上满足您的需求? 请对以下每一项评分, 其中5=极为满意, 1=极为不满。如果问题不适用, 请圈出NA (不适用)。

14a. 加州火车的整体体验

14b. 准点率

14c. 对当前时间表的满意度

- 1 极为满意 (5)
- 2 4
- 3 3
- 4 2
- 5 极为不满 (1)
- 6 NA

15. 您了解当地新闻及事件的主要来源是什么？

- 1 移动应用
- 2 新闻媒体网站
- 3 报纸
- 4 电台
- 5 社交媒体
- 6 电视新闻
- 7 其他-请具体说明

16. 您如何获取加州火车的时间表和其他信息？（勾选所有适用项）

- 1 列车上的印刷材料
- 2 售票员
- 3 Twitter
- 4 Facebook
- 5 Google/Apple地图应用
- 6 第三方运营的加州火车应用
- 7 网站搜索（Google、Bing等）
- 8 加州火车的网站（www.caltrain.com）
- 9 火车站信息栏
- 10 加州火车客服（1.800.660.4287）
- 11 其他-请具体说明

17. 您家的邮政编码是多少？

18. 性别

- 1 男
- 2 女
- 3 其他/非二元性别

19. 年龄

- 1 未满13岁
- 2 13 - 18 岁
- 3 19 - 24 岁
- 4 25 - 34 岁
- 5 35 - 44 岁
- 6 45 - 54 岁
- 7 55 - 64 岁
- 8 65岁或以上

20. 您通常如何支付加州火车车票？

- 1 现金
- 2 信用卡
- 3 其他（请具体说明）

21. 您的最高学历是什么？

- 1 高中未滿
- 2 高中毕业
- 3 大学未滿或技校
- 4 大学毕业
- 5 研究生学位

22. 您目前的就业状态是什么？

- 1 全职工作*
- 2 兼职工作
- 3 学生
- 4 退休
- 5 失业
- 6 其他—请具体说明

23. 您英语说得怎么样？

- 1 非常好
- 2 很好
- 3 不太好
- 4 完全不会

24. 您家人英语说得怎么样？

- 1 非常好
- 2 很好
- 3 不太好
- 4 完全不会

25. 您家里说哪种语言？（勾选所有适用项）

- 1 英语
- 2 西班牙语
- 3 粤语
- 4 普通话
- 5 印度语
- 6 塔加拉族语
- 7 越南语
- 8 其他—请具体说明:

26. 以下哪项最能描述您的种族背景？（勾选所有适用项）

- 1 亚裔
- 2 美洲印第安人或阿拉斯加土著人
- 3 黑人/非裔美国人
- 4 西班牙裔/拉丁裔
- 5 夏威夷土著人或其他太平洋岛民
- 6 白人/高加索人
- 7 其他种族—请具体说明:

27. 家庭年度收入（税前）：

- 1 少于\$25,000/年
- 2 \$25,000 - \$29,999
- 3 \$30,000 - \$39,999
- 4 \$40,000 - \$49,999
- 5 \$50,000 - \$59,999
- 6 \$60,000 - \$69,999
- 7 \$70,000 - \$79,999
- 8 \$80,000 - \$89,999
- 9 \$90,000 - \$99,999
- 10 \$100,000 - \$149,999
- 11 \$150,000 - \$249,999
- 12 \$250,000或以上

28. 包括您自己在内，您家里有多少人？

对加州火车的评论或建议

谢谢你的答案在本次调查！现在

Japanese Questionnaire

親愛なるカルト레인のご乗客へ：

カルトレインのサービス改善のため、このアンケートにどうかご回答ください。調査員に手渡し、郵送またはオンラインでも完了することができます：www.caltrain2022.com。

回答は機密扱いとされ、アンケート調査は乗客一人につき一回のみで実施しております。

1. カルトレインご利用期間はどれほどですか。

- 1 今回が初めて
- 2 6か月未満
- 3 6か月から1年未満
- 4 1年から2年未満
- 5 2年から4年未満
- 6 4年以上

2. カルトレインは通常どのくらいの頻度でご利用ですか。

- 1 週6-7日
- 2 週5日
- 3 週4日
- 4 週3日
- 5 週2日
- 6 週1日
- 7 1か月1-3日
- 8 1か月1日以下

3. 今日ご利用のチケット/カードの種類をお答えください

- 1 片道切符
- 2 クリッパー:片道
- 3 クリッパー:カルト레인定期券
- 4 日帰り切符
- 5 通行証
- 6 他-具体的に:

4. 運賃の種別をお答えください。
- 1 大人 (19歳前後の64歳)
 - 2 高齢者(65歳以上)
 - 3 医療保険カード所持人
 - 4 子供(18歳以下)
 - 5 障害者
5. 今日はカルトレインで往復でのご利用ですか。(つまり、今日の早い時間にカルトレインにお乗りになった、または今日の遅い時間にお乗りになるかのどちら)
- 1 はい
 - 2 いいえ
6. 今日のご利用の主な目的は何ですか。(一つだけチェックを入れてください)
- 1 仕事
 - 2 学校
 - 3 社交/余暇
 - 4 空港(SFO, SanJoseInt'l)
 - 5 ショッピング
 - 6 帰宅
 - 7 他-具体的に:
7. カルトレインをより頻繁にご利用なるとすればどんなことがあればいいと思いますか
8. カルトレイン乗車駅はどちらでしたか
9. 下車駅はどちらですか。

10a. 今日カルトレイン駅に到着するための交通手段は何でしたか (主な選択肢にチェックを入れてください)

- 1 徒歩
- 2 車を運転して
- 3 車で送ってもらった
- 4 ウーバーや、ライドシェアサービスなど
- 5 サンフランシスコの高速鉄道BART
- 6 サムトランス
- 7 一般市営交通手段
- 8 サンタクララバレー交通局
- 9 アルタモント通勤急行
- 10 キャピタル・コリドー号
- 11 自転車
- 12 スクーター(キックや電気)
- 13 シェア自転車やスクーター
- 14 無料バス
- 15 他-具体的に [

10b. カルトレイン降車後は目的地までどの交通手段をご利用ですか。(主な選択肢にチェックを入れてください)

- 1 徒歩
- 2 車を運転して
- 3 迎車にて
- 4 ウーバーや、ライドシェアサービスなど
- 5 サンフランシスコの高速鉄道BART
- 6 サムトランス
- 7 一般市営交通手段
- 8 サンタクララバレー交通局
- 9 アルタモント通勤急行
- 10 キャピタル・コリドー号
- 11 自転車
- 12 スクーター(キックや電気)
- 13 シェア自転車やスクーター
- 14 無料バス
- 15 他-具体的に

11. 出発点から乗車駅までの推定距離:

おおよその距離:

おおよその時間:

12. 今回の旅行では車を運転してのご利用機会がありますか。

- 1 はい
- 2 いいえ

13. 次のどのプログラムを選びますか。(適切な選択肢にチェックを入れてください)

- 1 クリッパー ベイ パス
- 2 クリッパー スタート プログラム
- 3 カルトレイン料金の支払いを支援する従業員の福利厚生プログラム
- 4 以上該当なし

14. カルトレインはご自身ニーズにどの程度応えていると思いますか。

以下、5=非常に満足、1=非常に満足していない項目ごとに点数を付けてください。該当しない場合、NA（「該当なし」）をお選びください。

14a. 全体的なカルトレインの体験

14b. 定刻運行能力

14c. 目下の予定に対する満足度

- 1 非常に満足 (5)
- 2 4
- 3 3
- 4 2
- 5 非常に不満 (1)
- 6 NA

15. ローカルニュースやイベントの主な情報源は何をご利用ですか。

- 1 モバイル アプリ
- 2 ニュースメディア ウェブサイト
- 3 新聞
- 4 ラジオ
- 5 ソーシャルメディア
- 6 テレビニュース
- 7 その他-具体的に

16. 時刻表やカルトレインの情報をどうやって入手していますか。(適切な選択肢にチェックを入れてください)

- 1 列車内の印刷物
- 2 車掌
- 3 ツイッター
- 4 フェイスブック
- 5 グーグル/アップルマップスアプリ
- 6 第三者カルトレインApp
- 7 インターネット検索(google、bingなど)
- 8 カルトレインサイト(www.caltrain.com)
- 9 駅情報板
- 10 カルトレイン コール(1.800.660.4287)
- 11 その他他-具体的に

17. ご自宅の郵便番号

18. 性別

- 1 男性
- 2 女性
- 3 他/Xジェンダー

19. 年齢

- 1 13歳未満
- 2 13 - 18
- 3 19 - 24
- 4 25 - 34
- 5 35 - 44
- 6 45 - 54
- 7 55 - 64
- 8 65歳以上

20. カルトレインの料金は通常どのお支払いですか。

- 1 現金
- 2 クレジットカード
- 3 他(具体的に):

21.最終学歴をお答えいただけませんか。

- 1 高校中退
- 2 高卒
- 3 大学ないし専門学校中退
- 4 大卒
- 5 大学院卒

22.現在の雇用状況をお答えいただけませんか。

- 1 正社員
- 2 パートタイム
- 3 学生
- 4 退職
- 5 失業
- 6 その他-具体的に

23.ご自身は英語でどの程度話せますか。

- 1 優秀
- 2 優
- 3 平均的
- 4 不可

24.ご自宅では英語が話されていますか:

- 1 優秀
- 2 優
- 3 平均的
- 4 不可

25. ご自宅でどの言語を話していますか。(適切な選択肢にチェックを入れてください)

- 1 英語
- 2 スペイン
- 3 広東語
- 4 北京語
- 5 ヒンディー語
- 6 タガログ族語
- 7 ベトナム語
- 8 他-具体的に:

26. あなたの人種・民族的背景を最もよく表しているものは次のどれですか。(適切な選択肢にチェックを入れてください)

- 1 アジア系
- 2 アメリカ・インディアンやアラスカ先住民
- 3 黒人/アフリカ系アメリカ人
- 4 ヒスパニック系/ラテン系
- 5 ハワイ先住民や他の太平洋の島民
- 6 白人/コーカサス系
- 7 他人種-具体的に:

27. 年間合計世帯所得(税引き前):

- 1 年間 25,000ドル以下
- 2 25,000ドル-29,999ドル
- 3 30,000ドル-39,999ドル
- 4 40,000ドル-49,999ドル
- 5 50,000ドル-59,999ドル
- 6 60,000ドル-69,999ドル
- 7 70,000ドル-79,999ドル
- 8 80,000ドル-89,999ドル
- 9 90,000ドル-99,999ドル
- 10 100,000ドル-149,999ドル
- 11 150,000ドル-249,999ドル
- 12 250,000ドル以上

28. ご自身を含めて何人世帯ですか。

カルトトレインへのご意見やご要望等

このアンケートにご回答いただきありがとうございます。インターネットブラウザを閉じてください

Korean Questionnaire

칼트레인 라이더에게:

칼트레인이 보다 나은 서비스를 제공할 수 있도록 잠시 시간을 내어 이 설문조사를 완료해 주십시오. 설문조사는 완성 후 직접 돌려줄 수도 있고, 우편으로 발송하거나

www.caltrain2022.com에서 온라인으로 완료할 수 있습니다.

응답 내용은 기밀로 하며 승객당 1회 참가할 수 있습니다

1. 칼트레인을 타신 지 얼마나 되셨는가요?

- 1 이번이 처음입니다
- 2 6개월 미만
- 3 6개월에서 1년 미만
- 4 1년에서 2년 미만
- 5 2년에서 4년 미만
- 6 4년 이상

2. 귀하는 보통 얼마나 자주 칼트레인을 타시는가요?

- 1 6-7일/주
- 2 5 일/주
- 3 4 일/주
- 4 3 일/주
- 5 2 일/주
- 6 1 일/주
- 7 1-3 일/월
- 8 한 달에 1회 미만

3.(오늘) 무슨 표/카드를 사용하셨는가요?

- 1 편도 승차권
- 2 클리퍼카드: 단방향
- 3 클리퍼카드: 월간 칼트레인
- 4 데이 패스
- 5 고 패스
- 6 기타 - 구체적으로 명시해주세요

4.요금 카테고리는 어떻게 되세요?

- 1 성인(19~64세)
- 2 시니어(65세 이상)
- 3 메디케어 카드 소유자
- 4 소년(18세 이하)
- 5 장애인

5. 오늘 칼트레인은 왕복으로 타시는가요? (즉, 오늘 앞선 시간에 칼트레인을 타셨거나 혹은 후에 또 타실 예정인가요?)

- 1 네
- 2 아니요

6. 오늘 여행의 주된 목적은 무엇인가요? (하나만 선택하세요)

- 1 출근
- 2 학교
- 3 소셜/레크리에이션
- 4 공항 (SFO, 산호세 국제공항)
- 5 쇼핑
- 6 귀가
- 7 기타 - 구체적으로 명시해주세요.

7. 칼트레인을 더 자주 타게 되는 이유가 있다면 무엇일까요?

8. 칼트레인을 어느 역에서 타셨어요?

9. 칼트레인에서 내릴 역은 어디입니까?

10a. 도착. 오늘 칼트레인 출발역까지는 어떻게 오셨어요? (기본 방식 하나를 체크해주세요.)

- 1 전 구간 걸어서
- 2 운전해서
- 3 남이 차로 태워 줌
- 4 Uber, Lyft 또는 유사 수단 이용
- 5 바트(BART)
- 6 샘트랜스(SamTrans)
- 7 무니(Muni)
- 8 VTA
- 9 ACE
- 10 캐피톨 코리더
- 11 자전거
- 12 스쿠터(킥 또는 전동)
- 13 자전거 또는 스쿠터 공유
- 14 무료 셔틀
- 15 기타 - 구체적으로 명시해주세요

10b. 서 출발칼트레인 도착역에서 최종 목적지까지 어떻게 갈 건가요? (기본 방식 하나를 체크해주세요)

- 1 전 구간 걸어서
- 2 운전해서
- 3 픽업을 받고.
- 4 Uber, Lyft 또는 유사 수단 이용
- 5 바트(BART)
- 6 샘트랜스(SamTrans)
- 7 무니(Muni)
- 8 VTA
- 9 ACE
- 10 캐피톨 코리더
- 11 자전거
- 12 스쿠터(킥 또는 전동)
- 13 자전거 또는 스쿠터 공유
- 14 무료 셔틀
- 15 기타 - 구체적으로 명시해주세요

11. 출발지에서 탑승한 칼트레인 출발역까지의 예상 거리:

대략적인 마일 수:

대략적인 시간(분):

12. 오늘 여행에서는 출발역까지 차를 타고 오셨는가요?

- 1 네
- 2 아니요

13. 다음 중 현재 등록되어 있는 프로그램은 무엇입니까? (해당되는 모든 프로그램을 체크해주세요)

- 1 클리퍼 베이 패스
- 2 클리퍼 시작 프로그램
- 3 칼트레인 요금 지불을 도와주는 직원 혜택 프로그램
- 4 위에 해당 사항 없음

14. 칼트레인은 귀하의 요구를 얼마나 잘 충족시키고 있습니까? 아래의 각 항목에 대해 5=매우 만족, 1=매우 불만족으로 등급을 매겨 주세요. 질문이 해당되지 않으면 NA에 동그라미를 칩니다.

14a. 전반적인 칼트레인 경험

14b. 정시 운행

14c. 현재 일정에 대한 만족도

- 1 매우 만족 (5)
- 2 4
- 3 3
- 4 2
- 5 매우 불만족으로 (1)
- 6 NA

15. 지역 뉴스와 행사에 대한 소식은 주로 어디서 확인하세요?

- 1 모바일 앱
- 2 뉴스 미디어 웹사이트
- 3 신문
- 4 라디오
- 5 소셜 미디어
- 6 TV 뉴스
- 7 기타 – 구체적으로 명시해주세요

16. 칼트레인의 일정과 기타 정보는 어떻게 얻으세요? (해당되는 모든 항목을 체크해주세요)

- 1 열차 내 인쇄물
- 2 차장
- 3 트위터
- 4 페이스북
- 5 구글/애플 지도 앱
- 6 제3자 칼트레인 앱
- 7 웹 검색(Google, Bing 등)
- 8 칼트레인 사이트(www.caltrain.com)
- 9 역 안내판
- 10 칼트레인 고객 서비스 (1.800.660.4287)
- 11 기타 - 구체적으로 명시해주세요 [Respondent Specify]

17. 집 우편번호가 어떻게 되세요?

18. 성별

- 1 남자
- 2 여자
- 3 기타/논바이너리

19. 나이

- 1 13세이하
- 2 13 - 18
- 3 19 - 24
- 4 25 - 34
- 5 35 - 44
- 6 45 - 54
- 7 55 - 64
- 8 65 세 이상

20. 보통 칼트레인 요금은 어떻게 지불하세요?

- 1 현금
- 2 신용카드
- 3 기타(구체적으로 명시해주세요)

21. 귀하가 받은 가장 높은 교육은 무엇인가요?

- 1 고등학교
- 2 고졸
- 3 대학 또는 기술 학교
- 4 대졸
- 5 대학원 학위

22. 현재 귀하의 고용 상태는 어떻습니까?

- 1 정규직 채용
- 2 비정규직 채용
- 3 학생
- 4 퇴직
- 5 실업자
- 6 기타-구체적으로 명시해주세요

23. 귀하의 영어 회화 실력은 어느 정도인가요?

- 1 아주 좋음
- 2 좋음
- 3 좋지 못함
- 4 한심함

24. 귀하의 가정에서는, 영어가 어떻게 사용되는가요?

- 1 아주 잘 사용됨
- 2 잘 사용됨
- 3 별로 사용 안 함
- 4 전혀 안 함

25. 귀하의 가정에서는 어떤 언어가 사용되는가요? (해당되는 모든 항목을 체크해주세요)

- 1 영어
- 2 스페인어
- 3 광둥어
- 4 표준 중국어
- 5 힌디어
- 6 타갈로그어
- 7 베트남어
- 8 기타-구체적으로 명시해주세요

26. 다음 중 귀하의 인종/민족적 배경을 가장 잘 설명한 것은 무엇인가요? (해당되는 모든 항목을 체크해주세요)

- 1 아시아인
- 2 아메리칸 인디언 또는 알래스카 원주민
- 3 흑인/아프리카계 미국인
- 4 히스패닉/라틴계
- 5 하와이 원주민 또는 기타 태평양 섬 주민
- 6 백인/코카서스
- 7 기타 인종-구체적으로 명시해주세요

27. 연간가구소득 (세전):

- | | |
|----|-----------------------|
| 1 | 연간 \$25,000 미만 |
| 2 | \$25,000 - \$29,999 |
| 3 | \$30,000 - \$39,999 |
| 4 | \$40,000 - \$49,999 |
| 5 | \$50,000 - \$59,999 |
| 6 | \$60,000 - \$69,999 |
| 7 | \$70,000 - \$79,999 |
| 8 | \$80,000 - \$89,999 |
| 9 | \$90,000 - \$99,999 |
| 10 | \$100,000 - \$149,999 |
| 11 | \$150,000 - \$249,999 |
| 12 | 25만 달러 이상 |

28. 귀하를 포함해서, 귀하의 가족은 몇 명인가요?

칼트레인에 대한 의견 또는 제안

설문조사에 응해주셔서 감사합니다! 이제 인터넷 브라우저를 닫아도 됩니다