

OCTOBER 2013

Caltrain Triennial Customer Survey

SUMMARY REPORT

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INTRODUCTION

This report details the findings of an onboard survey of Caltrain riders. The fieldwork on this study was conducted in October 2013. A total of 4,721 surveys were completed by Caltrain riders .

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 marital status, age, income, etc.
- Ratings of seven 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 and Cross-tabulated Tables.

Please note that the percentages included in this report may not add to 100% due to statistical rounding.

Questions regarding this project may be directed to: Christiane Kwok, Caltrain Market Research & Development Manager, 650.508.7926.

Changes in Caltrain Service Since Last Survey

- In 2011, Metropolitan Transportation Commission began installation of the regional signage program. San Francisco, Millbrae, Palo Alto, Mountain View and San Jose Diridon were identified as transit centers where different transportations mode converged.
- In January 2011, four Baby Bullet trains were added to the weekend service and four midday trains were eliminated. In addition, 8-ride tickets and Monthly passes were transitioned to Clipper® card.
- Transit America Services, Inc. assumed Caltrain operations and maintenance of the service in late May 2012.
- In July 2012, there was a 25-cent increase to base fare tickets between tickets paid at the stations and via Clipper card; and also parking fee increase.
- In October 2012, six weekday trains were added to the schedule, and added stops at Palo Alto and Sunnyvale stations.
- Spring of 2013, Caltrain began testing and implementing its real-time information at the stations and website. Similar data was provided to 511 phone system, website and mobile application.
- Parking fee increase in September 2013.

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 passengers on a randomly selected car of the assigned train. Completed surveys were collected by these surveyors (who stayed onboard during the train route).

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

The overall response rate (75%) was high for a system-wide survey of this type. The response rate was calculated by dividing the total number of completes (4,721) by all eligible passengers riding on the sampled trains (6,325). Additional information on the survey distribution and response rate is provided in the Appendix of this report.

Field interviewing on this project was conducted from Tuesday, Oct. 1, 2013 to Thursday, Oct. 10, 2013. The 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 field work 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, 4,721 surveys were completed by riders. This total equates to a system-wide margin of error of +/- 1.41% (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. We sampled a total of 62 weekday routes and 10 weekend routes. Of the 62 weekday routes surveyed, 29 were Limited trains, 19 were Local trains, and 14 were Bullet trains. For each train sampled, a specific car was selected, and we attempted to survey every passenger in the selected car. The 2013 distribution of trains sampled were comparable to 2010. In 2013, six additional weekday trains and four fewer weekend trains were sampled.

Statistically Significant Differences

As was mentioned previously, for the total number of respondents (n = 4,721) who participated in the survey, the margin of error is +/- 1.41% at the 95% confidence level. The margin of error for some other key sub-groups which are shown in this report:

- Weekday Peak (n = 3,547). +/- 1.63% at the 95% confidence level;
- Weekday Offpeak (n = 766). +/- 3.50% at the 95% confidence level;
- Weekend (n = 409). +/- 4.80% 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/offpeak ridership. Responses were weighted in accordance with data from the February 2013 ridership counts as follows:

Segment	Number of Riders Feb 2013	Percentage of Total Ridership
Weekday Peak	174,130	75.1%
Weekday Off-peak	37,640	16.2%
Saturday	11,460	4.9%
Sunday	8,746	3.8%
TOTAL	231,976	100.0%

EXECUTIVE SUMMARY

Length of Time Using Caltrain

- More than a third of riders (35%) have been riding Caltrain less than one year.
- Since 2010, there has been a slight increase in the percentage of riders who have been using Caltrain 1 to 2 years (from 13% in 2010 to 18% in 2013).

Frequency of Riding Caltrain

- About two-thirds of riders (67%) ride Caltrain at least four days per week, while nearly all riders (84%) ride Caltrain at least once a week.
- While weekday peak riders are more likely to ride Caltrain more frequently, there has been a slight increase in the percentage of weekday off-peak riders using Caltrain five days per week (from 29% in 2010 to 36% in 2013).

Fare Media

Changes in technology and ridership trends have changed how riders pay for their trip.

- In 2010, Clipper e-cash was not asked about (as Clipper had just recently been introduced on Caltrain); however, in 2013, 11% of riders indicated they used Clipper e-cash to pay their Caltrain fare.
- By contrast, 8-ride tickets have decreased from 16% of fares used in 2010 to only 6% in 2013, as this method of fare payment moved from paper to Clipper.
- In addition, slightly more riders now pay their fare with a Go Pass (increasing from 10% in 2010 to 14% in 2013).
- Among weekend riders, there appears to be a shift away from one-way tickets (52% in 2010 vs. 38% in 2013) towards Clipper e-cash (15% in 2013).

Regular Commute Travel Appears to be Increasing Among Weekday Off-Peak Riders

- Among weekday off-peak riders, Go Pass usage has doubled (from 6% in 2010 to 13% in 2013).
- Most riders (94%) pay an adult fare. Adult riders account for a larger share of off-peak riders in 2013 (92%) than they did in 2010 (85%).
- While weekday peak riders are most likely to be making a round trip (89%) than other time periods, weekday off-peak riders and weekend riders are both more likely to be making a round trip on Caltrain now than in 2010.
- While weekday peak riders were most likely to be traveling for work reasons, weekday off-peak riders traveling for work increased from 52% in 2010 to 62% in 2013.

Why Riders Choose Caltrain

- Avoiding traffic, reducing stress, saving money, and making the best use of time remain the primary reasons Caltrain riders use the service. Among the top three, only avoiding traffic increased compared to 2010.
- Not having access to a car was the primary reason for using Caltrain among weekday off-peak (41%) and weekend (44%) riders.

Stations Used

- Nearly half of all riders boarded Caltrain in San Francisco (28%), San Jose Diridon (10%), or Palo Alto (10%).
- 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 (24%), even among weekday off-peak (21%) and weekend (26%) riders.
- After San Francisco, riders most commonly exited the train at Palo Alto (12%) and San Jose Diridon (8%).

Access/Egress on Caltrain

- Nearly three in 10 (28%) of respondents walked to Caltrain, and nearly one-third (32%) got to their final destination by walking from the Caltrain station.
- While 23% drove to their entry station on Caltrain and 19% drove to their final destination, driving as a means to access Caltrain has decreased since 2010 (when 29% got to Caltrain by driving and 22% got to their final destination).
- The decrease in drivers is partially offset by increases in cycling (17% of respondents used a bicycle in 2013 vs. 13% in 2010, both for accessing Caltrain and reaching their final destination).
- Weekday peak riders were most likely to drive or bicycle, while weekend users were most likely to be picked up after or dropped off before their Caltrain trip.

Car Availability

- Overall, 60% of Caltrain riders had a car available for the surveyed trip.
- This is slightly lower than 2010 overall (62%). However, among weekday peak riders, 65% said they had a car available for this trip (compared to 70% in 2010). By contrast, more weekend riders said they had access to a car in 2013 (46%) than in 2010 (39%).

Introduction to Caltrain

- Overall, 75% of riders (and 84% of weekday peak riders) commute to work or school on Caltrain.
- Of those who do commute regularly, 22% say they were first introduced to riding Caltrain by taking it to a special event or leisure destination.
- In 2010, by contrast, 18% said they were first introduced to taking Caltrain by using it for recreation/special events – suggesting additional long-term riders continue to be added and underlining the importance of leisure trips.

Satisfaction with Caltrain

- Overall, Caltrain riders rated their experience on Caltrain 4.04 (out of 5.00), a slight dip compared to 2010 (4.09).
- However, riders rated the effectiveness of station signs (3.81 in 2013) more highly than in 2010 (when they rated it 3.76).
- Ratings on value for the money, satisfaction with www.caltrain.com, transit connections, and schedule convenience were relatively flat.

News and Information Sources

- Nearly all riders have some form of Internet access – with only 2% saying they have no Internet access at all.
- Most riders have visited the Caltrain website – only 16% say they have never visited www.caltrain.com (although this climbs to 25% among weekend riders).
- About half of weekday peak riders (49%) are casual users of the Caltrain website, visiting the site once a month or less. This casual frequency was the most commonly given answer by riders in all time periods (and given by 47% of riders overall).
- The Internet is by far the most popular source for local news among Caltrain riders, with 78% saying they access the Internet for this very purpose. This is significantly higher than those who said they used the Internet in 2010 (45%). It is also more than those who access TV, radio, and newspapers in 2013 combined.
- Those accessing newspapers for local news saw a significant decline, with only 19% using them for news in 2013 (compared to 28% in 2010).
- The most commonly accessed source for Caltrain information is the website, www.caltrain.com.
- Those using printed material for Caltrain information dropped by nearly half, from 52% in 2010 to 27% in 2013. Those using station information boards also dropped, from 25% in 2010 to 15% in 2013.
- Those using some form of mobile app for Caltrain information increased greatly, from 14% in 2010 to 32% (16% who specified an application and another 16% who did not, but simply wrote ‘mobile phone app’ or similar).

Rider Demographics

- Among all Caltrain riders, 60% are male, and 47% are single.
- Married riders are most likely to be riding during the Weekday Peak time period, while Single riders are most likely to ride on the Weekend.
- Nearly all riders (97%) have a high school diploma, while 80% have graduated college.

Most Caltrain riders (80%) are employed full-time. The share of those employed full-time across time periods:

- 86% for weekday peak riders;
- 65% for weekday off-peak riders; and
- 59% among weekend riders.

The age of the average Caltrain rider has dropped from 37.2 years in 2010 to 36.7 years in 2013. This is largely attributable to a 5% increase of riders in the age 25 to 34 age bracket, as well as a slight decline in among riders over 45.

The average income among Caltrain riders has increased by more than \$10,000 per year, to around \$117,000 (from about \$104,000 in 2010). This is largely attributable to a smaller share of riders in households earning under \$50,000, and an increase in the percentage of riders in households earning \$100,000 per year or more.

About two-thirds (64%) of Caltrain riders were born in the United States. Countries outside the US which were most commonly cited as the country of birth include India, China, the Philippines, and Canada.

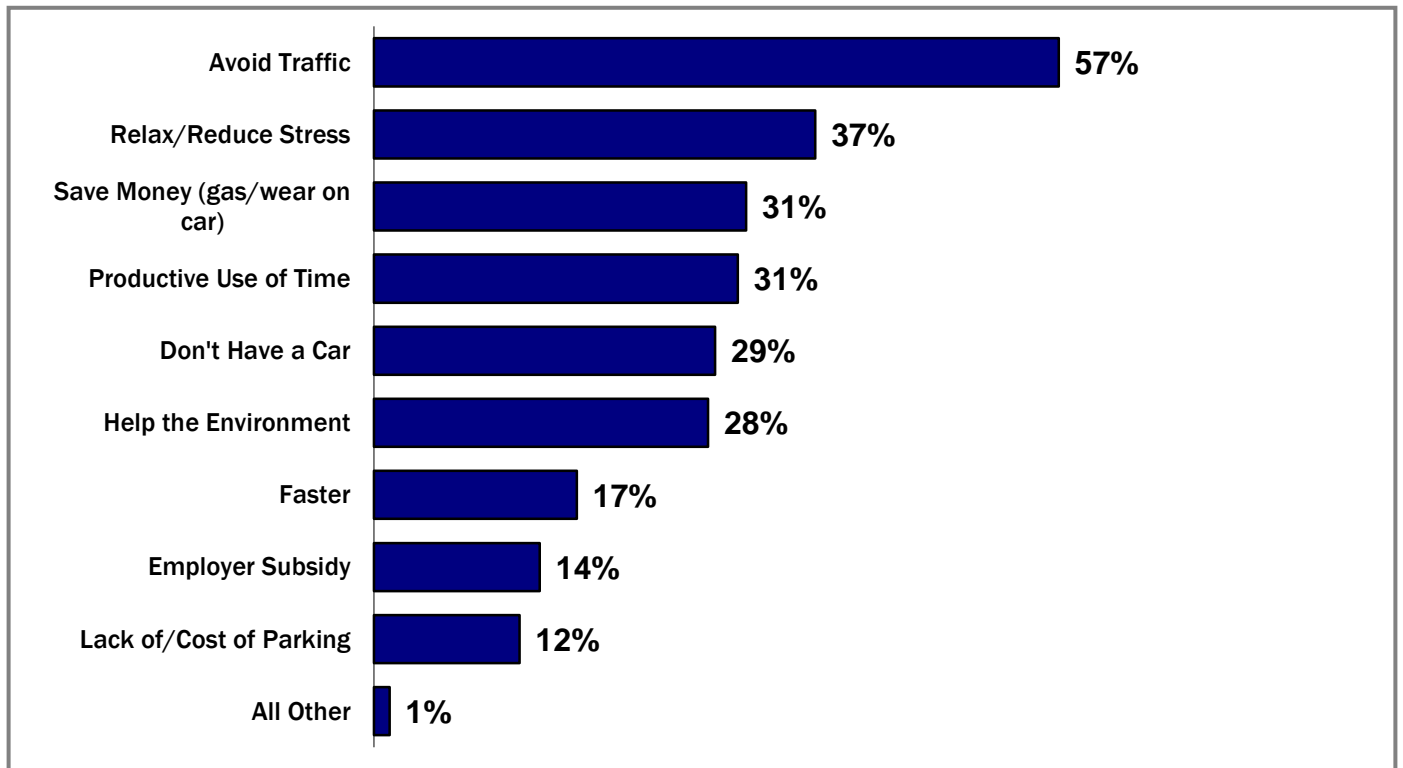
Most Caltrain riders hail from the 9-county Bay Area (96%), with nearly half (41%) living in Santa Clara County, 29% residing in San Mateo County, and 25% living in San Francisco.

CHARTS – KEY FINDINGS

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

Main Reasons for Riding Caltrain

7. What are your main reasons for riding Caltrain?

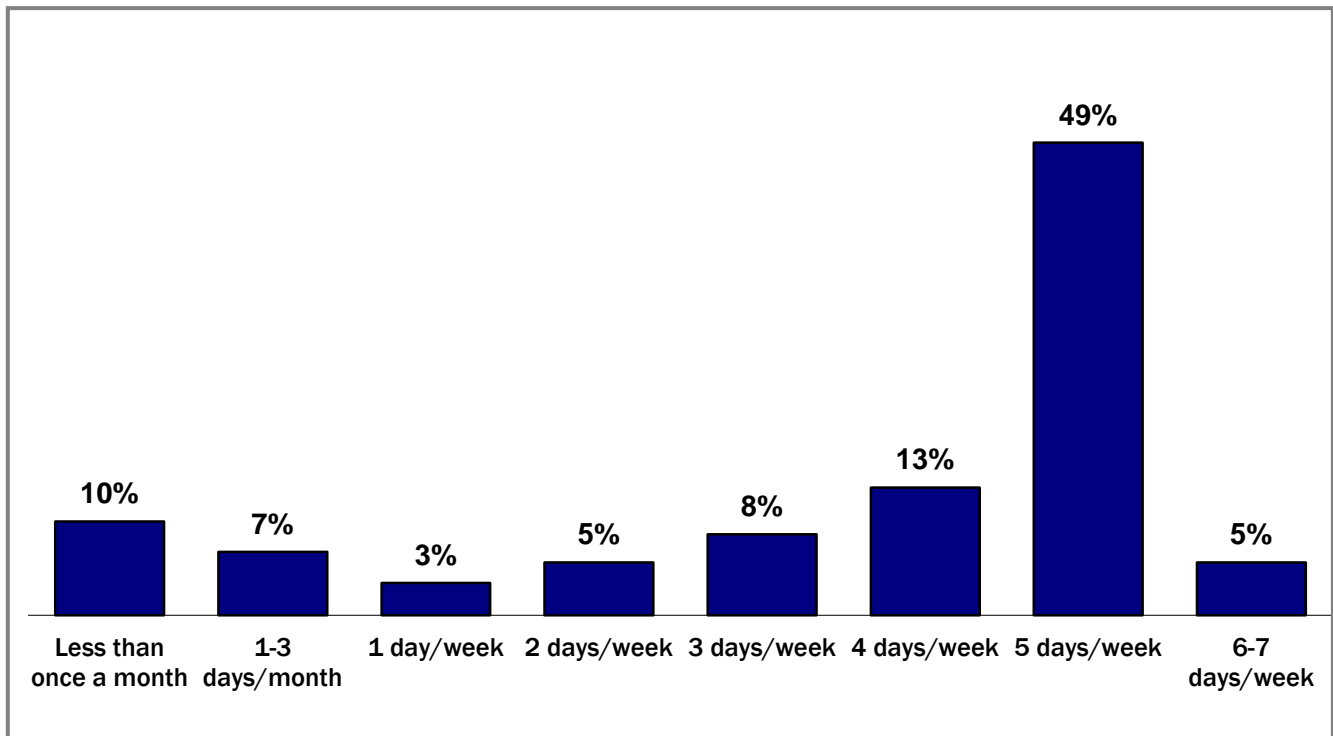


Base: Total (4,721)

[Multiple answers accepted]

Frequency of Riding Caltrain - 2013

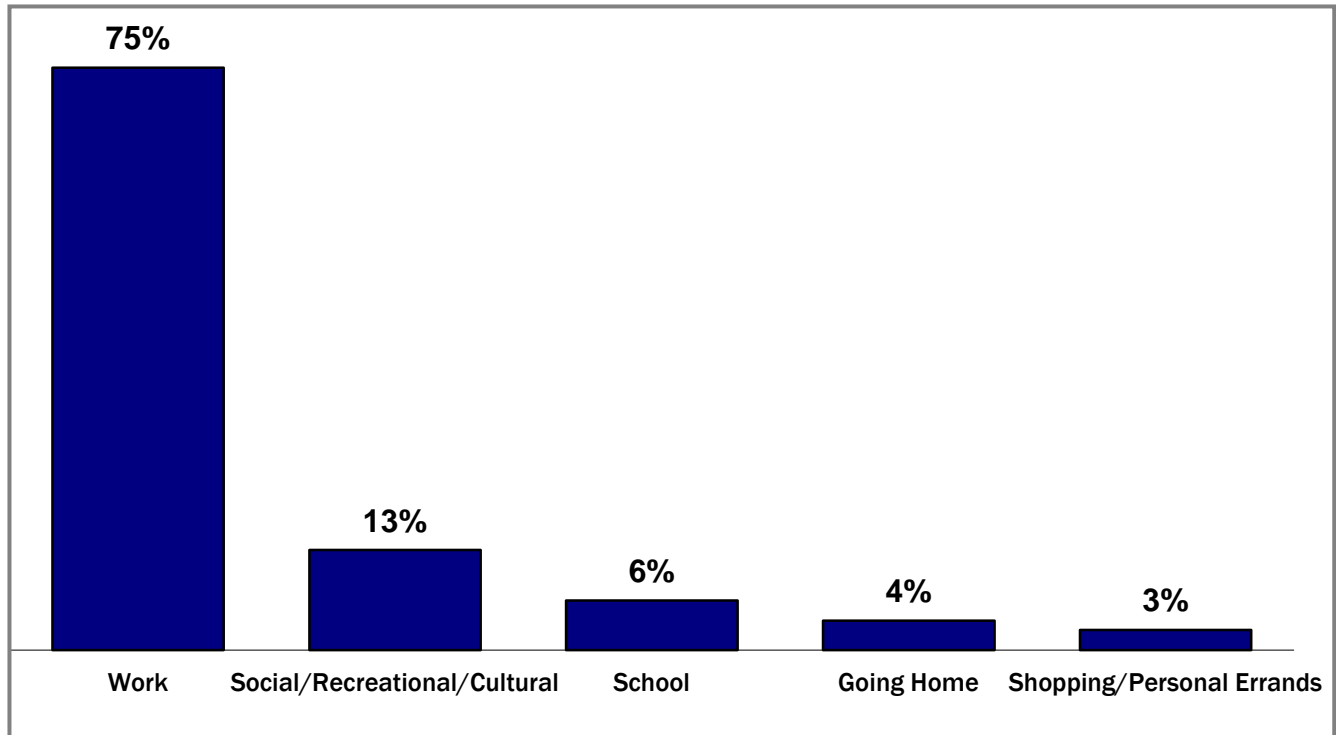
2. How often do you usually ride Caltrain?



Base: Total (4,721)

Trip Purpose

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

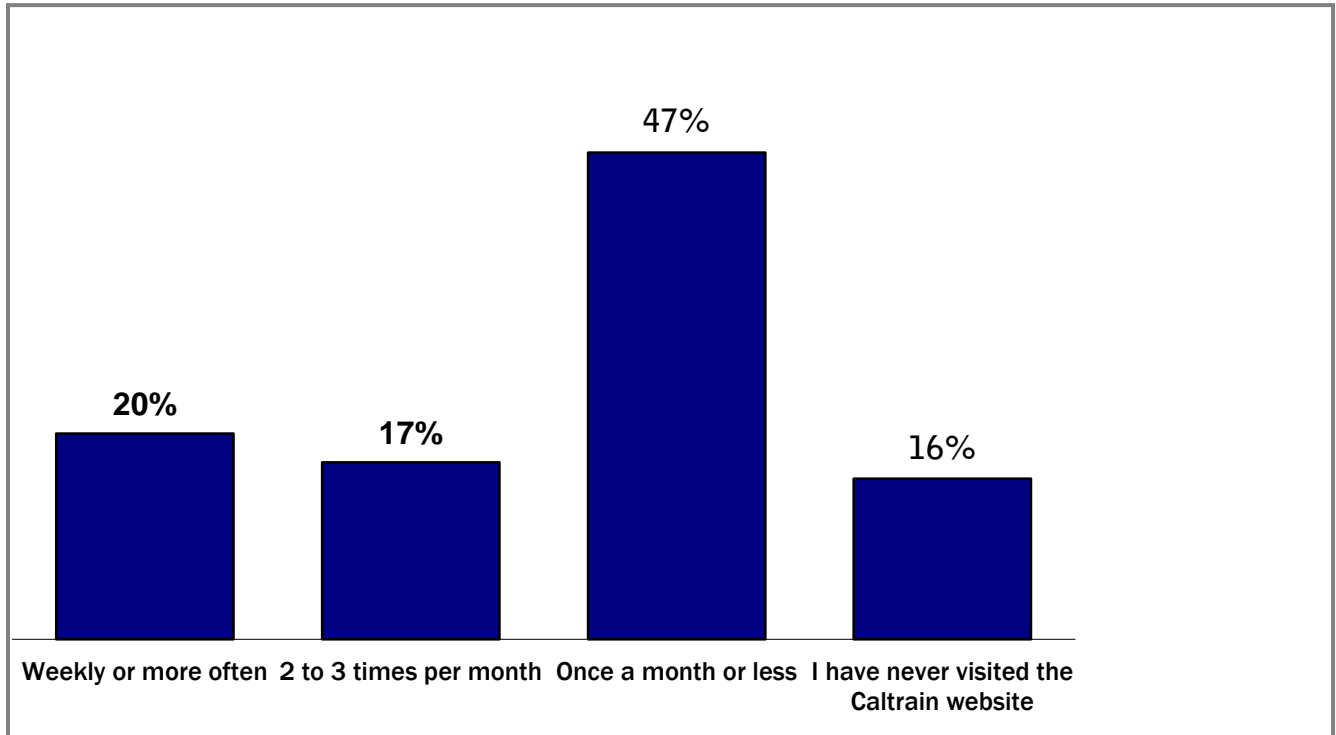


Base: Total (4,721)

Multiple responses accepted, "Going home" was a new response option in 2013.

Visited Caltrain Web Site

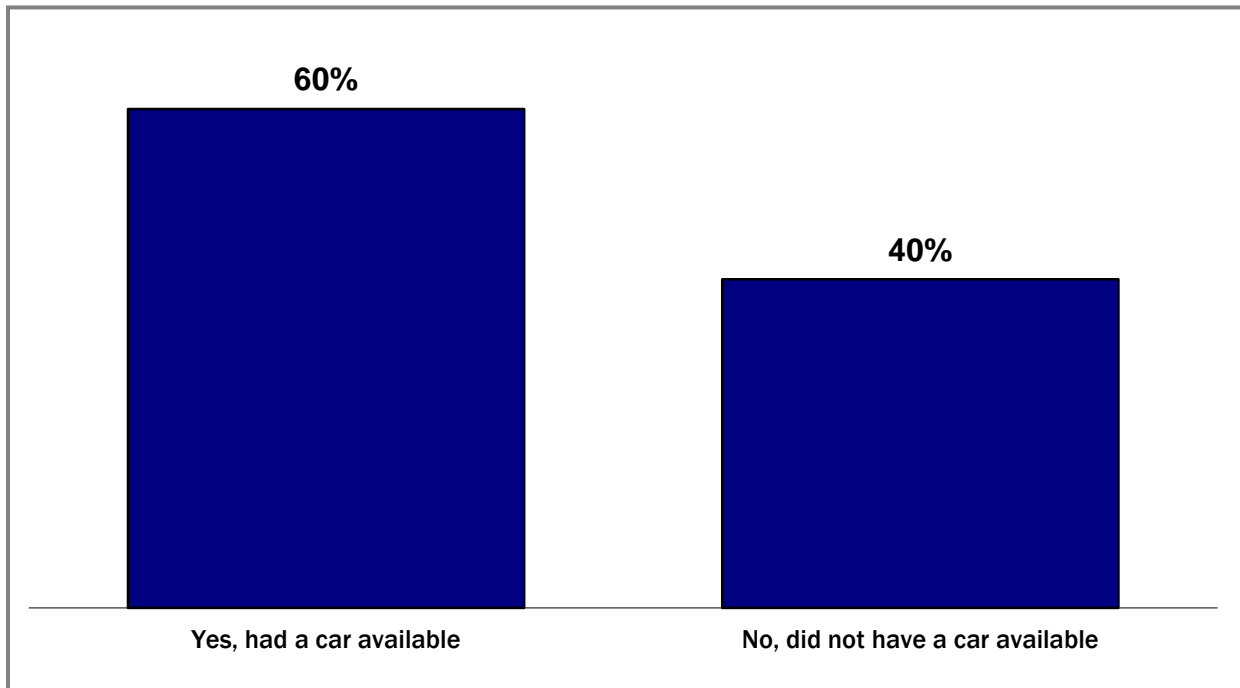
15. How often do you visit www.caltrain.com?



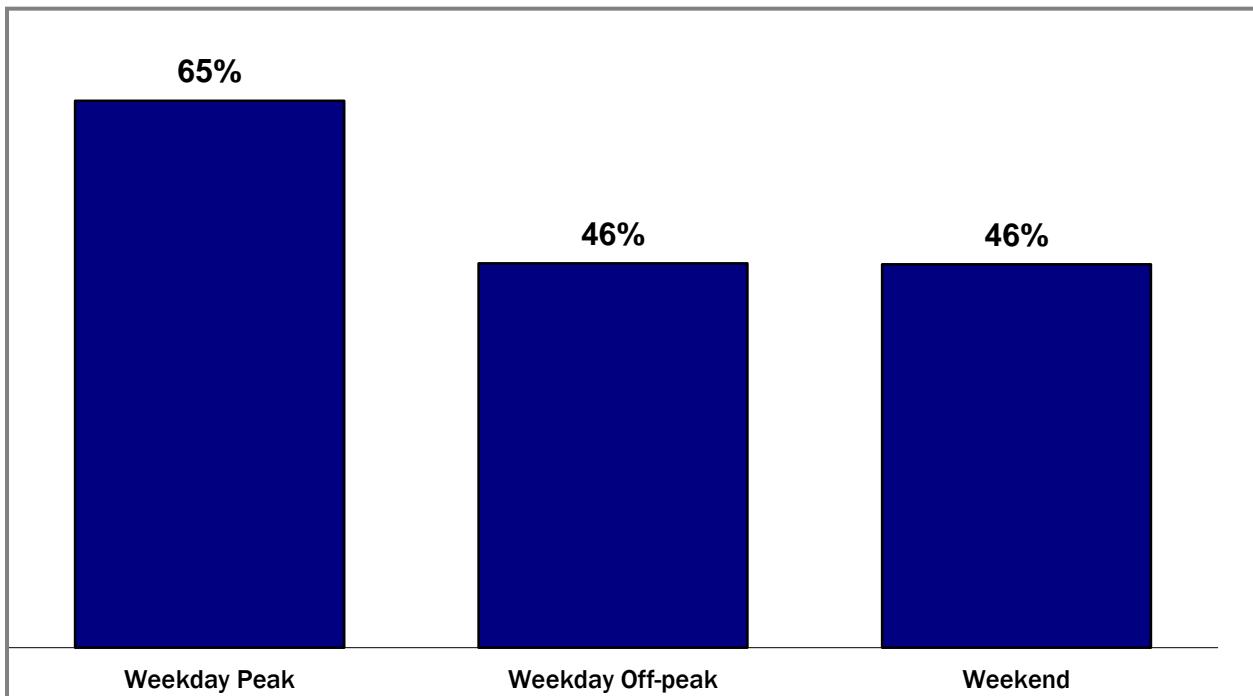
Base: Total (4,721)

Car Availability

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



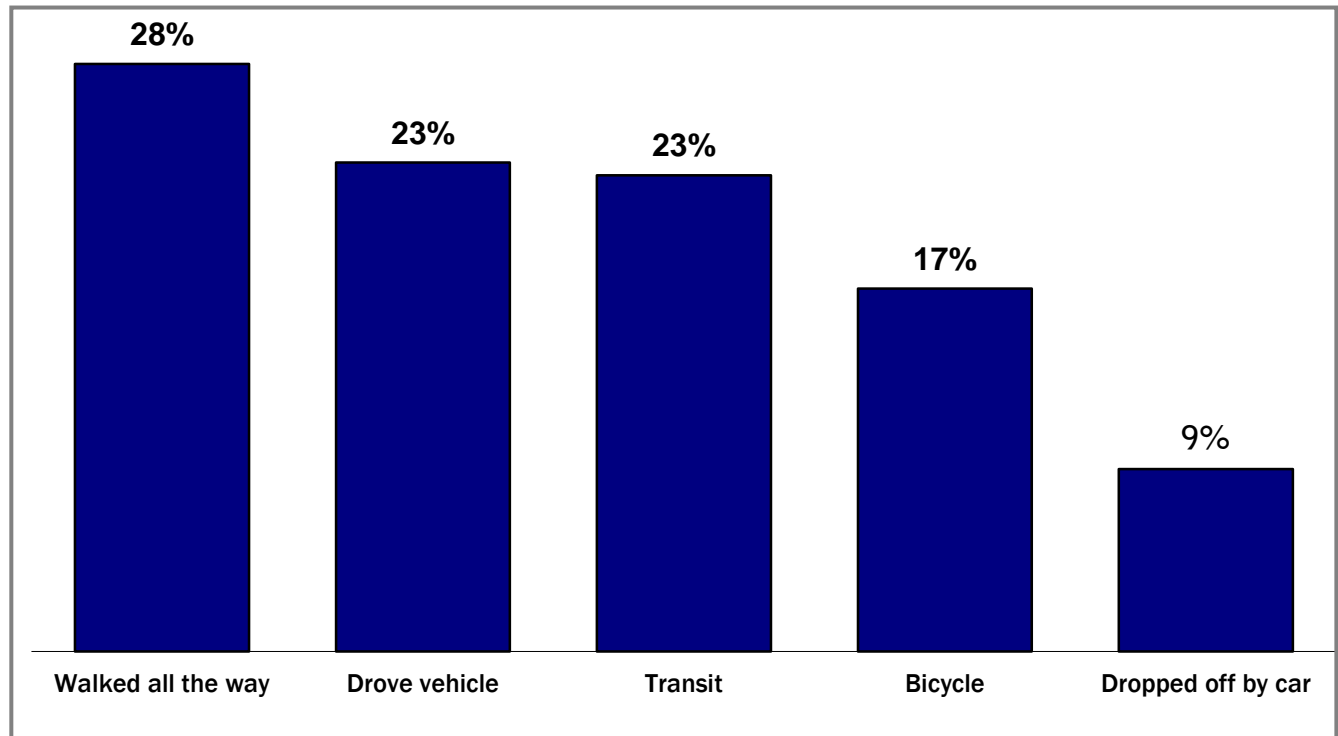
Those who stated that they had a car available, by time period



Base: Total (4,721)

Station Access by Mode

10a. How did you get to the station where you got on this train?

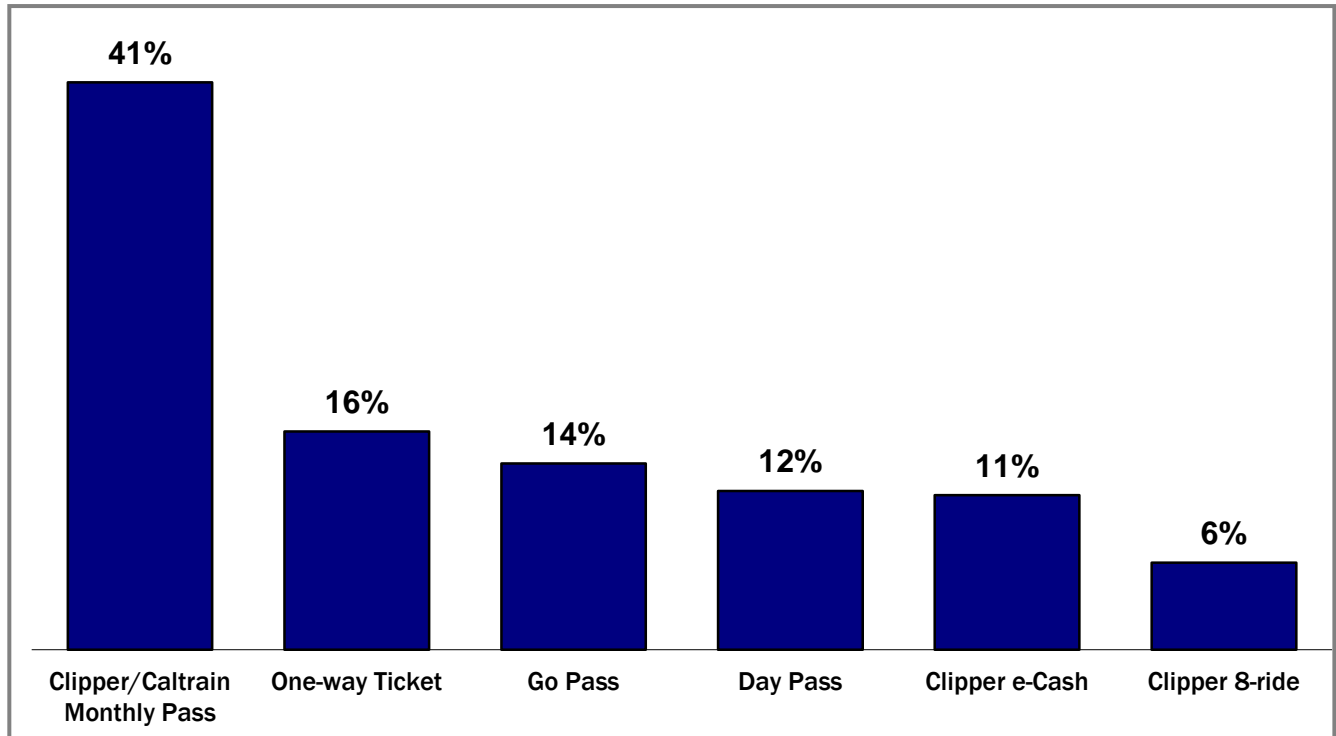


Base: Total (4,721)

[Note multiple answers accepted]

Fare Payment

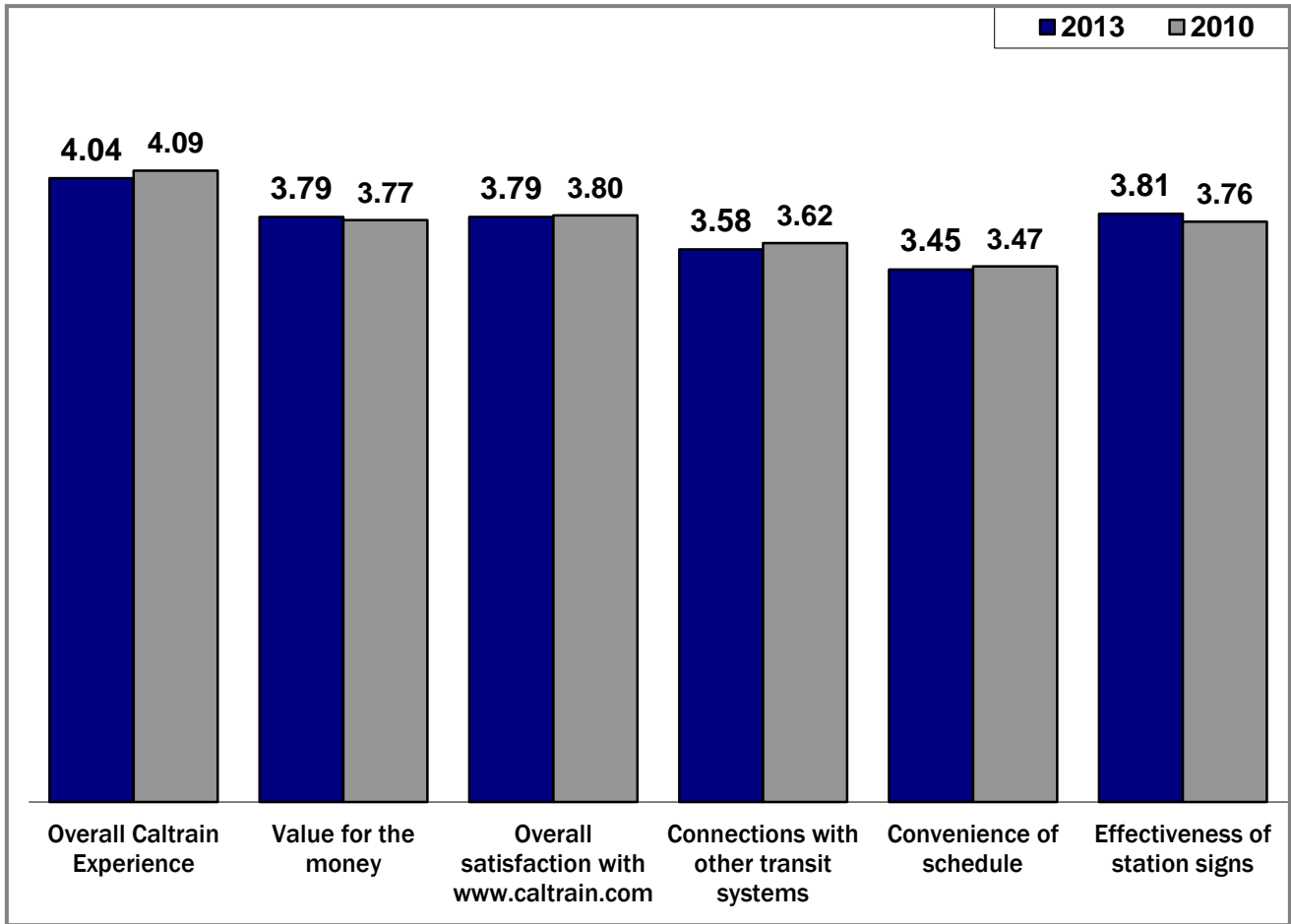
3. How did you pay for this train trip (today)?



Base: Total (4,721)

ATTRIBUTE RATINGS (MEAN SCORES)

13. How well is Caltrain meeting your needs?



Base: Total (4,721)

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?

More than a third of riders (35%) have been riding Caltrain less than one year.

However, since 2010, there has been a slight increase in the percentage of riders who have been using Caltrain 1 to 2 years (from 13% in 2010 to 18% in 2013).

	Total 2013	Total 2010
Base: (All Respondents)	4,721	4,428
	(%)	(%)
This is my first trip	5	6
Less than 6 months	21	19
6 months to less than 1 year	10	10
1 year to less than 2 years	18	13
2 years to less than 4 years	18	20
4 years or more	29	32
	100	100

	Weekday Peak 2013	Weekday Off-Peak 2013	Weekend 2013
Base: (All Respondents)	3,547	766	409
	%	%	%
This is my first trip	3	9	13
Less than 6 months	21	22	19
6 months to less than 1 year	10	9	10
1 year to less than 2 years	19	15	14
2 years to less than 4 years	19	18	12
4 years or more	29	28	33
	100	100	100

(See Statistical Table 1)

FREQUENCY OF RIDING CALTRAIN

2. How often do you usually ride Caltrain?

About two-thirds of riders (67%) ride Caltrain at least four days per week, while nearly all riders (84%) ride Caltrain at least once a week.

While weekday peak riders are more likely to ride Caltrain more frequently, there has been a slight increase in the percentage of weekday off-peak riders using Caltrain five days per week (from 29% in 2010 to 36% in 2013).

	Total 2013	Total 2010	
Base: (All Respondents)	4,721	4,428	
	(%)	(%)	
6 to 7 days/week	5	5	
5 days/week	49	47	
4 days/week	13	13	67% At least 4 days a week ^
3 days/week	8	9	
2 days/week	5	6	
1 day/week	3	3	84% At least once a week ^
1 to 3 days/month	7	6	
Less than once a month	10	10	
	100	100	

	Weekday Peak		Weekday Off-Peak		Weekend	
	2013	2010	2013	2010	2013	2010
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
6 to 7 days/week	5	4	7	8	7	11
5 days/week	56	57	36	29	9	10
4 days/week	14	15	11	10	4	6
3 days/week	9	9	8	10	6	5
2 days/week	5	5	8	9	8	10
1 day/week	3	2	4	6	9	8
1 to 3 days/month	4	3	10	12	21	18
Less than once a month	5	6	16	18	36	34
	100	100	100	100	100	100

(See Statistical Table 2)

^Note: Because of rounding, the combined percentage differs from individual percentages added together.

FARE PAYMENT

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

In 2010, Clipper e-cash was not asked about (as Clipper had just recently been introduced on Caltrain); however, in 2013, 11% of riders indicated they used Clipper e-cash to pay their Caltrain fare.

By contrast, 8-ride tickets have decreased from 16% of fares used in 2010 to only 6% in 2013, as this method of fare payment moved from paper to Clipper.

In addition, slightly more riders now pay their fare with a Go Pass (increasing from 10% in 2010 to 14% in 2013). Among weekday off-peak riders, Go Pass usage has doubled (from 6% in 2010 to 13% in 2013).

Among weekend riders, there appears to be a shift away from one-way tickets (52% in 2010 vs. 38% in 2013) towards Clipper e-cash (15% in 2013). Note that as of July 2012, buying a one-way ticket at a ticket vending machine cost more.

	Total 2013	Total 2010
Base: (All Respondents)	4,721	4,428
	(%)	(%)
Clipper Caltrain Monthly Pass	41	42
One-way Ticket	16	19
Go Pass	14	10
Day Pass	12	12
Clipper e-cash^	11	-
Clipper 8-ride Ticket	6	16
Job provided pass (unspecified)	<1	-
Non-paying passenger*	<1	<1
Cash/Credit card	<1	-
Other	<1	2
Clipper (unspecified ticket)	<1	-
	100	100

FARE PAYMENT (CONTINUED)

	Weekday Peak		Weekday Off-Peak		Weekend	
	2013	2010	2013	2010	2013	2010
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Clipper Caltrain Monthly Pass	48	50	26	24	10	12
One-way Ticket	11	11	24	36	38	52
Go Pass	15	12	13	6	4	3
Day Pass	9	8	17	19	28	26
Clipper e-cash^	10	-	14	-	15	-
Clipper 8-ride Ticket	7	18	6	13	5	6
Job provided pass (unspecified)	<1	-	<1	-	-	-
Non-paying passenger	<1	<1	<1	<1	<1	<1
Cash/Credit card	<1	-	<1	-	<1	-
Other	<1	2	<1	1	-	1
Clipper (unspecified ticket)	<1	-	<1	-	-	-
	100	100	100	100	100	100

^Note: Clipper e-cash wasn't a listed option in 2010.

*Non-paying passengers include employees, police, etc.

(See Statistical Table 3)

FARE CATEGORY

4. What is your fare category?

Most riders (94%) pay an adult fare.

Adult riders account for a larger share of Off-Peak riders in 2013 (92%) than they did in 2010 (85%).

	Total 2013	Total 2010
Base: (All Respondents)	4,721	4,428
	(%)	(%)
Adult	94	91
Senior	3	3
Youth	2	4
Disabled	1	1
Medicare Cardholder	<1	<1
	100	100

	Weekday Peak		Weekday Off-Peak		Weekend	
	2013	2010	2013	2010	2013	2010
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Adult	95	93	92	85	88	85
Senior	3	2	4	7	5	4
Youth	2	4	2	4	6	8
Disabled	1	1	2	3	1	2
Medicare Cardholder	<1	<1	1	1	<1	1
	100	100	100	100	100	100

(See Statistical Table 4)

ROUND TRIP VS. ONE-WAY TRIP

5. Are you making a round trip on Caltrain today?
(That is, you either rode Caltrain earlier today or will ride later today?)

Most riders on Caltrain (86%) are making a round-trip.

While weekday peak riders are most likely to be making a round trip (89%), weekday off-peak riders and weekend riders are both more likely to be making a round trip on Caltrain now than in 2010.

	Total 2013	Total 2010
Base: (All Respondents)	4,721	4,428
	(%)	(%)
Yes (Making a round trip)	86	85
No	14	15
	<hr/>	<hr/>
	100	100

	Weekday Peak		Weekday Off-Peak		Weekend	
	2013	2010	2013	2010	2013	2010
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Yes (Making a round trip)	89	90	81	75	67	58
No	11	10	19	25	33	42
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	100	100	100	100	100	100

(See Statistical Table 5)

TRIP PURPOSE

6. What is the purpose of your trip today?

Most riders (75%) use Caltrain for commuting to work or traveling to other work-related functions.

While weekday peak riders were most likely to be traveling for work reasons, weekday off-peak riders traveling for work increased from 52% in 2010 to 62% in 2013.

About two-thirds of Weekend riders (66%) were traveling for social/recreational purposes, making this the primary trip purpose among this time period.

	Total	
	2013	2010
Base: (All Respondents)	4,721	4,428
	(%)	(%)
Work	75	74
Social/Recreational/Cultural	13	14
School	6	8
Going home*	4	1
Shopping/personal errands	3	3
Airport	1	1
Other	<1	1
Medical^	-	<1
Sporting event^	-	-
Business/Work related^	-	<1

	Weekday Peak		Weekday Off-Peak		Weekend	
	2013	2010	2013	2010	2013	2010
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Work	85	86	62	52	13	22
Social/Recreational/Cultural	6	5	17	27	66	62
School	6	7	10	12	3	5
Going home*	3	<1	6	1	11	1
Shopping/personal errands	2	1	4	5	7	9
Airport	1	1	3	3	2	3
Other	<1	<1	1	1	1	1
Medical^	-	<1	-	-	-	<1
Sporting event^	-	-	-	-	-	-
Business/Work related^	-	<1	-	1	-	<1

(Multiple answers accepted)

(See Statistical Tables 6)

*In 2010, "Going home" was combined with "Don't know." In 2013, this category is strictly "Going home."

^In 2013, there were very few responses in these categories. Therefore, "Medical" was coded to "Personal Errands," "Sporting event" was coded to "Social/recreational/cultural" and "Business/work related" was coded to "Work."

MAIN REASONS FOR RIDING CALTRAIN

7. What are your main reasons for riding Caltrain?

Avoiding traffic, reducing stress, saving money, and making the best use of time remain the primary reasons Caltrain riders use the service.

Not having access to a car was the primary reason for using Caltrain among Weekday Off-Peak (41%) and Weekend (44%) riders.

	Total		2013		
	2013	2010	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)	4,721	4,428	3,547	766	409
	(%)	(%)	(%)	(%)	(%)
Avoid traffic	57	52	63	43	32
Relax/Reduce stress	37	40	40	30	25
Save money (gas, wear & tear)	31	36	34	26	19
Productive use of time	31	32	33	28	16
Don't have a car/Don't drive	29	29	24	41	44
Help the environment	28	35	30	25	16
Faster than other options	17	17	18	15	10
Employer subsidy	14	15	16	10	3
Lack of/Cost of parking	12	14	12	11	14
Exercise/Bicycle^	1	1	1	<1	-
Reliable/Convenient/ Like the train^	<1	1	<1	-	1
Avoid DUI/drank driving	<1	-	<1	-	3
Other	<1	1	<1	<1	1
Takes me where I need to go/Close to destination^	-	1	-	-	-
Tourist/visitor^	-	<1	-	-	-
Safer than driving^	-	<1	-	-	-

(Multiple answers accepted)

^ Responses written by respondents and not provided on the survey instrument.

(See Statistical Tables 7)

BOARDING STATION

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

Nearly half of all riders boarded Caltrain in San Francisco (28%), San Jose Diridon (10%), or Palo Alto (10%).

San Francisco was the most common boarding station across all major time periods.

Base: (All Respondents)	Weekday Peak 3,547 %	Weekday Off-Peak 766 %	Weekend 409 %
San Francisco	29	24	28
22 nd Street	3	1	1
Bayshore	1	1	2
South San Francisco	1	1	<1
San Bruno	1	1	<1
Millbrae	5	8	9
Broadway	-	-	<1
Burlingame	1	2	1
San Mateo	3	4	2
Hayward Park	1	1	1
Hillsdale	4	3	4
Belmont	1	2	1
San Carlos	2	2	2
Redwood City	5	5	5
Atherton	-	-	<1
Menlo Park	3	3	3
Palo Alto	10	9	8
Stanford	-	-	-
California Ave	2	2	2
San Antonio	1	2	2
Mountain View	10	7	9
Sunnyvale	5	5	6
Lawrence	2	2	2
Santa Clara	2	3	3
College Park	<1	-	-
San Jose Diridon	9	15	10
Tamien	2	1	-
Capitol	-	-	-
Blossom Hill	<1	-	-
Morgan Hill	<1	-	-
San Martin	<1	-	-
Gilroy	<1	-	-
Other/'SFO' (unspecified)	<1	<1	<1
	100	100	100

(See Statistical Table 8)

ALIGHTING STATION

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

San Francisco is the most commonly cited station where riders exit the Caltrain system (24%), even among weekday off-peak (21%) and weekend (26%) riders.

After San Francisco, riders most commonly exited the train at Palo Alto (12%) and San Jose Diridon (8%).

Base: (All Respondents)	Weekday Peak	Weekday Off-Peak	Weekend
	3,547 %	766 %	409 %
San Francisco	24	21	26
22 nd Street	3	2	1
Bayshore	<1	<1	1
South San Francisco	1	2	1
San Bruno	1	1	1
Millbrae	6	6	6
Broadway	-	-	<1
Burlingame	2	2	1
San Mateo	3	5	3
Hayward Park	1	1	1
Hillsdale	5	4	4
Belmont	1	3	1
San Carlos	2	3	1
Redwood City	7	7	3
Atherton	-	-	-
Menlo Park	3	4	4
Palo Alto	11	15	16
Stanford	-	-	1
California Ave	2	3	2
San Antonio	1	1	1
Mountain View	7	7	7
Sunnyvale	6	5	7
Lawrence	2	2	1
Santa Clara	2	2	3
College Park	<1	-	-
San Jose Diridon	8	7	9
Tamien	2	<1	-
Capitol	<1	-	-
Blossom Hill	<1	-	-
Morgan Hill	<1	-	-
San Martin	<1	-	-
Gilroy	1	<1	-
Other/'SFO' (unspecified)	<1	<1	-
	100	100	100

(See Statistical Table 9)

ACCESS AND EGRESS

10a. Getting to the station – How did you get to the station where you got on this train?

10b. Leaving the station – After you get off this train, how will you get from the station to your final destination?

Nearly three in 10 (28%) of respondents walked to Caltrain, and nearly one-third (32%) got to their final destination by walking from the Caltrain station.

While 23% drove to their entry station on Caltrain and 19% drove to their final destination, driving as a means to access Caltrain has decreased since 2010 (when 29% got to Caltrain by driving and 22% got to their final destination).

The decrease in drivers is offset by increases in cycling (17% of respondents used a bicycle in 2013 vs. 13% in 2010, both for accessing Caltrain and reaching their final destination).

By comparison, overall transit use (highlighted in green below) remained relatively steady. To access Caltrain, 23% of riders in 2013 used some form of public transit (compared to 22% in 2010). To reach their final destination, 27% of riders used some form of public transit in 2010, compared to 25% of riders in 2013.

By time period, weekday peak riders were most likely to drive or bicycle, while weekend users were most likely to be picked up after or dropped off before their Caltrain trip.

	ACCESS (2013)	EGRESS (2013)
	Total	Total
Base: (All Respondents)	4,721	4,721
	%	%
Walked/Walk all the way	28	32
Drove/Drive car*	23	19
Bicycled.....	17	17
Got dropped off/Picked up by car.....	9	8
Muni.....	7	7
Free Shuttle	5	8
VTA.....	5	4
BART	4	4
Taxi^.....	1	1
SamTrans	1	1
Skateboard/Scooter/Rollerblade^	1	1
Another Caltrain train	<1	<1
Uber/Sidecar/Lyft^	<1	<1
AC Transit	<1	<1
Other (unspecified)	<1	<1
Bus (unspecified)^.....	<1	<1
Capitol Corridor^	<1	-
MST (Monterey Salinas Transit)^	<1	<1
Amtrak bus^	<1	<1
Golden Gate Transit^	-	<1

(Multiple answers accepted)

(See Statistical Tables 10 & 11)

* Includes motorcycle/motor scooter

^ Responses written by respondents and not provided on the survey instrument

Access and Egress Mode – 2013 vs. 2010

	ACCESS		EGRESS	
	2013 Total 4,721	2010 Total 4,428	2013 Total 4,721	2010 Total 4,428
Base: (All Respondents)				
	%	%	%	%
Walked/Walk all the way	28	26	32	30
Drove/Drive car*	23	29	19	22
Bicycled.....	17	13	17	13
Got dropped off/Picked up by car	9	11	8	10
Muni.....	7	7	7	9
Free Shuttle	5	5	8	8
VTA.....	5	4	4	4
BART	4	4	4	4
SamTrans	1	2	1	1
Taxi/Cab.....	1	1	1	1
Skateboard/Scooter/Rollerblade	1	-	1	-
Another Caltrain train	<1	1	<1	<1
Uber/Sidecar/Lyft	<1	-	<1	-
AC Transit	<1	<1	<1	<1
Other (unspecified)	<1	<1	<1	1
Bus (unspecified)	<1	-	<1	-
Capitol Corridor	<1	-	-	-
MST (Monterey Salinas Transit)....	<1	-	<1	-
Amtrak Bus.....	<1	-	<1	-
Golden Gate Transit.....	-	-	<1	-

(Multiple answers accepted)

*Includes motorcycle/motor scooter

(See Statistical Tables 10 & 11)

Access Mode – 2013 by period

Base: (All Respondents)	Weekday Peak 3,547	Weekday Off-Peak 766	Weekend 409
	%	%	%
Walked all the way	27	32	30
Drove Car*	26	16	18
Bicycled	18	16	14
Got dropped off by car	8	9	13
Muni	7	7	7
Free Shuttle.....	6	3	<1
VTA	4	8	6
BART.....	3	6	7
Taxi/cab.....	1	1	3
SamTrans.....	1	1	1
Skateboard/Scooter/Rollerblade	1	<1	1
Another Caltrain train	<1	1	<1
Uber/Sidecar/Lyft.....	<1	<1	1
AC Transit.....	<1	<1	<1
Other (unspecified)	<1	<1	-
Bus (unspecified).....	<1	<1	<1
Capitol Corridor	<1	-	-
MST (Monterey Salinas Transit)	<1	-	-
Amtrak bus.....	<1	-	-

Egress Mode – 2013 by period

Base: (All Respondents)	Weekday Peak 3,547	Weekday Off-Peak 766	Weekend 409
	%	%	%
Walk all the way.....	30	39	39
Drive Car*	20	12	14
Bicycle	18	15	14
Free Shuttle.....	9	7	2
Get picked up by car	7	9	12
Muni	7	7	8
VTA	4	4	4
BART.....	3	5	5
SamTrans	1	2	1
Taxi/cab.....	1	1	2
Skateboard/Scooter/Rollerblade	1	1	1
Another Caltrain train	<1	1	-
Bus (unspecified).....	<1	1	<1
Amtrak bus.....	<1	<1	<1
AC Transit.....	<1	<1	<1
Uber/Sidecar/Lyft.....	<1	<1	<1
Other (unspecified)	<1	<1	-
MST (Monterey Salinas Transit)	<1	-	-
Golden Gate Transit	-	<1	-

(Multiple answers accepted)

*Includes motorcycle/motor scooter

(See Statistical Tables 10 & 11)

CAR AVAILABILITY

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

Overall, 60% of Caltrain riders had a car available for the surveyed trip.

This is slightly lower than 2010 overall (62%). However, among weekday peak riders, 65% said they had a car available for this trip (compared to 70% in 2010). By contrast, more weekend riders said they had access to a car in 2013 (46%) than in 2010 (39%).

	Total	
	2013	2010
Base: (All Respondents)	4,721	4,428
	(%)	(%)
Yes (Have car available)	60	62
No	40	38
	100	100

	Weekday Peak		Weekday Off-Peak		Weekend	
	2013	2010	2013	2010	2013	2010
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Yes (Have car available)	65	70	46	44	46	39
No	35	30	54	56	54	61
	100	100	100	100	100	100

(See Statistical Table 12)

COMMUTER TRIPS

Q12a. Do you currently commute to work or school on Caltrain?
(if "yes" in Q12a) Q12b. Were you first introduced to Caltrain by taking it to a special event or leisure destination (like an SF Giants Game or concert)?

Overall, 75% of riders (and 84% of weekday peak riders) commute to work or school on Caltrain.

Of those who do commute regularly, 22% say they were first introduced to riding Caltrain by taking it to a special event or leisure destination. In 2010, by contrast, 18% said they were first introduced to taking Caltrain by using it for recreation/special events – suggesting additional long-term riders continue to be added and underlining the importance of leisure trips.

	Total	
	2013	2010
Base: (All Respondents)	4,721	4,428
	(%)	(%)
Yes (commute w/Caltrain)	75	75
No	25	25
	100	100

	Weekday Peak		Weekday Off-Peak		Weekend	
	2013	2010	2013	2010	2013	2010
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Yes (Commute w/Caltrain)	84	85	62	55	23	28
No	16	15	38	46	77	72
	100	100	100	100	100	100

	Total	
	2013	2010
Base: (Those who commute to work or school w/Caltrain)	3,460	3,201
	(%)	(%)
Yes (Introduced w/event)	22	18

	Weekday Peak		Weekday Off-Peak		Weekend	
	2013	2010	2013	2010	2013	2010
Base: (Those who commute to work or school w/Caltrain)	2,905	2,667	463	428	92	108
	%	%	%	%	%	%
Yes (Introduced w/event)	22	16	25	23	32	31

(See Statistical Tables 13 &14)

SATISFACTION WITH CALTRAIN

SATISFACTION RATINGS

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

Overall, Caltrain riders rated their experience on Caltrain 4.04 (out of 5.00), a slight dip compared to 2010 (4.09).

However, riders rated the effectiveness of station signs (3.81 in 2013) more highly than in 2010 (when they rated it 3.76).

Ratings on value for the money, satisfaction with www.caltrain.com, transit connections, and schedule convenience were relatively flat.

N=base of survey participants		VERY SATISFIED			VERY DISSATISFIED		NOT APPLICABLE	MEAN SCORE
OCT 2013	N=4,721	5	4	3	2	1	[]	(5 Pt. Scale)
OCT 2010	N=4,428	%	%	%	%	%	%	
Overall Caltrain experience								
October 2013	31	48	17	3	1	<1	4.04
October 2010	32	49	16	2	1	<1	4.09
Effectiveness of station signs								
October 2013	29	36	22	8	3	2	3.81
October 2010	29	33	21	9	5	4	3.76
Value for the money								
October 2013	28	34	27	8	2	2	3.79
October 2010	27	34	26	8	2	2	3.77
Satisfaction with www.caltrain.com								
October 2013	22	33	22	6	2	15	3.79
October 2010	23	33	24	6	2	12	3.80
Connections with other transit systems								
October 2013	19	25	22	10	4	21	3.58
October 2010	19	25	21	9	4	23	3.62
Convenience of schedule								
October 2013	18	32	31	14	5	1	3.45
October 2010	19	31	32	14	4	1	3.47

(See Statistical Tables 15-20)

Satisfaction with Caltrain by Rider Segments

N=base of survey participants (4,721)

	VERY SATISFIED		VERY DISSATISFIED			NOT APPLICABLE []	MEAN SCORE (5 Pt. Scale)
	5	4	3	2	1		
Overall Caltrain experience	31	48	17	3	1	<1	4.04
Weekday Peak.....	28	50	18	4	1	<1	4.01
Weekday Off-Peak.....	35	44	16	3	2	<1	4.08
Weekend.....	45	41	13	1	1	1	4.27
Effectiveness of station signs	29	36	22	8	3	2	3.81
Weekday Peak.....	27	37	23	8	3	2	3.77
Weekday Off-Peak.....	31	35	20	9	2	2	3.85
Weekend.....	37	36	14	8	2	3	4.02
Value for the money	28	34	27	8	2	2	3.79
Weekday Peak.....	26	35	26	8	2	2	3.78
Weekday Off-Peak.....	32	28	28	7	3	2	3.81
Weekend.....	33	31	27	7	1	1	3.89
Satisfaction with www.caltrain.com	22	33	22	6	2	15	3.79
Weekday Peak.....	20	34	23	7	2	14	3.74
Weekday Off-Peak.....	27	32	20	5	1	15	3.92
Weekend.....	31	32	15	4	1	18	4.05
Connections with other transit systems	19	25	22	10	4	21	3.58
Weekday Peak.....	18	25	22	10	4	22	3.55
Weekday Off-Peak.....	21	27	22	10	4	16	3.60
Weekend.....	28	24	21	8	3	16	3.78
Convenience of schedule	18	32	31	14	5	1	3.45
Weekday Peak.....	17	33	31	15	4	1	3.45
Weekday Off-Peak.....	17	30	30	16	6	1	3.37
Weekend.....	24	32	26	14	4	1	3.59

(See Statistical Tables 15-20)

NEWS AND INFORMATION SOURCES

INTERNET ACCESS

14. Where do you usually access the internet?^

Nearly all riders have some form of Internet access – with only 2% saying they have no Internet access at all.

Weekday peak riders were most likely to access the Internet at home (80%), by cell/mobile (72%), and at work (73%).

Weekday off-peak riders were most likely to say they access the Internet at a public place, such as a library (9%).

	Total 2013
Base: (All Respondents)	4,721
	(%)
Home	78
Cell/mobile	70
Work	68
Library or other public areas	7
Don't have internet access	2
Other	<1

	Weekday Peak 2013	Weekday Off-Peak 2013	Weekend 2013
Base: (All Respondents)	3,547	766	409
	%	%	%
Home	80	75	71
Cell/mobile	72	67	62
Work	73	55	46
Library or other public areas	6	9	8
Don't have internet access	2	3	2
Other	<1	<1	1

(Multiple answers accepted)

^Note: this question was not asked in 2010

(See Statistical Table 21)

CALTRAIN WEBSITE

15. How often do you visit www.caltrain.com?

Most riders have visited the Caltrain website – only 16% say they have never visited www.caltrain.com (although this climbs to 25% among weekend riders).

About half of weekday peak riders (49%) are casual users, visiting the site once a month or less. This casual frequency was the most commonly given answer by riders in all time periods (and given by 47% of riders overall).

	Total 2013
Base: (All Respondents)	4,721
	(%)
Once a month or less	47
2-3 times a month	17
I've never visited website	16
Weekly	11
Several times a week	6
Daily	2
More than once a day	<1
	100

	<u>Weekday Peak</u> 2013	<u>Weekday Off-Peak</u> 2013	<u>Weekend</u> 2013
Base: (All Respondents)	3,547	766	409
	%	%	%
Once a month or less	49	43	45
2-3 times a month	18	15	15
I've never visited website	14	20	25
Weekly	11	12	10
Several times a week	6	6	3
Daily	2	3	1
More than once a day	<1	1	1
	100	100	100

(See Statistical Table 22)

^Note: this question was not asked in 2010

SOURCES FOR LOCAL NEWS

16. What are your main sources for local news?

The Internet is by far the most popular source for local news among Caltrain riders, with 78% saying they access the Internet for this very purpose. This is significantly higher than those who said they used the Internet in 2010 (45%). It is also more than those who access TV, radio, and newspapers in 2013 combined.

Percent indicating they use this source for local news; multiple responses accepted

	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All respondents)	4,721	3,547	766	409
Internet	78	78	77	73
TV	32	32	30	30
Radio	22	24	19	18
Newspaper	19	19	19	17
Other	5	4	5	7
	100	100	100	100

(See Statistical Table 23)

Top Newspaper Sources

While the number of those who use newspapers for local news has declined, top sources still include the *San Jose Mercury News*, *San Francisco Chronicle*, and *New York Times*.

	Total
	2013
Base: (Use Newspaper for Local News)	532
	(%)
San Jose Mercury	30
San Francisco Chronicle	28
New York Times	15
Other newspaper/local (unspecified)	9
San Francisco Examiner	8
Wall Street Journal	6
San Mateo Daily Journal	4
San Mateo Times	3
Daily Post	2
Daily News/San Mateo Daily News	2
Guardian	1
Palo Alto Daily News	1
SF Weekly	1
SF Chronicle (SF Gate)	1
Palo Alto Weekly	1
The Economist	1

Number who said they use newspapers and:

Don't know/not specified/ not applicable	7
Left specific newspaper blank	293

(Multiple answers accepted)

Partial list, the answers shown were selected by with 1% or more of respondents. For a complete list, see statistical table 24.

(See Statistical Table 24)

Top Radio Sources

KQED/NPR accounts for nearly two-thirds (65%) of those who say they receive their news via radio; 740 KCBS (14%) and 810 KGO (7%) round out the top three stations.

	Total 2013
Base: (Use Radio for Local News)	590
	(%)
KQED/NPR	65
740 KCBS (106.9)	14
810 KGO	7
680 KNBR	3
91.7 KALW (97.1)	3
97.3 KLLC (Alice)	2
94.1 KPFA	2
99.7 KFRC	2
104.5 KFOG	2
910 KNEW	1
94.9 KYLD (WILD)	1
102.9 KBLX	1
106.1 KMEL	1
107.7 KSAN (The Bone)	1
BBC	1
560 KSFO	1
106.5 KEZR (Mix)	1
96.5 KOIT	1
95.3 KRTY	1
105.3 (Live 105)	1
Spanish Stations (general)	1
Stations mentioned by less than 1%:	
KBWF	
K101	
Sirius	
KCSM	
KBAY	
KKSF	
KDFC	
Number who said they use radio and:	
Don't know/not specified/ not applicable	38
Left specific radio station(s) blank	348

(Multiple answers accepted)

(See Statistical Table 25)

Top Internet Sources

Top news sites among Caltrain riders include Google (21%), SFGate.com (18%), Yahoo! (18%), CNN.com, (14%), Twitter (10%), NewYorkTimes.com (9%), BBC.com (6%), and Facebook (5%).

	Total 2013		
Base: (Use Internet for Local News)	1303		
	(%)		
Google	21	Bloomberg.com	1
SFGate.com	18	Comcast.net	1
Yahoo!	18	AOL.com	1
CNN.com	14	SFBG.com	1
Twitter	10	WashingtonPost.com	1
NewYorkTimes.com	9	Reuters.com	1
BBC.com	6	SF.funcheap.com	1
Facebook	5		
SJMercuryNews.com/ InsideBayArea.com/ MercuryNews.com	4	Websites mentioned by fewer than 1% of respondents:	
Reddit.com	4		
HuffingtonPost.com	3	KRON4.com	
MSN.com	2	Caltrain.com	
NPR.org	2	Slate.com	
MSNBC.com	2	Youtube.com	
ABC.com	2	Techcrunch.com	
WallStreetJournal.com	2	Drudgereport.com	
SFist.com	1	Hackernews.com	
Flipboard.com	1	Bing.com	
USAToday.com	1	TheEconomist.com	
Associated Press	1	CBS.com	
Al Jazeera.com	1	Theskim.com	
KTVU.com	1	Stanford.edu	
7x7.com	1	Infowars.com	
FoxNews.com	1	SFStreetsblog.com	
SFWeekly.com	1		

Number who said they use the Internet and:

Don't know/not specified/ not applicable	204
Left specific website blank	1,874

(Multiple answers accepted)

(See Statistical Table 26)

Top Television Sources

Top television stations used for sources of local news include Channel 2 KTVU (32%), Channel 7 KGO (23%), Channel 3 KNTV (15%), KPIX (14%), and CNN and KRON (both 13%).

	Total 2013
Base: (Use Television for Local News)	517 (%)
Channel 2 (KTVU)	32
Channel 7 (ABC-KGO)	23
Channel 3 (KNTV/NBC)	15
Channel 5 (KPIX/CBS)	14
Channel 56/57 (CNN)	13
Channel 4 (KRON)	13
Channel 6 (MSNBC)	5
Channel 9 (KQED/PBS)	3
Comedy Central	3
PBS (not specified)	2
Channel 58 (CNBC)	1
Channel 14 (Univision)	1
BBC	1
Channel 8 (KSBW)	1
Channel 48 (Telemundo)	1

Television channels mentioned by fewer than 1% of respondents:
Channel 13 (KOFY)

Number who said they use television and:

Don't know/not specified/ not applicable	103
Left specific television station blank	754

(Multiple answers accepted)

(See Statistical Table 27)

Top Other Sources

Mobile phone applications (56%) and word of mouth (43%) were the most commonly cited other sources for local news.

	Total
	2013
Base: (Use Other Sources for Local News)	150
	(%)
Mobile phone apps	56
Word of mouth	43
Magazines and books	3

Number who said they use newspapers and:

Don't know/not specified/ not applicable	29
Left specific newspaper blank	26

(Multiple answers accepted)

(See Statistical Table 28)

CALTRAIN INFORMATION

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

The most commonly accessed source for Caltrain information is the website, www.caltrain.com.

Those using printed material for information dropped by nearly half, from 52% in 2010 to 27% in 2013. Those using station information boards also dropped, from 25% in 2010 to 15% in 2013.

Those using some form of mobile app increased greatly, from 14% in 2010 to 32% (16% who specified an application and another 16% who did not, but simply wrote 'mobile phone app' or similar).

	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)	4,721 %	3,547 %	766 %	409 %
Caltrain website (www.caltrain.com)	55	56	51	59
Printed material on train.....	27	28	25	26
Mobile applications (unspecified)^.....	16	17	15	10
Mobile phone/iCaltrain.com/other mobile app specified^	16	17	14	6
Station information boards.....	15	14	19	19
Twitter^	3	4	3	1
Conductor (or engineer^).....	3	3	3	3
Google Maps/Google^.....	2	1	3	3
Caltrain customer service (1-800-660-4287) ..	1	1	2	2
"Caltrain Connection" newsletter.....	1	1	1	1
Word of mouth^	1	<1	1	2
511 (phone number or website) ^	1	1	1	<1
Internet (other/not specified) ^	<1	<1	<1	<1
All other	<1	<1	<1	<1

(Multiple answers accepted)

(See Statistical Table 29)

^ Responses written by respondents and not provided on the survey instrument

RIDER DEMOGRAPHICS

GENDER AND MARITAL STATUS

Among all Caltrain riders, 60% are male, and 47% are single. Married riders are most likely to be riding during the weekday peak time period, while single riders are most likely to ride on the weekend.

	Total		^Not listed on questionnaire					
	2013	2010	Weekday Peak		Weekday Off-Peak		Weekend	
Base: (All Respondents)	4,721	4,428	2013	2010	2013	2010	2013	2010
	(%)	(%)	%	%	%	%	%	%
Male	60	60	59	60	63	61	58	57
Female	40	40	41	40	37	39	42	43
Other^	<1	-	-	-	<1	-	<1	-
	100	100	100	100	100	100	100	100

	Total		^Not listed on questionnaire					
	2013	2010	Weekday Peak		Weekday Off-Peak		Weekend	
Base: (All Respondents)	4,721	4,428	2013	2010	2013	2010	2013	2010
	(%)	(%)	%	%	%	%	%	%
Single	47	49	44	44	54	57	64	65
Married	43	41	46	46	38	32	24	25
Domestic partnership	4	4	5	4	3	4	5	3
Divorced	4	4	4	5	4	4	5	4
Separated	1	1	1	1	1	1	2	2
Widowed	1	1	1	<1	1	2	<1	1
	100	100	100	100	100	100	100	100

(See Statistical Tables 34 & 36)

EDUCATION

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

Nearly all riders (97%) have a high school diploma, while 80% have graduated college.

	Total	
	2013	2010
Base: (All Respondents)	4,721	4,428
	(%)	(%)
Some high school	3	4
High school graduate	5	6
Some college/technical school	12	13
College graduate	45	43
Post graduate degree	35	34
	100	100

	Weekday Peak		Weekday Off-Peak		Weekend	
	2013	2010	2013	2010	2013	2010
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Some high school	2	4	2	5	6	7
High school graduate	4	4	8	9	11	13
Some college/technical school	11	11	15	17	16	22
College graduate	46	47	42	34	42	33
Post graduate degree	36	35	33	34	26	25
	100	100	100	100	100	100

(See Statistical Table 37)

EMPLOYMENT STATUS

23. What is your current employment status?

Most Caltrain riders (80%) are employed full-time. The share of those employed full-time across all time periods:

86% for weekday peak riders;
65% for weekday off-peak riders; and
59% among weekend riders).

	Total	
	2013	2010
Base: (All Respondents)	4,721	4,428
	(%)	(%)
Employed full time	80	75
Student	7	10
Employed part-time	6	8
Self-employed/freelance/ contractor	4	1
Unemployed	2	3
Retired	2	2
Homemaker	<1	1
Disabled	<1	<1
Intern/trainee/volunteer	<1	-
Other	<1	<1
	100	100

	Weekday Peak		Weekday Off-Peak		Weekend	
	2013	2010	2013	2010	2013	2010
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Employed full time	86	83	65	55	59	52
Student	5	7	10	16	17	24
Employed part-time	4	6	10	14	10	12
Self-employed/freelance/ contractor	3	<1	7	2	5	1
Unemployed	1	2	4	5	5	5
Retired	1	1	3	7	4	4
Homemaker	<1	<1	1	3	1	2
Disabled	<1	<1	-	-	-	<1
Intern/trainee/volunteer	<1	-	<1	-	<1	-
Other	<1	<1	<1	<1	<1	1
	100	100	100	100	100	100

(See Statistical Table 38)

AGE*

The age of the average Caltrain rider has dropped from 37.2 years in 2010 to 36.7 years in 2013. This is largely attributable to a 5% increase of riders in the age 25 to 34 age bracket, as well as a slight decline in among riders over 45.

	Total	
	2013	2010
Base: (All Respondents)	4,721	4,428
	(%)	(%)
Ages 13-17	2	4
Ages 18-24	13	13
Ages 25-34	40	35
Ages 35-44	21	20
Ages 45-54	13	15
Ages 55-64	8	9
Ages 65 or older	3	3
	100	100

MEAN AGE (In years) 36.7 37.2

	Weekday Peak		Weekday Off-Peak		Weekend	
	2013	2010	2013	2010	2013	2010
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Ages 13-17	2	4	2	4	6	8
Ages 18-24	11	11	19	17	26	26
Ages 25-34	40	36	43	35	36	29
Ages 35-44	23	22	16	18	12	16
Ages 45-54	13	16	10	12	11	13
Ages 55-64	8	10	7	7	5	5
Ages 65 or older	3	2	4	7	5	3
	100	100	100	100	100	100

MEAN AGE (In years) 37.4 37.7 35.2 37.1 33.7 33.6

(See Statistical Table 35)

*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.

ANNUAL HOUSEHOLD INCOME

The average income among Caltrain riders has increased by more than \$10,000 per year, to around \$117,000 (from about \$104,000 in 2010). This is largely attributable to a smaller share of riders in households earning under \$50,000, and an increase in the percentage of riders in households earning \$100,000 per year or more.

	Total	
	2013	2010
Base: (All Respondents)	4,721	4,428
	(%)	(%)
Less than \$30,000 a year	9	15
\$30,000-\$49,999 a year	11	13
\$50,000-\$74,999 a year	16	14
\$75,000-\$99,999 a year	14	14
\$100,000-\$149,999 a year	21	20
\$150,000-\$199,999 a year	14	11
\$200,000+ a year	15	12
	100	100

MEAN INCOME (In \$000) \$117 \$104

Recap (%)

Earn less than \$75,000	36	42
Earn \$75,000 or more	65	58

	Weekday Peak		Weekday Off-Peak		Weekend	
	2013	2010	2013	2010	2013	2010
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Less than \$30,000 a year	7	11	16	24	20	35
\$30,000 to \$49,999 a year	10	12	15	16	14	17
\$50,000 to \$74,999 a year	15	14	16	14	18	13
\$75,000 to \$99,999 a year	14	15	12	13	15	8
\$100,000 to \$149,999 a year	22	22	18	18	16	12
\$150,000 to \$199,999 a year	16	13	11	7	7	6
\$200,000 or more a year	17	14	11	9	11	10
	100	100	100	100	100	100

MEAN INCOME (In \$000) \$124 \$112 \$100 \$87 \$91 \$77

Recap (%)

Earn less than \$75,000	31	37	47	53	51	64
Earn \$75,000 or more	69	63	53	47	49	36

(See Statistical Table 44)

ENGLISH PROFICIENCY

While 88% of riders say they speak English very well, 10% say they speak it well, while 2% do not speak it well, and less than 1% say they do not speak it at all. However, when asked about their households, 12% say they speak it well, 4% say those in their household speak English not well, and 4% say those in their household do not speak English at all.

24. How well do you speak English?

	Total 2013
Base: (All Respondents)	4,721
	(%)
Very well	88
Well	10
Not well	2
Not at all	<1
	<hr/>
	100

	Weekday Peak 2013	Weekday Off-Peak 2013	Weekend 2013
Base: (All Respondents)	3,547	766	409
	%	%	%
Very well	89	84	86
Well	9	14	9
Not well	1	2	5
Not at all	<1	-	-
	<hr/>	<hr/>	<hr/>
	100	100	100

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

	Total 2013
Base: (All Respondents)	4,721
	(%)
Very well	81
Well	12
Not well	4
Not at all	4
	<hr/>
	100

	Weekday Peak 2013	Weekday Off-Peak 2013	Weekend 2013
Base: (All Respondents)	3,547	766	409
	%	%	%
Very well	82	75	79
Well	11	14	13
Not well	3	6	4
Not at all	4	6	5
	<hr/>	<hr/>	<hr/>
	100	100	100

(See Statistical Tables 39-40)

LANGUAGES SPOKEN IN THE HOME

26. Which languages are spoken in your home?

Spanish, Hindi or other Indian languages, and Mandarin are the most common languages spoken in the home besides English.

Base: (All Respondents)	Total (4,721)	Weekday Peak (3,547)	Weekday Off-Peak (766)	Weekend (409)
	%	%	%	%
English	88	89	84	88
Spanish	12	11	15	17
Hindi or other Indian language.....	8	8	10	6
Mandarin.....	5	5	7	5
Cantonese	2	3	2	2
French	2	2	3	3
Tagalog.....	2	2	2	3
Russian	1	1	2	1
German	1	1	2	1
Vietnamese.....	1	1	1	1
Japanese	1	1	2	<1
Korean.....	1	1	1	<1
Italian.....	1	1	1	1
Persian/Farsi.....	1	1	<1	-
Arabic.....	1	1	<1	<1
Portuguese	1	1	1	<1

Other languages spoken on a regular basis (at least 1 response in survey):

Swedish	Romanian	Assyrian
Hebrew	Urdu	Cambodian
Dutch	Cebuano	Ilocano
Turkish/Other Turk Languages	Malayalam	Khmer
Thai	Norwegian	Llonggo
Telugu	Czech	Tigrina
Greek	Hawaiian	Malaysian
Sign Language	Kannada	Sinhala
Chinese-Other/Not Specified	Mongolian	Ukrainian
Polish	Serbian	Shona
Finnish	Latin	Dzongkha
Samoan	Lao	Catalan
Indonesian	Burmese	Swiss
Croatian	Tibetan	Wakashan
Tongan	Creole	Igbo
Danish	Swahili	Other (Unspecified)
Nepali	Uyghur	
Armenian	Afrikaans	

(Multiple answers accepted)

(See Statistical Table 41)

ETHNICITY

27. Which of the following best describes your ethnic background?

Base: (All Respondents)	Total (4,721)	Weekday Peak (3,547)	Weekday Off-Peak (766)	Weekend (409)
	%	%	%	%
White/Caucasian	56	58	51	56
Asian	29	29	30	25
Hispanic/Latino.....	12	11	13	17
Black/African American	4	4	5	4
Native Hawaiian/Other Pacific Islander	2	2	2	2
American Indian or Alaska Native	1	1	2	2
Indian (Southeast Asian/Eastern Indian)	1	1	1	<1
Middle Eastern/Arabic/North African/Mediterranean Iranian/Persian.....	1	1	<1	<1
Other (unspecified)	1	<1	1	<1
Mixed (unspecified).....	<1	<1	<1	<1

(Multiple answers accepted)

(See Statistical Table 42)

COUNTRY OF BIRTH

28. Were you born in the United States?

About two-thirds (64%) of Caltrain riders were born in the United States. Countries outside the US which were most commonly cited as the country of birth include India, China, the Philippines, and Canada.

Base: (All Respondents)	Total (4,721)	Weekday Peak (3,547)	Weekday Off-Peak (766)	Weekend (409)
	%	%	%	%
Yes (born in the United States).....	64	65	62	66
No	36	35	38	34
Born in:				
India.....	4	4	6	2
China.....	2	2	2	3
Philippines	2	2	1	2
Canada.....	2	2	1	1
Mexico.....	1	1	1	3
United Kingdom	1	1	1	1
France	1	1	1	1
Germany	1	1	1	1
Vietnam	1	1	<1	1
Taiwan	1	1	1	<1
Russia	1	1	<1	<1
Japan.....	1	1	1	<1
Australia	1	1	1	<1
Not born in the US, but country unspecified...	11	11	12	10

Birth countries mentioned by fewer than 1% of respondents (but at least 1 respondent):

Hong Kong	Switzerland	Panama	Jamaica	Ethiopia
Iran	Malaysia	Thailand	Burma	Lebanon
South Korea	Netherlands	Honduras	Kazakhstan	Nigeria
Brazil	Argentina	Kuwait	Austria	Syria
Korea	Indonesia	Venezuela	Croatia	Bangladesh
(unspecified)	New Zealand	Pakistan	Macedonia	Czech Republic
Sweden	Ukraine	Chile	Belarus	Dominican
Colombia	Norway	Sri Lanka	Tonga	Republic
Singapore	Guatemala	Greece	Jordan	Cambodia
Israel	Turkey	Hungary	Uzbekistan	Denmark
Peru	Belgium	Portugal	Saudi Arabia	Bosnia
Italy	Romania	Serbia	Costa Rica	Tanzania
Poland	Finland	Bulgaria	Cuba	Paraguay
El Salvador	Egypt	Kenya	Puerto Rico	Yugoslavia
Spain	American	Libya	Mongolia	Cameroon
South Africa	Samoa	Morocco	Bhutan	
Republic of	Nepal	Zambia	Azerbaijan	
Ireland	Nicaragua	Bolivia	Lithuania	

(See Statistical
Table 43)

HOME REGION (BASED ON ZIP CODE)

Most Caltrain riders hail from the 9-county Bay Area (96%), with nearly half (41%) living in Santa Clara County, 29% residing in San Mateo County, and 25% living in San Francisco.

By County Base: (All Respondents)	Total (4,721) %	Weekday Peak (3,547) %	Weekday Off-Peak (766) %	Weekend (409) %
The 9-County Bay Area (as a whole)	96	97	95	90
Santa Clara County	41	41	39	43
San Mateo County	29	29	30	24
San Francisco County.....	25	25	23	21
Alameda County	2	1	2	2
Contra Costa County	1	1	1	-
Solano County	<1	<1	<1	<1
Marin County	<1	<1	<1	-
Napa County.....	<1	<1	-	-
Sonoma County	<1	-	-	<1
Northern California (outside Bay Area)	1	1	2	2
All Other California	1	1	1	2
Out of State	2	1	3	6
	100	100	100	100

(See Statistical Table 32)

Just over half of Caltrain riders live in one of three cities: San Francisco (25%), San Jose (16%), or San Mateo (10%).

By City	Total	Weekday	Weekday	Weekend
Base: (All Respondents)	(4,721)	(3,547)	(766)	(409)
	%	%	%	%
San Francisco	25	25	23	21
San Jose	16	16	14	13
San Mateo	10	10	9	8
Sunnyvale	6	6	7	8
Mountain View	5	5	6	6
Redwood City.....	5	6	6	3
Palo Alto (including E. Palo Alto).....	5	4	6	7
Santa Clara.....	4	4	3	4
Menlo Park	3	3	2	4
Burlingame	3	3	2	2
Belmont.....	2	2	2	1
San Carlos	2	2	2	3
South San Francisco	1	1	2	1
San Bruno.....	1	1	1	1
Gilroy.....	1	1	<1	-
Cupertino.....	1	1	1	1
Daly City	1	1	1	1
Millbrae	1	1	1	1
Morgan Hill	1	1	<1	1
Oakland.....	1	1	1	1
Campbell.....	1	1	<1	-
Los Gatos.....	1	1	<1	1
Los Altos.....	1	<1	1	1
Outside California	2	1	3	6

Partial list; the answers shown were selected by 1% or more of respondents overall. For a complete list, see statistical Table 33.

(See Statistical Table 33)

APPENDICES

SURVEY DISTRIBUTION AND RESPONSE

2013 Caltrain Triennial Customer Satisfaction Study

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

	Total	Weekday	Weekend
Children under 13	43	30	13
Language barrier	75	67	8
Sleeping	180	156	24
Left train	80	68	12
Refused	821	677	144
Already Participated	234	207	27
Qst. distributed and not returned	703	617	86
TOTAL NON-RESPONSE (less already part.)	<u>1,902</u>	<u>1,615</u>	<u>287</u>
Completes collected	<u>4,721</u>	<u>4,241</u>	<u>480</u>
PASSENGERS ON SAMPLED CARS			
<i>(Total completes+Total Non-response)</i>	<u>6,623</u>	<u>5,856</u>	<u>767</u>

Response Rate & % of Riders Who Completed Survey

PASSENGERS ON SAMPLED CARS	6,623	5,856	767
Less:			
Children Under 13	(43)	(30)	(13)
Language Barrier	(75)	(67)	(8)
Sleeping	(180)	(156)	(24)
POTENTIAL RESPONDENTS	<u>6,325</u>	<u>5,603</u>	<u>722</u>
TOTAL COMPLETES	4,721	4,241	480
Response Rate¹	74.6%	75.7%	66.5%
% of Riders Who Completed Survey²	71.3%	72.4%	62.6%

Distribution Rate

PASSENGERS ON SAMPLED CARS	6,623	5,856	767
Less:			
Children Under 13	(43)	(30)	(13)
Language Barrier	(75)	(67)	(8)
Sleeping	(180)	(156)	(24)
POTENTIAL RESPONDENTS	<u>6,325</u>	<u>5,603</u>	<u>722</u>
Total Completes	4,721	4,241	480
Qst. taken home / not returned	703	617	86
TOTAL QST. DISTRIBUTED	<u>5,424</u>	<u>4,858</u>	<u>566</u>
Distribution Rate³	85.8%	86.7%	78.4%

¹Total Completes divided by Potential Respondents

²Total Completes divided by Passengers on Sampled Cars

³Total 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 ten respondents (out of 4,721) 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 or Spanish. Potential respondents were shown a card that stated “I speak ____” with responses in Hindi, Mandarin, Cantonese, Tagalog, French, German, Vietnamese, Russian, Korean, Italian, and Japanese. Of the 75 language barriers encountered, 63 spoke a language on the card and 12 respondents indicated a language not listed on the card.

Responses are tabulated below:

Language	#
Cantonese	24
Japanese	16
Mandarin	9
Russian	6
French	3
German	3
Hindi	2
Italian	0
Korean	0
Tagalog	0
Vietnamese	0
Unknown	12



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

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

26. Which **languages** are spoken in your home?
(Check ALL that apply)
 English Mandarin
 Spanish Cantonese
 Hindi or other Indian language Tagalog
 Other - specify: _____

27. 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: _____

28. Were you **born** in the United States?
 Yes No - in which country? _____

29. Annual household income *(before taxes)*:
 Less than \$30,000/year \$100,000 - \$149,999
 \$30,000 - \$49,999 \$150,000 - \$199,999
 \$50,000 - \$74,999 \$200,000 or more
 \$75,000 - \$99,999

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 **Nov. 8, 2013**.
 (No postage necessary. Please fold, then tape the side where indicated; no staples.)*

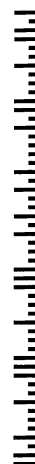
NO POSTAGE
 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES



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



Dear Caltrain Passenger,

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

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

- How **long** have you been riding Caltrain?
 This is my first trip 1 year to less than 2 years
 Less than 6 months 2 years to less than 4 years
 6 months to less than 1 year 4 years or more
- How **often** do you usually ride Caltrain?
 6-7 days/week 2 days/week
 5 days/week 1 day/week
 4 days/week 1-3 days/month
 3 days/week Less than once a month
- How did you pay for **this train trip** (today)?
 One-way ticket Clipper e-cash
 Day Pass Clipper 8-ride Ticket
 Go Pass Clipper Caltrain Monthly Pass
 Other - specify: _____
- What is your **fare category**?
 Adult (Age 18 through 64) Youth (Age 17 & younger)
 Senior (Age 65 & older) Disabled
 Medicare cardholder
- Are you making a **round trip** on Caltrain today?
(That is, you either rode Caltrain earlier today or will ride later today.)
 Yes No
- What is the **main purpose** of your trip today?
(Check only ONE)
 Work Social/recreational
 School Shopping
 Airport (SFO, San Jose Int'l) Going home
 Other - specify: _____

(Please tape closed here)

7. What are your **main reasons** for riding Caltrain?
- | | |
|---|---|
| <input type="checkbox"/> Productive use of time | <input type="checkbox"/> Don't have a car/don't drive |
| <input type="checkbox"/> Help the environment | <input type="checkbox"/> Employer subsidy |
| <input type="checkbox"/> Avoid traffic | <input type="checkbox"/> Lack of/cost of parking |
| <input type="checkbox"/> Relax/reduce stress | <input type="checkbox"/> Faster than other options |
| <input type="checkbox"/> Save money (gas, wear and tear on car) | |
| <input type="checkbox"/> Other - specify: _____ | |

8. At which station did you get **ON** this train?
 _____ (station)

9. At which station will you get **OFF** this train?
 _____ (station)

10a. **Getting to the station**
 How did you **get to** the station where you got on this train?
 (Please check one main mode.)

- Drove car
- Walked all the way
- Another **Caltrain** train
- BART
- SamTrans
- Muni
- VTA
- AC Transit
- Got dropped off by car
- Bicycled
- Free shuttle
- Other - specify: _____

10b. **Leaving the station**
After you get **off** this train, how will you get **from** the station to your final destination?
 (Please check one main mode.)

- Drive car
- Walk all the way
- Another **Caltrain** train
- BART
- SamTrans
- Muni
- VTA
- AC Transit
- Get picked up by car
- Bicycle
- Free shuttle
- Other - specify: _____

11. Did you have a car available to take **this particular trip**?
 Yes No

12. a) Do you **currently commute** to work or school on Caltrain? (Ride at least 3 days a week)
 Yes No

↳ b) Were you first introduced to Caltrain by taking it to a special event or leisure destination (like a SF Giants game or concert)?
 Yes No

13. How well is Caltrain meeting your needs?
 Please rate each item below, where **5=Very Satisfied** and **1=Very Dissatisfied**. If the question does not apply, circle **NA for Not Applicable**.

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

14. Where do you usually **access** the internet?
 (Check all that apply)

<input type="checkbox"/> I don't have internet access	<input type="checkbox"/> Cell/Mobile
<input type="checkbox"/> Home	<input type="checkbox"/> Library or other public areas
<input type="checkbox"/> Work	<input type="checkbox"/> Other - specify: _____

15. How **often** do you visit www.caltrain.com?
 I've never visited Caltrain website
 Once a month or less
 2-3 times a month
 Weekly
 Several times a week
 Daily
 More than once a day

16. What are your **main sources** for local news and events?

- Newspaper - which one? _____
- Radio - which one? _____
- Internet - which one? _____
- TV - which one? _____
- Other - which one? _____

17. How do you get **schedules** and other Caltrain **information**?
 (Check all that apply)

- Printed material on train
- Conductor
- Station information boards
- Caltrain customer service (1.800.660.4287)
- Caltrain website (www.caltrain.com)
- "Caltrain Connection" newsletter
- Other - specify: _____

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

19. Gender:
 Male Female

20. Age:

<input type="checkbox"/> Under 13	<input type="checkbox"/> 25-34	<input type="checkbox"/> 55-64
<input type="checkbox"/> 13-17	<input type="checkbox"/> 35-44	<input type="checkbox"/> 65 or older
<input type="checkbox"/> 18-24	<input type="checkbox"/> 45-54	

21. Marital Status:

<input type="checkbox"/> Married	<input type="checkbox"/> Single
<input type="checkbox"/> Divorced	<input type="checkbox"/> Widowed
<input type="checkbox"/> Separated	<input type="checkbox"/> Domestic Partnership

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

<input type="checkbox"/> Some high school	<input type="checkbox"/> College graduate
<input type="checkbox"/> High school graduate	<input type="checkbox"/> Post graduate degree
<input type="checkbox"/> Some college or technical school	

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

- Employed full time (35 or more hours per week)
- Employed part time (fewer than 35 hours per week)
- Student
- Retired
- Other - specify: _____
- Homemaker
- Unemployed



24. ¿Qué tan bien habla **usted** el inglés?
 Muy bien Bien No muy bien No lo hablo

25. En **su casa**, el inglés se habla:
 Muy bien Bien No muy bien No se habla

26. ¿Cuáles **idiomas** se hablan regularmente en su casa?
 (Marque todos los que sean pertinentes)
 Inglés Mandarín
 Español Cantonés
 Hindi o otro idioma Indio Tagalo
 Otro - *especifique:* _____

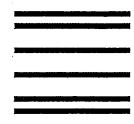
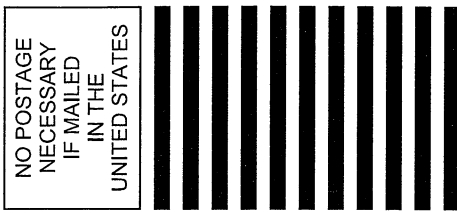
27. ¿Cuáles de los siguientes **grupos étnicos** describe mejor su origen? (Marque todos los que sean pertinentes)
 Asiático
 Indígena de los EE.UU. o Alaska
 Negro/Afro Americano
 Hispano/Latino
 Nativo de Hawai o otras islas del Pacífico
 Blanco/caucásico
 Otro - *especifique:* _____

28. ¿Usted **nació** en los Estados Unidos?
 Si No - ¿en qué país? _____

29. ¿Cuál es el ingreso anual total en su casa (antes de impuestos)?
 Menos de \$30,000/año \$100,000 - \$149,999
 \$30,000 - \$49,999 \$150,000 - \$199,999
 \$50,000 - \$74,999 \$200,000 o más
 \$75,000 - \$99,999

Comentarios o sugerencias para Caltrain

¡Gracias por completar esta encuesta! Por favor regrésela al encuestador en el tren o envíenos por correo antes de **8 de noviembre de 2013**.
 (No necesita estampilla. Por favor dóbrelea y cierre el lado indicado con cinta adhesiva; no grapas.)



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

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



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

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

1. ¿Cuánto **tiempo** ha estado viajando en Caltrain?
 Este es mi primer viaje Entre 1 año a menos de 2 años
 Menos de 6 meses Entre 2 años a menos de 4 años
 Entre 6 meses y menos de 1 año 4 años o más

2. ¿Con que **frecuencia** viaja en 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 una vez al mes

3. ¿Cómo pagó por **este viaje en el tren**?
 Boleto de un viaje Clipper e-cash
 Pase diario Clipper boleto de 8 viajes
 Go Pass Clipper pase mensual de Caltrain
 Otro - *especifique:* _____

4. ¿Cuál es la categoría de su **tarifa**?
 Adulto (de 18 a 64 años) Joven (17 años o menor)
 Anciano (65 años o mayor) Discapacitado
 Afiliados a Medicare

5. ¿Estás haciendo un **viaje de ida y vuelta** en Caltrain hoy? (Esto es, viajaste hoy más temprano o viajarás más tarde este día en Caltrain.)
 Si No

6. ¿Cuál es el **propósito principal** de su viaje hoy? (Marque solo UNO)
 Trabajo Social/recreativo
 Escuela Compras
 Aeropuerto (SFO, Int'l de San José) Ir a casa
 Otro - *especifique:* _____

(Por favor sellar aquí con cinta adhesiva)

7. ¿Cuáles son las **razones principales** de viajar en Caltrain?
- Uso más productivo del tiempo No tengo carro/no manejo
- Ayudar al medio ambiente Subsidio del empleador
- Evitar el tráfico Falta/costo de parqueo
- Relajarse/reducir estrés Mas rápido que otras opciones
- Ahorrar dinero (gasolina, uso y desgaste del carro)
- Otro - especifique: _____

8. ¿En cuál estación se **ABORDÓ** en este tren?

_____ (estación)

9. ¿En cuál estación se **APEARÁ** de este tren?

_____ (estación)

10a. Llegando a la estación

¿Cómo **llegó** a la estación donde se abordó en este tren? (Por favor marque solo una vía.)

- Manejé en carro
- Hice todo el recorrido a pie
- Otro tren de **Caltrain**
- BART
- SamTrans
- Muni
- VTA
- AC Transit
- Me trajeron en carro
- Bicicleta
- Bus gratis
- Otro - especifique: _____

10b. Dejando la estación

Después de apearse de este tren, ¿cómo llegará de la estación a su destino final? (Por favor marque solo una vía.)

- Manejaré en carro
- Haré todo el recorrido a pie
- Otro tren de **Caltrain**
- BART
- SamTrans
- Muni
- VTA
- AC Transit
- Me recogerán en carro
- Bicicleta
- Bus gratis
- Otro - especifique: _____

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

Si No

12. a) ¿**Actualmente viaja** al trabajo o escuela en Caltrain? (Viaja por lo menos tres días de la semana)

Si No

↳ b) ¿Fue su primera introducción a Caltrain cuando viajó hacia un evento especial o de diversión (como a un juego de los Gigantes de SF o concierto)? Si No

13. ¿En qué medida satisface Caltrain sus necesidades? Por favor califique cada elemento usando la escala del **5=Muy Satisfecho a 1=Muy Insatisfecho**. Si la pregunta no es pertinente, marque **NA (No Aplica)**.

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

14. ¿Donde normalmente tienes **acceso** a internet? (Marque todos los que sean pertinentes)

No tengo acceso a internet Celular/móvil

Casa Biblioteca o otras áreas públicas

Trabajo Other - specify: _____

15. ¿Con qué **frecuencia** visita el sitio www.caltrain.com?

Nunca he visitado el sitio web de Caltrain Semanalmente

Una vez al mes o menos Varias veces a la semana

2-3 veces al mes Diariamente

Más de una vez al día

16. ¿Cuáles son sus **fuentes principales** de noticias locales?

Periódico - cuál? _____

Radio - cuál? _____

Internet - cuál? _____

TV - cuál? _____

Otro - especifique: _____

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

Material impreso en los trenes

Conductor

Boletines de información de las estaciones

Servicio al cliente de Caltrain (1.800.660.4287)

El sitio web de Caltrain (www.caltrain.com)

Folleto informativo "Caltrain Connection"

Otro - especifique: _____

18. ¿Cuál es el **código postal** de su **residencia**? _____

19. Género:

Masculino Femenino

20. Edad:

Menos de 13 25-34 55-64

13-17 35-44 65 o mayor

18-24 45-54

21. Estado civil:

Casado Soltero

Divorciado Viudo

Separado Vive con pareja

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

Algo de preparatoria Graduado de la universidad

Graduado de preparatoria Post graduado

Alguna universidad o escuela técnica

23. ¿Cuál es su **estado de empleo**?

Empleado tiempo completo (35 horas o más por semana)

Empleado medio tiempo (menos de 35 horas por semana)

Estudiante Ama de casa

Jubilado Desempleado

Otro - especifique: _____

Caltrain Triennial Onboard Survey

October 2013

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 1-9, 2013.

You can learn more about Caltrain at www.caltrain.com (Keep this information handy for schedule information, too – see Part 2.)

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

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

BEFORE EACH RUN: SURVEY CONTROL SHEET (Blue Card)

It is very important that you enter information accurately on your survey control sheet. A separate survey control sheet will be used for each run. A **run** is one trip on one train from the boarding point to the end of the line or the point at which you exit the train. Each **run** has its own unique number, referred to as the **Run ID**.

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

- The current date and day
- Route number of the train
- Your last name
- Run ID (the Run ID# from your surveyor shift assignment sheet)
- The specific station where you are boarding the train to start the run (“Trip Start Location”)
- The time the run started (actual time the train left the station)

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

Run ID

A shift will consist of a number of runs. Each route for a given shift will have an assigned Run ID# which is indicated on your surveyor shift assignment sheet and on the Master Schedule. Because we are offering a mail back option, it is ESSENTIAL that all questionnaires distributed to passengers have the correct Run ID. You will need to write this in before you begin surveying.

You must write the Run ID on ALL questionnaires distributed on every run.

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

Review the Surveyor schedule, **and based on the Route Average**, pre-number a minimum of 10 English questionnaires:

You will want to pre-number additional questionnaires if your run is during morning or evening rush hour, or on a bullet train. Since passenger volume varies, you may need additional questionnaires, so be prepared to add the Run ID if necessary.

Unused surveys with the Run ID written in can be reused – cross out the prior Run ID and write in the correct Run ID OR use the white stickers provided.

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

DISTRIBUTING QUESTIONNAIRES

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

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

Do not distribute questionnaires to:

- Passengers who appear to be under 13 years of age (use your judgment – NEVER ask someone their age);
- Employees of the Caltrain;
- Passengers who tell you that they have already participated in this survey on a previous trip (within the last week or so). But do include passengers that may have participated in other previous surveys; and
- Sleeping passengers.

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

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

“We need your opinions on this Caltrain survey. “

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

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

Be sure to tell the patrons to fill in all pages of the survey. Check surveys as you collect them.

Instruct passengers to return completed surveys to you.

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

If time permits, offer assistance to patrons who are blind or unable to fill out the survey (you will need to excuse yourself to hand out questionnaires to new riders boarding the bus).

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

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

CROWDED TRAINS

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

LANGUAGE BARRIER

- Passengers who speak English or Spanish and who refuse a questionnaire are tallied as “refusals,” since we have English and Spanish survey instruments. Only passengers who speak a language other than English or Spanish are tallied as Language Barrier.
- Caltrain also wants to discover what languages (other than English and Spanish) their passengers speak.
 - Only when you have a passenger who is classified as a Language Barrier, give the passenger a Spoken Language Card (Tan Card) to allow the passenger to denote what language it is that they speak. Collect these cards when complete and include with your completed surveys.
 - These cards list the twelve most cited languages given as answers in the last Triennial Study to the question: “What language do you speak at home?”

As an example, this is a Spoken Language Card:

SPOKEN LANGUAGE		
Caltrain Onboard Survey OCTOBER 2013		
I speak	Translation	Check
Hindi		➡ <input type="checkbox"/>
Mandarin	我说普通话 (我說普通話)	➡ <input type="checkbox"/>
Cantonese	我讲粤语 (我講粵語)	➡ <input type="checkbox"/>
Tagalog	Nagsasalita ako ng Tagalog	➡ <input type="checkbox"/>
French	Je parle français	➡ <input type="checkbox"/>
German	Ich spreche Deutsch	➡ <input type="checkbox"/>
Vietnamese	Tôi nói tiếng Việt	➡ <input type="checkbox"/>
Russian	Я говорю русский	➡ <input type="checkbox"/>
Korean	나는 한국어를 한다	➡ <input type="checkbox"/>
Italian	lo parlo italiano	➡ <input type="checkbox"/>
Japanese	私は日本語を話す	➡ <input type="checkbox"/>

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

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

DEFINITIONS (SURVEY CONTROL SHEET CATEGORIES)

- LANGUAGE BARRIER: Passengers who speak English or Spanish and who refuse a questionnaire are tallied as “refusals,” since we have English and Spanish survey instruments. Only passengers who speak a language other than English or Spanish are tallied as Language Barrier.
- LEFT TRAIN: This is a non-response that occurs when the surveyor cannot offer a questionnaire because of the short distance of the rider’s trip. If the rider refuses because of time constraints, it is important to offer the “mail back option”. We anticipate very few “Left Train” dispositions on this project.

As an example, a Survey Control Sheet may look like this at the end of a shift:

CALTRAIN ONBOARD STUDY | Survey Control Sheet
FALL 2013

DATE 10 / 18 / 2013 DAY OF WEEK FRI Train # 312

INTERVIEWER NAME Canapary RUN ID 1234

BOARDED TRAIN AT: 4th & King TIME 6:57 AM

EXITED TRAIN AT: SJ - Diridon TIME 7:58 AM

LANGUAGE	# DISTRIBUTED	# RETURNED
ENGLISH	57	51
SPANISH	19	13
SPOKEN LANGUAGE CARD	2	2
TOTAL:	78	66

NON-RESPONSE TALLY

REFUSALS	<i>###</i>	[5]
LANGUAGE BARRIER <small>(SPECIFY TYPE IF KNOWN)</small>	<i>//</i>	[2]
CHILD (UNDER 13)		[]
SLEEPING		[]
LEFT BUS		[]
ALREADY PARTICIPATED		[]
OTHER (specify) _____	<i>//</i> <i>(Other CCG interviewers riding to reach their shift)</i>	[2]
TOTAL		[9]

Please use hash marks (example: *###*). Only one tally per patron. At the end of each trip, write in number totals in the brackets of each box.

AT THE END OF THE SHIFT

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

1. Date
2. Your last name (Interviewer Name)
3. Run ID# listed on Surveyor Shift Assignment Sheet
4. Train number (the number Caltrain assigns to that train)
5. Run Start time (the beginning time listed on your survey control sheet)
6. 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
7. The number of questionnaires distributed, the number completed/returned, and the non-responses for each (from survey control sheet)
8. Any unusual happenings that may have affected surveying/ridership on this shift

As an example, a Completed Questionnaire envelope may look like this at the end of a shift

**CALTRAIN ON-BOARD STUDY
Completed Questionnaire Envelope**

(Fall 2013)

- Day: Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday
 Sunday

Number of Questionnaires in Envelope
TOTAL _____ <u>75</u> _____

Date 10 / 18 /2013

Interviewer Name Canapary

Run ID# 1234

Train: 312

Run Start Time 7 : 58 **AM** PM

If >5 minutes early or late:
 (Departed): _____ Minutes Early/Late

(Arrived): 10 Minutes Early/Late

	TOTAL
Questionnaires Distributed (from Survey Control Sheet)	
Total Distributed	<u>90</u>
Returned Questionnaires (count number in hand)	
Total Returned	<u>75</u>
Non-Responses (from Survey Control Sheet)	
Total Non-Responses	<u>9</u>

Notes: unruly passenger in car between Millbrae and San Mateo, removed by police at San Mateo; Doors did not open at Mountain View stop. Delay while conductor cycled doors.

Part 2 – Logistics, General Conduct, and Communication

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

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

- You should be at the train station where your shift starts at least 15 minutes prior to the scheduled train departure time. (It is always preferable to be at the station even earlier – say, 30 minutes or so – than to be even 1 minute late. And remember – **you are being paid for the time!**)
- Have all of your supplies (see the **Supplies Checklist**).
- Before you leave for your shift, **know what trains you are surveying and when they arrive and depart.** Some trains may become delayed along the route. Frequently, they are able to make up the time prior to the end of the run. Occasionally, however, the delay may impact your ability to make your next train. It may be preferable to alight from the train a station early to catch your next train. Have the Caltrain schedule with you at all times to aid in making this decision.
- **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.
- All surveyors **must wear their ID badges and have a valid photo ID at all times** while surveying.
- Please **act professionally at all times**. Passengers, Caltrain employees, and others are observing your behavior.
- **Always introduce yourself to at least one of the conductors.** We are guests on their trains.
- The **average number of passengers will vary significantly** by run and time of day. You will be provided with pencils for use by passengers who need them.

Conduct Yourself Professionally

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

End of Shift – Checking In and Returning Work

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

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

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

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

Keeping Track of Your Time and Getting Paid

- You will be paid for travel time starting from the time you arrive at a **BART station, Caltrain station, or are picked up via shuttle.**
 - Travel time for morning shift: a) time you enter one of the above systems in the morning until you reach your designated stop; and b) time you exit one of the above systems to go back to CC&G to drop off work.
 - Travel time for evening shift starts after dropping off work: a) time you enter one of the above systems in the afternoon until you reach your designated stop; and b) from the time you leave your last exit stop until the time you exit one of the systems above at your home stop.
- Additionally, you will be paid a flat 1 hour for drop off/scheduling/review when you actually review your work at the office with a supervisor. This will occur for the first couple of days of the study. After that, you will be paid a flat 30 minutes for drop off/scheduling when you are only dropping off work (and not reviewing with a supervisor).
- **Your time sheet is due at the date and time on the back as indicated. DO NOT wait until the 'last minute' to complete your time sheet – take advantage of the travel/other time and fill out your time each day. This makes your timekeeping more accurate and prevents a last-minute 'scramble'. Place all time sheets either in the envelope in the trunk (in CC&G office lobby) or underneath the sign-in sheet on the front desk.**
- **IF you work LATE the night before time sheets are due – TURN IN your time sheet to include EVERYTHING except the last day of the time period. THEN, after your late shift, call CC&G's phone (415-397-1200) and leave a voicemail with the total number of hours worked for the LAST shift of the pay period only.**

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
 - System authorization letter
 - Survey badge with photo
 - Photo ID
 - Surveyor Schedule
 - Travel information/supplies, including:
 - Caltrain schedule
 - Shift-specific information
 - Apron
 - Pencils
 - Questionnaires (English & Spanish) – use the ridership figures on your schedule to determine how many English questionnaires you should take per run; always have a supply of at least 25 Spanish questionnaires per shift.
 - Spoken Language Cards for other languages – take at least 10.
 - Completed Questionnaire Envelope(s)
 - Survey control sheets
 - White stickers (2 sheets) for re-using questionnaires
 - Rubber bands
 - Interviewer Instructions
 - Clipboard
 - A watch
 - Time sheet
-

INFORMATION ABOUT CALTRAIN TRAINS

TRAINSET TYPE

Caltrain operates two types of equipment, Gallery and Bombardier.

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



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



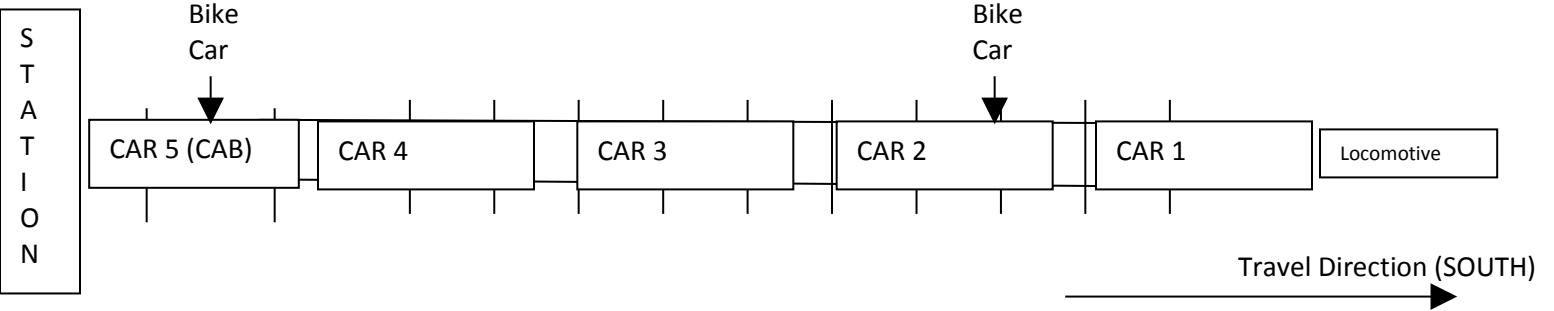
All runs end either at San Francisco at 4th & King, Gilroy, or San Jose Diridon stations. If your run ends at San Jose Diridon, the train MAY be continuing past this station. Be sure you exit the train at San Jose Diridon. Check your Caltrain schedule before your run.

CAR SELECTION

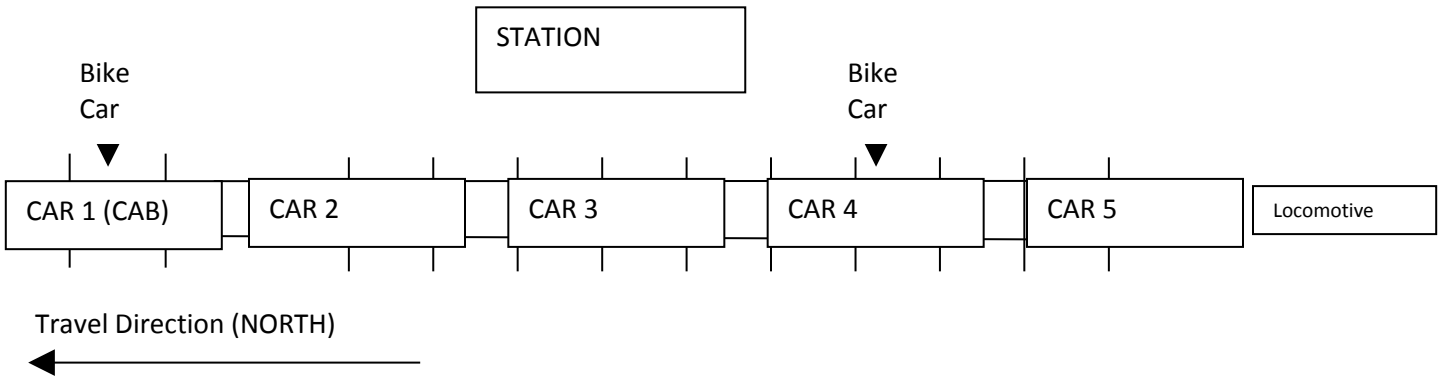
Car #1 is always at the FRONT of the train, depending on the direction of travel. When travelling south, the locomotive is in front of the train and PULLS the train. Car #1 is directly behind the locomotive. When travelling north, the locomotive is at the back of the train and PUSHES the train. Car #1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

For example:

At the San Francisco station:



At the San Jose Diridon Station:



TRAIN IDENTIFICATION

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

- Local: (train number starts with a 1 on weekdays, 4 on weekends) These trains stop at each station.
- Limited (train number starts with a 2 on weekdays, no weekend service) These trains stop at fewer stations than the locals, but more than the bullets.
- Bullet (or Baby Bullet) (train number starts with a 3 on weekdays, 8 on weekends) These are express trains which stop only at a few popular stations.



Caltrain 151

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.



Caltrain 156



Caltrain 313

Even numbered trains travel south from San Francisco to San Jose (or Tamien/Gilroy)
Odd numbered trains travel north from San Jose (or Tamien/Gilroy) to San Francisco



At all stations, the electronic signs reference the train number (e.g. 208, 332, etc.), but in San Francisco, at 4th & King, signs over the doors reference the departure time (e.g. 6:24, 8:59, etc.). Additionally, at San Francisco, a colored square on the overhead sign indicates the type of service for that train.

No square: Local
Yellow square: Limited
Red square: Bullet

October 2013 Schedule

TR#	Type	TIME PERIOD	Station Boarding	Departure Time	Station Exiting	Time Exiting	DAY	DATE	DIRECTION	Packet ID#	Train car #	Bike Car
TUESDAY, OCTOBER 1												
101	LOCAL	AM PEAK	SAN JOSE-DIRIDON	4:30 AM	SAN FRANCISCO	6:01 AM	TUE	1-Oct	N	1	5	
208	LIMITED	AM PEAK	SAN FRANCISCO	6:24 AM	SAN JOSE-DIRIDON	7:43 AM	TUE	1-Oct	S	2	3	
231	LIMITED	AM PEAK	SAN JOSE-DIRIDON	8:20 AM	SAN FRANCISCO	9:45 AM	TUE	1-Oct	N	3	4	YES
206	LIMITED	AM PEAK	SAN FRANCISCO	6:11 AM	SAN JOSE-DIRIDON	7:24 AM	TUE	1-Oct	S	4	3	
225	LIMITED	AM PEAK	SAN JOSE-DIRIDON	7:50 AM	SAN FRANCISCO	8:57 AM	TUE	1-Oct	N	5	4	YES
150	LOCAL	OFF-PEAK	SAN FRANCISCO	1:07 PM	SAN JOSE-DIRIDON	2:38 PM	TUE	1-Oct	S	6	4	
159	LOCAL	PM PEAK	SAN JOSE-DIRIDON	3:05 PM	SAN FRANCISCO	4:38 PM	TUE	1-Oct	N	7	2	
150	LOCAL	OFF-PEAK	SAN FRANCISCO	1:07 PM	SAN JOSE-DIRIDON	2:38 PM	TUE	1-Oct	S	9	4	
365	BULLET	PM PEAK	SAN JOSE-DIRIDON	4:23 PM	SAN FRANCISCO	5:24 PM	TUE	1-Oct	N	10	3	
386	BULLET	PM PEAK	SAN FRANCISCO	6:33 PM	SAN JOSE-DIRIDON	7:32 PM	TUE	1-Oct	S	11	2	YES
268	LIMITED	PM PEAK	SAN FRANCISCO	4:56 PM	GILROY	7:07 PM	TUE	1-Oct	S	12	4	
WEDNESDAY, OCTOBER 2												
102	LOCAL	AM PEAK	SAN FRANCISCO	4:55 AM	SAN JOSE-DIRIDON	6:26 AM	WED	2-Oct	S	13	3	
313	BULLET	AM PEAK	SAN JOSE-DIRIDON	6:45 AM	SAN FRANCISCO	7:42 AM	WED	2-Oct	N	14	2	
324	BULLET	AM PEAK	SAN FRANCISCO	8:14 AM	SAN JOSE-DIRIDON	9:13 AM	WED	2-Oct	S	15	5	YES
237	LIMITED	OFF-PEAK	SAN JOSE-DIRIDON	9:40 AM	SAN FRANCISCO	11:02 AM	WED	2-Oct	N	16	1	YES
207	LIMITED	AM PEAK	SAN JOSE-DIRIDON	5:57 AM	SAN FRANCISCO	7:19 AM	WED	2-Oct	N	17	5	
220	LIMITED	AM PEAK	SAN FRANCISCO	7:44 AM	SAN JOSE-DIRIDON	9:05 AM	WED	2-Oct	S	18	3	

TR#	Type	TIME PERIOD	Station Boarding	Departure Time	Station Exiting	Time Exiting	DAY	DATE	DIRECTION	Packet ID#	Train car #	Bike Car
217	LIMITED	AM PEAK	GILROY	6:07 AM	SAN FRANCISCO	8:19 AM	WED	2-Oct	N	19	1	YES
332	BULLET	AM PEAK	SAN FRANCISCO	8:57 AM	SAN JOSE-DIRIDON	9:58 AM	WED	2-Oct	S	20	5	YES
143	LOCAL	OFF-PEAK	SAN JOSE-DIRIDON	11:10 AM	SAN FRANCISCO	12:41 PM	WED	2-Oct	N	21	4	YES
152	LOCAL	OFF-PEAK	SAN FRANCISCO	2:07 PM	SAN JOSE-DIRIDON	3:38 PM	WED	2-Oct	S	22	3	
263	LIMITED	PM PEAK	SAN JOSE-DIRIDON	4:05 PM	SAN FRANCISCO	5:29 PM	WED	2-Oct	N	23	2	
282	LIMITED	PM PEAK	SAN FRANCISCO	6:20 PM	SAN JOSE-DIRIDON	7:28 PM	WED	2-Oct	S	24	2	YES
261	LIMITED	PM PEAK	SAN JOSE-DIRIDON	3:44 PM	SAN FRANCISCO	5:03 PM	WED	2-Oct	N	25	1	
284	LIMITED	PM PEAK	SAN FRANCISCO	6:27 PM	SAN JOSE-DIRIDON	7:57 PM	WED	2-Oct	S	26	5	YES
THURSDAY, OCTOBER 3										-		
211	LIMITED	AM PEAK	SAN JOSE-DIRIDON	6:20 AM	SAN FRANCISCO	7:48 AM	THUR	3-Oct	N	27	5	
226	LIMITED	AM PEAK	SAN FRANCISCO	8:19 AM	SAN JOSE-DIRIDON	9:28 AM	THUR	3-Oct	S	28	5	YES
103	LOCAL	AM PEAK	SAN JOSE-DIRIDON	5:05 AM	SAN FRANCISCO	6:36 AM	THUR	3-Oct	N	29	5	
312	BULLET	AM PEAK	SAN FRANCISCO	6:57 AM	SAN JOSE-DIRIDON	7:58 AM	THUR	3-Oct	S	30	3	
142	LOCAL	OFF-PEAK	SAN FRANCISCO	11:07 AM	SAN JOSE-DIRIDON	12:38 PM	THUR	3-Oct	S	31	4	
151	LOCAL	OFF-PEAK	SAN JOSE-DIRIDON	1:10 PM	SAN FRANCISCO	2:41 PM	THUR	3-Oct	N	32	3	
156	LOCAL	PM PEAK	SAN FRANCISCO	3:07 PM	SAN JOSE-DIRIDON	4:39 PM	THUR	3-Oct	S	33	5	YES
258	LIMITED	PM PEAK	SAN FRANCISCO	3:37 PM	SAN JOSE-DIRIDON	5:00 PM	THUR	3-Oct	S	34	1	
277	LIMITED	PM PEAK	SAN JOSE-DIRIDON	5:31 PM	SAN FRANCISCO	6:39 PM	THUR	3-Oct	N	35	5	
375	BULLET	PM PEAK	SAN JOSE-DIRIDON	5:23 PM	SAN FRANCISCO	6:24 PM	THUR	3-Oct	N	36	3	
288	LIMITED	PM PEAK	SAN FRANCISCO	6:56 PM	SAN JOSE-DIRIDON	8:12 PM	THUR	3-Oct	S	37	5	YES
195	LOCAL	OFF-PEAK	SAN JOSE-DIRIDON	8:30 PM	SAN FRANCISCO	10:01 PM	THUR	3-Oct	N	38	1	YES

TR#	Type	TIME PERIOD	Station Boarding	Departure Time	Station Exiting	Time Exiting	DAY	DATE	DIRECTION	Packet ID#	Train car #	Bike Car
SATURDAY, OCTOBER 5												
421	LOCAL	WEEKEND	SAN JOSE-DIRIDON	7:00 AM	SAN FRANCISCO	8:36 AM	SAT	5-Oct	N	39	2	
802	BULLET	WEEKEND	SAN FRANCISCO	11:59 AM	SAN JOSE-DIRIDON	1:03 PM	SAT	5-Oct	S	40	3	
435	LOCAL	WEEKEND	SAN JOSE-DIRIDON	2:00 PM	SAN FRANCISCO	3:36 PM	SAT	5-Oct	N	41	2	
442	LOCAL	WEEKEND	SAN FRANCISCO	6:15 PM	SAN JOSE-DIRIDON	7:51 PM	SAT	5-Oct	S	42	3	
438	LOCAL	WEEKEND	SAN FRANCISCO	4:15 PM	SAN JOSE-DIRIDON	5:51 PM	SAT	5-Oct	S	43	3	
SUNDAY, OCTOBER 6												
801	BULLET	WEEKEND	SAN JOSE-DIRIDON	10:35 AM	SAN FRANCISCO	11:39 AM	SUN	6-Oct	N	44	1	YES
432	LOCAL	WEEKEND	SAN FRANCISCO	1:15 PM	SAN JOSE-DIRIDON	2:51 PM	SUN	6-Oct	S	45	1	
439	LOCAL	WEEKEND	SAN JOSE-DIRIDON	4:00 PM	SAN FRANCISCO	5:36 PM	SUN	6-Oct	N	46	4	YES
444	LOCAL	WEEKEND	SAN FRANCISCO	7:15 PM	SAN JOSE-DIRIDON	8:51 PM	SUN	6-Oct	S	47	1	
449	LOCAL	WEEKEND	SAN JOSE-DIRIDON	9:00 PM	SAN FRANCISCO	10:36 PM	SUN	6-Oct	N	48	4	YES
TUESDAY, OCTOBER 8												
305	BULLET	AM PEAK	SAN JOSE-DIRIDON	5:45 AM	SAN FRANCISCO	6:42 AM	TUE	8-Oct	N	49	3	
218	LIMITED	AM PEAK	SAN FRANCISCO	7:24 AM	SAN JOSE-DIRIDON	8:43 AM	TUE	8-Oct	S	50	5	YES
135	LOCAL	OFF-PEAK	SAN JOSE-DIRIDON	9:10 AM	SAN FRANCISCO	10:41 AM	TUE	8-Oct	N	51	2	
210	LIMITED	AM PEAK	SAN FRANCISCO	6:44 AM	SAN JOSE-DIRIDON	8:06 AM	TUE	8-Oct	S	52	2	YES
233	LIMITED	AM PEAK	SAN JOSE-DIRIDON	8:40 AM	SAN FRANCISCO	10:02 AM	TUE	8-Oct	N	53	3	
257	LIMITED	OFF-PEAK	SAN JOSE-DIRIDON	2:40 PM	SAN FRANCISCO	4:02 PM	TUE	8-Oct	N	54	5	

TR#	Type	TIME PERIOD	Station Boarding	Departure Time	Station Exiting	Time Exiting	DAY	DATE	DIRECTION	Packet ID#	Train car #	Bike Car
264	LIMITED	PM PEAK	SAN FRANCISCO	4:27 PM	SAN JOSE-DIRIDON	5:57 PM	TUE	8-Oct	S	55	5	YES
385	BULLET	PM PEAK	SAN JOSE-DIRIDON	6:23 PM	SAN FRANCISCO	7:24 PM	TUE	8-Oct	N	56	4	YES
190	LOCAL	OFF-PEAK	SAN FRANCISCO	7:30 PM	SAN JOSE-DIRIDON	9:01 PM	TUE	8-Oct	S	57	2	YES
199	LOCAL	OFF-PEAK	SAN JOSE-DIRIDON	10:30 PM	SOUTH SF	11:47 PM	TUE	8-Oct	N	58	5	
198	LOCAL	OFF-PEAK	SOUTH SF	12:17 AM	SAN JOSE-DIRIDON	1:32 AM	WED	9-Oct	S	59	4	
376	BULLET	PM PEAK	SAN FRANCISCO	5:33 PM	SAN JOSE-DIRIDON	6:32 PM	TUE	8-Oct	S	60	4	
193	LOCAL	OFF-PEAK	SAN JOSE-DIRIDON	7:30 PM	SAN FRANCISCO	9:01 PM	TUE	8-Oct	N	61	5	
194	LOCAL	OFF-PEAK	SAN FRANCISCO	9:40 PM	SAN JOSE-DIRIDON	11:11 PM	TUE	8-Oct	S	62	1	
WEDNESDAY, OCTOBER 9												
319	BULLET	AM PEAK	SAN JOSE-DIRIDON	7:03 AM	SAN FRANCISCO	8:02 AM	WED	9-Oct	N	63	4	YES
134	LOCAL	OFF-PEAK	SAN FRANCISCO	9:07 AM	SAN JOSE-DIRIDON	10:38 AM	WED	9-Oct	S	64	1	
329	BULLET	AM PEAK	SAN JOSE-DIRIDON	8:03 AM	SAN FRANCISCO	9:02 AM	WED	9-Oct	N	65	1	YES
236	LIMITED	OFF-PEAK	SAN FRANCISCO	9:37 AM	SAN JOSE-DIRIDON	11:00 AM	WED	9-Oct	S	66	2	YES
366	BULLET	PM PEAK	SAN FRANCISCO	4:33 PM	SAN JOSE-DIRIDON	5:32 PM	WED	9-Oct	S	67	2	YES
289	LIMITED	PM PEAK	SAN JOSE-DIRIDON	6:45 PM	SAN FRANCISCO	8:00 PM	WED	9-Oct	N	68	2	
360	BULLET	PM PEAK	SAN FRANCISCO	4:09 PM	SAN JOSE-DIRIDON	5:06 PM	WED	9-Oct	S	69	2	YES
279	LIMITED	PM PEAK	SAN JOSE-DIRIDON	5:39 PM	SAN FRANCISCO	7:02 PM	WED	9-Oct	N	70	5	

TR#	Type	TIME PERIOD	Station Boarding	Departure Time	Station Exiting	Time Exiting	DAY	DATE	DIRECTION	Packet ID#	Train car #	Bike Car
THURSDAY, OCTOBER 10												
228	LIMITED	AM PEAK	SAN FRANCISCO	8:24 AM	SAN JOSE-DIRIDON	9:43 AM	THUR	10-Oct	S	71	3	
287	LIMITED	PM PEAK	SAN JOSE-DIRIDON	6:31 PM	SAN FRANCISCO	7:39 PM	THUR	10-Oct	N	72	3	
272	LIMITED	PM PEAK	SAN FRANCISCO	5:20 PM	SAN JOSE-DIRIDON	6:28 PM	THUR	10-Oct	S	8	2	YES
191	LOCAL	PM PEAK	SAN JOSE-DIRIDON	6:50 PM	SAN FRANCISCO	8:21 PM	THUR	10-Oct	N	73	3	