



Caltrain New Electric Train Survey – Phase I September – October 2014

Introduction

As part of the Peninsula Corridor Electrification Project, Caltrain will be purchasing new electric vehicles. Caltrain conducted an “opt-in” online survey between Sept. 5 and Oct. 17, 2014 to learn more about customer priorities regarding the space available on the new vehicles for seats, standees, bicycles, toilets and luggage.

The online survey was available in English, Spanish, Vietnamese, and Chinese. Outreach efforts to encourage survey participation were made through: in-person tabling at the top ridership stations, onboard take ones, notifications via Visual Message System at stations, social media, news release, e-newsletter, e-mail distribution, website page, and dissemination by various partner agencies, cities, and community based organizations to their members. Meetings on the topic were also held with elected officials, advisory and advocacy groups.

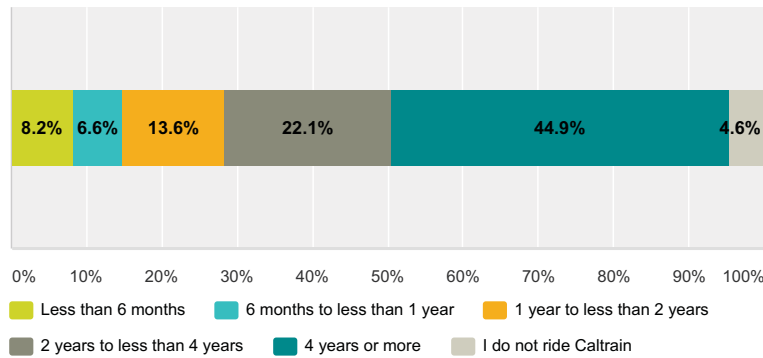
The following findings outline the data received from survey participants. While 4,196 responses were received, the survey isn’t considered statistically significant because the methodology applied to this study doesn’t capture or reflects Caltrain various demographic groups. This data does provide some important feedback as Caltrain staff begins the vehicle procurement process. Additional public discussion regarding the electric vehicle purchase will take place to aid in the development of the Request for Proposals for the acquisition of the rail cars, an action that will come to the Caltrain Board of Directors later in 2015.

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Note: Percentages may not add up to one hundred due to rounding.

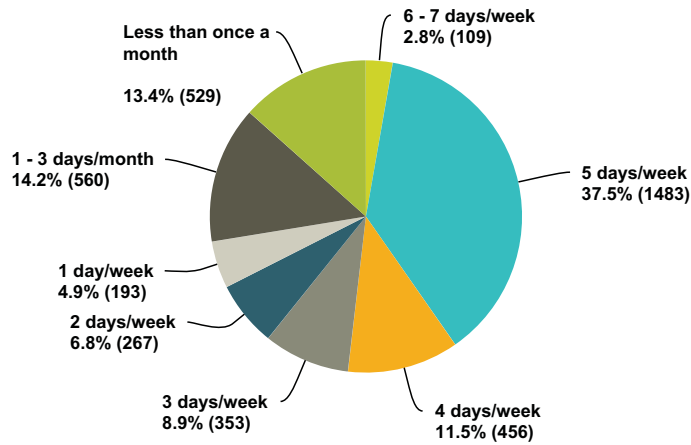
Q1 How long have you been riding Caltrain?

Answered: 4,195 Skipped: 1



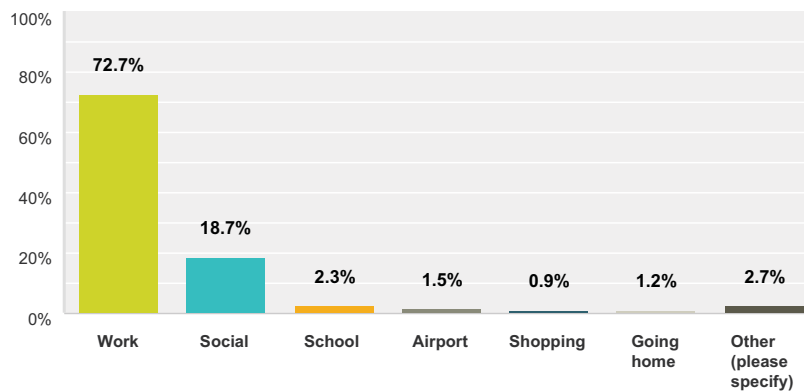
Q2 How often do you usually ride Caltrain?

Answered: 3,950 Skipped: 246



Q3 For what purpose do you primarily ride Caltrain?

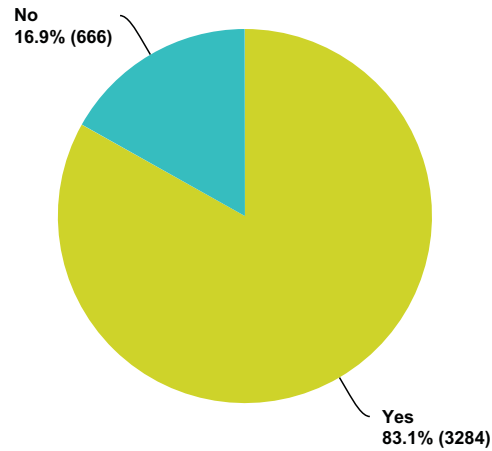
Answered: 3,950 Skipped: 246



Q4 Do you have access to a car?

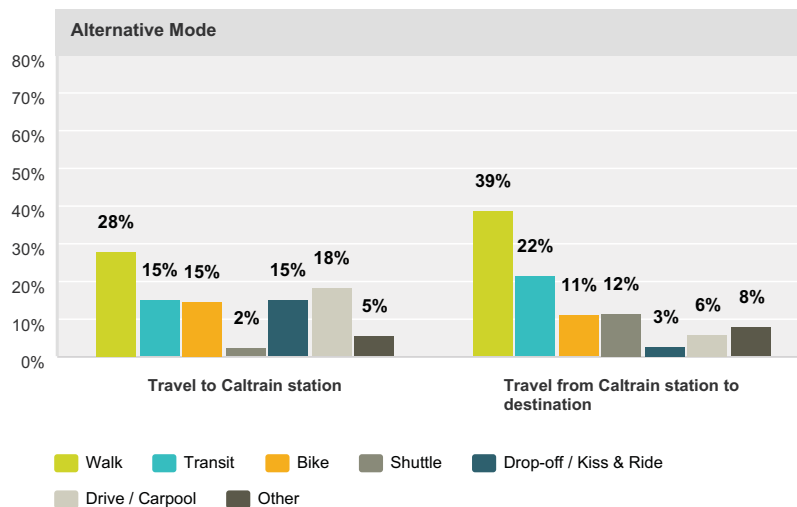
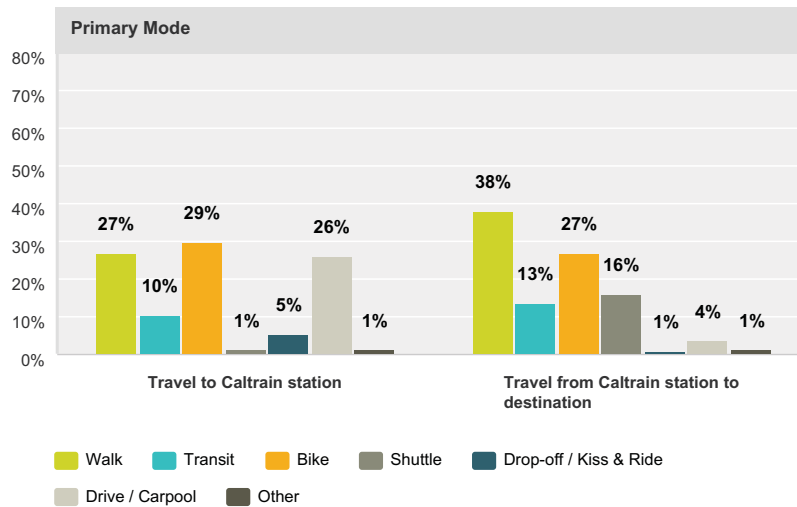
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Answered: 3,950 Skipped: 246

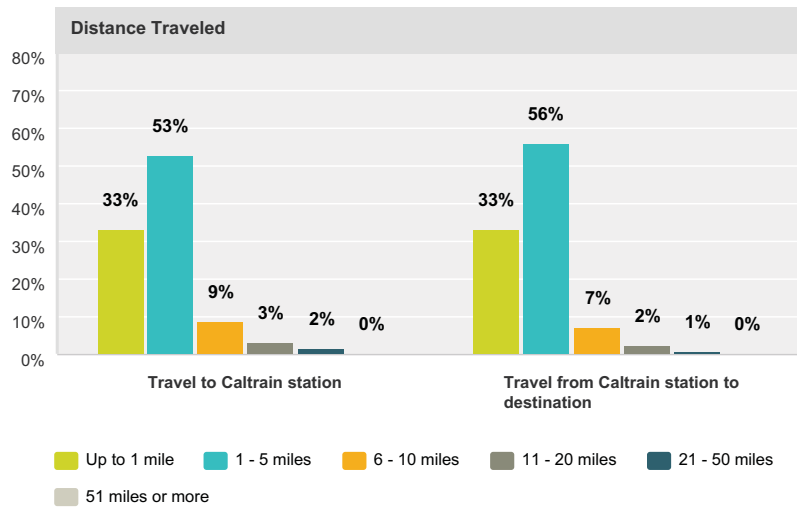
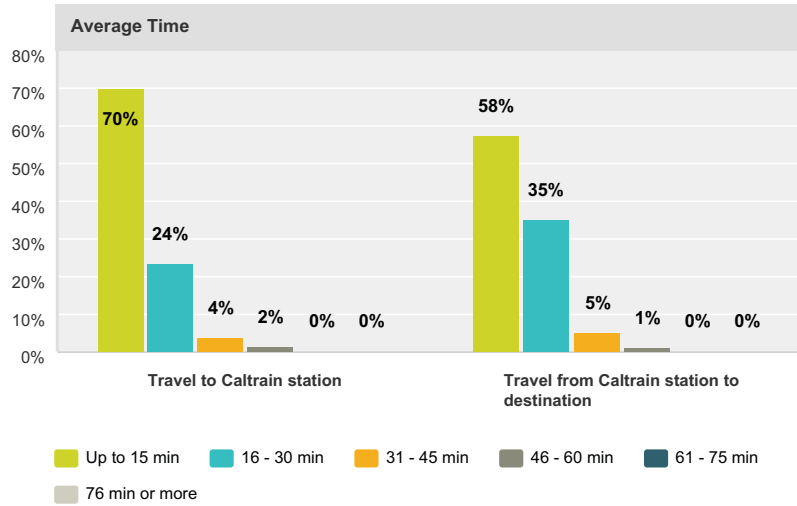


Q5 Please provide the following information regarding your travel to and from the Caltrain station: *

Answered: 3,601 Skipped: 595



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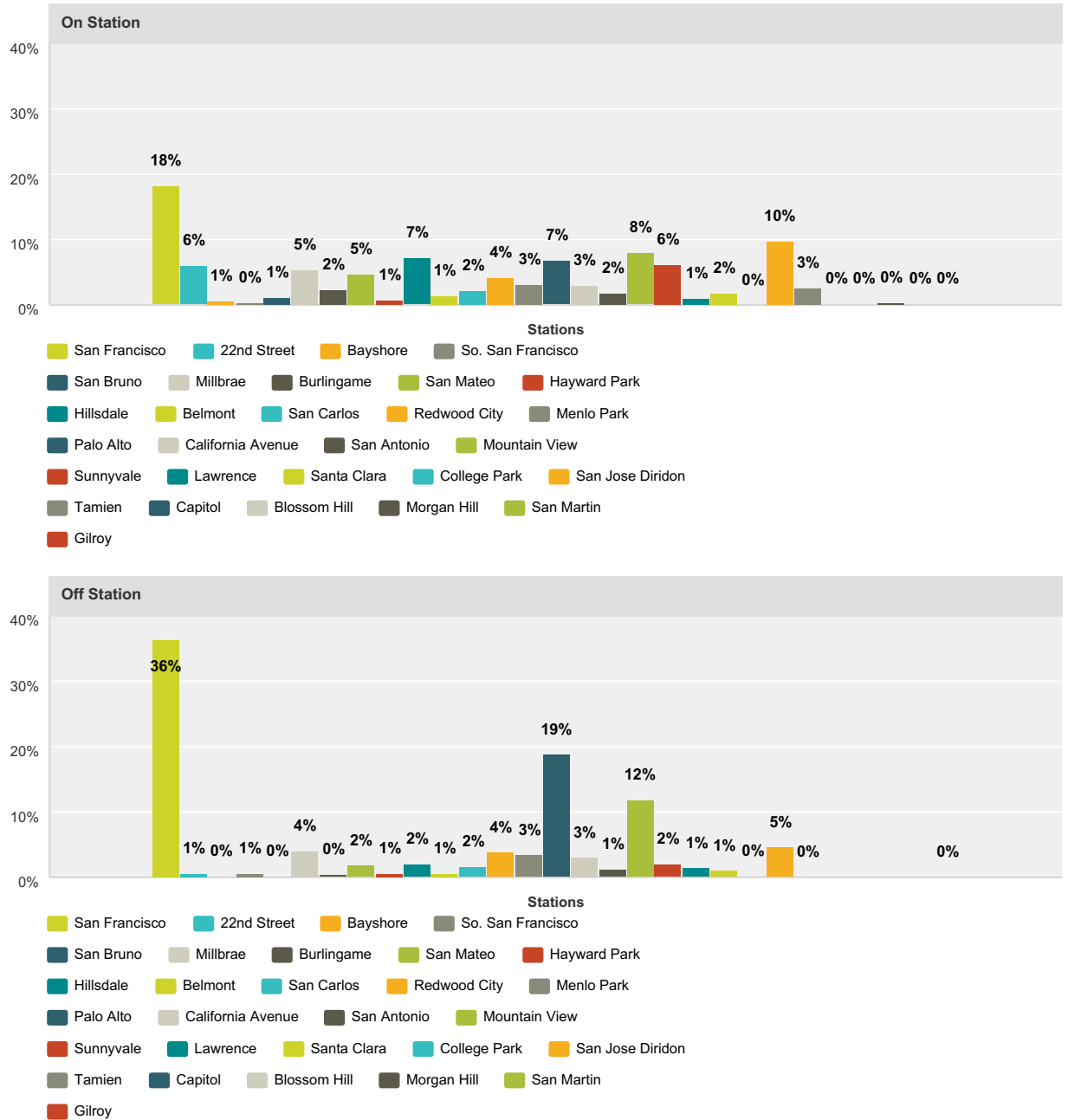


* Responses showing "0%" mean that a respondent opted for the answer but there were not enough answers to roundup to the next integer number.

Q6 On your most common trip, which station did you get on and get off. *

Answered: 3,601 Skipped: 595

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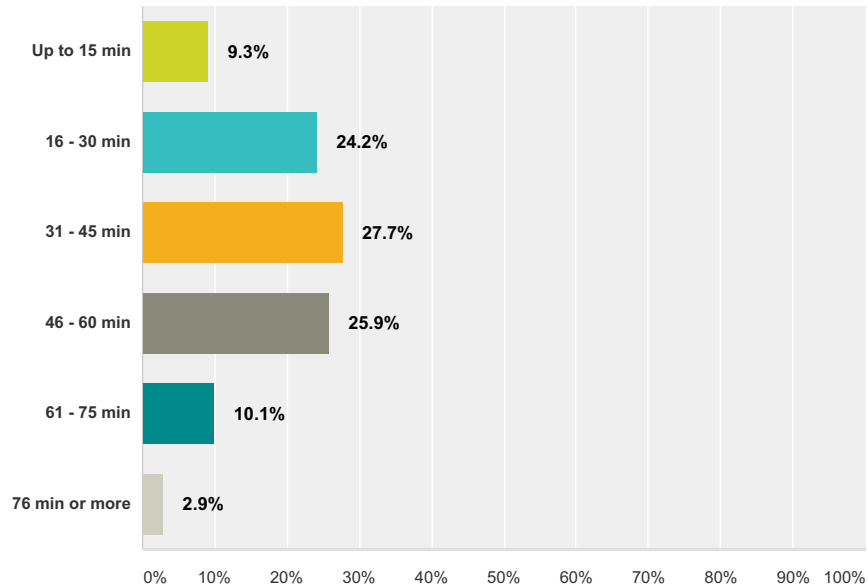


* Responses showing "0%" mean that a respondent opted for the answer but there were not enough answers to roundup to the next integer number.

Q7 On your most common trip, please provide the time you spend onboard Caltrain?

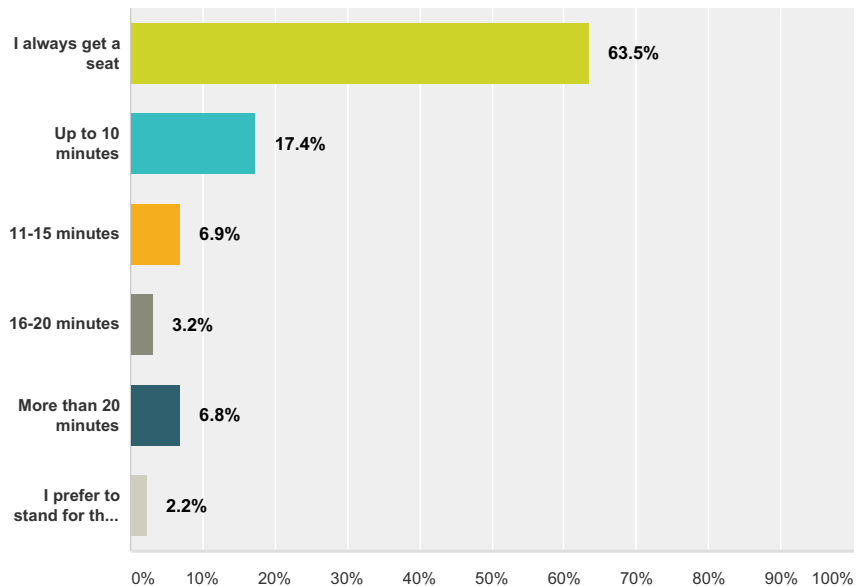
Answered: 3,601 Skipped: 595

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Q8 On your trip to your destination, how long do you stand on Caltrain when you first board the train?

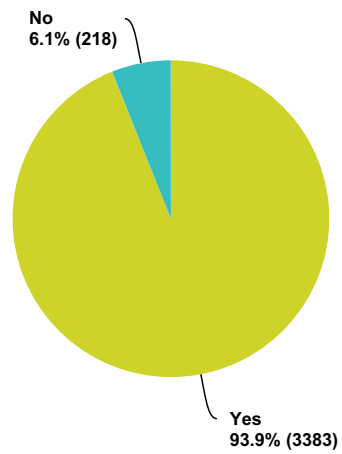
Answered: 3,601 Skipped: 595



Q9 Do you usually make a round-trip on Caltrain?

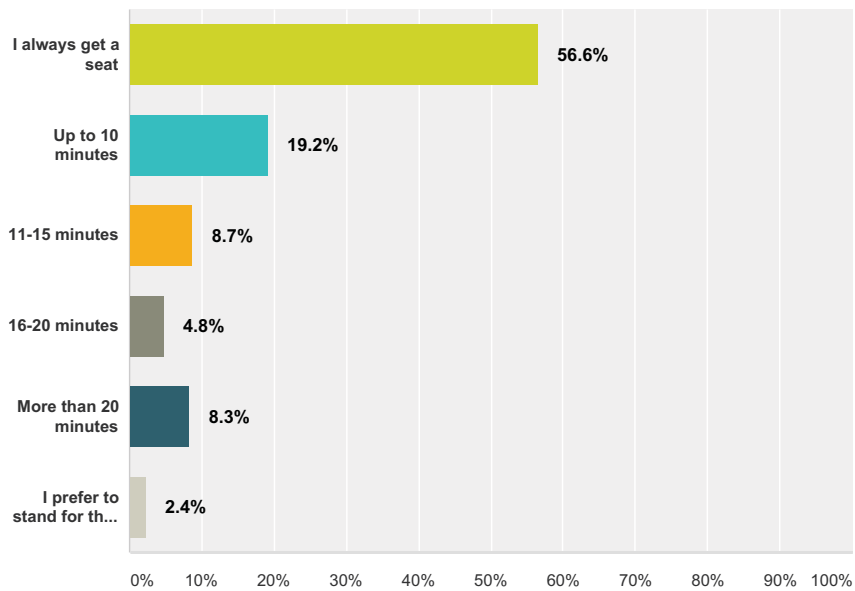
Answered: 3,601 Skipped: 595

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Q10 On your return trip, how long do you stand on Caltrain when you first board the train?

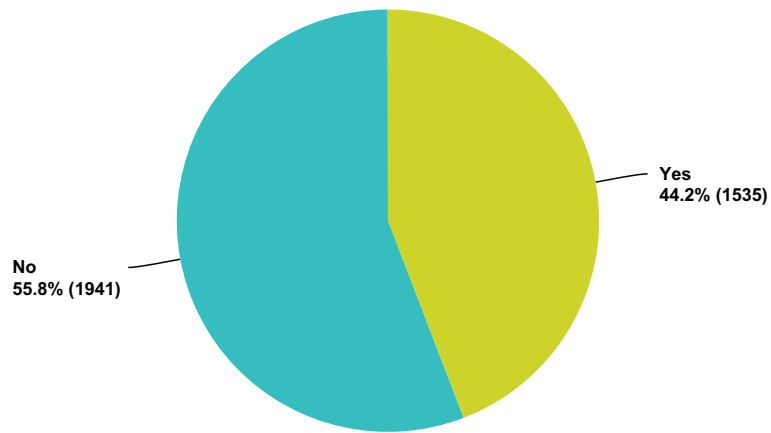
Answered: 3,258 Skipped: 938



Q13 Do you ever bring your bike onboard?

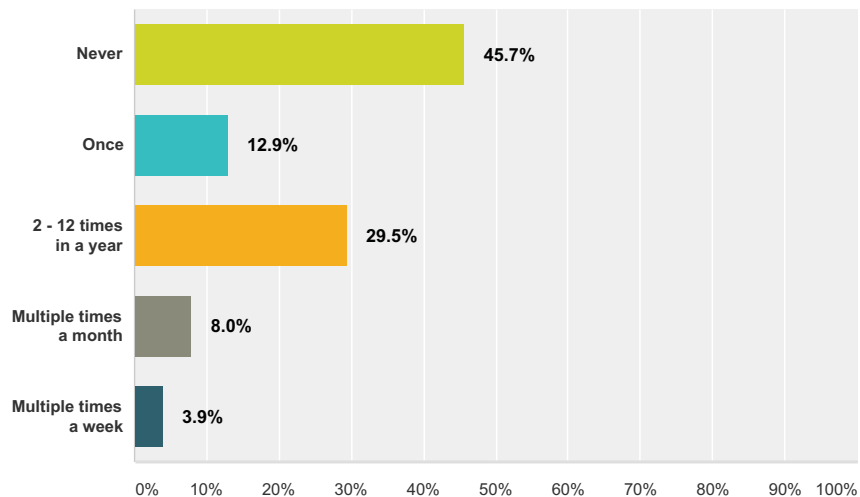
Answered: 3,476 Skipped: 720

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Q14 In the last year, how many times have you been “bumped” or not allowed on the train with your bike because it was full?

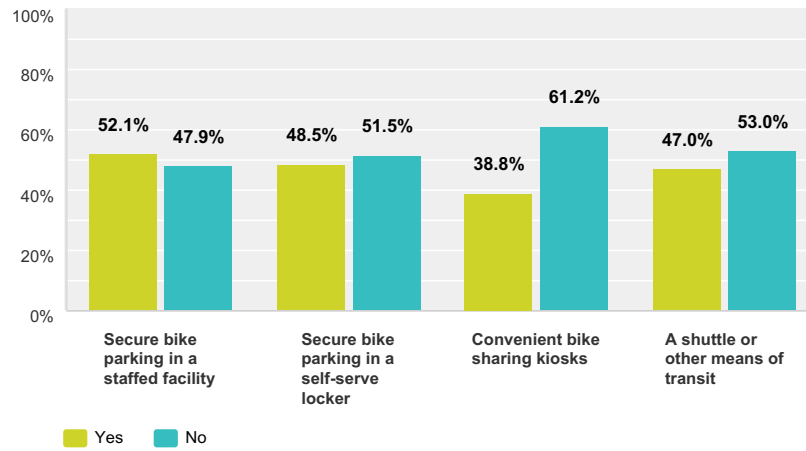
Answered: 1,527 Skipped: 2,669



Q15 As an alternative to bringing your bike onboard Caltrain, would you consider using:

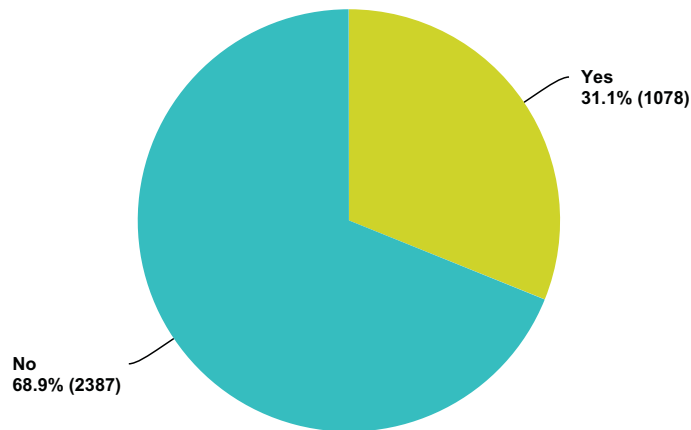
Answered: 1,527 Skipped: 2,669

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Q16 Do you ever bring luggage or a stroller onboard?

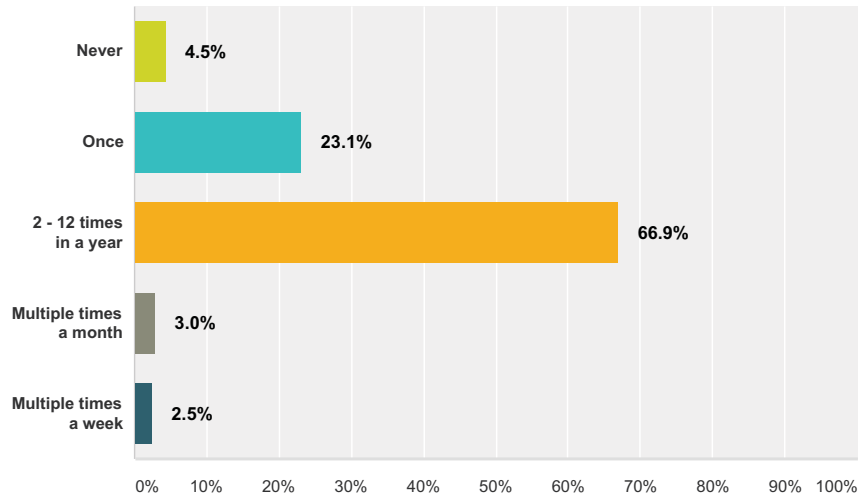
Answered: 3,465 Skipped: 731



Q17 In the last year, how often did you bring luggage or a stroller onboard?

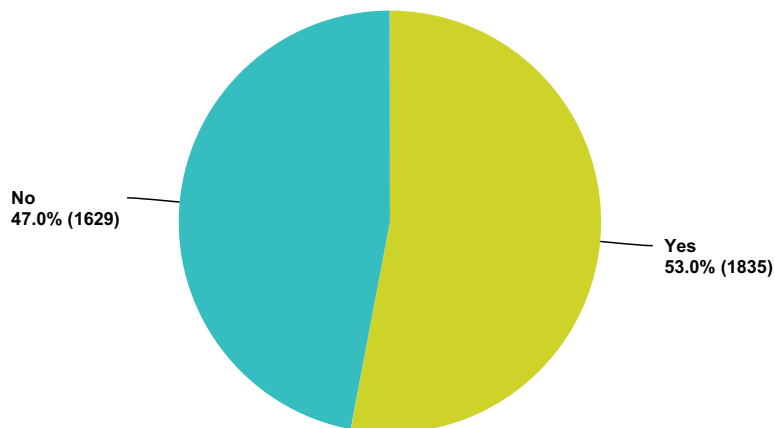
Answered: 1,077 Skipped: 3,119

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Q18 Do you ever use the onboard bathroom?

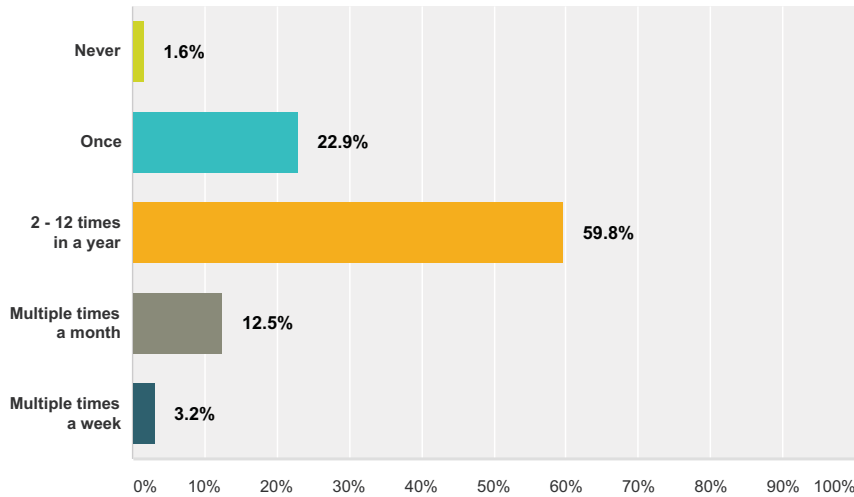
Answered: 3,464 Skipped: 732



Q19 In the last year, how often did you use an onboard bathroom?

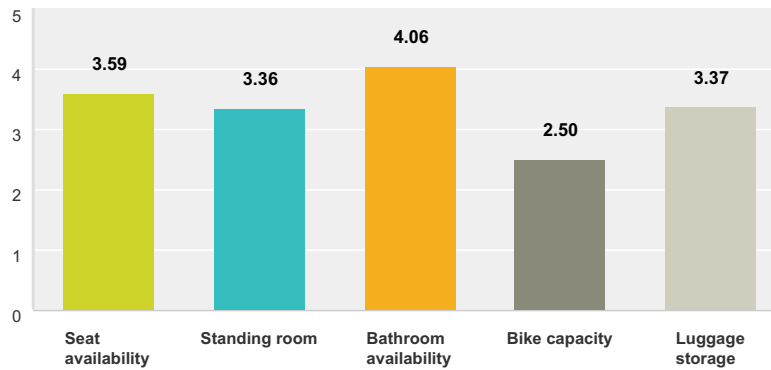
Answered: 1,835 Skipped: 2,361

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Q20 Please rate your onboard experience riding the Bombardier car on the scale below (Not at all satisfied to Extremely satisfied). If the question does not apply, select N/A for Not Applicable.

Answered: 3,398 Skipped: 798

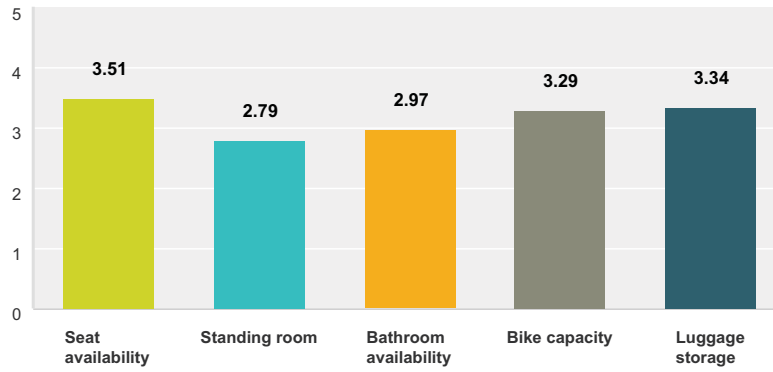


| | Not at all satisfied | (no label) | Somewhat satisfied | (no label) | Extremely satisfied | N/A | Total | Weighted Average |
|-----------------------|----------------------|------------------|--------------------|--------------------|---------------------|--------------------|-------|------------------|
| Seat availability | 5.62% 191.00 | 8.98% 305.00 | 24.96% 848.00 | 32.52% 1,105.00 | 21.31% 724.00 | 6.62% 225.00 | 3,398 | 3.59 |
| Standing room | 5.00% 170.00 | 11.65% 396.00 | 26.16% 889.00 | 25.04% 851.00 | 12.98% 441.00 | 19.16% 651.00 | 3,398 | 3.36 |
| Bathroom availability | 1.21% 41.00 | 2.68% 91.00 | 12.07% 410.00 | 21.16% 719.00 | 24.90% 846.00 | 37.99% 1,291.00 | 3,398 | 4.06 |
| Bike capacity | 14.74% 501.00 | 12.77% 434.00 | 12.63% 429.00 | 7.33% 249.00 | 4.56% 155.00 | 47.97% 1,630.00 | 3,398 | 2.50 |
| Luggage storage | 3.18% 108.00 | 6.18% 210.00 | 14.48% 492.00 | 13.30% 452.00 | 7.83% 266.00 | 55.03% 1,870.00 | 3,398 | 3.37 |

Q21 Please rate your onboard experience riding the Gallery car on the scale below (Not at all satisfied to Extremely satisfied). If the question does not apply, select N/A for Not Applicable.

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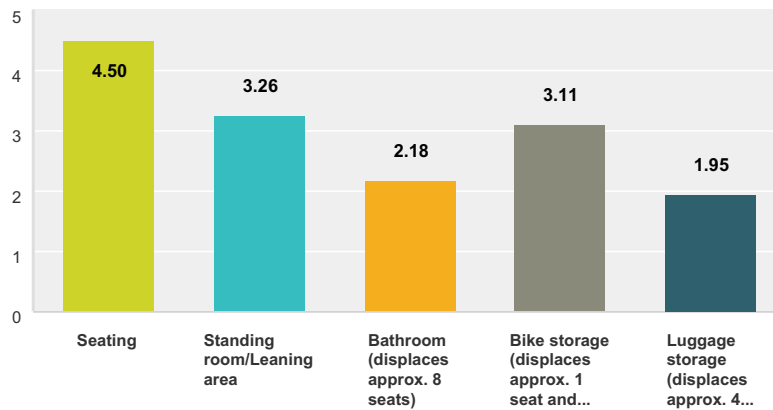
Answered: 3,398 Skipped: 798



| | Not at all satisfied | (no label) | Somewhat satisfied | (no label) | Extremely satisfied | N/A | Total | Weighted Average |
|-----------------------|----------------------|------------------|--------------------|--------------------|---------------------|--------------------|-------|------------------|
| Seat availability | 5.56% 189.00 | 10.77% 366.00 | 28.81% 979.00 | 34.31% 1,166.00 | 19.16% 651.00 | 1.38% 47.00 | 3,398 | 3.51 |
| Standing room | 13.51% 459.00 | 23.60% 802.00 | 26.34% 895.00 | 18.98% 645.00 | 6.36% 216.00 | 11.21% 381.00 | 3,398 | 2.79 |
| Bathroom availability | 8.18% 278.00 | 14.86% 505.00 | 20.78% 706.00 | 14.63% 497.00 | 7.45% 253.00 | 34.11% 1,159.00 | 3,398 | 2.97 |
| Bike capacity | 5.56% 189.00 | 8.77% 298.00 | 15.24% 518.00 | 17.30% 588.00 | 9.56% 325.00 | 43.56% 1,480.00 | 3,398 | 3.29 |
| Luggage storage | 3.06% 104.00 | 7.92% 269.00 | 17.86% 607.00 | 15.45% 525.00 | 8.24% 280.00 | 47.47% 1,613.00 | 3,398 | 3.34 |

Q22 Please rank the following features (1 to 5) in the order that is most important to your Caltrain riding experience: 1=Most Important.

Answered: 3,476 Skipped: 720



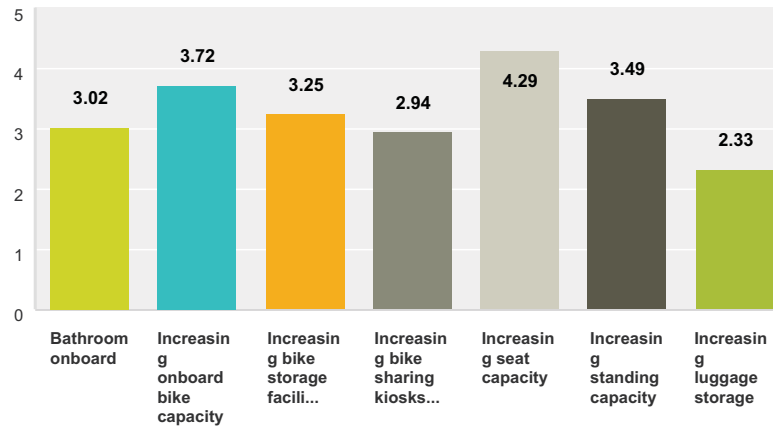
| | 1 | 2 | 3 | 4 | 5 | Total | Score |
|---|--------------------|--------------------|--------------------|--------------------|--------------------|-------|-------|
| Seating | 65.51% 2,277.00 | 24.60% 855.00 | 6.39% 222.00 | 1.87% 65.00 | 1.64% 57.00 | 3,476 | 4.50 |
| Standing room/Leaning area | 3.97% 138.00 | 44.45% 1,545.00 | 31.50% 1,095.00 | 13.75% 478.00 | 6.33% 220.00 | 3,476 | 3.26 |
| Bathroom (displaces approx. 8 seats) | 2.50% 87.00 | 10.39% 361.00 | 23.68% 823.00 | 29.83% 1,037.00 | 33.60% 1,168.00 | 3,476 | 2.18 |
| Bike storage (displaces approx. 1 seat and rider occupies 1 seat) | 26.87% 934.00 | 15.16% 527.00 | 20.91% 727.00 | 15.82% 550.00 | 21.23% 738.00 | 3,476 | 3.11 |

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| | | | | | | | |
|---|----------------|-----------------|------------------|--------------------|--------------------|-------|------|
| Luggage storage (displaces approx. 4 seats) | 1.15% 40.00 | 5.41% 188.00 | 17.52% 609.00 | 38.72% 1,346.00 | 37.20% 1,293.00 | 3,476 | 1.95 |
|---|----------------|-----------------|------------------|--------------------|--------------------|-------|------|

Q23 Please rate the following statements about the features Caltrain is considering for the new electric trains between Unimportant to Very Important. If the question does not apply, select NA for Not Applicable.

Answered: 3,476 Skipped: 720

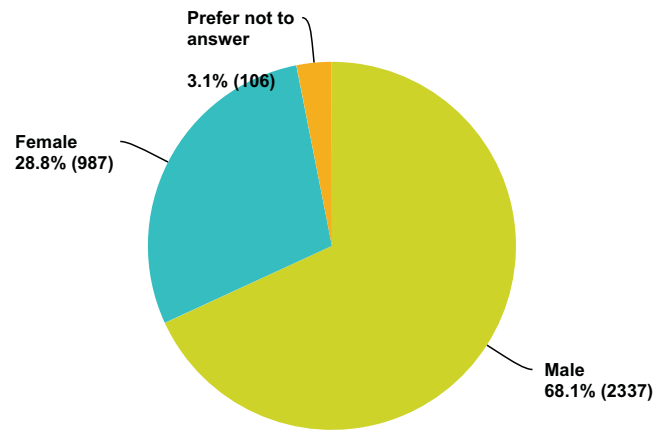


| | Unimportant | (no label) | Moderately Important | (no label) | Very Important | N/A | Total | Weighted Average |
|--|------------------|--------------------|----------------------|------------------|--------------------|------------------|-------|------------------|
| Bathroom onboard | 13.64% 474.00 | 19.45% 676.00 | 31.59% 1,098.00 | 15.19% 528.00 | 16.74% 582.00 | 3.39% 118.00 | 3,476 | 3.02 |
| Increasing onboard bike capacity | 9.78% 340.00 | 7.16% 249.00 | 18.93% 658.00 | 17.03% 592.00 | 37.69% 1,310.00 | 9.41% 327.00 | 3,476 | 3.72 |
| Increasing bike storage facilities at stations | 13.12% 456.00 | 12.14% 422.00 | 24.05% 836.00 | 17.00% 591.00 | 21.84% 759.00 | 11.85% 412.00 | 3,476 | 3.25 |
| Increasing bike sharing kiosks at stations | 17.06% 593.00 | 16.92% 588.00 | 24.08% 837.00 | 13.95% 485.00 | 16.00% 556.00 | 12.00% 417.00 | 3,476 | 2.94 |
| Increasing seat capacity | 1.70% 59.00 | 3.34% 116.00 | 15.65% 544.00 | 22.04% 766.00 | 55.93% 1,944.00 | 1.35% 47.00 | 3,476 | 4.29 |
| Increasing standing capacity | 5.06% 176.00 | 11.62% 404.00 | 33.06% 1,149.00 | 27.13% 943.00 | 21.40% 744.00 | 1.73% 60.00 | 3,476 | 3.49 |
| Increasing luggage storage | 23.62% 821.00 | 29.23% 1,016.00 | 28.68% 997.00 | 8.14% 283.00 | 3.16% 110.00 | 7.16% 249.00 | 3,476 | 2.33 |

Q24 Gender:

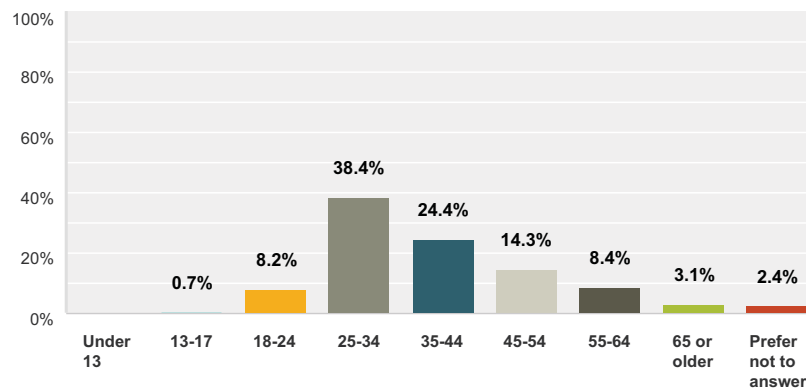
Answered: 3,430 Skipped: 766

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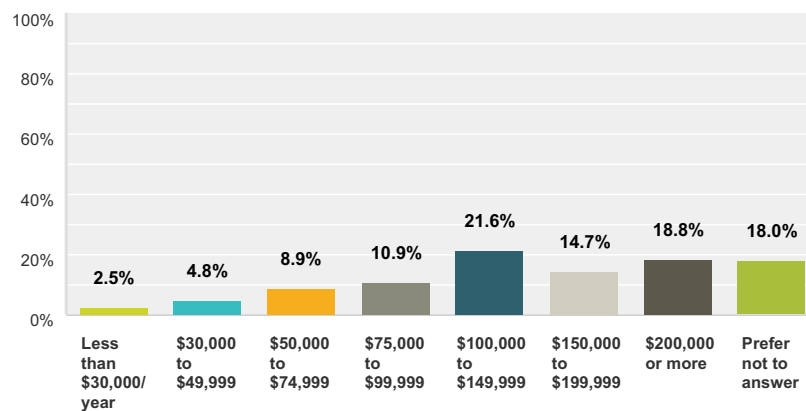
Q25 Age:

Answered: 3,433 Skipped: 763



Q26 Annual Household income:

Answered: 3,424 Skipped: 772



Questions 11, 12 and 27 were not included in this report.