

CALTRAIN CUSTOMER SATISFACTION SURVEY JULY 2023

SUMMARY REPORT

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Note: Crosstabulated Tables and Verbatim Comments included under separate cover

INTRODUCTION

This report details the findings of an onboard survey of Caltrain riders for the annual Customer Satisfaction Survey. The fieldwork on this study was conducted from June 27 – July 26, 2023. A total of 2,239 surveys were completed.

Key objectives of the survey include:

- Reporting trip characteristics, such as rider frequency, fare media usage, bike usage, and origin/destination station.
- Ratings of 22 specific service characteristics, including nine various aspects of Caltrain stations, seven aspects of onboard service, one overall assessment of the entire Caltrain experience, and five aspects of Caltrain’s communication with riders.
- As fully as possible, this study replicated previous annual Caltrain onboard studies, and many questions were maintained for comparability.

Since the previous survey changes were made to the schedule. These included a reduction in wait times for connections with BART in the evenings and increased service to the South San Francisco and 22nd Street stations. Temporary reductions in weekday Caltrain service during the months of December 2022 and April 2023, were made, and weekend service was partially suspended across a number of weekends in 2023, in order to accommodate Caltrain electrification work.

Construction began at Bayshore Station for overpass rehabilitation, resulting in the partial closure of platforms, which affected how riders boarded and disembarked from the train.

New Clipper readers replaced existing equipment. A total of 305 new readers were installed at Caltrain stations, an increase of 50% compared to the previous number.

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

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

Methodology and Response Rate

The survey was conducted as an onboard self-administered questionnaire distributed to Caltrain riders. Surveyors boarded pre-selected trains and attempted to distribute questionnaires to all riders on several pre-selected cars of the assigned train. Completed surveys were collected by these surveyors who stayed onboard during the train trip.

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

car surveying in 2021 which allowed for broad coverage and a much higher number of completions than would have been possible using a traditional approach. Prior to COVID, single-car surveying was conducted on this and other Caltrain surveys. Transitioning to the multi-car approach was appropriate during Covid and allowed for a robust sample size despite Caltrain's lower ridership at this time.

The overall response rate (75%) was calculated by dividing the total number of completes (2,239) by all eligible passengers riding on the sampled trains (2,970). "All eligible passengers" includes everyone except: children age 13 and younger, riders who had already participated, and riders who identified themselves as employees of Caltrain. Of the 2,239 completed surveys, 2,216 were English language surveys and 23 were Spanish language surveys.

During surveying, 8 potential respondents were unable to participate due to a language barrier (e.g. speak and write a language other than English or Spanish). Among these 8 riders, 1 spoke Cantonese, 1 spoke Mandarin, 1 spoke Chinese, but did not specify which dialect, 1 spoke Russian, and 4 did not provide their language.

Field interviewing on this project was conducted June 27 – July 26, 2023. Surveys were conducted every day except Monday and Friday. The weekday shifts were allocated to allow for surveying during morning and afternoon/evening peak periods, as well as off-peak periods. Weekend trains were also surveyed at various times of the day. Trains running during atypical times, such as in or around Giants home games, were avoided. CC&G worked with Caltrain to survey on days/times when there was no substantial track work or other related maintenance going on which might impact survey results.

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

COVID Measures

In order to keep both interviewers and riders safe during this project, the following COVID prevention measures were taken during this project:

- All CC&G employees are fully vaccinated against COVID;
- Interviewers were encouraged to be fully masked whenever on trains and in/around stations, including when speaking with riders; and
- Physical distancing was maintained as fully as possible.

Sampling

In total, 2,239 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 1.95% (at the 95% confidence level).

The sampling on the study was designed to achieve a cross section of riders utilizing trains at various times of the day. For this study, 45 trains were sampled, consisting of 37 weekday trains, 4 Saturday trains and 4 Sunday trains. Of the 37 weekday trains surveyed, 14 were local trains, 19 were limited trains, and 4 were baby bullet trains. Of the 9 weekend trains surveyed, all were local trains. For each

train sampled, a specific set of cars were selected, and surveyors attempted to survey every rider in the selected cars.

Layout Error

It was discovered on July 19, 2023, that a layout error on the survey instrument reversed the scale for question Q7S (How would you rate your overall Caltrain experience?). Where the other questions on the survey listed the ratings from 1 (Very Dissatisfied) to 5 (Very Satisfied) from left to right, the Q7S question listed the ratings from right to left:

		Very Dissatisfied				Very Satisfied
a. Cleanliness at the stations	1	2	3	4	5	
s. How would you rate your overall Caltrain experience	5	4	3	2	1	

CC&G began immediate remediation. Blank surveys were collected, and interviewers were provided a corrected survey. During data processing, results from Q7S before revision were compared with results after July 19.

	7/19 and earlier	7/20/23 and later
Base	1,896	276
5 – Very Satisfied	25%	25%
4	47%	61%
3	22%	11%
2	5%	3%
1	2%	1%
Not Applicable	1%	-
MEAN	3.88	4.07

Based on these results and discussions with Caltrain staff, we decided to omit Q7S data from the results and substitute the average of Q7J “Overall rating of Caltrain station experience” and Q7R “Overall rating of Caltrain onboard experience.”

Statistically Significant Differences

As was mentioned previously, for the total number of respondents (n =2,239) who participated in the survey, the margin of error is +/- 1.95% at the 95% confidence level. The margins of error for some key sub-groups shown in this report are:

- Weekday peak (n = 1,207). +/- 2.73% at the 95% confidence level;
- Weekday off-peak (n =581). +/- 4.01% at the 95% confidence level;
- Weekend (n = 451). +/- 4.56% at the 95% confidence level.

EXECUTIVE SUMMARY

Overall Satisfaction (station and onboard experience)

- Respondents are generally satisfied with Caltrain service, with 78% satisfied with their combined station and onboard experience, rating it a (4.03 out of 5.00).

Service attributes

- Respondents rated their overall experience at Caltrain stations 4.00 (out of 5.00), continuing the decrease from 2022 (4.05) and 2021 (4.22).
- Among station attributes, all ratings decreased from 2022.
 - The greatest decrease was “Being informed of delays that exceed 10 minutes” which decreased from 3.70 in 2022 to 3.50 in 2023.
 - Of the two new attributes, respondents were generally satisfied with “Clipper tag on and off equipment” rating it 4.20 (out of 5.0), but less so with “Your sense of safety at stations,” rating that attribute 3.87 (out of 5.0)
 - While both Weekday Peak and Weekday Off-Peak riders rated several attributes somewhat lower than the overall mean score, the largest negative difference was “*Being informed of delays that exceed 10 minutes*” which Peak riders rated at 3.38, compared to the 3.50 average score.
- Respondents rated their overall experience onboard Caltrain trains 4.05 (out of 5.00), slightly lower than in 2022 (4.09) and the same as in 2021 (4.03).
- All onboard attributes showed decreases in satisfaction.
 - The greatest decreases were seen in “*Being informed of delays that exceed 10 minutes*” which decreased from 3.90 in 2022 to 3.74 in 2023, and “*Cleanliness of train interiors*” which decreased from 3.92 in 2022 to 3.76 in 2023.
 - While “*Satisfaction with current schedule/arrival frequency*” also saw a significant decrease (from 3.73 in 2022 to 3.57 in 2023), this may be partially due to the adjustment in question wording.
 - Weekday peak riders were the least satisfied, rating most attributes the lowest among these subgroups, however, weekday off-peak riders were the least satisfied with “*Politeness and helpfulness of conductors, Your sense of safety on the train,*” and the overall onboard experience.

Communication Ratings

- In 2023, all communication ratings decreased since 2022. “*Service delay information*” decreased the most, decreasing from 3.62 in 2022 to 3.40 in 2023.

Rider Attributes

- 2023 continues an increase in choice riders (riders who have a vehicle available for their trip but instead opt for Caltrain). Half of riders (51%) said they had access to a car for the surveyed trip compared to 46% in 2022, and 39% in 2021.
- Two in ten respondents (20%) bring a bike or scooter with them on their Caltrain trip, while another 3% leave their bike or scooter at the station.

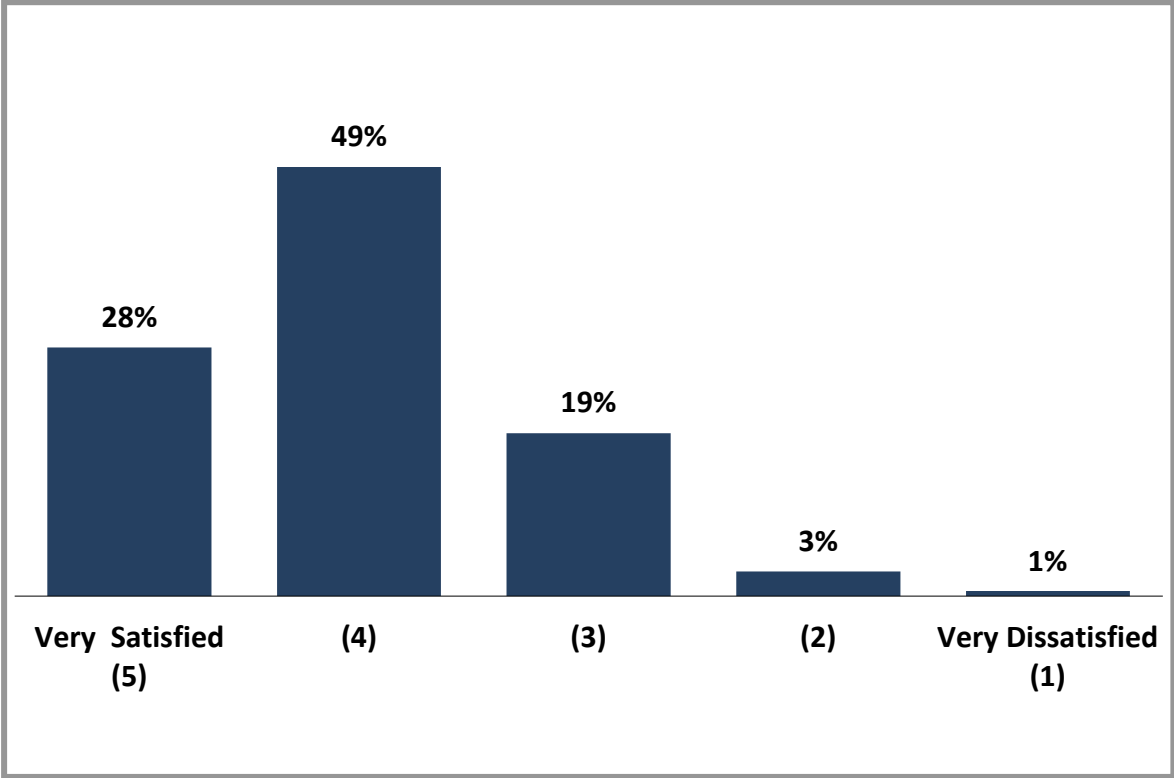
- While weekend riders were most likely to be using one-way ticket (22% vs. 16% overall), they were the most likely of the subgroups to use a Day Pass (19% vs. 11% overall).
- Weekday Peak riders are twice (30% vs. 23% overall) as likely to be travelling on a monthly pass than Off-Peak riders (16%).

CHARTS – KEY FINDINGS

OVERALL SATISFACTION (Average of Q7J and Q7R)

Q7J. Overall rating of Caltrain station experience?

Q7R. Overall rating of Caltrain onboard experience



(See Statistical Table Q7J and Q7R)

STATION ATTRIBUTE RATINGS (MEAN SCORES – ASKED QUESTIONS)

	<u>Mean Score</u> (5 point scale)
Experience purchasing your ticket.....	4.22
Clipper tap on and off equipment	4.20
Location of electronic platform signs.....	4.09
Frequency of station announcements	3.92
Your sense of safety at stations	3.87
Posted information on info. boards.....	3.86
Cleanliness at the stations	3.77
Adequacy and clarity of station announcements .	3.71
Being informed of delays that exceed 10 Min	3.50
OVERALL EXPERIENCE AT CALTRAIN STATIONS	4.00

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.
 Base: Total (2,120)

(See Statistical Tables Q7A-Q7J)

ONBOARD RATINGS (MEAN SCORES – ASKED QUESTIONS)

	<u>Mean Score</u> (5 point scale)
Politeness and helpfulness of conductors	4.41
Your sense of safety on the train	4.26
Adequacy & clarity of onboard announcements ..	3.86
Cleanliness of interiors	3.76
Being informed of delays that exceed 10 Min.	3.74
Availability of printed materials.....	3.72
Satisfaction with current schedule	3.57
OVERALL EXPERIENCE ONBOARD TRAINS.....	4.05

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.
 Base: Total (2,120)

(See Statistical Tables Q71-Q70)

COMMUNICATION RATINGS (MEAN SCORES – ASKED QUESTIONS)

	<u>Mean Score</u> (5 point scale)
Frequency of conductor announcements.....	3.97
Information shown on electronic platform signs..	3.82
Real time predictions posted on electronic platform signs	3.73
Information shown on 3rd party Caltrain apps.....	3.54
Service delay information	3.40

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.
 Base: Total (2,120)

(See Statistical Tables Q8A-Q8E)

QUADRANT ANALYSIS

The chart on the next page is designed to help set priorities for future initiatives to improve customer satisfaction. This chart quantifies how important each service characteristic appears to be from a customer perspective (using the vertical axis) and shows the average customer rating for each characteristic (using the horizontal axis).

The vertical axis crosses the horizontal axis at the average (mean) performance rating. Values along the horizontal axis are average ratings. Customers marked their ratings on a scale of 1 = Very Dissatisfied and 5 = Very Satisfied, so higher ratings on the right side of the Quadrant Chart are better scores and those on the left side are worse. The vertical axis ("Derived Importance") scale was derived by correlating each of the service attributes with customers' overall satisfaction levels. Those service attributes having strong correlations with overall satisfaction are seen as "More Important," while those with weaker correlations are seen as "Less Important."

For example, on the Station Ratings page, customer ratings of *"Your Sense of Security at Stations"* are very strongly correlated with overall station satisfaction (i.e., customers that find stations safe tend to be more satisfied with their station experience, and conversely customers that find stations unsafe tend to be less satisfied). On the other hand, customer ratings of *"Information Shown on 3rd Party Caltrain Apps"* have only a weak correlation with station satisfaction (i.e., it is not uncommon for customers to rate information on 3rd party apps highly, even though they are dissatisfied overall with Caltrain services). Therefore, *"Your Sense of Security at Stations"* is located in the upper part of the chart, while *"Information Shown on 3rd Party Caltrain Apps"* is located in the lower part.

Specific values along the vertical axis are derived by calculating ratios between correlation coefficients for each service attribute and the median correlation level. Those service attributes above 100 are more correlated with overall satisfaction, while those below 100 are less so.

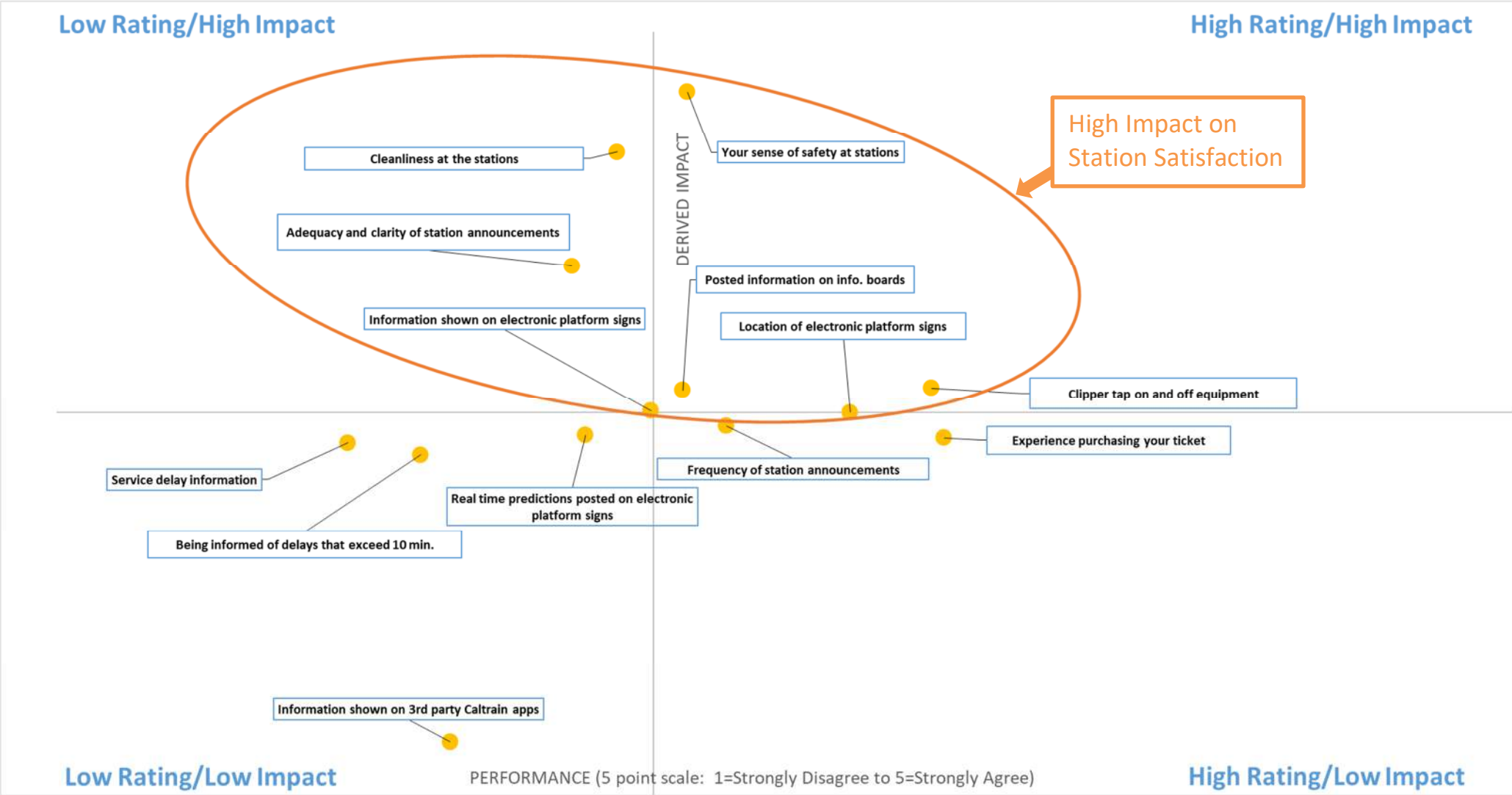
The ratings with the greatest impact on station satisfaction were:

- Feeling of safety at the station;
- Station cleanliness;
- Adequacy and clarity of station announcements
- Posted information; and
- Clipper tap on/off equipment.

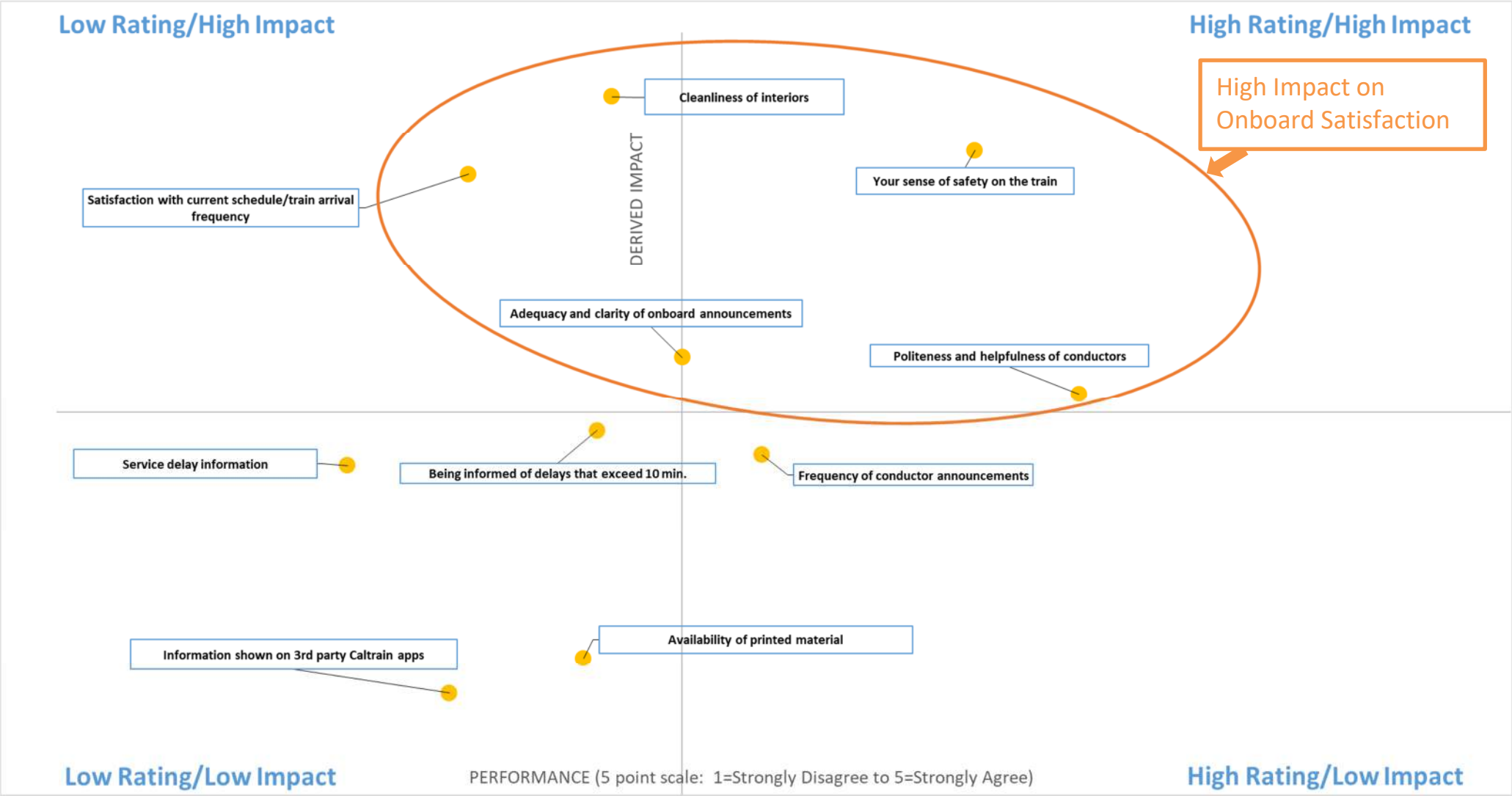
The ratings with the greatest impact on onboard satisfaction were:

- Cleanliness of interiors;
- Feeling of safety onboard;
- Satisfaction with current schedule/frequency;
- Adequacy and clarity of routine onboard announcements
- Politeness and helpfulness of conductors.

Station Ratings



Onboard Ratings



DETAILED RESULTS

RATING OF CALTRAIN SERVICE

STATION RATINGS OVERALL

- Respondents rated their overall experience at Caltrain stations 4.00 (out of 5.00), continuing the decrease from 2022 (4.05) and 2021 (4.22).
- Among attributes, all ratings decreased from 2022. The greatest decrease was “Being informed of delays that exceed 10 minutes” which decreased from 3.70 in 2022 to 3.50 in 2023.
- Of the two new attributes, respondents were generally satisfied with “Clipper tag on and off equipment” rating it 4.20 (out of 5.0), but less so with “Your sense of safety at stations,” rating that attribute 3.87 (out of 5.0)

	Mean Scores (5 point scale)		
	JULY 2023	JUNE 2022	JULY 2021
Base: (All Respondents)*	2,239	2,120	2,296
Experience purchasing your ticket	4.22	4.29	4.19
Clipper tag on and off equipment	4.20	-	-
Location of electronic platform signs	4.09	4.16	4.21
Frequency of station announcements	3.92	4.02	4.08
Your sense of safety at stations	3.87	-	-
Posted information on info. Boards	3.86	3.95	4.12
Cleanliness at the stations	3.77	3.91	4.14
Adequacy and clarity of station announcements	3.71	3.85	3.98
Being informed of delays that exceed 10 minutes	3.50	3.70	4.00
Overall experience at Caltrain stations	4.00	4.05	4.22

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

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

(See Statistical Tables Q7A – Q7J)

STATION RATINGS OVERALL (continued)

N=base of survey participants

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

	JULY 2023 N=2,239*		JUNE 2022 N=2,120*			JULY 2021 N=2,296*		
	VERY SATISFIED		VERY DISSATISFIED			NOT APPLICABLE	MEAN SCORE	
	5	4	3	2	1	[]	(5 Pt. Scale)	
Experience purchasing your ticket								
JULY 2023	49	26	11	5	2	6	4.22	
JUNE 2022	52	25	10	4	2	7	4.29	
JULY 2021	47	27	14	5	2	5	4.19	
Clipper tag on and off equipment								
JULY 2023	42	25	11	4	2	15	4.20	
Location of electronic platform signs								
JULY 2023	39	35	17	5	1	2	4.09	
JUNE 2022	43	34	16	4	1	2	4.16	
JULY 2021	46	31	14	4	1	3	4.21	
Frequency of station announcements								
JULY 2023	32	34	22	6	2	4	3.92	
JUNE 2022	37	33	20	5	2	3	4.02	
JULY 2021	39	30	16	5	2	9	4.08	
Your sense of safety at stations								
JULY 2023	30	38	23	7	2	1	3.87	
Posted information on info. boards								
JULY 2023	30	32	22	7	2	6	3.86	
JUNE 2022	35	32	19	7	2	5	3.95	
JULY 2021	42	30	16	5	2	5	4.12	
Cleanliness at the stations								
JULY 2023	25	40	26	8	2	<1	3.77	
JUNE 2022	31	38	23	6	2	<1	3.91	
JULY 2021	36	48	13	3	1	<1	4.14	

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

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

(See Statistical Tables Q7A – Q7J)

STATION RATINGS OVERALL (continued)

N=base of survey participants

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

	JULY 2023 N=2,239*		JUNE 2022 N=2,120*		JULY 2021 N=2,296*		MEAN SCORE (5 Pt. Scale)
	VERY SATISFIED		VERY DISSATISFIED		NOT APPLICABLE []		
	5	4	3	2	1		
Adequacy and clarity of station announcements							
JULY 2023	26	34	24	11	3	2	3.71
JUNE 2022	33	32	22	8	3	2	3.85
JULY 2021	38	29	19	6	3	6	3.98
Being informed of delays that exceed 10 minutes							
JULY 2023	23	26	22	14	7	9	3.50
JUNE 2022	29	26	20	10	5	10	3.70
JULY 2021	34	32	17	6	2	9	4.00
Overall experience at Caltrain stations							
JULY 2023	26	51	19	3	1	1	4.00
JUNE 2022	31	46	18	3	1	<1	4.05
JULY 2021	43	37	14	2	1	2	4.22

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

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

(See Statistical Tables Q7A – Q7J)

STATION RATINGS BY TIME PERIOD

- By time period, Weekday Peak riders rated their overall station experience much lower than Weekday Off-Peak riders. Weekend riders rated their overall station experience considerably higher.
- While both Weekday Peak and Weekday Off-Peak riders rated several attributes somewhat lower than the overall mean score, the largest negative difference was “*Being informed of delays that exceed 10 minutes*” which Peak riders rated at 3.38, compared to the 3.50 average score.
- Weekend riders were most likely to rate attributes higher than the other subgroups, giving both their overall experience at stations and each of the seven attribute ratings higher scores than the overall mean score.

	Mean Scores (5 point scale) – JULY 2023			
	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,239	1,207	581	451
Experience purchasing your ticket	4.22	4.19	4.18	4.35
Clipper tag on and off equipment	4.20	4.19	4.17	4.28
Location of electronic platform signs	4.09	4.05	4.09	4.20
Frequency of station announcements	3.92	3.89	3.91	3.98
Your sense of safety at stations	3.87	3.85	3.86	3.91
Posted information on info. boards	3.86	3.81	3.83	4.01
Cleanliness at the stations	3.77	3.73	3.75	3.91
Adequacy and clarity of station announcements	3.71	3.66	3.68	3.88
Being informed of delays that exceed 10 minutes	3.50	3.38	3.53	3.81
Overall experience at Caltrain stations	4.00	3.97	3.96	4.13

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

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

Highest Score among Subgroups Lowest Score among Subgroups

(See Statistical Tables Q7A-Q7J)

STATION RATINGS BY TYPE OF SERVICE

Weekend Local riders provided the highest ratings overall and for most of the attributes, but Weekday Local riders rated their sense of safety at stations the highest among the subgroups.

	Mean Scores (5 point scale) – JULY 2023						
	Overall Mean Score	Weekday Local	Weekday Limited 3	Weekday Limited 4	Weekday Limited 5	Weekday Bullet	Weekend Local
Base: (All Respondents)*	2,239	552	306	306	411	213	451
Experience purchasing your ticket	4.22	4.25	4.11	4.22	4.16	4.11	4.35
Clipper tag on and off equipment	4.20	4.27	4.11	4.16	4.14	4.19	4.28
Location of electronic platform signs	4.09	4.08	3.98	4.02	4.12	4.03	4.20
Frequency of station announcements	3.92	3.95	3.81	3.89	3.92	3.87	3.98
Your sense of safety at stations	3.87	3.92	3.85	3.81	3.83	3.79	3.91
Posted information on info. boards	3.86	3.85	3.73	3.81	3.84	3.85	4.01
Cleanliness at the stations	3.77	3.85	3.65	3.74	3.70	3.63	3.91
Adequacy and clarity of station announcements	3.71	3.67	3.66	3.63	3.67	3.71	3.88
Being informed of delays that exceed 10 minutes	3.50	3.44	3.34	3.32	3.54	3.47	3.81
Overall experience at Caltrain stations	4.00	4.03	3.93	3.98	3.94	3.88	4.13

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

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

Highest Score among Subgroups Lowest Score among Subgroups

(See Statistical Tables Q7A-Q7J)

ONBOARD RATINGS OVERALL

- Respondents rated their overall experience onboard Caltrain trains 4.05 (out of 5.00), slightly lower than in 2022 (4.09) and the same as in 2021 (4.03).
- All attributes showed decreases. The greatest decreases were seen in *“Being informed of delays that exceed 10 minutes”* which decreased from 3.90 in 2022 to 3.74 in 2023, and *“Cleanliness of train interiors”* which decreased from 3.92 in 2022 to 3.76 in 2023.
- While *“Satisfaction with current schedule/arrival frequency”* also saw a significant decrease (from 3.73 in 2022 to 3.57 in 2023), this may be partially due to the adjustment in question wording.

	Mean Scores (5 point scale)		
	JULY 2023	JUNE 2022	JULY 2021
Base: (All Respondents)*	2,239	2,120	2,296
Politeness and helpfulness of conductors	4.41	4.47	4.37
Your sense of safety on the train	4.26	-	-
Adequacy and clarity of routine onboard announcements	3.86	3.94	4.07
Cleanliness of train interiors	3.76	3.92	4.10
Being informed of delays that exceed 10 minutes	3.74	3.90	4.07
Availability of printed materials	3.72	3.87	4.24
Satisfaction with current schedule/arrival frequency**	3.57	3.73	3.84
Onboard experience (overall) on Caltrain	4.05	4.09	4.03

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

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

**In 2021 and 2022, This question read, “Satisfaction with current schedule “

(See Statistical Tables Q7K-Q7R)

ONBOARD RATINGS OVERALL (continued)

N=base of survey participants

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

	JULY 2023 N=2,239*			JUNE 2022 N=2,120*			JULY 2021 N=2,296*			
	VERY SATISFIED			VERY DISSATISFIED			NOT APPLICABLE	MEAN SCORE		
	5	4	3	2	1	[]	(5 Pt. Scale)			
Politeness and helpfulness of conductors										
JULY 2023	55	28	10	2	1	4	4.41			
JUNE 2022	58	28	8	1	<1	4	4.47			
JULY 2021	52	33	10	2	1	3	4.37			
Your sense of safety on the train										
JULY 2023	45	39	12	3	<1	1	4.26			
Adequacy and clarity of routine onboard announcements										
JULY 2023	33	32	20	9	3	3	3.86			
JUNE 2022	36	31	20	7	3	2	3.94			
JULY 2021	41	27	16	6	2	9	4.07			
Cleanliness of train interiors										
JULY 2023	27	37	25	8	3	<1	3.76			
JUNE 2022	34	36	21	7	3	<1	3.92			
JULY 2021	41	34	17	5	1	2	4.10			
Being informed of delays that exceed 10 minutes										
JULY 2023	27	28	19	9	4	13	3.74			
JUNE 2022	33	27	18	6	4	13	3.90			
JULY 2021	36	23	14	5	2	20	4.07			
Availability of printed materials										
JULY 2023	23	18	20	7	3	29	3.72			
JUNE 2022	29	23	20	6	2	20	3.87			
JULY 2021	44	23	13	3	2	15	4.24			
Satisfaction with current schedule/arrival frequency**										
JULY 2023	24	32	24	14	5	1	3.57			
JUNE 2022	30	31	21	11	5	1	3.73			
JULY 2021	35	30	20	9	4	1	3.84			
Overall rating of Caltrain onboard experience										
JULY 2023	30	48	18	3	<1	<1	4.05			
JUNE 2022	34	45	17	3	1	1	4.09			
JULY 2021	38	36	16	5	3	1	4.03			

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

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

**In 2021 and 2022, This question read, "Satisfaction with current schedule "

(See Statistical Tables Q7K-Q7R)

ONBOARD RATINGS BY TIME PERIOD

- Generally, weekend riders tend to be most satisfied, normally giving the highest onboard ratings (including the overall onboard rating). The sole exception to this was the rating for “Your sense of safety on the train” where weekday peak riders were slightly more satisfied.
- Weekday peak riders were the least satisfied, rating most attributes the lowest among these subgroups, however, weekday off-peak riders were the least satisfied with “Politeness and helpfulness of conductors, Your sense of safety on the train,” and the overall onboard experience.

	Mean Scores (5 point scale) – JULY 2023			
	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,239	1,207	581	451
Politeness and helpfulness of conductors	4.41	4.42	4.34	4.46
Your sense of safety on the train	4.26	4.28	4.22	4.27
Adequacy and clarity of routine onboard announcements	3.86	3.80	3.89	3.99
Cleanliness of train interiors	3.76	3.67	3.79	3.98
Being informed of delays that exceed 10 minutes	3.74	3.68	3.73	3.96
Availability of printed materials	3.72	3.69	3.66	3.89
Satisfaction with current schedule/arrival frequency	3.57	3.53	3.54	3.70
Onboard experience (overall) on Caltrain	4.05	4.03	4.02	4.16

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

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

Highest Score among Subgroups Lowest Score among Subgroups

(See Statistical Tables Q7K-Q7R)

ONBOARD RATINGS BY TYPE OF SERVICE

- By type of service, weekend local riders were the most satisfied, giving the highest onboard ratings (including the overall onboard rating). The sole exception to this was the rating “*Your sense of safety on the train,*” where weekday limited 4 riders were the most satisfied.
- Weekday limited 3 riders were the least satisfied, rating most of the attributes the lowest.

	Mean Scores (5 point scale) – JULY 2023						
	Overall Mean Score	Weekday Local	Weekday Limited 3	Weekday Limited 4	Weekday Limited 5	Weekday Bullet	Weekend Local
Base: (All Respondents)*	2,239	552	306	306	411	213	451
Politeness and helpfulness of conductors	4.41	4.40	4.44	4.41	4.35	4.36	4.46
Your sense of safety on the train	4.26	4.29	4.29	4.30	4.21	4.19	4.27
Adequacy and clarity of routine onboard announcements	3.86	3.91	3.72	3.79	3.86	3.80	3.99
Cleanliness of train interiors	3.76	3.75	3.65	3.65	3.79	3.60	3.98
Being informed of delays that exceed 10 minutes	3.74	3.67	3.70	3.69	3.73	3.69	3.96
Availability of printed materials	3.72	3.76	3.58	3.70	3.59	3.76	3.89
Satisfaction with current schedule/arrival frequency	3.57	3.52	3.43	3.51	3.60	3.62	3.70
Onboard experience (overall) on Caltrain	4.05	4.09	3.98	4.03	4.00	3.98	4.16

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

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

Highest Score among Subgroups Lowest Score among Subgroups

(See Statistical Tables Q7K-Q7R)

OVERALL SATISFACTION WITH CALTRAIN[^]

Q7J. Overall rating of Caltrain station experience?

Q7R. Overall rating of Caltrain onboard experience

- Respondents are generally satisfied with Caltrain service, with 78% satisfied with their combined station and onboard experience, rating it a (4.03 out of 5.00).
- Comparing the average score to average scores from previous surveys, there is decrease in overall satisfaction. This is driven by a shift from ratings of Very Satisfied (5.0 out of 5.0) to ratings of Somewhat Satisfied (4.0) and Neutral (3.0)

	JULY 2023	JUNE 2022	JULY 2021
Base: (All Respondents)*	2,239	2,120	2,296
	%		
Very Satisfied (5)	28	33	41
(4)	49	46	37
(3)	19	18	15
(2)	3	3	4
Very Dissatisfied (1)	1	1	2
Not Applicable	<1	<1	2
	100	100	100
RECAP %			
Satisfied (5 or 4)	78	78	77
Neutral (3)	19	18	15
Dissatisfied (1 or 2)	3	4	6
MEAN	4.03	4.07	4.12

[^] Due to a layout error, it was decided to use the average of the overall ratings for station and onboard experience, rather than the answer to Q7S "How would you rate your overall Caltrain experience?" In order to maintain valid comparisons, the data shown on this table for 2022 and 2021 are the average of the ratings for station and onboard experience (Q7H and Q7O, respectively) and will not match previously published figures for satisfaction which was based on answers to the single rating question (Q7P).

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

(See Statistical Table Q7J_R)

OVERALL SATISFACTION WITH CALTRAIN – BY SUB-GROUPS

	BASE (#)	MEAN (5 PT SCALE)	Very Satisfied (5 rating) %	Satisfied (4 rating) %	Dissatisfied (2 or 1 rating) %	Neutral/NA (3 rating) %
TOTAL	2,239	4.03	28	49	3	19
BY RIDERSHIP SEGMENT						
Weekday Peak	1,207	4.00	27%	50%	4%	19%
Weekday Off-peak	581	3.99	27%	49%	4%	20%
Weekend	451	4.15	35%	46%	2%	18%
BY TYPE OF SERVICE						
Weekday Local	552	4.06	30%	49%	4%	17%
Weekday Limited 3	306	3.95	23%	52%	3%	22%
Weekday Limited 4	306	4.00	25%	54%	3%	18%
Weekday Limited 5	411	3.97	26%	49%	4%	20%
Weekday Bullet	213	3.93	27%	45%	5%	23%
Weekend Local	451	4.15	35%	46%	2%	18%
BY CONSIST						
Gallery	1,335	4.04	29%	49%	3%	19%
Bombardier	904	4.01	28%	49%	3%	20%
BY FREQUENCY						
5 + Days/Wk	572	4.02	30%	46%	4%	19%
3-4 Days/Wk	542	3.90	22%	50%	5%	23%
1-2 Days/Wk	409	4.00	25%	53%	2%	20%
1 Day/Month or Less	689	4.15	34%	49%	2%	16%
BY FARE MEDIA						
Clipper: One Way	769	4.02	27%	52%	3%	19%
Clipper: Caltrain Monthly	492	3.98	28%	48%	4%	20%
Day Pass	238	4.14	36%	45%	4%	15%
Go Pass	276	3.90	19%	54%	2%	25%
Other	49	4.05	32%	46%	5%	16%

(See Statistical Table Q7J_R)

COMMUNICATION RATINGS OVERALL

- In 2023, all communication ratings decreased since 2022. Service delay information decreased the most, decreasing from 3.62 in 2022 to 3.40 in 2023.

	Mean Scores (5 point scale)		
	JULY 2023	JUNE 2022	JULY 2021
Base: (All Respondents)*	2,239	2,120	2,296
Frequency of conductor announcements	3.97	4.13	4.16
Information shown on electronic platform signs	3.82	3.95	4.11
Real time predictions posted on electronic platform signs	3.73	3.86	4.11
Information shown on 3 rd party apps	3.54	-	-
Service delay information	3.40	3.62	4.03

N=base of survey participants

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

JULY 2023 N=2,329*

JUNE 2022 N=2,120*

JULY 2021 N=2,296*

	VERY SATISFIED			VERY DISSATISFIED		NOT APPLICABLE	MEAN SCORE
	5	4	3	2	1	[]	(5 Pt. Scale)
Frequency of conductor announcements							
JULY 2023	31	37	22	4	1	5	3.97
JUNE 2022	39	35	18	3	1	3	4.13
JULY 2021	42	33	17	3	1	4	4.16
Information shown on electronic platform signs							
JULY 2023	28	36	25	7	2	2	3.82
JUNE 2022	35	35	20	6	2	2	3.95
JULY 2021	36	32	18	5	1	7	4.04
Real time predictions posted on electronic platform signs							
JULY 2023	26	34	22	10	3	3	3.73
JUNE 2022	34	31	20	8	4	3	3.86
JULY 2021	41	33	16	5	2	4	4.11
Information shown on 3rd party apps							
JULY 2023	17	20	20	7	4	31	3.54
Service delay information							
JULY 2023	16	30	27	14	6	8	3.40
JUNE 2022	23	30	23	10	4	9	3.62
JULY 2021	33	36	17	4	1	8	4.03

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

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

(See Statistical Tables Q8A-Q8E)

COMMUNICATION RATINGS BY TIME PERIOD

Weekday peak riders were generally the least satisfied with Caltrain communication to riders.

	Mean Scores (5 point scale) – JULY 2023			
	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,239	1,207	581	451
Frequency of conductor announcements	3.97	3.96	3.95	4.04
Information shown on electronic platform signs	3.82	3.71	3.85	4.07
Real time predictions posted on electronic platform signs	3.73	3.63	3.72	3.99
Information shown on 3 rd party apps	3.54	3.41	3.59	3.83
Service delay information	3.40	3.32	3.34	3.71

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

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

[Highest Score among Subgroups](#) [Lowest Score among Subgroups](#)

(See Statistical Tables Q8A-Q8E)

COMMUNICATIONS RATINGS BY TYPE OF SERVICE

Weekend Local riders rated Caltrain’s communication the highest and weekday limited 3 riders rated it the lowest.

	Overall Mean Score	Mean Scores (5 point scale) – JULY 2023					
		Weekday Local	Weekday Limited 3	Weekday Limited 4	Weekday Limited 5	Weekday Bullet	Weekend Local
Base: (All Respondents)*	2,239	552	306	306	411	213	451
Frequency of conductor announcements	3.97	4.02	3.85	3.97	3.94	3.97	4.04
Information shown on electronic platform signs	3.82	3.78	3.61	3.68	3.86	3.80	4.07
Real time predictions posted on electronic platform signs	3.73	3.71	3.49	3.63	3.73	3.70	3.99
Information shown on 3 rd party apps	3.54	3.55	3.18	3.42	3.56	3.55	3.83
Service delay information	3.40	3.41	3.21	3.27	3.32	3.40	3.71

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

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

Highest Score among Subgroups Lowest Score among Subgroups

(See Statistical Tables Q8A-Q8D)

CAR ACCESS

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

2023 continues an increase in choice riders (riders who have a vehicle available for their trip but instead opt for Caltrain). Half of riders (51%) said they had access to a car for the surveyed trip compared to 46% in 2022, and 39% in 2021.

Weekday Peak riders were most likely to have access to a car (54%), while Weekday Peak riders were least likely to have access to a car (46%).

Did you have access to a car for this particular trip?	JULY 2023	JUNE 2022	JULY 2021
Base: (All Respondents)*	2,239	2,120	2,296
No	50%	55%	61%
Yes	51%	46%	39%

Did you have access to a car for this particular trip?	2023 Total	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,239	1,207	581	451
No	50%	46%	54%	48%
Yes	51%	54%	46%	52%

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

(See Statistical Tables Q6)

BIKE USE

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

- Two in ten respondents (20%) bring a bike or scooter with them on their Caltrain trip, while another 3% leave their bike or scooter at the station.

Do you usually ride a bike when you use Caltrain?	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,239	1,207	581	451
No	77%	73%	77%	86%
Yes – bring bike (or scooter) onboard	20%	23%	19%	12%
Yes – leave bike (or scooter) at station	3%	4%	4%	2%

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

(See Statistical Table Q9)

FARE MEDIA

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

What is your fare category?

- While weekend riders were most likely to be using one-way ticket(22% vs. 16% overall), they were the most likely of the subgroups to use a Day Pass (19% vs. 11% overall).
- Weekday Peak riders are twice (30% vs. 23%) as likely to be travelling on a monthly pass than Off-Peak riders (16%).

How did you pay for this train trip (today)?^	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,239	1,207	581	451
Clipper: One-way	36%	33%	38%	39%
Clipper: Caltrain monthly	23%	30%	16%	10%
One-way ticket	16%	12%	19%	22%
Go Pass	13%	15%	13%	5%
Day Pass	11%	7%	13%	19%
Other	2%	2%	2%	5%

What is your fare category?	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)*	2,239	1,207	581	451
Adult (age 19 through 64)	89%	93%	87%	84%
Youth (age 18 and younger)	6%	4%	8%	9%
Senior (age 65 and older)	4%	2%	4%	6%
Disabled	1%	1%	1%	2%
Medicare cardholder	<1%	<1%	1%	-

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

(See Statistical Tables Q2 and Q3)

BOARDING/ALIGHTING STATIONS

At what station did you get ON this train?

At what station will you get OFF this train?

Riders are most likely to board at San Francisco, San Jose-Diridon, Palo Alto, or Mountain View – and are most likely to exit at these same four stations.

Boarding Station[^]

	TOTAL	Weekday Peak	Weekday Off-peak	Weekend
Base: (All Respondents)*	2,239	1,207	581	451
San Francisco (4th & King)	26%	21%	40%	22%
San Jose Diridon	11%	11%	6%	17%
Palo Alto	8%	10%	7%	5%
Mountain View	7%	8%	6%	8%
Sunnyvale	6%	5%	6%	8%
Redwood City	5%	6%	5%	3%
Millbrae	4%	5%	2%	6%
Santa Clara	4%	4%	3%	6%
22nd Street	4%	3%	6%	3%
Hillsdale	3%	3%	3%	2%
Lawrence	3%	4%	2%	2%
San Mateo	3%	3%	4%	2%

Alighting Station[^]

	TOTAL	Weekday Peak	Weekday Off-peak	Weekend
Base: (All Respondents)*	2,239	1,207	581	451
San Francisco (4th & King)	23%	22%	16%	35%
Palo Alto	12%	12%	12%	13%
Mountain View	7%	6%	10%	6%
San Jose Diridon	7%	6%	8%	8%
Redwood City	6%	6%	8%	3%
Millbrae	5%	4%	5%	7%
Sunnyvale	5%	5%	5%	5%
22nd Street	5%	6%	5%	1%
Hillsdale	5%	5%	6%	2%
San Mateo	3%	3%	5%	2%
Menlo Park	3%	3%	3%	2%
Santa Clara	3%	1%	4%	4%

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

(See Statistical Tables Q4 and Q5)

APPENDICES

APPENDIX A - QUESTIONNAIRES

Original Survey Instruments



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

POSTAGE WILL BE PAID BY ADDRESSEE

PASSENGER SURVEY
 CALTRAIN
 PO BOX 3006
 SAN CARLOS CA 94070-9927



Caltrain Rider Survey 2023

Dear Caltrain Rider,

Thank you for participating! Please complete this survey and tell us how we are doing. You can hand the survey back, mail it, or complete online at: www.caltrainsurvey.com



1. How often do you usually ride Caltrain?
- | | |
|--|---|
| <input type="checkbox"/> 6 – 7 days/week | <input type="checkbox"/> 2 days /week |
| <input type="checkbox"/> 5 days /week | <input type="checkbox"/> 1 day /week |
| <input type="checkbox"/> 4 days /week | <input type="checkbox"/> 1 - 3 days /month |
| <input type="checkbox"/> 3 days /week | <input type="checkbox"/> Less than once a month |

2. What ticket/card did you use (*today*)?
- | | |
|--|---|
| <input type="checkbox"/> One-way ticket | <input type="checkbox"/> Day Pass |
| <input type="checkbox"/> Clipper: one way | <input type="checkbox"/> Go Pass |
| <input type="checkbox"/> Clipper: Caltrain monthly | <input type="checkbox"/> Other (specify): _____ |

3. What is your fare category?
- | | |
|---|--|
| <input type="checkbox"/> Adult (<i>age 19 through 64</i>) | <input type="checkbox"/> Youth (<i>age 18 and younger</i>) |
| <input type="checkbox"/> Senior (<i>age 65 and older</i>) | <input type="checkbox"/> Disabled |
| <input type="checkbox"/> Medicare cardholder | |

4. Which station do you usually get ON Caltrain?
 _____ (station)

5. Which station do you usually get OFF Caltrain?
 _____ (station)

6. Do you also have access to a car when you choose to ride Caltrain?
- Yes
 No

Shift ID: _____

RATINGS

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



At Stations

a. Cleanliness at the stations.....	1	2	3	4	5	o
b. Being informed of delays that exceed 10 min	1	2	3	4	5	o
c. Frequency of station announcements.....	1	2	3	4	5	o
d. Location of electronic platform signs.....	1	2	3	4	5	o
e. Posted information on info. boards (schedules, flyers)	1	2	3	4	5	o
f. Adequacy and clarity of station announcements	1	2	3	4	5	o
g. Your sense of safety at stations.....	1	2	3	4	5	o
h. Experience purchasing your ticket (mobile app, Caltrain ticket machine, Clipper, etc.)	1	2	3	4	5	o
i. Clipper tap on and off equipment.....	1	2	3	4	5	o
j. Overall rating of Caltrain <u>station</u> experience ...	1	2	3	4	5	o

Onboard Trains

k. Politeness and helpfulness of conductors.....	1	2	3	4	5	o
l. Availability of printed material	1	2	3	4	5	o
m. Being informed of delays that exceed 10 minutes.....	1	2	3	4	5	o
n. Adequacy and clarity of onboard announcements	1	2	3	4	5	o
o. Your sense of safety on the train	1	2	3	4	5	o
p. Cleanliness of interiors.....	1	2	3	4	5	o
q. Satisfaction with current schedule/train arrival frequency	1	2	3	4	5	o
r. Overall rating of Caltrain <u>onboard</u> experience	1	2	3	4	5	o

Overall

s. How would you rate your **overall** Caltrain experience 5 4 3 2 1 o

Communication

8. Circle the number that best reflects your rating.



a. Service delay information	1	2	3	4	5	o
b. Real time predictions posted on electronic platform signs	1	2	3	4	5	o
c. Information shown on electronic platform signs	1	2	3	4	5	o
d. Information shown on 3 rd party Caltrain apps	1	2	3	4	5	o
e. Frequency of conductor announcements	1	2	3	4	5	o

ABOUT YOU

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

- No
- Yes – bring bike (or scooter) onboard
- Yes – leave bike (or scooter) at station

10. Contact information. Please write in your contact information to allow Caltrain to contact you for research purposes only.

Name: _____ Phone: (____) _____

Email: _____

Check here if you would like to also opt-in for Caltrain updates/information using the contact information above.

COMMENTS



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

PASSENGER SURVEY
 CALTRAIN
 PO BOX 3006
 SAN CARLOS CA 94070-9927



Encuesta a pasajeros de Caltrain 2023

Estimado pasajero de Caltrain,

¡Gracias por participar! Sírvase llenar esta encuesta y díganos cómo le ha ido. Puede devolver personalmente, enviar por correo o llenar en línea la encuesta en: www.caltrainsurvey.com



- ¿Con qué frecuencia por lo general utiliza Caltrain?

<input type="checkbox"/> 6 – 7 días/semana	<input type="checkbox"/> 2 días /semana
<input type="checkbox"/> 5 días /semana	<input type="checkbox"/> 1 día /semana
<input type="checkbox"/> 4 días /semana	<input type="checkbox"/> 1 - 3 días/mes
<input type="checkbox"/> 3 días/ semana	<input type="checkbox"/> Menos de una vez al mes
- ¿Qué boleto/tarjeta utilizó? (*hoy*)

<input type="checkbox"/> Boleto de ida	<input type="checkbox"/> Pase de 1 día
<input type="checkbox"/> Clipper: de ida	<input type="checkbox"/> Go Pass
<input type="checkbox"/> Clipper: Caltrain mensual	<input type="checkbox"/> Otro (especificar): _____
- ¿Cuál es la categoría de su tarifa?

<input type="checkbox"/> Adulto (<i>de 19 a 64 años</i>)	<input type="checkbox"/> Joven (<i>de 18 años y menores</i>)
<input type="checkbox"/> Adulto mayor (<i>de 65 años en adelante</i>)	<input type="checkbox"/> Incapacitado
<input type="checkbox"/> Titular de tarjeta Medicare	
- ¿En qué estación por lo general se sube a Caltrain?
 _____ (*estación*)
- ¿En qué estación por lo general se baja de Caltrain?
 _____ (*estación*)
- ¿Tiene también acceso a un vehículo cuando opta por subirse a Caltrain?

<input type="checkbox"/> Sí
<input type="checkbox"/> No

ID de turno: _____

CALIFICACIONES

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

		Muy insatisfecho	←	→	Muy satisfecho	NA
En las estaciones						
a. Limpieza de las estaciones	1	2	3	4	5	o
b. Información de retrasos mayores a 10 minutos	1	2	3	4	5	o
c. Frecuencia de anuncios en la estación.....	1	2	3	4	5	o
d. Ubicación de señales de plataformas electrónicas	1	2	3	4	5	o
e. Información publicada en carteleras de información (horarios, volantes).....	1	2	3	4	5	o
f. Idoneidad y claridad de anuncios de la estación	1	2	3	4	5	o
g. Su sentido de seguridad en las estaciones	1	2	3	4	5	o
h. Experiencia al comprar su boleto (aplicación móvil, máquina de boletos de Caltrain, Clipper, etc.).....	1	2	3	4	5	o
i. Equipo de subida y bajada de Clipper	1	2	3	4	5	o
j. Calificación general de experiencia en <u>estación</u> Caltrain	1	2	3	4	5	o
A bordo de los trenes						
k. Educación y atención de los conductores	1	2	3	4	5	o
l. Disponibilidad de material impreso	1	2	3	4	5	o
m. Ser informado de retrasos que excedan de 10 minutos	1	2	3	4	5	o
n. Idoneidad y claridad de los anuncios a bordo	1	2	3	4	5	o
g. Su sentido de seguridad en el tren.....	1	2	3	4	5	o
p. Limpieza de los interiores	1	2	3	4	5	o
q. Satisfacción con la frecuencia de llegada del horario/tren	1	2	3	4	5	o
r. Calificación general de experiencia <u>a bordo</u> de Caltrain	1	2	3	4	5	o

General

s. Cómo sería su calificación **general**

Experiencia en Caltrain..... 5 4 3 2 1 0

Comunicación

8. Encierre en un círculo el número que mejor refleje su calificación.

		Muy Insatisfecho	←	→	Muy Satisfecho	NA
a. Información de retraso en el servicio	1	2	3	4	5	o
b. Predicciones en tiempo real publicadas en señales de plataformas electrónicas	1	2	3	4	5	o
c. Información mostrada en señales de plataforma electrónica	1	2	3	4	5	o
d. Información mostrada en aplicación Caltrain de 3eros..	1	2	3	4	5	o
e. Frecuencia de anuncios del conductor.....	1	2	3	4	5	o

ACERCA DE USTED

9. ¿Conduce por lo general una bicicleta (o patineta) cuando utiliza Caltrain?

- No
- Sí – llevo mi bicicleta (o patineta) a bordo
- Sí – dejo mi bicicleta (o patineta) en la estación

10. Información de contacto. Escriba su información de contacto para permitir que Caltrain lo contacte solo para efectos de investigación.

Nombre: _____ Teléfono: (____) _____

Email: _____

- Haga clic aquí si también le gustaría optar por actualizaciones/información de Caltrain utilizando la información de contacto anterior.

OBSERVACIONES

Revised Survey Instruments – July 20, 2023



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

POSTAGE WILL BE PAID BY ADDRESSEE

PASSENGER SURVEY
CALTRAIN
PO BOX 3006
SAN CARLOS CA 94070-9927



Caltrain Rider Survey 2023

Dear Caltrain Rider,

Thank you for participating! Please complete this survey and tell us how we are doing. You can hand the survey back, mail it, or complete online at: www.caltrainsurvey.com



1. How often do you usually ride Caltrain?
- | | |
|--|---|
| <input type="checkbox"/> 6 – 7 days/week | <input type="checkbox"/> 2 days /week |
| <input type="checkbox"/> 5 days /week | <input type="checkbox"/> 1 day /week |
| <input type="checkbox"/> 4 days /week | <input type="checkbox"/> 1 - 3 days /month |
| <input type="checkbox"/> 3 days /week | <input type="checkbox"/> Less than once a month |

2. What ticket/card did you use *(today)*?
- | | |
|--|---|
| <input type="checkbox"/> One-way ticket | <input type="checkbox"/> Day Pass |
| <input type="checkbox"/> Clipper: one way | <input type="checkbox"/> Go Pass |
| <input type="checkbox"/> Clipper: Caltrain monthly | <input type="checkbox"/> Other (specify): _____ |

3. What is your fare category?
- | | |
|---|--|
| <input type="checkbox"/> Adult <i>(age 19 through 64)</i> | <input type="checkbox"/> Youth <i>(age 18 and younger)</i> |
| <input type="checkbox"/> Senior <i>(age 65 and older)</i> | <input type="checkbox"/> Disabled |
| <input type="checkbox"/> Medicare cardholder | |

4. Which station do you usually get ON Caltrain?
 _____(station)

5. Which station do you usually get OFF Caltrain?
 _____(station)

6. Do you also have access to a car when you choose to ride Caltrain?
- | |
|------------------------------|
| <input type="checkbox"/> Yes |
| <input type="checkbox"/> No |

Shift ID: _____

v2

RATINGS

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



At Stations

- a. Cleanliness at the stations..... 1 2 3 4 5 o
- b. Being informed of delays that exceed 10 min 1 2 3 4 5 o
- c. Frequency of station announcements..... 1 2 3 4 5 o
- d. Location of electronic platform signs..... 1 2 3 4 5 o
- e. Posted information on info. boards (schedules, flyers) 1 2 3 4 5 o
- f. Adequacy and clarity of station announcements 1 2 3 4 5 o
- g. Your sense of safety at stations..... 1 2 3 4 5 o
- h. Experience purchasing your ticket (mobile app, Caltrain ticket machine, Clipper, etc.) 1 2 3 4 5 o
- i. Clipper tap on and off equipment..... 1 2 3 4 5 o
- j. Overall rating of Caltrain station experience ... 1 2 3 4 5 o

Onboard Trains

- k. Politeness and helpfulness of conductors..... 1 2 3 4 5 o
- l. Availability of printed material 1 2 3 4 5 o
- m. Being informed of delays that exceed 10 minutes..... 1 2 3 4 5 o
- n. Adequacy and clarity of onboard announcements 1 2 3 4 5 o
- o. Your sense of safety on the train 1 2 3 4 5 o
- p. Cleanliness of interiors..... 1 2 3 4 5 o
- q. Satisfaction with current schedule/train arrival frequency 1 2 3 4 5 o
- r. Overall rating of Caltrain onboard experience 1 2 3 4 5 o

Overall

- s. How would you rate your **overall** Caltrain experience 1 2 3 4 5 o

Communication

8. Circle the number that best reflects your rating.
-
- a. Service delay information 1 2 3 4 5 o
 - b. Real time predictions posted on electronic platform signs 1 2 3 4 5 o
 - c. Information shown on electronic platform signs 1 2 3 4 5 o
 - d. Information shown on 3rd party Caltrain apps 1 2 3 4 5 o
 - e. Frequency of conductor announcements 1 2 3 4 5 o

ABOUT YOU

- 9. Do you usually ride a bike (or scooter) when you use Caltrain?
 - No
 - Yes – bring bike (or scooter) onboard
 - Yes – leave bike (or scooter) at station

10. Contact information. Please write in your contact information to allow Caltrain to contact you for research purposes only.

Name: _____ Phone: (____) _____

Email: _____

Check here if you would like to also opt-in for Caltrain updates/ information using the contact information above.

COMMENTS



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

POSTAGE WILL BE PAID BY ADDRESSEE

PASSENGER SURVEY
CALTRAIN
PO BOX 3006
SAN CARLOS CA 94070-9927



Encuesta a pasajeros de Caltrain 2023

Estimado pasajero de Caltrain,

¡Gracias por participar! Sírvase llenar esta encuesta y díganos cómo le ha ido. Puede devolver personalmente, enviar por correo o llenar en línea la encuesta en: www.caltrainsurvey.com



- ¿Con qué frecuencia por lo general utiliza Caltrain?

<input type="checkbox"/> 6 – 7 días/semana	<input type="checkbox"/> 2 días /semana
<input type="checkbox"/> 5 días /semana	<input type="checkbox"/> 1 día /semana
<input type="checkbox"/> 4 días /semana	<input type="checkbox"/> 1 - 3 días/mes
<input type="checkbox"/> 3 días/ semana	<input type="checkbox"/> Menos de una vez al mes
- ¿Qué boleto/tarjeta utilizó? (*hoy*)

<input type="checkbox"/> Boleto de ida	<input type="checkbox"/> Pase de 1 día
<input type="checkbox"/> Clipper: de ida	<input type="checkbox"/> Go Pass
<input type="checkbox"/> Clipper: Caltrain mensual	<input type="checkbox"/> Otro (especificar): _____
- ¿Cuál es la categoría de su tarifa?

<input type="checkbox"/> Adulto (<i>de 19 a 64 años</i>)	<input type="checkbox"/> Joven (<i>de 18 años y menores</i>)
<input type="checkbox"/> Adulto mayor (<i>de 65 años en adelante</i>)	<input type="checkbox"/> Incapacitado
<input type="checkbox"/> Titular de tarjeta Medicare	
- ¿En qué estación por lo general se sube a Caltrain?
_____ (*estación*)
- ¿En qué estación por lo general se baja de Caltrain?
_____ (*estación*)
- ¿Tiene también acceso a un vehículo cuando opta por subirse a Caltrain?

<input type="checkbox"/> Sí
<input type="checkbox"/> No

ID de turno: _____
v2

CALIFICACIONES

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

Muy insatisfecho ← → Muy satisfecho NA

En las estaciones

a. Limpieza de las estaciones	1	2	3	4	5	o
b. Información de retrasos mayores a 10 minutos	1	2	3	4	5	o
c. Frecuencia de anuncios en la estación.....	1	2	3	4	5	o
d. Ubicación de señales de plataformas electrónicas	1	2	3	4	5	o
e. Información publicada en carteleras de información (horarios, volantes).....	1	2	3	4	5	o
f. Idoneidad y claridad de anuncios de la estación	1	2	3	4	5	o
g. Su sentido de seguridad en las estaciones	1	2	3	4	5	o
h. Experiencia al comprar su boleto (aplicación móvil, máquina de boletos de Caltrain, Clipper, etc.).....	1	2	3	4	5	o
i. Equipo de subida y bajada de Clipper	1	2	3	4	5	o
j. Calificación general de experiencia en <u>estación</u> Caltrain	1	2	3	4	5	o

A bordo de los trenes

k. Educación y atención de los conductores	1	2	3	4	5	o
l. Disponibilidad de material impreso	1	2	3	4	5	o
m. Ser informado de retrasos que excedan de 10 minutos	1	2	3	4	5	o
n. Idoneidad y claridad de los anuncios a bordo	1	2	3	4	5	o
g. Su sentido de seguridad en el tren.....	1	2	3	4	5	o
p. Limpieza de los interiores	1	2	3	4	5	o
q. Satisfacción con la frecuencia de llegada del horario/tren	1	2	3	4	5	o
r. Calificación general de experiencia <u>a bordo</u> de Caltrain	1	2	3	4	5	o

General

s. Cómo sería su calificación **general**

Experiencia en Caltrain..... 1 2 3 4 5 o

Comunicación

8. Encierre en un círculo el número que mejor refleje su calificación.

Muy Insatisfecho ← → Muy Satisfecho NA

a. Información de retraso en el servicio	1	2	3	4	5	o
b. Predicciones en tiempo real publicadas en señales de plataformas electrónicas	1	2	3	4	5	o
c. Información mostrada en señales de plataforma electrónica	1	2	3	4	5	o
d. Información mostrada en aplicación Caltrain de 3eros..	1	2	3	4	5	o
c. Frecuencia de anuncios del conductor.....	1	2	3	4	5	o

ACERCA DE USTED

9. ¿Conduce por lo general una bicicleta (o patineta) cuando utiliza Caltrain?

- No
- Sí – llevo mi bicicleta (o patineta) a bordo
- Sí – dejo mi bicicleta (o patineta) en la estación

10. Información de contacto. Escriba su información de contacto para permitir que Caltrain lo contacte solo para efectos de investigación.

Nombre: _____ Teléfono: (____) _____

Email: _____

- Haga clic aquí si también le gustaría optar por actualizaciones/información de Caltrain utilizando la información de contacto anterior.

OBSERVACIONES

APPENDIX B - SCHEDULE

TRAIN	DEPARTURE STATION	DEPART TIME	DAY	DATE	DIR
102	SAN FRANCISCO	4:51 AM	TUE	27-Jun	S
703	SAN JOSE-DIRIDON	6:59 AM	TUE	27-Jun	N
504	SAN FRANCISCO	9:14 AM	TUE	27-Jun	S
409	SAN JOSE-DIRIDON	3:44 PM	TUE	27-Jun	N
312	SAN FRANCISCO	5:32 PM	TUE	27-Jun	S
515	SAN JOSE-DIRIDON	7:43 PM	TUE	27-Jun	N
101	SAN JOSE-DIRIDON	4:28 AM	THUR	29-Jun	N
106	SAN FRANCISCO	6:39 AM	THUR	29-Jun	S
503	SAN JOSE-DIRIDON	9:43 AM	THUR	29-Jun	N
309	SAN JOSE-DIRIDON	4:24 PM	THUR	29-Jun	N
414	SAN FRANCISCO	6:12 PM	THUR	29-Jun	S
135	SAN JOSE-DIRIDON	8:24 PM	THUR	29-Jun	N
224	SAN FRANCISCO	8:28 AM	SAT	1-Jul	S
233	SAN JOSE-DIRIDON	11:12 AM	SAT	1-Jul	N
257	SAN JOSE-DIRIDON	5:12 PM	SAT	1-Jul	N
268	SAN FRANCISCO	7:58 PM	SAT	1-Jul	S
244	SAN FRANCISCO	1:58 PM	SUN	2-Jul	S
253	SAN JOSE-DIRIDON	4:12 PM	SUN	2-Jul	N
241	SAN JOSE-DIRIDON	1:12 PM	SUN	2-Jul	N
252	SAN FRANCISCO	3:58 PM	SUN	2-Jul	S
707	SAN JOSE-DIRIDON	3:59 PM	TUE	11-Jul	N
712	SAN FRANCISCO	6:06 PM	TUE	11-Jul	S
133	SAN JOSE-DIRIDON	7:54 PM	TUE	11-Jul	N
709	SAN JOSE-DIRIDON	4:59 PM	WED	12-Jul	N
132	SAN FRANCISCO	7:38 PM	WED	12-Jul	S
501	SAN JOSE-DIRIDON	5:09 AM	THUR	13-Jul	N
304	SAN FRANCISCO	7:32 AM	THUR	13-Jul	S
113	SAN JOSE-DIRIDON	9:54 AM	THUR	13-Jul	N
513	SAN JOSE-DIRIDON	2:43 PM	TUE	18-Jul	N
310	SAN FRANCISCO	4:29 PM	TUE	18-Jul	S

Caltrain Customer Satisfaction Survey – July 2023 | Summary Report

TRAIN	DEPARTURE STATION	DEPART TIME	DAY	DATE	DIR
104	SAN FRANCISCO	5:39 AM	TUE	18-Jul	S
407	SAN JOSE-DIRIDON	8:44 AM	TUE	18-Jul	N
119	SAN JOSE-DIRIDON	12:54 PM	WED	19-Jul	N
408	SAN FRANCISCO	3:11 PM	WED	19-Jul	S

109	SAN JOSE-DIRIDON	7:54 AM	WED	19-Jul	N
506	SAN FRANCISCO	10:14 AM	WED	19-Jul	S
129	SAN JOSE-DIRIDON	5:54 PM	WED	19-Jul	N
518	SAN FRANCISCO	8:13 PM	WED	19-Jul	S
125	SAN JOSE-DIRIDON	3:54 PM	THUR	20-Jul	N
516	SAN FRANCISCO	7:14 PM	THUR	20-Jul	S
502	SAN FRANCISCO	5:30 AM	TUE	25-Jul	S
103	SAN JOSE-DIRIDON	5:15 AM	TUE	25-Jul	N
406	SAN FRANCISCO	8:12 AM	TUE	25-Jul	S
401	SAN JOSE-DIRIDON	5:44 AM	WED	26-Jul	N
112	SAN FRANCISCO	9:38 AM	WED	26-Jul	S

APPENDIX C – SURVEY DISTRIBUTION AND RESPONSE

Caltrain July 2023 Customer Survey

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

Children under 13	10
Language barrier	8
Sleeping	71
Refused	333
Already Participated	82
Qst. distributed and not returned	398
TOTAL NON-RESPONSE (less already participated)	<u>820</u>
 Completes collected or mailed in:	 <u>2,239</u>
 <i>PASSENGERS ON SAMPLED CARS</i>	 <u>3,059</u>
<i>(Total completes + Total Non-response)</i>	

<u>Response Rate & % of Riders Who Completed Survey</u>	
<i>PASSENGERS ON SAMPLED CARS</i>	<u>3,059</u>
Less:	
Children Under 13	10
Language Barrier	8
Sleeping	71
POTENTIAL RESPONDENTS	<u>2,970</u>
 TOTAL COMPLETES	 <u>2,239</u>
Response Rate ¹	75.39%
% Of Riders Who Completed Survey ²	73.19%

<u>Distribution Rate</u>	
<i>PASSENGERS ON SAMPLED CARS</i>	<u>3,059</u>
Less:	
Children Under 13	10
Language Barrier	8
Sleeping	71
POTENTIAL RESPONDENTS	<u>2,970</u>
 TOTAL COMPLETES	 <u>2,239</u>
Qst. taken home /not returned	398
 TOTAL QST. DISTRIBUTED	 <u>2,637</u>
Distribution Rate ³	88.79%

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 22 respondents (out of 2,239) opting for the Spanish language survey. Surveyors were also provided a card (see the Interviewer Training Instructions section of the Appendix) to measure the amount of potential responses who spoke neither English nor Spanish. Potential respondents were shown a card that stated “I speak ___” with responses in Hindi, Mandarin, Cantonese, Tagalog, French, German, Vietnamese, Russian, Korean, Italian, and Japanese. Overall, there were eight language barriers. Responses are tabulated below:

Language	#
Hindi	0
Mandarin	1
Cantonese	1
Tagalog	0
French	0
German	0
Vietnamese	0
Russian	1
Korean	0
Italian	0
Japanese	0
Chinese (Unspecified)*	1
Unknown*	4

* Did not complete card

Additionally, the online survey was programmed in English and Spanish. Of the 21 online responses, 20 were completed in English and 1 was completed in Spanish.