



Caltrain Onboard May 2018

Statistical Tables

Corey, Canapary & Galanis

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q1. RATING OF CALTRAIN AT STATIONS - CLEANLINESS OF STATIONS AND PARKING LOTS

	TOTAL	WEEKDAY TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				
		=====		=====	=====			=====		=====		VERY/ SMWHT	SMWHT	VERY	NTRAL	
		WKDAY	WKEND	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING	3298	2916	382	2405	511	451	1646	819	290	92	2084	1214	2669	71	17	541
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	921	778	143	625	153	146	430	202	108	35	562	359	871	3	2	45
	27.9	26.7	37.4	26.0	29.9	32.4	26.1	24.7	37.2	38.0	27.0	29.6	32.6	4.2	11.8	8.3
(4)	1367	1224	143	1014	210	180	711	333	107	36	853	514	1191	15	4	157
	41.4	42.0	37.4	42.2	41.1	39.9	43.2	40.7	36.9	39.1	40.9	42.3	44.6	21.1	23.5	29.0
(3)	741	671	70	557	114	96	366	209	53	17	494	247	490	31	3	217
	22.5	23.0	18.3	23.2	22.3	21.3	22.2	25.5	18.3	18.5	23.7	20.3	18.4	43.7	17.6	40.1
(2)	163	149	14	131	18	15	90	44	12	2	108	55	65	14	3	81
	4.9	5.1	3.7	5.4	3.5	3.3	5.5	5.4	4.1	2.2	5.2	4.5	2.4	19.7	17.6	15.0
(1) VERY DISSATISFIED	59	53	6	48	5	6	27	20	5	1	42	17	20	8	5	26
	1.8	1.8	1.6	2.0	1.0	1.3	1.6	2.4	1.7	1.1	2.0	1.4	0.7	11.3	29.4	4.8
NOT APPLICABLE	47	41	6	30	11	8	22	11	5	1	25	22	32	-	-	15
	1.4	1.4	1.6	1.2	2.2	1.8	1.3	1.3	1.7	1.1	1.2	1.8	1.2			2.8
BLANK	15	12	3	10	2	1	6	5	3	-	10	5	13	1	-	1
MEAN	3.90	3.88	4.07	3.86	3.98	4.00	3.88	3.81	4.06	4.12	3.87	3.96	4.07	2.87	2.71	3.22
STANDARD DEVIATION	0.93	0.93	0.93	0.94	0.88	0.90	0.92	0.96	0.94	0.87	0.94	0.91	0.82	1.01	1.45	0.97
STANDARD ERROR	0.02	0.02	0.05	0.02	0.04	0.04	0.02	0.03	0.06	0.09	0.02	0.03	0.02	0.12	0.35	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q1. RATING OF CALTRAIN AT STATIONS - CLEANLINESS OF STATIONS AND PARKING LOTS

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3298	17	18	34	52	65	59	84	59	27	36	40	76	62	163	85	115	113	92	67	28	118	84
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	921	8	3	6	21	22	21	19	19	10	17	8	21	10	50	18	39	33	25	10	8	22	17
	27.9	47.1	16.7	17.6	40.4	33.8	35.6	22.6	32.2	37.0	47.2	20.0	27.6	16.1	30.7	21.2	33.9	29.2	27.2	14.9	28.6	18.6	20.2
(4)	1367	5	6	14	21	21	23	40	25	11	14	18	25	28	75	34	53	44	42	28	13	56	34
	41.4	29.4	33.3	41.2	40.4	32.3	39.0	47.6	42.4	40.7	38.9	45.0	32.9	45.2	46.0	40.0	46.1	38.9	45.7	41.8	46.4	47.5	40.5
(3)	741	4	6	9	9	17	12	19	14	5	1	7	21	17	30	23	15	26	14	22	6	29	27
	22.5	23.5	33.3	26.5	17.3	26.2	20.3	22.6	23.7	18.5	2.8	17.5	27.6	27.4	18.4	27.1	13.0	23.0	15.2	32.8	21.4	24.6	32.1
(2)	163	-	1	4	1	3	2	3	-	1	-	5	9	4	8	8	5	4	6	4	-	8	6
	4.9		5.6	11.8	1.9	4.6	3.4	3.6		3.7		12.5	11.8	6.5	4.9	9.4	4.3	3.5	6.5	6.0		6.8	7.1
(1) VERY DISSATISFIED	59	-	2	-	-	1	-	2	1	-	-	2	-	1	-	-	2	2	5	-	1	2	-
	1.8		11.1			1.5		2.4	1.7			5.0		1.6			1.7	1.8	5.4		3.6	1.7	
NOT APPLICABLE	47	-	-	1	-	1	1	1	-	-	4	-	-	2	-	2	1	4	-	3	-	1	-
	1.4			2.9		1.5	1.7	1.2			11.1			3.2		2.4	0.9	3.5		4.5		0.8	
BLANK	15	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	1	-	-	-	1	2	1
MEAN	3.90	4.24	3.39	3.67	4.19	3.94	4.09	3.86	4.03	4.11	4.50	3.63	3.76	3.70	4.02	3.75	4.07	3.94	3.83	3.69	3.96	3.75	3.74
STANDARD DEVIATION	0.93	0.83	1.20	0.92	0.79	0.97	0.84	0.90	0.85	0.85	0.57	1.10	0.99	0.89	0.83	0.91	0.90	0.93	1.08	0.81	0.92	0.90	0.87
STANDARD ERROR	0.02	0.20	0.28	0.16	0.11	0.12	0.11	0.10	0.11	0.16	0.10	0.17	0.11	0.11	0.07	0.10	0.08	0.09	0.11	0.10	0.17	0.08	0.09

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q1. RATING OF CALTRAIN AT STATIONS - CLEANLINESS OF STATIONS AND PARKING LOTS

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3298	168	67	86	103	122	57	130	46	152	108	137	127	63	56	51	74	51	33	38	43	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	921	45	19	32	25	32	16	41	8	36	22	27	28	22	18	19	20	21	12	14	22	20	15
	27.9	26.8	28.4	37.2	24.3	26.2	28.1	31.5	17.4	23.7	20.4	19.7	22.0	34.9	32.1	37.3	27.0	41.2	36.4	36.8	51.2	40.0	35.7
(4)	1367	76	30	33	43	52	27	43	24	64	49	58	48	29	18	16	29	16	14	16	16	19	17
	41.4	45.2	44.8	38.4	41.7	42.6	47.4	33.1	52.2	42.1	45.4	42.3	37.8	46.0	32.1	31.4	39.2	31.4	42.4	42.1	37.2	38.0	40.5
(3)	741	38	10	16	26	29	10	33	8	38	27	39	39	10	15	10	19	11	6	4	3	8	9
	22.5	22.6	14.9	18.6	25.2	23.8	17.5	25.4	17.4	25.0	25.0	28.5	30.7	15.9	26.8	19.6	25.7	21.6	18.2	10.5	7.0	16.0	21.4
(2)	163	7	3	1	6	5	1	4	5	12	6	7	7	1	2	1	5	2	-	3	1	1	1
	4.9	4.2	4.5	1.2	5.8	4.1	1.8	3.1	10.9	7.9	5.6	5.1	5.5	1.6	3.6	2.0	6.8	3.9	-	7.9	2.3	2.0	2.4
(1) VERY DISSATISFIED	59	1	2	2	2	4	1	8	-	-	3	5	3	-	1	2	-	1	-	1	1	1	-
	1.8	0.6	3.0	2.3	1.9	3.3	1.8	6.2	-	-	2.8	3.6	2.4	-	1.8	3.9	-	2.0	-	2.6	2.3	2.0	-
NOT APPLICABLE	47	1	3	2	1	-	2	1	1	2	1	1	2	1	2	3	1	-	1	-	-	1	-
	1.4	0.6	4.5	2.3	1.0	-	3.5	0.8	2.2	1.3	0.9	0.7	1.6	1.6	3.6	5.9	1.4	-	3.0	-	-	2.0	-
BLANK	15	-	-	-	-	-	-	-	-	-	1	2	-	-	2	1	1	-	-	-	1	-	-
MEAN	3.90	3.94	3.95	4.10	3.81	3.84	4.02	3.81	3.78	3.83	3.76	3.70	3.73	4.16	3.93	4.02	3.88	4.06	4.19	4.03	4.33	4.14	4.10
STANDARD DEVIATION	0.93	0.85	0.97	0.91	0.94	0.97	0.85	1.11	0.88	0.89	0.94	0.97	0.95	0.75	0.97	1.04	0.90	0.99	0.74	1.03	0.89	0.91	0.82
STANDARD ERROR	0.02	0.07	0.12	0.10	0.09	0.09	0.11	0.10	0.13	0.07	0.09	0.08	0.09	0.10	0.13	0.15	0.10	0.14	0.13	0.17	0.14	0.13	0.13

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q2. RATING OF CALTRAIN AT STATIONS - FUNCTIONING OF LIGHTS AT STATIONS & PARKING LOTS

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		WEEKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
BASE - TOTAL RESPONDING	3284	2903	381	2396	507	447	1639	817	289	92	2077	1207	2657	71	17	539
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1288	1101	187	899	202	186	630	285	147	40	781	507	1183	7	3	95
	39.2	37.9	49.1	37.5	39.8	41.6	38.4	34.9	50.9	43.5	37.6	42.0	44.5	9.9	17.6	17.6
(4)	1223	1122	101	936	186	158	640	324	69	32	775	448	994	31	2	196
	37.2	38.6	26.5	39.1	36.7	35.3	39.0	39.7	23.9	34.8	37.3	37.1	37.4	43.7	11.8	36.4
(3)	395	351	44	298	53	48	195	108	38	6	275	120	194	22	6	173
	12.0	12.1	11.5	12.4	10.5	10.7	11.9	13.2	13.1	6.5	13.2	9.9	7.3	31.0	35.3	32.1
(2)	42	39	3	30	9	7	21	11	3	-	28	14	26	4	2	10
	1.3	1.3	0.8	1.3	1.8	1.6	1.3	1.3	1.0	-	1.3	1.2	1.0	5.6	11.8	1.9
(1) VERY DISSATISFIED	17	17	-	13	4	6	4	7	-	-	12	5	7	4	3	3
	0.5	0.6	-	0.5	0.8	1.3	0.2	0.9	-	-	0.6	0.4	0.3	5.6	17.6	0.6
NOT APPLICABLE	319	273	46	220	53	42	149	82	32	14	206	113	253	3	1	62
	9.7	9.4	12.1	9.2	10.5	9.4	9.1	10.0	11.1	15.2	9.9	9.4	9.5	4.2	5.9	11.5
BLANK	29	25	4	19	6	5	13	7	4	-	17	12	25	1	-	3
MEAN	4.26	4.24	4.41	4.23	4.26	4.26	4.26	4.18	4.40	4.44	4.22	4.31	4.38	3.49	3.00	3.78
STANDARD DEVIATION	0.78	0.78	0.75	0.78	0.81	0.84	0.75	0.80	0.78	0.64	0.80	0.75	0.71	0.97	1.37	0.81
STANDARD ERROR	0.01	0.02	0.04	0.02	0.04	0.04	0.02	0.03	0.05	0.07	0.02	0.02	0.01	0.12	0.34	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q2. RATING OF CALTRAIN AT STATIONS - FUNCTIONING OF LIGHTS AT STATIONS & PARKING LOTS

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3284	17	18	32	51	64	59	84	59	27	36	39	76	62	163	83	115	112	91	66	29	119	82
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1288	11	5	12	22	24	26	33	23	10	20	16	25	19	74	25	57	46	33	18	14	36	26
	39.2	64.7	27.8	37.5	43.1	37.5	44.1	39.3	39.0	37.0	55.6	41.0	32.9	30.6	45.4	30.1	49.6	41.1	36.3	27.3	48.3	30.3	31.7
(4)	1223	4	8	12	19	22	14	33	27	12	7	18	30	28	62	34	41	40	35	30	10	52	33
	37.2	23.5	44.4	37.5	37.3	34.4	23.7	39.3	45.8	44.4	19.4	46.2	39.5	45.2	38.0	41.0	35.7	35.7	38.5	45.5	34.5	43.7	40.2
(3)	395	1	3	4	4	9	3	13	3	2	6	4	16	5	15	12	7	9	14	6	3	19	14
	12.0	5.9	16.7	12.5	7.8	14.1	5.1	15.5	5.1	7.4	16.7	10.3	21.1	8.1	9.2	14.5	6.1	8.0	15.4	9.1	10.3	16.0	17.1
(2)	42	1	-	1	-	-	2	1	1	-	1	-	1	3	2	-	-	1	2	3	-	-	2
	1.3	5.9		3.1			3.4	1.2	1.7		2.8		1.3	4.8	1.2			0.9	2.2	4.5			2.4
(1) VERY DISSATISFIED	17	-	2	-	-	-	-	1	2	1	-	-	1	1	-	-	1	-	-	-	-	1	-
	0.5		11.1					1.2	3.4	3.7			1.3	1.6			0.9					0.8	
NOT APPLICABLE	319	-	-	3	6	9	14	3	3	2	2	1	3	6	10	12	9	16	7	9	2	11	7
	9.7			9.4	11.8	14.1	23.7	3.6	5.1	7.4	5.6	2.6	3.9	9.7	6.1	14.5	7.8	14.3	7.7	13.6	6.9	9.2	8.5
BLANK	29	-	-	2	1	1	-	1	-	-	-	1	1	-	-	2	1	1	1	1	-	1	3
MEAN	4.26	4.47	3.78	4.21	4.40	4.27	4.42	4.19	4.21	4.20	4.35	4.32	4.05	4.09	4.36	4.18	4.44	4.36	4.18	4.11	4.41	4.13	4.11
STANDARD DEVIATION	0.78	0.87	1.22	0.82	0.65	0.73	0.81	0.84	0.91	0.91	0.88	0.66	0.86	0.90	0.71	0.70	0.70	0.70	0.79	0.79	0.69	0.76	0.80
STANDARD ERROR	0.01	0.21	0.29	0.15	0.10	0.10	0.12	0.09	0.12	0.18	0.15	0.11	0.10	0.12	0.06	0.08	0.07	0.07	0.09	0.11	0.13	0.07	0.09

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q2. RATING OF CALTRAIN AT STATIONS - FUNCTIONING OF LIGHTS AT STATIONS & PARKING LOTS

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3284	168	67	86	103	121	57	129	45	152	108	137	127	63	56	52	73	51	33	37	43	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1288	59	24	42	38	51	27	48	15	52	37	40	37	32	24	28	35	23	14	18	29	23	17
	39.2	35.1	35.8	48.8	36.9	42.1	47.4	37.2	33.3	34.2	34.3	29.2	29.1	50.8	42.9	53.8	47.9	45.1	42.4	48.6	67.4	46.0	40.5
(4)	1223	72	25	23	41	48	18	52	21	59	43	53	58	19	19	11	16	9	10	15	8	17	15
	37.2	42.9	37.3	26.7	39.8	39.7	31.6	40.3	46.7	38.8	39.8	38.7	45.7	30.2	33.9	21.2	21.9	17.6	30.3	40.5	18.6	34.0	35.7
(3)	395	18	8	14	16	13	2	12	2	23	19	21	22	3	6	7	9	9	6	3	4	2	4
	12.0	10.7	11.9	16.3	15.5	10.7	3.5	9.3	4.4	15.1	17.6	15.3	17.3	4.8	10.7	13.5	12.3	17.6	18.2	8.1	9.3	4.0	9.5
(2)	42	4	-	-	1	2	-	4	-	3	-	3	-	1	-	2	1	-	-	-	-	-	-
	1.3	2.4			1.0	1.7		3.1		2.0		2.2		1.6		3.8	1.4						
(1) VERY DISSATISFIED	17	-	-	-	-	-	-	2	-	3	-	2	-	-	-	-	-	-	-	-	-	-	-
	0.5							1.6		2.0		1.5											
NOT APPLICABLE	319	15	10	7	7	7	10	11	7	12	9	18	10	8	7	4	12	10	3	1	2	8	6
	9.7	8.9	14.9	8.1	6.8	5.8	17.5	8.5	15.6	7.9	8.3	13.1	7.9	12.7	12.5	7.7	16.4	19.6	9.1	2.7	4.7	16.0	14.3
BLANK	29	-	-	-	-	1	-	1	1	-	1	2	-	-	2	-	2	-	-	1	1	-	-
MEAN	4.26	4.22	4.28	4.35	4.21	4.30	4.53	4.19	4.34	4.10	4.18	4.06	4.13	4.49	4.37	4.35	4.39	4.34	4.27	4.42	4.61	4.50	4.36
STANDARD DEVIATION	0.78	0.75	0.70	0.77	0.75	0.74	0.58	0.88	0.58	0.90	0.73	0.88	0.70	0.69	0.70	0.89	0.80	0.82	0.78	0.65	0.67	0.59	0.68
STANDARD ERROR	0.01	0.06	0.09	0.09	0.08	0.07	0.09	0.08	0.09	0.08	0.07	0.08	0.06	0.09	0.10	0.13	0.10	0.13	0.14	0.11	0.10	0.09	0.11

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q3. RATING OF CALTRAIN AT STATIONS - POSTED INFORMATION ON INFO. BOARDS (SCHEDULES, FLYERS)

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING	3277	2899	378	2391	508	447	1635	817	287	91	2071	1206	2653	71	17	536
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1052	890	162	703	187	166	509	215	119	43	629	423	996	5	2	49
	32.1	30.7	42.9	29.4	36.8	37.1	31.1	26.3	41.5	47.3	30.4	35.1	37.5	7.0	11.8	9.1
(4)	1112	1009	103	858	151	134	571	304	78	25	722	390	953	18	1	140
	33.9	34.8	27.2	35.9	29.7	30.0	34.9	37.2	27.2	27.5	34.9	32.3	35.9	25.4	5.9	26.1
(3)	682	606	76	514	92	80	330	196	59	17	445	237	434	23	3	222
	20.8	20.9	20.1	21.5	18.1	17.9	20.2	24.0	20.6	18.7	21.5	19.7	16.4	32.4	17.6	41.4
(2)	193	180	13	147	33	25	102	53	9	4	122	71	103	13	6	71
	5.9	6.2	3.4	6.1	6.5	5.6	6.2	6.5	3.1	4.4	5.9	5.9	3.9	18.3	35.3	13.2
(1) VERY DISSATISFIED	40	34	6	27	7	9	18	7	5	1	27	13	16	9	3	12
	1.2	1.2	1.6	1.1	1.4	2.0	1.1	0.9	1.7	1.1	1.3	1.1	0.6	12.7	17.6	2.2
NOT APPLICABLE	198	180	18	142	38	33	105	42	17	1	126	72	151	3	2	42
	6.0	6.2	4.8	5.9	7.5	7.4	6.4	5.1	5.9	1.1	6.1	6.0	5.7	4.2	11.8	7.8
BLANK	36	29	7	24	5	5	17	7	6	1	23	13	29	1	-	6
MEAN	3.96	3.93	4.12	3.92	4.02	4.02	3.95	3.86	4.10	4.17	3.93	4.00	4.12	2.96	2.53	3.29
STANDARD DEVIATION	0.96	0.96	0.97	0.95	1.01	1.02	0.96	0.93	0.98	0.96	0.96	0.97	0.88	1.14	1.30	0.92
STANDARD ERROR	0.02	0.02	0.05	0.02	0.05	0.05	0.02	0.03	0.06	0.10	0.02	0.03	0.02	0.14	0.34	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q3. RATING OF CALTRAIN AT STATIONS - POSTED INFORMATION ON INFO. BOARDS (SCHEDULES, FLYERS)

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3277	17	18	34	51	64	59	84	58	27	35	39	76	62	162	83	114	113	92	67	29	118	83
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1052	10	5	9	27	25	20	28	22	7	13	10	26	12	60	20	44	38	27	26	10	31	12
	32.1	58.8	27.8	26.5	52.9	39.1	33.9	33.3	37.9	25.9	37.1	25.6	34.2	19.4	37.0	24.1	38.6	33.6	29.3	38.8	34.5	26.3	14.5
(4)	1112	5	6	11	10	18	21	26	21	7	9	15	28	23	58	33	37	37	26	19	9	46	32
	33.9	29.4	33.3	32.4	19.6	28.1	35.6	31.0	36.2	25.9	25.7	38.5	36.8	37.1	35.8	39.8	32.5	32.7	28.3	28.4	31.0	39.0	38.6
(3)	682	1	3	6	10	11	10	16	8	8	7	10	15	15	26	19	20	20	24	10	6	28	23
	20.8	5.9	16.7	17.6	19.6	17.2	16.9	19.0	13.8	29.6	20.0	25.6	19.7	24.2	16.0	22.9	17.5	17.7	26.1	14.9	20.7	23.7	27.7
(2)	193	1	-	2	3	3	2	7	3	2	2	3	5	7	7	6	4	3	3	6	3	9	9
	5.9	5.9		5.9	5.9	4.7	3.4	8.3	5.2	7.4	5.7	7.7	6.6	11.3	4.3	7.2	3.5	2.7	3.3	9.0	10.3	7.6	10.8
(1) VERY DISSATISFIED	40	-	2	-	-	1	1	2	1	1	1	1	-	-	2	-	2	3	4	-	-	2	1
	1.2		11.1			1.6	1.7	2.4	1.7	3.7	2.9	2.6			1.2		1.8	2.7	4.3			1.7	1.2
NOT APPLICABLE	198	-	2	6	1	6	5	5	3	2	3	-	2	5	9	5	7	12	8	6	1	2	6
	6.0		11.1	17.6	2.0	9.4	8.5	6.0	5.2	7.4	8.6		2.6	8.1	5.6	6.0	6.1	10.6	8.7	9.0	3.4	1.7	7.2
BLANK	36	-	-	-	1	1	-	1	1	-	1	1	1	-	1	2	2	-	-	-	-	2	2
MEAN	3.96	4.41	3.75	3.96	4.22	4.09	4.06	3.90	4.09	3.68	3.97	3.77	4.01	3.70	4.09	3.86	4.09	4.03	3.82	4.07	3.93	3.82	3.58
STANDARD DEVIATION	0.96	0.87	1.29	0.92	0.97	1.00	0.94	1.07	0.97	1.11	1.09	1.01	0.91	0.94	0.93	0.89	0.96	0.98	1.08	1.00	1.02	0.97	0.94
STANDARD ERROR	0.02	0.21	0.32	0.17	0.14	0.13	0.13	0.12	0.13	0.22	0.19	0.16	0.11	0.13	0.07	0.10	0.09	0.10	0.12	0.13	0.19	0.09	0.11

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q3. RATING OF CALTRAIN AT STATIONS - POSTED INFORMATION ON INFO. BOARDS (SCHEDULES, FLYERS)

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3277	167	67	85	101	120	57	129	46	151	109	135	127	63	57	52	73	49	33	37	43	50	41
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1052	52	14	36	28	42	21	39	6	37	26	34	39	19	15	21	31	22	12	17	16	25	18
	32.1	31.1	20.9	42.4	27.7	35.0	36.8	30.2	13.0	24.5	23.9	25.2	30.7	30.2	26.3	40.4	42.5	44.9	36.4	45.9	37.2	50.0	43.9
(4)	1112	63	25	23	37	39	21	51	26	51	41	49	43	25	18	11	27	11	9	10	10	8	17
	33.9	37.7	37.3	27.1	36.6	32.5	36.8	39.5	56.5	33.8	37.6	36.3	33.9	39.7	31.6	21.2	37.0	22.4	27.3	27.0	23.3	16.0	41.5
(3)	682	35	16	19	17	22	5	26	9	43	28	35	30	12	13	15	6	13	9	5	11	11	6
	20.8	21.0	23.9	22.4	16.8	18.3	8.8	20.2	19.6	28.5	25.7	25.9	23.6	19.0	22.8	28.8	8.2	26.5	27.3	13.5	25.6	22.0	14.6
(2)	193	8	5	3	10	6	5	8	2	11	8	8	6	4	6	-	3	1	2	1	2	4	-
	5.9	4.8	7.5	3.5	9.9	5.0	8.8	6.2	4.3	7.3	7.3	5.9	4.7	6.3	10.5	-	4.1	2.0	6.1	2.7	4.7	8.0	-
(1) VERY DISSATISFIED	40	2	-	-	-	1	-	1	1	2	-	1	1	-	1	2	-	-	-	1	2	1	-
	1.2	1.2	-	-	-	0.8	-	0.8	2.2	1.3	-	0.7	0.8	-	1.8	3.8	-	-	-	2.7	4.7	2.0	-
NOT APPLICABLE	198	7	7	4	9	10	5	4	2	7	6	8	8	3	4	3	6	2	1	3	2	1	-
	6.0	4.2	10.4	4.7	8.9	8.3	8.8	3.1	4.3	4.6	5.5	5.9	6.3	4.8	7.0	5.8	8.2	4.1	3.0	8.1	4.7	2.0	-
BLANK	36	1	-	1	2	2	-	1	-	1	-	4	-	-	1	-	2	2	-	1	1	-	1
MEAN	3.96	3.97	3.80	4.14	3.90	4.05	4.12	3.95	3.77	3.76	3.83	3.84	3.95	3.98	3.75	4.00	4.28	4.15	3.97	4.21	3.88	4.06	4.29
STANDARD DEVIATION	0.96	0.93	0.90	0.90	0.96	0.94	0.94	0.92	0.83	0.97	0.90	0.92	0.93	0.89	1.05	1.06	0.81	0.91	0.97	1.01	1.14	1.13	0.72
STANDARD ERROR	0.02	0.07	0.12	0.10	0.10	0.09	0.13	0.08	0.13	0.08	0.09	0.08	0.09	0.12	0.14	0.15	0.10	0.13	0.17	0.17	0.18	0.16	0.11

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q4. RATING OF CALTRAIN AT STATIONS - EASE OF USE OF CALTRAIN TICKET MACHINES

	TOTAL	WEEKDAY TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				
		TIME PERIOD		OFF-PEAK	WEEKDAY SERVICE		SAT. SVC.		REGULAR CAR?		VERY/SWHT	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK		
		WEEKDAY	WEEKEND	PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK	
BASE - TOTAL RESPONDING	3303	2919	384	2409	510	449	1648	822	292	92	2088	1215	2675	72	17	539
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	939	801	138	620	181	160	435	206	106	32	588	351	886	1	1	51
	28.4	27.4	35.9	25.7	35.5	35.6	26.4	25.1	36.3	34.8	28.2	28.9	33.1	1.4	5.9	9.5
(4)	944	829	115	700	129	113	447	269	88	27	608	336	802	14	3	125
	28.6	28.4	29.9	29.1	25.3	25.2	27.1	32.7	30.1	29.3	29.1	27.7	30.0	19.4	17.6	23.2
(3)	639	567	72	486	81	76	336	155	52	20	407	232	442	22	3	172
	19.3	19.4	18.8	20.2	15.9	16.9	20.4	18.9	17.8	21.7	19.5	19.1	16.5	30.6	17.6	31.9
(2)	304	284	20	232	52	40	163	81	13	7	191	113	178	17	3	106
	9.2	9.7	5.2	9.6	10.2	8.9	9.9	9.9	4.5	7.6	9.1	9.3	6.7	23.6	17.6	19.7
(1) VERY DISSATISFIED	122	110	12	86	24	24	58	28	10	2	83	39	63	14	7	38
	3.7	3.8	3.1	3.6	4.7	5.3	3.5	3.4	3.4	2.2	4.0	3.2	2.4	19.4	41.2	7.1
NOT APPLICABLE	355	328	27	285	43	36	209	83	23	4	211	144	304	4	-	47
	10.7	11.2	7.0	11.8	8.4	8.0	12.7	10.1	7.9	4.3	10.1	11.9	11.4	5.6	-	8.7
BLANK	10	9	1	6	3	3	4	2	1	-	6	4	7	-	-	3
MEAN	3.77	3.74	3.97	3.72	3.84	3.84	3.72	3.74	3.99	3.91	3.76	3.79	3.96	2.57	2.29	3.09
STANDARD DEVIATION	1.13	1.13	1.06	1.12	1.20	1.21	1.13	1.10	1.06	1.06	1.13	1.12	1.05	1.08	1.36	1.09
STANDARD ERROR	0.02	0.02	0.06	0.02	0.06	0.06	0.03	0.04	0.06	0.11	0.03	0.03	0.02	0.13	0.33	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q4. RATING OF CALTRAIN AT STATIONS - EASE OF USE OF CALTRAIN TICKET MACHINES

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3303	17	18	33	52	65	59	84	59	27	35	39	76	62	163	85	116	113	92	67	29	119	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	939	9	2	8	19	23	26	28	24	7	14	11	23	12	53	12	26	21	23	21	11	33	14
	28.4	52.9	11.1	24.2	36.5	35.4	44.1	33.3	40.7	25.9	40.0	28.2	30.3	19.4	32.5	14.1	22.4	18.6	25.0	31.3	37.9	27.7	16.5
(4)	944	3	8	11	17	15	9	20	14	7	9	9	22	13	50	28	32	31	22	21	6	41	27
	28.6	17.6	44.4	33.3	32.7	23.1	15.3	23.8	23.7	25.9	25.7	23.1	28.9	21.0	30.7	32.9	27.6	27.4	23.9	31.3	20.7	34.5	31.8
(3)	639	2	6	4	8	13	7	19	6	8	3	8	21	15	27	24	29	25	17	8	5	21	13
	19.3	11.8	33.3	12.1	15.4	20.0	11.9	22.6	10.2	29.6	8.6	20.5	27.6	24.2	16.6	28.2	25.0	22.1	18.5	11.9	17.2	17.6	15.3
(2)	304	-	-	6	2	6	6	7	9	1	3	5	5	3	8	11	12	15	13	7	5	7	12
	9.2			18.2	3.8	9.2	10.2	8.3	15.3	3.7	8.6	12.8	6.6	4.8	4.9	12.9	10.3	13.3	14.1	10.4	17.2	5.9	14.1
(1) VERY DISSATISFIED	122	2	1	3	-	2	2	8	3	2	1	-	2	1	1	1	5	5	7	1	2	5	2
	3.7	11.8	5.6	9.1		3.1	3.4	9.5	5.1	7.4	2.9		2.6	1.6	0.6	1.2	4.3	4.4	7.6	1.5	6.9	4.2	2.4
NOT APPLICABLE	355	1	1	1	6	6	9	2	3	2	5	6	3	18	24	9	12	16	10	9	-	12	17
	10.7	5.9	5.6	3.0	11.5	9.2	15.3	2.4	5.1	7.4	14.3	15.4	3.9	29.0	14.7	10.6	10.3	14.2	10.9	13.4		10.1	20.0
BLANK	10	-	-	1	-	-	-	1	-	-	1	1	1	-	-	-	-	-	-	-	-	1	-
MEAN	3.77	4.06	3.59	3.47	4.15	3.86	4.02	3.65	3.84	3.64	4.07	3.79	3.81	3.73	4.05	3.51	3.60	3.49	3.50	3.93	3.66	3.84	3.57
STANDARD DEVIATION	1.13	1.39	0.94	1.32	0.87	1.15	1.24	1.30	1.29	1.19	1.14	1.08	1.05	1.02	0.94	0.97	1.13	1.15	1.29	1.07	1.34	1.08	1.10
STANDARD ERROR	0.02	0.35	0.23	0.23	0.13	0.15	0.17	0.14	0.17	0.24	0.21	0.19	0.12	0.15	0.08	0.11	0.11	0.12	0.14	0.14	0.25	0.10	0.13

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q4. RATING OF CALTRAIN AT STATIONS - EASE OF USE OF CALTRAIN TICKET MACHINES

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3303	167	67	86	103	122	57	130	46	152	109	138	127	63	57	52	74	51	33	38	44	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	939	50	16	24	32	35	18	35	12	34	26	39	32	17	11	19	27	16	7	18	19	16	16
	28.4	29.9	23.9	27.9	31.1	28.7	31.6	26.9	26.1	22.4	23.9	28.3	25.2	27.0	19.3	36.5	36.5	31.4	21.2	47.4	43.2	32.0	38.1
(4)	944	50	7	24	27	24	13	43	15	56	29	46	40	23	17	15	23	17	10	8	15	14	13
	28.6	29.9	10.4	27.9	26.2	19.7	22.8	33.1	32.6	36.8	26.6	33.3	31.5	36.5	29.8	28.8	31.1	33.3	30.3	21.1	34.1	28.0	31.0
(3)	639	31	12	15	23	31	11	30	11	28	17	22	28	9	10	9	9	13	9	9	3	12	8
	19.3	18.6	17.9	17.4	22.3	25.4	19.3	23.1	23.9	18.4	15.6	15.9	22.0	14.3	17.5	17.3	12.2	25.5	27.3	23.7	6.8	24.0	19.0
(2)	304	13	8	10	10	16	3	7	5	14	17	11	11	6	10	2	7	-	3	-	1	5	2
	9.2	7.8	11.9	11.6	9.7	13.1	5.3	5.4	10.9	9.2	15.6	8.0	8.7	9.5	17.5	3.8	9.5	-	9.1	-	2.3	10.0	4.8
(1) VERY DISSATISFIED	122	7	7	2	2	6	2	3	-	4	2	9	8	-	2	2	2	-	2	1	3	2	-
	3.7	4.2	10.4	2.3	1.9	4.9	3.5	2.3	-	2.6	1.8	6.5	6.3	-	3.5	3.8	2.7	-	6.1	2.6	6.8	4.0	-
NOT APPLICABLE	355	16	17	11	9	10	10	12	3	16	18	11	8	8	7	5	6	5	2	2	3	1	3
	10.7	9.6	25.4	12.8	8.7	8.2	17.5	9.2	6.5	10.5	16.5	8.0	6.3	12.7	12.3	9.6	8.1	9.8	6.1	5.3	6.8	2.0	7.1
BLANK	10	1	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-
MEAN	3.77	3.81	3.34	3.77	3.82	3.59	3.89	3.85	3.79	3.75	3.66	3.75	3.65	3.93	3.50	4.00	3.97	4.07	3.55	4.17	4.12	3.76	4.10
STANDARD DEVIATION	1.13	1.13	1.44	1.12	1.09	1.22	1.13	1.00	0.99	1.04	1.15	1.19	1.17	0.96	1.16	1.08	1.11	0.80	1.15	1.00	1.14	1.15	0.91
STANDARD ERROR	0.02	0.09	0.20	0.13	0.11	0.12	0.16	0.09	0.15	0.09	0.12	0.11	0.11	0.13	0.16	0.16	0.13	0.12	0.21	0.17	0.18	0.16	0.15

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q5. RATING OF CALTRAIN AT STATIONS - BEING INFORMED OF DELAYS THAT EXCEED 10 MINUTES

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING	3280	2901	379	2397	504	445	1637	819	289	90	2075	1205	2657	70	17	536
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	803	691	112	542	149	137	380	174	83	29	476	327	767	1	1	34
	24.5	23.8	29.6	22.6	29.6	30.8	23.2	21.2	28.7	32.2	22.9	27.1	28.9	1.4	5.9	6.3
(4)	912	821	91	697	124	109	471	241	71	20	559	353	782	14	1	115
	27.8	28.3	24.0	29.1	24.6	24.5	28.8	29.4	24.6	22.2	26.9	29.3	29.4	20.0	5.9	21.5
(3)	677	637	40	548	89	74	369	194	32	8	449	228	501	22	5	149
	20.6	22.0	10.6	22.9	17.7	16.6	22.5	23.7	11.1	8.9	21.6	18.9	18.9	31.4	29.4	27.8
(2)	359	340	19	294	46	41	204	95	17	2	231	128	232	12	1	114
	10.9	11.7	5.0	12.3	9.1	9.2	12.5	11.6	5.9	2.2	11.1	10.6	8.7	17.1	5.9	21.3
(1) VERY DISSATISFIED	180	170	10	144	26	23	94	53	8	2	118	62	71	17	8	84
	5.5	5.9	2.6	6.0	5.2	5.2	5.7	6.5	2.8	2.2	5.7	5.1	2.7	24.3	47.1	15.7
NOT APPLICABLE	349	242	107	172	70	61	119	62	78	29	242	107	304	4	1	40
	10.6	8.3	28.2	7.2	13.9	13.7	7.3	7.6	27.0	32.2	11.7	8.9	11.4	5.7	5.9	7.5
BLANK	33	27	6	18	9	7	15	5	4	2	19	14	25	2	-	6
MEAN	3.61	3.57	4.01	3.54	3.75	3.77	3.55	3.51	3.97	4.18	3.57	3.69	3.83	2.55	2.13	2.80
STANDARD DEVIATION	1.18	1.19	1.08	1.18	1.20	1.21	1.18	1.18	1.10	1.01	1.18	1.18	1.08	1.14	1.31	1.17
STANDARD ERROR	0.02	0.02	0.07	0.02	0.06	0.06	0.03	0.04	0.08	0.13	0.03	0.04	0.02	0.14	0.33	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q5. RATING OF CALTRAIN AT STATIONS - BEING INFORMED OF DELAYS THAT EXCEED 10 MINUTES

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3280	17	17	33	51	65	59	85	57	27	34	39	77	61	161	84	116	112	92	67	26	118	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	803	9	4	7	17	22	18	26	17	6	11	13	21	12	51	13	28	22	22	16	9	16	11
	24.5	52.9	23.5	21.2	33.3	33.8	30.5	30.6	29.8	22.2	32.4	33.3	27.3	19.7	31.7	15.5	24.1	19.6	23.9	23.9	34.6	13.6	12.9
(4)	912	5	8	8	9	17	8	22	18	5	9	15	20	21	49	31	38	31	22	22	6	29	29
	27.8	29.4	47.1	24.2	17.6	26.2	13.6	25.9	31.6	18.5	26.5	38.5	26.0	34.4	30.4	36.9	32.8	27.7	23.9	32.8	23.1	24.6	34.1
(3)	677	1	1	5	13	11	10	18	6	3	6	4	19	15	32	20	28	27	25	13	4	33	17
	20.6	5.9	5.9	15.2	25.5	16.9	16.9	21.2	10.5	11.1	17.6	10.3	24.7	24.6	19.9	23.8	24.1	24.1	27.2	19.4	15.4	28.0	20.0
(2)	359	-	3	4	4	6	5	5	6	7	1	4	6	5	14	14	15	15	10	6	2	15	14
	10.9		17.6	12.1	7.8	9.2	8.5	5.9	10.5	25.9	2.9	10.3	7.8	8.2	8.7	16.7	12.9	13.4	10.9	9.0	7.7	12.7	16.5
(1) VERY DISSATISFIED	180	1	-	3	-	2	2	8	3	2	2	1	4	2	9	4	4	7	6	3	1	13	6
	5.5	5.9		9.1		3.1	3.4	9.4	5.3	7.4	5.9	2.6	5.2	3.3	5.6	4.8	3.4	6.3	6.5	4.5	3.8	11.0	7.1
NOT APPLICABLE	349	1	1	6	8	7	16	6	7	4	5	2	7	6	6	2	3	10	7	7	4	12	8
	10.6	5.9	5.9	18.2	15.7	10.8	27.1	7.1	12.3	14.8	14.7	5.1	9.1	9.8	3.7	2.4	2.6	8.9	7.6	10.4	15.4	10.2	9.4
BLANK	33	-	1	1	1	-	-	-	2	-	2	1	-	1	2	1	-	1	-	-	3	2	-
MEAN	3.61	4.31	3.81	3.44	3.91	3.88	3.81	3.67	3.80	3.26	3.90	3.95	3.69	3.65	3.77	3.43	3.63	3.45	3.52	3.70	3.91	3.19	3.32
STANDARD DEVIATION	1.18	1.08	1.05	1.34	1.04	1.14	1.24	1.28	1.21	1.39	1.18	1.08	1.16	1.04	1.17	1.10	1.10	1.18	1.20	1.12	1.19	1.22	1.16
STANDARD ERROR	0.02	0.27	0.26	0.26	0.16	0.15	0.19	0.14	0.17	0.29	0.22	0.18	0.14	0.14	0.09	0.12	0.10	0.12	0.13	0.15	0.25	0.12	0.13

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q5. RATING OF CALTRAIN AT STATIONS - BEING INFORMED OF DELAYS THAT EXCEED 10 MINUTES

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3280	167	67	85	103	120	57	129	46	152	109	137	126	63	57	51	72	51	33	38	44	49	41
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	803	39	17	18	24	30	18	28	8	36	20	28	22	20	12	17	16	15	6	14	15	16	13
	24.5	23.4	25.4	21.2	23.3	25.0	31.6	21.7	17.4	23.7	18.3	20.4	17.5	31.7	21.1	33.3	22.2	29.4	18.2	36.8	34.1	32.7	31.7
(4)	912	47	19	23	27	32	10	42	12	41	39	32	40	20	15	13	21	11	6	10	10	10	10
	27.8	28.1	28.4	27.1	26.2	26.7	17.5	32.6	26.1	27.0	35.8	23.4	31.7	31.7	26.3	25.5	29.2	21.6	18.2	26.3	22.7	20.4	24.4
(3)	677	39	15	20	25	25	8	30	13	31	23	41	33	8	15	3	6	5	6	5	7	5	3
	20.6	23.4	22.4	23.5	24.3	20.8	14.0	23.3	28.3	20.4	21.1	29.9	26.2	12.7	26.3	5.9	8.3	9.8	18.2	13.2	15.9	10.2	7.3
(2)	359	20	9	18	11	18	8	12	8	21	14	8	16	6	10	4	4	1	3	2	3	2	-
	10.9	12.0	13.4	21.2	10.7	15.0	14.0	9.3	17.4	13.8	12.8	5.8	12.7	9.5	17.5	7.8	5.6	2.0	9.1	5.3	6.8	4.1	-
(1) VERY DISSATISFIED	180	10	6	4	6	6	2	11	1	12	3	10	8	4	4	4	1	1	1	1	-	2	-
	5.5	6.0	9.0	4.7	5.8	5.0	3.5	8.5	2.2	7.9	2.8	7.3	6.3	6.3	7.0	7.8	1.4	2.0	3.0	2.6	-	4.1	-
NOT APPLICABLE	349	12	1	2	10	9	11	6	4	11	10	18	7	5	1	10	24	18	11	6	9	14	15
	10.6	7.2	1.5	2.4	9.7	7.5	19.3	4.7	8.7	7.2	9.2	13.1	5.6	7.9	1.8	19.6	33.3	35.3	33.3	15.8	20.5	28.6	36.6
BLANK	33	1	-	1	-	2	-	1	-	-	-	2	1	-	1	1	3	-	-	-	-	1	1
MEAN	3.61	3.55	3.48	3.40	3.56	3.56	3.74	3.52	3.43	3.48	3.60	3.50	3.44	3.79	3.38	3.85	3.98	4.15	3.59	4.06	4.06	4.03	4.38
STANDARD DEVIATION	1.18	1.19	1.27	1.19	1.18	1.20	1.27	1.20	1.09	1.26	1.06	1.17	1.14	1.22	1.21	1.33	1.00	1.00	1.18	1.08	1.00	1.18	0.70
STANDARD ERROR	0.02	0.10	0.16	0.13	0.12	0.11	0.19	0.11	0.17	0.11	0.11	0.11	0.10	0.16	0.16	0.21	0.14	0.17	0.25	0.19	0.17	0.20	0.14

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q6. RATING OF CALTRAIN AT STATIONS - EVERYTHING CONSIDERED, HOW WOULD YOU RATE YOUR EXPERIENCE AT CALTRAIN STATIONS?

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/BLANK
BASE - TOTAL RESPONDING	3286	2909	377	2403	506	446	1643	820	286	91	2076	1210	2663	71	17	535
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	831	696	135	530	166	155	381	160	100	35	513	318	807	-	1	23
	25.3	23.9	35.8	22.1	32.8	34.8	23.2	19.5	35.0	38.5	24.7	26.3	30.3		5.9	4.3
(4)	1685	1511	174	1272	239	203	871	437	130	44	1054	631	1545	10	1	129
	51.3	51.9	46.2	52.9	47.2	45.5	53.0	53.3	45.5	48.4	50.8	52.1	58.0	14.1	5.9	24.1
(3)	670	613	57	526	87	77	339	197	46	11	443	227	287	28	2	353
	20.4	21.1	15.1	21.9	17.2	17.3	20.6	24.0	16.1	12.1	21.3	18.8	10.8	39.4	11.8	66.0
(2)	73	66	7	57	9	8	39	19	7	-	49	24	13	31	4	25
	2.2	2.3	1.9	2.4	1.8	1.8	2.4	2.3	2.4		2.4	2.0	0.5	43.7	23.5	4.7
(1) VERY DISSATISFIED	19	17	2	14	3	3	7	7	2	-	14	5	5	2	9	3
	0.6	0.6	0.5	0.6	0.6	0.7	0.4	0.9	0.7		0.7	0.4	0.2	2.8	52.9	0.6
NOT APPLICABLE	8	6	2	4	2	-	6	-	1	1	3	5	6	-	-	2
	0.2	0.2	0.5	0.2	0.4		0.4		0.3	1.1	0.1	0.4	0.2			0.4
BLANK	27	19	8	12	7	6	9	4	7	1	18	9	19	1	-	7
MEAN	3.99	3.97	4.15	3.94	4.10	4.12	3.97	3.88	4.12	4.27	3.97	4.02	4.18	2.65	1.88	3.27
STANDARD DEVIATION	0.77	0.77	0.78	0.76	0.79	0.80	0.76	0.77	0.81	0.67	0.78	0.75	0.64	0.76	1.22	0.64
STANDARD ERROR	0.01	0.01	0.04	0.02	0.04	0.04	0.02	0.03	0.05	0.07	0.02	0.02	0.01	0.09	0.30	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q6. RATING OF CALTRAIN AT STATIONS - EVERYTHING CONSIDERED, HOW WOULD YOU RATE YOUR EXPERIENCE AT CALTRAIN STATIONS?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3286	17	18	33	52	63	59	85	58	26	35	39	77	61	163	84	116	112	91	66	29	119	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	831	10	5	9	20	24	22	21	21	5	18	9	23	13	44	16	24	24	18	16	10	21	15
	25.3	58.8	27.8	27.3	38.5	38.1	37.3	24.7	36.2	19.2	51.4	23.1	29.9	21.3	27.0	19.0	20.7	21.4	19.8	24.2	34.5	17.6	17.6
(4)	1685	6	8	15	23	29	28	38	31	15	10	18	37	32	90	40	73	66	41	37	13	63	48
	51.3	35.3	44.4	45.5	44.2	46.0	47.5	44.7	53.4	57.7	28.6	46.2	48.1	52.5	55.2	47.6	62.9	58.9	45.1	56.1	44.8	52.9	56.5
(3)	670	1	4	9	9	9	8	22	4	4	7	11	16	15	26	26	16	15	22	9	6	32	20
	20.4	5.9	22.2	27.3	17.3	14.3	13.6	25.9	6.9	15.4	20.0	28.2	20.8	24.6	16.0	31.0	13.8	13.4	24.2	13.6	20.7	26.9	23.5
(2)	73	-	-	-	-	-	1	3	2	2	-	1	1	1	3	2	2	4	8	1	-	1	2
	2.2						1.7	3.5	3.4	7.7		2.6	1.3	1.6	1.8	2.4	1.7	3.6	8.8	1.5		0.8	2.4
(1) VERY DISSATISFIED	19	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	1	1	2	1	-	1	-
	0.6		5.6			1.6		1.2									0.9	0.9	2.2	1.5		0.8	
NOT APPLICABLE	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	1	-
	0.2																	1.8		3.0		0.8	
BLANK	27	-	-	1	-	2	-	-	1	1	1	1	-	1	-	1	-	1	1	1	-	1	-
MEAN	3.99	4.53	3.89	4.00	4.21	4.19	4.20	3.88	4.22	3.88	4.31	3.90	4.06	3.93	4.07	3.83	4.01	3.98	3.71	4.03	4.14	3.86	3.89
STANDARD DEVIATION	0.77	0.62	1.02	0.75	0.72	0.80	0.74	0.86	0.73	0.82	0.80	0.79	0.75	0.73	0.71	0.76	0.70	0.77	0.96	0.78	0.74	0.74	0.71
STANDARD ERROR	0.01	0.15	0.24	0.13	0.10	0.10	0.10	0.09	0.10	0.16	0.13	0.13	0.09	0.09	0.06	0.08	0.07	0.07	0.10	0.10	0.14	0.07	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q6. RATING OF CALTRAIN AT STATIONS - EVERYTHING CONSIDERED, HOW WOULD YOU RATE YOUR EXPERIENCE AT CALTRAIN STATIONS?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3286	167	67	86	103	122	56	130	46	152	109	138	126	62	57	52	72	51	31	38	42	50	41
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	831	43	13	18	23	33	18	33	6	29	21	23	17	16	15	15	22	22	9	13	19	23	12
	25.3	25.7	19.4	20.9	22.3	27.0	32.1	25.4	13.0	19.1	19.3	16.7	13.5	25.8	26.3	28.8	30.6	43.1	29.0	34.2	45.2	46.0	29.3
(4)	1685	86	37	52	57	55	26	73	29	77	58	69	73	32	26	25	38	18	14	18	17	19	25
	51.3	51.5	55.2	60.5	55.3	45.1	46.4	56.2	63.0	50.7	53.2	50.0	57.9	51.6	45.6	48.1	52.8	35.3	45.2	47.4	40.5	38.0	61.0
(3)	670	35	14	14	22	32	8	20	11	41	26	40	32	14	13	7	11	9	7	7	5	7	4
	20.4	21.0	20.9	16.3	21.4	26.2	14.3	15.4	23.9	27.0	23.9	29.0	25.4	22.6	22.8	13.5	15.3	17.6	22.6	18.4	11.9	14.0	9.8
(2)	73	2	3	1	1	2	4	1	-	4	4	4	4	-	2	3	1	2	-	-	1	-	-
	2.2	1.2	4.5	1.2	1.0	1.6	7.1	0.8	-	2.6	3.7	2.9	3.2	-	3.5	5.8	1.4	3.9	-	-	2.4	-	-
(1) VERY DISSATISFIED	19	1	-	-	-	-	-	3	-	1	-	2	-	-	1	1	-	-	1	-	-	-	-
	0.6	0.6	-	-	-	-	-	2.3	-	0.7	-	1.4	-	-	1.8	1.9	-	-	3.2	-	-	-	-
NOT APPLICABLE	8	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-
	0.2	-	-	1.2	-	-	-	-	-	-	-	-	-	-	-	1.9	-	-	-	-	-	2.0	-
BLANK	27	1	-	-	-	-	1	-	-	-	-	1	1	1	1	-	3	-	2	-	2	-	1
MEAN	3.99	4.01	3.90	4.02	3.99	3.98	4.04	4.02	3.89	3.85	3.88	3.78	3.82	4.03	3.91	3.98	4.13	4.18	3.97	4.16	4.29	4.33	4.20
STANDARD DEVIATION	0.77	0.76	0.76	0.65	0.69	0.78	0.87	0.81	0.60	0.78	0.75	0.81	0.70	0.70	0.89	0.93	0.71	0.87	0.91	0.72	0.77	0.72	0.60
STANDARD ERROR	0.01	0.06	0.09	0.07	0.07	0.07	0.12	0.07	0.09	0.06	0.07	0.07	0.06	0.09	0.12	0.13	0.08	0.12	0.16	0.12	0.12	0.10	0.09

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q7. RATING OF CALTRAIN ONBOARD TRAINS - COURTESY OF CONDUCTORS

	TOTAL	WEEKDAY TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				
		=====		=====	=====			=====		=====		VERY/ SMWHT	SMWHT	VERY	NTRAL	
		WTKDAY	WKEND	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING	3290	2909	381	2402	507	446	1644	819	291	90	2080	1210	2666	72	17	535
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1817	1610	207	1326	284	254	904	452	159	48	1135	682	1646	19	3	149
	55.2	55.3	54.3	55.2	56.0	57.0	55.0	55.2	54.6	53.3	54.6	56.4	61.7	26.4	17.6	27.9
(4)	1025	925	100	778	147	127	521	277	74	26	657	368	796	16	4	209
	31.2	31.8	26.2	32.4	29.0	28.5	31.7	33.8	25.4	28.9	31.6	30.4	29.9	22.2	23.5	39.1
(3)	273	247	26	202	45	39	148	60	22	4	178	95	135	19	3	116
	8.3	8.5	6.8	8.4	8.9	8.7	9.0	7.3	7.6	4.4	8.6	7.9	5.1	26.4	17.6	21.7
(2)	68	59	9	45	14	12	40	7	7	2	39	29	18	11	1	38
	2.1	2.0	2.4	1.9	2.8	2.7	2.4	0.9	2.4	2.2	1.9	2.4	0.7	15.3	5.9	7.1
(1) VERY DISSATISFIED	24	16	8	14	2	2	6	8	8	-	18	6	5	6	6	7
	0.7	0.6	2.1	0.6	0.4	0.4	0.4	1.0	2.7		0.9	0.5	0.2	8.3	35.3	1.3
NOT APPLICABLE	83	52	31	37	15	12	25	15	21	10	53	30	66	1	-	16
	2.5	1.8	8.1	1.5	3.0	2.7	1.5	1.8	7.2	11.1	2.5	2.5	2.5	1.4		3.0
BLANK	23	19	4	13	6	6	8	5	2	2	14	9	16	-	-	7
MEAN	4.42	4.42	4.40	4.42	4.42	4.43	4.41	4.44	4.37	4.50	4.41	4.43	4.56	3.44	2.82	3.88
STANDARD DEVIATION	0.79	0.78	0.90	0.77	0.80	0.80	0.79	0.75	0.95	0.71	0.80	0.78	0.64	1.27	1.59	0.95
STANDARD ERROR	0.01	0.01	0.05	0.02	0.04	0.04	0.02	0.03	0.06	0.08	0.02	0.02	0.01	0.15	0.39	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q7. RATING OF CALTRAIN ONBOARD TRAINS - COURTESY OF CONDUCTORS

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3290	16	18	33	52	64	59	83	59	27	35	40	77	62	163	83	116	113	92	67	28	120	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1817	13	8	16	27	34	38	45	35	16	22	22	37	36	114	42	64	73	48	34	17	58	37
	55.2	81.3	44.4	48.5	51.9	53.1	64.4	54.2	59.3	59.3	62.9	55.0	48.1	58.1	69.9	50.6	55.2	64.6	52.2	50.7	60.7	48.3	43.5
(4)	1025	3	6	8	16	22	13	26	20	6	7	14	24	16	41	30	41	36	26	25	4	37	32
	31.2	18.8	33.3	24.2	30.8	34.4	22.0	31.3	33.9	22.2	20.0	35.0	31.2	25.8	25.2	36.1	35.3	31.9	28.3	37.3	14.3	30.8	37.6
(3)	273	-	2	5	6	4	5	7	4	4	2	3	13	6	6	10	6	3	11	4	4	16	12
	8.3		11.1	15.2	11.5	6.3	8.5	8.4	6.8	14.8	5.7	7.5	16.9	9.7	3.7	12.0	5.2	2.7	12.0	6.0	14.3	13.3	14.1
(2)	68	-	-	3	-	3	1	3	-	-	2	1	2	3	2	1	2	-	3	1	1	5	3
	2.1			9.1		4.7	1.7	3.6			5.7	2.5	2.6	4.8	1.2	1.2	1.7		3.3	1.5	3.6	4.2	3.5
(1) VERY DISSATISFIED	24	-	1	-	-	-	-	1	-	-	-	-	1	1	-	-	1	-	-	-	1	2	-
	0.7		5.6					1.2					1.3	1.6			0.9				3.6	1.7	
NOT APPLICABLE	83	-	1	1	3	1	2	1	-	1	2	-	-	-	-	-	2	1	4	3	1	2	1
	2.5		5.6	3.0	5.8	1.6	3.4	1.2		3.7	5.7						1.7	0.9	4.3	4.5	3.6	1.7	1.2
BLANK	23	1	-	1	-	1	-	2	-	-	1	-	-	-	-	2	-	-	-	-	1	-	-
MEAN	4.42	4.81	4.18	4.16	4.43	4.38	4.54	4.35	4.53	4.46	4.48	4.43	4.22	4.34	4.64	4.36	4.45	4.63	4.35	4.44	4.30	4.22	4.23
STANDARD DEVIATION	0.79	0.40	1.07	1.02	0.71	0.81	0.73	0.88	0.63	0.76	0.87	0.75	0.91	0.96	0.62	0.74	0.75	0.54	0.83	0.69	1.10	0.95	0.83
STANDARD ERROR	0.01	0.10	0.26	0.18	0.10	0.10	0.10	0.10	0.08	0.15	0.15	0.12	0.10	0.12	0.05	0.08	0.07	0.05	0.09	0.09	0.21	0.09	0.09

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q7. RATING OF CALTRAIN ONBOARD TRAINS - COURTESY OF CONDUCTORS

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3290	168	67	86	99	121	57	129	46	151	109	137	127	63	57	51	75	51	33	38	43	50	40
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1817	95	34	48	48	69	28	70	25	81	71	73	65	35	32	30	38	27	20	20	24	25	23
	55.2	56.5	50.7	55.8	48.5	57.0	49.1	54.3	54.3	53.6	65.1	53.3	51.2	55.6	56.1	58.8	50.7	52.9	60.6	52.6	55.8	50.0	57.5
(4)	1025	58	18	27	38	33	21	43	15	57	28	46	49	18	21	11	24	10	7	10	12	15	11
	31.2	34.5	26.9	31.4	38.4	27.3	36.8	33.3	32.6	37.7	25.7	33.6	38.6	28.6	36.8	21.6	32.0	19.6	21.2	26.3	27.9	30.0	27.5
(3)	273	13	9	9	11	10	2	10	3	11	8	12	7	5	4	3	5	6	3	4	1	3	1
	8.3	7.7	13.4	10.5	11.1	8.3	3.5	7.8	6.5	7.3	7.3	8.8	5.5	7.9	7.0	5.9	6.7	11.8	9.1	10.5	2.3	6.0	2.5
(2)	68	2	4	2	-	6	2	2	2	-	1	1	-	1	-	4	1	1	1	-	-	2	-
	2.1	1.2	6.0	2.3		5.0	3.5	1.6	4.3		0.9	0.7		1.6		7.8	1.3	2.0	3.0			4.0	
(1) VERY DISSATISFIED	24	-	-	-	-	-	-	3	-	2	-	2	1	-	-	2	1	1	2	1	1	-	-
	0.7							2.3		1.3		1.5	0.8			3.9	1.3	2.0	6.1	2.6	2.3		
NOT APPLICABLE	83	-	2	-	2	3	4	1	1	-	1	3	5	4	-	1	6	6	-	3	5	5	5
	2.5		3.0		2.0	2.5	7.0	0.8	2.2		0.9	2.2	3.9	6.3		2.0	8.0	11.8		7.9	11.6	10.0	12.5
BLANK	23	-	-	-	4	1	-	1	-	1	-	2	-	-	1	1	-	-	-	-	1	-	2
MEAN	4.42	4.46	4.26	4.41	4.38	4.40	4.42	4.37	4.40	4.42	4.56	4.40	4.45	4.47	4.49	4.26	4.41	4.36	4.27	4.37	4.53	4.40	4.63
STANDARD DEVIATION	0.79	0.69	0.92	0.77	0.68	0.85	0.75	0.88	0.81	0.74	0.67	0.80	0.68	0.73	0.63	1.14	0.81	0.96	1.15	0.91	0.80	0.81	0.55
STANDARD ERROR	0.01	0.05	0.11	0.08	0.07	0.08	0.10	0.08	0.12	0.06	0.06	0.07	0.06	0.09	0.08	0.16	0.10	0.14	0.20	0.15	0.13	0.12	0.09

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q8. RATING OF CALTRAIN ONBOARD TRAINS - PROFESSIONAL APPEARANCE OF THE CONDUCTORS

	TOTAL	WEEKDAY TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				
		TIME PERIOD		OFF-PEAK	WEEKDAY SERVICE		SAT. SVC.		REGULAR CAR?		VERY/SMWHT	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK		
		WKDAY	WKEND	PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK	
BASE - TOTAL RESPONDING	3291	2912	379	2403	509	448	1646	818	288	91	2077	1214	2666	72	17	536
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	2011	1782	229	1475	307	274	1017	491	175	54	1242	769	1792	25	4	190
	61.1	61.2	60.4	61.4	60.3	61.2	61.8	60.0	60.8	59.3	59.8	63.3	67.2	34.7	23.5	35.4
(4)	950	862	88	714	148	127	481	254	65	23	613	337	709	16	4	221
	28.9	29.6	23.2	29.7	29.1	28.3	29.2	31.1	22.6	25.3	29.5	27.8	26.6	22.2	23.5	41.2
(3)	200	177	23	148	29	25	108	44	20	3	136	64	78	21	3	98
	6.1	6.1	6.1	6.2	5.7	5.6	6.6	5.4	6.9	3.3	6.5	5.3	2.9	29.2	17.6	18.3
(2)	24	18	6	15	3	3	8	7	6	-	15	9	5	7	2	10
	0.7	0.6	1.6	0.6	0.6	0.7	0.5	0.9	2.1	-	0.7	0.7	0.2	9.7	11.8	1.9
(1) VERY DISSATISFIED	10	8	2	7	1	2	3	3	2	-	6	4	1	2	4	3
	0.3	0.3	0.5	0.3	0.2	0.4	0.2	0.4	0.7	-	0.3	0.3	*	2.8	23.5	0.6
NOT APPLICABLE	96	65	31	44	21	17	29	19	20	11	65	31	81	1	-	14
	2.9	2.2	8.2	1.8	4.1	3.8	1.8	2.3	6.9	12.1	3.1	2.6	3.0	1.4	-	2.6
BLANK	22	16	6	12	4	4	6	6	5	1	17	5	16	-	-	6
MEAN	4.54	4.54	4.54	4.54	4.55	4.55	4.55	4.53	4.51	4.64	4.53	4.57	4.66	3.77	3.12	4.12
STANDARD DEVIATION	0.68	0.67	0.74	0.67	0.65	0.68	0.66	0.68	0.79	0.56	0.68	0.66	0.55	1.12	1.54	0.82
STANDARD ERROR	0.01	0.01	0.04	0.01	0.03	0.03	0.02	0.02	0.05	0.06	0.02	0.02	0.01	0.13	0.37	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q8. RATING OF CALTRAIN ONBOARD TRAINS - PROFESSIONAL APPEARANCE OF THE CONDUCTORS

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3291	17	18	33	52	63	59	85	59	27	35	40	77	62	163	83	116	113	92	67	29	119	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	2011	14	9	18	34	35	41	50	37	14	22	23	39	44	117	47	73	80	60	40	16	64	46
	61.1	82.4	50.0	54.5	65.4	55.6	69.5	58.8	62.7	51.9	62.9	57.5	50.6	71.0	71.8	56.6	62.9	70.8	65.2	59.7	55.2	53.8	54.1
(4)	950	3	6	9	12	23	11	28	18	9	8	14	26	13	42	30	36	28	20	22	8	35	31
	28.9	17.6	33.3	27.3	23.1	36.5	18.6	32.9	30.5	33.3	22.9	35.0	33.8	21.0	25.8	36.1	31.0	24.8	21.7	32.8	27.6	29.4	36.5
(3)	200	-	1	5	3	2	4	3	4	1	2	2	10	4	4	5	6	3	9	2	3	15	6
	6.1		5.6	15.2	5.8	3.2	6.8	3.5	6.8	3.7	5.7	5.0	13.0	6.5	2.5	6.0	5.2	2.7	9.8	3.0	10.3	12.6	7.1
(2)	24	-	-	-	-	1	-	2	-	-	-	1	2	-	-	-	-	-	-	-	-	1	-
	0.7					1.6		2.4				2.5	2.6									0.8	
(1) VERY DISSATISFIED	10	-	1	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-
	0.3		5.6					1.2						1.6								0.8	
NOT APPLICABLE	96	-	1	1	3	2	3	1	-	3	3	-	-	-	-	1	1	2	3	3	2	3	2
	2.9		5.6	3.0	5.8	3.2	5.1	1.2		11.1	8.6					1.2	0.9	1.8	3.3	4.5	6.9	2.5	2.4
BLANK	22	-	-	1	-	2	-	-	-	-	1	-	-	-	-	2	-	-	-	-	-	1	-
MEAN	4.54	4.82	4.29	4.41	4.63	4.51	4.66	4.48	4.56	4.54	4.63	4.48	4.32	4.60	4.69	4.51	4.58	4.69	4.57	4.59	4.48	4.38	4.48
STANDARD DEVIATION	0.68	0.39	1.05	0.76	0.60	0.65	0.61	0.78	0.62	0.59	0.61	0.72	0.80	0.76	0.51	0.61	0.59	0.52	0.67	0.56	0.70	0.81	0.63
STANDARD ERROR	0.01	0.10	0.25	0.13	0.09	0.08	0.08	0.09	0.08	0.12	0.11	0.11	0.09	0.10	0.04	0.07	0.06	0.05	0.07	0.07	0.13	0.08	0.07

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q8. RATING OF CALTRAIN ONBOARD TRAINS - PROFESSIONAL APPEARANCE OF THE CONDUCTORS

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3291	168	67	86	102	120	57	130	46	152	109	137	123	63	58	52	73	51	33	37	42	50	41
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	2011	105	42	56	56	75	34	78	27	84	74	78	71	41	38	34	42	28	21	21	29	27	27
	61.1	62.5	62.7	65.1	54.9	62.5	59.6	60.0	58.7	55.3	67.9	56.9	57.7	65.1	65.5	65.4	57.5	54.9	63.6	56.8	69.0	54.0	65.9
(4)	950	49	16	22	40	33	16	38	15	52	27	44	44	16	18	10	18	14	7	8	8	14	9
	28.9	29.2	23.9	25.6	39.2	27.5	28.1	29.2	32.6	34.2	24.8	32.1	35.8	25.4	31.0	19.2	24.7	27.5	21.2	21.6	19.0	28.0	22.0
(3)	200	11	5	6	4	10	3	8	1	10	4	12	4	3	2	3	5	4	3	4	1	3	-
	6.1	6.5	7.5	7.0	3.9	8.3	5.3	6.2	2.2	6.6	3.7	8.8	3.3	4.8	3.4	5.8	6.8	7.8	9.1	10.8	2.4	6.0	-
(2)	24	1	2	-	-	-	1	3	1	1	1	-	1	-	-	3	1	-	1	1	-	-	-
	0.7	0.6	3.0				1.8	2.3	2.2	0.7	0.9		0.8			5.8	1.4		3.0	2.7			
(1) VERY DISSATISFIED	10	-	-	1	-	-	-	2	-	-	-	1	-	-	-	1	-	-	1	-	-	-	-
	0.3			1.2				1.5				0.7				1.9			3.0				
NOT APPLICABLE	96	2	2	1	2	2	3	1	2	5	3	2	3	3	-	1	7	5	-	3	4	6	5
	2.9	1.2	3.0	1.2	2.0	1.7	5.3	0.8	4.3	3.3	2.8	1.5	2.4	4.8		1.9	9.6	9.8		8.1	9.5	12.0	12.2
BLANK	22	-	-	-	1	2	-	-	-	-	-	2	4	-	-	-	2	-	-	1	2	-	1
MEAN	4.54	4.55	4.51	4.55	4.52	4.55	4.54	4.45	4.55	4.49	4.64	4.47	4.54	4.63	4.62	4.43	4.53	4.52	4.39	4.44	4.74	4.55	4.75
STANDARD DEVIATION	0.68	0.65	0.77	0.73	0.58	0.65	0.69	0.84	0.66	0.66	0.60	0.72	0.61	0.58	0.56	0.98	0.71	0.66	1.00	0.82	0.50	0.63	0.44
STANDARD ERROR	0.01	0.05	0.10	0.08	0.06	0.06	0.09	0.07	0.10	0.05	0.06	0.06	0.06	0.08	0.07	0.14	0.09	0.10	0.17	0.14	0.08	0.09	0.07

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q9. RATING OF CALTRAIN ONBOARD TRAINS - AVAILABILITY OF PRINTED MATERIALS (SCHEDULES, BROCHURES, NOTICES)

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/BLANK
BASE - TOTAL RESPONDING	3281	2900	381	2391	509	448	1636	816	290	91	2071	1210	2655	71	17	538
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1302	1140	162	929	211	186	640	314	123	39	773	529	1196	11	2	93
	39.7	39.3	42.5	38.9	41.5	41.5	39.1	38.5	42.4	42.9	37.3	43.7	45.0	15.5	11.8	17.3
(4)	999	911	88	758	153	139	506	266	64	24	632	367	809	20	3	167
	30.4	31.4	23.1	31.7	30.1	31.0	30.9	32.6	22.1	26.4	30.5	30.3	30.5	28.2	17.6	31.0
(3)	449	393	56	325	68	57	222	114	47	9	307	142	266	24	5	154
	13.7	13.6	14.7	13.6	13.4	12.7	13.6	14.0	16.2	9.9	14.8	11.7	10.0	33.8	29.4	28.6
(2)	67	55	12	45	10	9	35	11	9	3	46	21	35	6	-	26
	2.0	1.9	3.1	1.9	2.0	2.0	2.1	1.3	3.1	3.3	2.2	1.7	1.3	8.5		4.8
(1) VERY DISSATISFIED	26	20	6	17	3	3	10	7	4	2	17	9	10	3	4	9
	0.8	0.7	1.6	0.7	0.6	0.7	0.6	0.9	1.4	2.2	0.8	0.7	0.4	4.2	23.5	1.7
NOT APPLICABLE	438	381	57	317	64	54	223	104	43	14	296	142	339	7	3	89
	13.3	13.1	15.0	13.3	12.6	12.1	13.6	12.7	14.8	15.4	14.3	11.7	12.8	9.9	17.6	16.5
BLANK	32	28	4	24	4	4	16	8	3	1	23	9	27	1	-	4
MEAN	4.23	4.23	4.20	4.22	4.26	4.26	4.23	4.22	4.19	4.23	4.18	4.30	4.36	3.47	2.93	3.69
STANDARD DEVIATION	0.86	0.85	0.98	0.85	0.84	0.84	0.85	0.84	0.97	0.99	0.88	0.83	0.78	1.04	1.44	0.93
STANDARD ERROR	0.02	0.02	0.05	0.02	0.04	0.04	0.02	0.03	0.06	0.11	0.02	0.03	0.02	0.13	0.38	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q9. RATING OF CALTRAIN ONBOARD TRAINS - AVAILABILITY OF PRINTED MATERIALS (SCHEDULES, BROCHURES, NOTICES)

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3281	17	18	32	52	65	59	85	58	27	35	39	77	62	163	83	115	113	91	67	29	119	81
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1302	9	3	13	19	29	22	41	27	10	13	13	31	22	89	33	50	35	27	28	9	41	17
	39.7	52.9	16.7	40.6	36.5	44.6	37.3	48.2	46.6	37.0	37.1	33.3	40.3	35.5	54.6	39.8	43.5	31.0	29.7	41.8	31.0	34.5	21.0
(4)	999	8	10	10	14	21	17	22	17	8	12	18	21	20	43	27	43	29	25	24	8	37	31
	30.4	47.1	55.6	31.3	26.9	32.3	28.8	25.9	29.3	29.6	34.3	46.2	27.3	32.3	26.4	32.5	37.4	25.7	27.5	35.8	27.6	31.1	38.3
(3)	449	-	1	6	11	8	6	6	9	5	5	6	15	8	12	14	12	18	21	6	6	24	12
	13.7		5.6	18.8	21.2	12.3	10.2	7.1	15.5	18.5	14.3	15.4	19.5	12.9	7.4	16.9	10.4	15.9	23.1	9.0	20.7	20.2	14.8
(2)	67	-	2	-	1	2	1	2	1	-	-	-	3	1	2	-	1	1	3	3	-	6	1
	2.0		11.1		1.9	3.1	1.7	2.4	1.7				3.9	1.6	1.2		0.9	0.9	3.3	4.5		5.0	1.2
(1) VERY DISSATISFIED	26	-	1	-	-	-	-	2	-	-	-	-	1	1	-	-	-	1	1	-	1	1	-
	0.8		5.6					2.4					1.3	1.6				0.9	1.1		3.4	0.8	
NOT APPLICABLE	438	-	1	3	7	5	13	12	4	4	5	2	6	10	17	9	9	29	14	6	5	10	20
	13.3		5.6	9.4	13.5	7.7	22.0	14.1	6.9	14.8	14.3	5.1	7.8	16.1	10.4	10.8	7.8	25.7	15.4	9.0	17.2	8.4	24.7
BLANK	32	-	-	2	-	-	-	-	1	-	1	1	-	-	-	2	1	-	1	-	-	1	4
MEAN	4.23	4.53	3.71	4.24	4.13	4.28	4.30	4.34	4.30	4.22	4.27	4.19	4.10	4.17	4.50	4.26	4.34	4.14	3.96	4.26	4.00	4.02	4.05
STANDARD DEVIATION	0.86	0.51	1.10	0.79	0.87	0.83	0.79	0.95	0.82	0.80	0.74	0.70	0.97	0.90	0.71	0.76	0.72	0.88	0.95	0.83	1.02	0.95	0.74
STANDARD ERROR	0.02	0.12	0.27	0.15	0.13	0.11	0.12	0.11	0.11	0.17	0.14	0.12	0.12	0.13	0.06	0.09	0.07	0.10	0.11	0.11	0.21	0.09	0.09

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q9. RATING OF CALTRAIN ONBOARD TRAINS - AVAILABILITY OF PRINTED MATERIALS (SCHEDULES, BROCHURES, NOTICES)

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3281	167	67	85	102	120	56	129	46	149	109	136	126	63	58	52	74	51	32	38	43	50	41
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1302	64	24	42	39	49	27	51	14	55	35	59	54	23	23	26	27	22	11	17	20	20	19
	39.7	38.3	35.8	49.4	38.2	40.8	48.2	39.5	30.4	36.9	32.1	43.4	42.9	36.5	39.7	50.0	36.5	43.1	34.4	44.7	46.5	40.0	46.3
(4)	999	62	20	23	30	34	11	39	20	56	31	44	37	23	16	11	19	6	10	12	6	13	11
	30.4	37.1	29.9	27.1	29.4	28.3	19.6	30.2	43.5	37.6	28.4	32.4	29.4	36.5	27.6	21.2	25.7	11.8	31.3	31.6	14.0	26.0	26.8
(3)	449	18	9	7	18	11	5	24	6	17	15	23	15	5	9	8	10	12	7	5	5	6	3
	13.7	10.8	13.4	8.2	17.6	9.2	8.9	18.6	13.0	11.4	13.8	16.9	11.9	7.9	15.5	15.4	13.5	23.5	21.9	13.2	11.6	12.0	7.3
(2)	67	2	1	4	2	3	2	1	-	4	2	-	3	-	1	-	3	2	2	1	1	2	1
	2.0	1.2	1.5	4.7	2.0	2.5	3.6	0.8	-	2.7	1.8	-	2.4	-	1.7	-	4.1	3.9	6.3	2.6	2.3	4.0	2.4
(1) VERY DISSATISFIED	26	1	-	2	-	-	1	2	-	3	1	1	-	-	-	1	-	1	-	1	1	1	1
	0.8	0.6	-	2.4	-	-	1.8	1.6	-	2.0	0.9	0.7	-	-	-	1.9	-	2.0	-	2.6	2.3	2.0	2.4
NOT APPLICABLE	438	20	13	7	13	23	10	12	6	14	25	9	17	12	9	6	15	8	2	2	10	8	6
	13.3	12.0	19.4	8.2	12.7	19.2	17.9	9.3	13.0	9.4	22.9	6.6	13.5	19.0	15.5	11.5	20.3	15.7	6.3	5.3	23.3	16.0	14.6
BLANK	32	1	-	1	1	2	1	1	-	3	-	3	1	-	-	-	1	-	1	-	1	-	1
MEAN	4.23	4.27	4.24	4.27	4.19	4.33	4.33	4.16	4.20	4.16	4.15	4.26	4.30	4.35	4.24	4.33	4.19	4.07	4.00	4.19	4.30	4.17	4.31
STANDARD DEVIATION	0.86	0.78	0.80	1.00	0.84	0.80	0.99	0.90	0.69	0.91	0.88	0.81	0.81	0.66	0.83	0.92	0.90	1.10	0.95	0.98	1.05	1.01	0.96
STANDARD ERROR	0.02	0.06	0.11	0.11	0.09	0.08	0.15	0.08	0.11	0.08	0.10	0.07	0.08	0.09	0.12	0.14	0.12	0.17	0.17	0.16	0.18	0.16	0.16

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q10. RATING OF CALTRAIN ONBOARD TRAINS - CLEANLINESS OF TRAIN EXTERIORS

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/BLANK
BASE - TOTAL RESPONDING	3295	2912	383	2402	510	450	1643	819	291	92	2084	1211	2672	72	17	534
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1240	1067	173	863	204	183	598	286	131	42	744	496	1158	7	3	72
	37.6	36.6	45.2	35.9	40.0	40.7	36.4	34.9	45.0	45.7	35.7	41.0	43.3	9.7	17.6	13.5
(4)	1276	1152	124	961	191	171	651	330	90	34	819	457	1073	17	4	182
	38.7	39.6	32.4	40.0	37.5	38.0	39.6	40.3	30.9	37.0	39.3	37.7	40.2	23.6	23.5	34.1
(3)	573	519	54	432	87	72	294	153	44	10	385	188	349	32	1	191
	17.4	17.8	14.1	18.0	17.1	16.0	17.9	18.7	15.1	10.9	18.5	15.5	13.1	44.4	5.9	35.8
(2)	110	94	16	79	15	11	53	30	14	2	74	36	38	10	3	59
	3.3	3.2	4.2	3.3	2.9	2.4	3.2	3.7	4.8	2.2	3.6	3.0	1.4	13.9	17.6	11.0
(1) VERY DISSATISFIED	30	26	4	22	4	4	14	8	4	-	20	10	6	5	5	14
	0.9	0.9	1.0	0.9	0.8	0.9	0.9	1.0	1.4		1.0	0.8	0.2	6.9	29.4	2.6
NOT APPLICABLE	66	54	12	45	9	9	33	12	8	4	42	24	48	1	1	16
	2.0	1.9	3.1	1.9	1.8	2.0	2.0	1.5	2.7	4.3	2.0	2.0	1.8	1.4	5.9	3.0
BLANK	18	16	2	13	3	2	9	5	2	-	10	8	10	-	-	8
MEAN	4.11	4.10	4.20	4.09	4.15	4.17	4.10	4.06	4.17	4.32	4.07	4.17	4.27	3.15	2.81	3.46
STANDARD DEVIATION	0.88	0.87	0.92	0.87	0.87	0.85	0.87	0.88	0.96	0.77	0.88	0.86	0.76	1.02	1.60	0.96
STANDARD ERROR	0.02	0.02	0.05	0.02	0.04	0.04	0.02	0.03	0.06	0.08	0.02	0.03	0.01	0.12	0.40	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q10. RATING OF CALTRAIN ONBOARD TRAINS - CLEANLINESS OF TRAIN EXTERIORS

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3295	17	18	33	52	64	59	85	59	27	36	37	77	62	163	83	115	113	91	67	28	120	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1240	6	7	9	28	21	23	31	28	11	19	19	29	25	63	28	45	43	32	24	10	35	25
	37.6	35.3	38.9	27.3	53.8	32.8	39.0	36.5	47.5	40.7	52.8	51.4	37.7	40.3	38.7	33.7	39.1	38.1	35.2	35.8	35.7	29.2	29.4
(4)	1276	7	7	16	15	23	23	37	22	9	12	14	26	20	61	29	52	42	42	26	8	50	38
	38.7	41.2	38.9	48.5	28.8	35.9	39.0	43.5	37.3	33.3	33.3	37.8	33.8	32.3	37.4	34.9	45.2	37.2	46.2	38.8	28.6	41.7	44.7
(3)	573	3	2	7	7	15	9	11	8	6	4	3	18	12	36	19	13	20	11	13	7	24	17
	17.4	17.6	11.1	21.2	13.5	23.4	15.3	12.9	13.6	22.2	11.1	8.1	23.4	19.4	22.1	22.9	11.3	17.7	12.1	19.4	25.0	20.0	20.0
(2)	110	1	1	1	1	2	-	4	-	-	1	1	2	1	3	2	2	2	2	3	3	6	2
	3.3	5.9	5.6	3.0	1.9	3.1		4.7			2.8	2.7	2.6	1.6	1.8	2.4	1.7	1.8	2.2	4.5	10.7	5.0	2.4
(1) VERY DISSATISFIED	30	-	1	-	-	-	1	1	1	-	-	-	-	2	-	2	-	1	2	1	-	3	-
	0.9		5.6				1.7	1.2	1.7					3.2		2.4		0.9	2.2	1.5		2.5	
NOT APPLICABLE	66	-	-	-	1	3	3	1	-	1	-	-	2	2	-	3	3	5	2	-	-	2	3
	2.0				1.9	4.7	5.1	1.2		3.7			2.6	3.2		3.6	2.6	4.4	2.2			1.7	3.5
BLANK	18	-	-	1	-	1	-	-	-	-	-	3	-	-	-	2	1	-	1	-	1	-	-
MEAN	4.11	4.06	4.00	4.00	4.37	4.03	4.20	4.11	4.29	4.19	4.36	4.38	4.09	4.08	4.13	3.99	4.25	4.15	4.12	4.03	3.89	3.92	4.05
STANDARD DEVIATION	0.88	0.90	1.14	0.79	0.80	0.86	0.84	0.89	0.83	0.80	0.80	0.76	0.86	1.00	0.82	0.96	0.73	0.85	0.88	0.94	1.03	0.97	0.78
STANDARD ERROR	0.02	0.22	0.27	0.14	0.11	0.11	0.11	0.10	0.11	0.16	0.13	0.12	0.10	0.13	0.06	0.11	0.07	0.08	0.09	0.11	0.19	0.09	0.09

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q10. RATING OF CALTRAIN ONBOARD TRAINS - CLEANLINESS OF TRAIN EXTERIORS

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3295	167	67	86	103	122	57	130	46	151	109	136	127	63	57	52	75	51	32	38	43	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1240	52	25	42	32	45	24	45	14	51	36	48	44	27	21	21	32	22	15	18	23	27	15
	37.6	31.1	37.3	48.8	31.1	36.9	42.1	34.6	30.4	33.8	33.0	35.3	34.6	42.9	36.8	40.4	42.7	43.1	46.9	47.4	53.5	54.0	35.7
(4)	1276	77	27	26	48	44	21	53	18	63	45	46	56	25	24	18	22	14	13	11	12	13	21
	38.7	46.1	40.3	30.2	46.6	36.1	36.8	40.8	39.1	41.7	41.3	33.8	44.1	39.7	42.1	34.6	29.3	27.5	40.6	28.9	27.9	26.0	50.0
(3)	573	31	8	11	15	26	10	22	7	28	20	35	23	10	8	6	15	10	4	6	3	6	4
	17.4	18.6	11.9	12.8	14.6	21.3	17.5	16.9	15.2	18.5	18.3	25.7	18.1	15.9	14.0	11.5	20.0	19.6	12.5	15.8	7.0	12.0	9.5
(2)	110	5	4	5	7	2	1	3	5	9	4	5	3	-	1	3	2	4	-	3	2	2	-
	3.3	3.0	6.0	5.8	6.8	1.6	1.8	2.3	10.9	6.0	3.7	3.7	2.4		1.8	5.8	2.7	7.8		7.9	4.7	4.0	
(1) VERY DISSATISFIED	30	-	1	-	-	2	-	5	-	-	1	1	1	-	-	2	-	-	-	-	2	-	-
	0.9		1.5			1.6		3.8			0.9	0.7	0.8			3.8					4.7		
NOT APPLICABLE	66	2	2	2	1	3	1	2	2	-	3	1	-	1	3	2	4	1	-	-	1	2	2
	2.0	1.2	3.0	2.3	1.0	2.5	1.8	1.5	4.3		2.8	0.7		1.6	5.3	3.8	5.3	2.0			2.3	4.0	4.8
BLANK	18	1	-	-	-	-	-	-	-	1	-	3	-	-	1	-	-	-	1	-	1	-	-
MEAN	4.11	4.07	4.09	4.25	4.03	4.08	4.21	4.02	3.93	4.03	4.05	4.00	4.09	4.27	4.20	4.06	4.18	4.08	4.34	4.16	4.24	4.35	4.28
STANDARD DEVIATION	0.88	0.79	0.95	0.90	0.86	0.90	0.80	0.99	0.97	0.87	0.88	0.91	0.83	0.73	0.76	1.08	0.87	0.99	0.70	0.97	1.10	0.86	0.64
STANDARD ERROR	0.02	0.06	0.12	0.10	0.09	0.08	0.11	0.09	0.15	0.07	0.09	0.08	0.07	0.09	0.10	0.15	0.10	0.14	0.12	0.16	0.17	0.12	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q11. RATING OF CALTRAIN ONBOARD TRAINS - CLEANLINESS OF TRAIN INTERIORS

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/BLANK
BASE - TOTAL RESPONDING	3297	2914	383	2402	512	452	1643	819	291	92	2085	1212	2670	72	17	538
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	938	783	155	624	159	145	425	213	112	43	596	342	891	4	3	40
	28.5	26.9	40.5	26.0	31.1	32.1	25.9	26.0	38.5	46.7	28.6	28.2	33.4	5.6	17.6	7.4
(4)	1290	1155	135	947	208	191	651	313	107	28	807	483	1132	12	1	145
	39.1	39.6	35.2	39.4	40.6	42.3	39.6	38.2	36.8	30.4	38.7	39.9	42.4	16.7	5.9	27.0
(3)	754	689	65	585	104	84	400	205	49	16	474	280	525	15	3	211
	22.9	23.6	17.0	24.4	20.3	18.6	24.3	25.0	16.8	17.4	22.7	23.1	19.7	20.8	17.6	39.2
(2)	237	216	21	186	30	23	125	68	17	4	154	83	95	28	2	112
	7.2	7.4	5.5	7.7	5.9	5.1	7.6	8.3	5.8	4.3	7.4	6.8	3.6	38.9	11.8	20.8
(1) VERY DISSATISFIED	62	58	4	49	9	7	33	18	4	-	45	17	15	13	8	26
	1.9	2.0	1.0	2.0	1.8	1.5	2.0	2.2	1.4	-	2.2	1.4	0.6	18.1	47.1	4.8
NOT APPLICABLE	16	13	3	11	2	2	9	2	2	1	9	7	12	-	-	4
	0.5	0.4	0.8	0.5	0.4	0.4	0.5	0.2	0.7	1.1	0.4	0.6	0.4	-	-	0.7
BLANK	16	14	2	13	1	-	9	5	2	-	9	7	12	-	-	4
MEAN	3.85	3.82	4.09	3.80	3.94	3.99	3.80	3.78	4.06	4.21	3.85	3.87	4.05	2.53	2.35	3.11
STANDARD DEVIATION	0.98	0.98	0.94	0.98	0.95	0.92	0.98	1.00	0.96	0.89	0.99	0.95	0.85	1.14	1.58	0.98
STANDARD ERROR	0.02	0.02	0.05	0.02	0.04	0.04	0.02	0.03	0.06	0.09	0.02	0.03	0.02	0.13	0.38	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q11. RATING OF CALTRAIN ONBOARD TRAINS - CLEANLINESS OF TRAIN INTERIORS

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3297	17	18	34	52	65	59	85	59	27	36	39	76	62	163	83	116	113	92	66	29	119	83
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	938	5	7	7	19	23	23	17	22	10	12	13	23	12	38	13	29	34	25	15	11	22	17
	28.5	29.4	38.9	20.6	36.5	35.4	39.0	20.0	37.3	37.0	33.3	33.3	30.3	19.4	23.3	15.7	25.0	30.1	27.2	22.7	37.9	18.5	20.5
(4)	1290	11	5	18	20	23	25	34	26	13	16	10	28	28	68	40	57	43	37	24	9	48	38
	39.1	64.7	27.8	52.9	38.5	35.4	42.4	40.0	44.1	48.1	44.4	25.6	36.8	45.2	41.7	48.2	49.1	38.1	40.2	36.4	31.0	40.3	45.8
(3)	754	1	2	7	11	12	6	25	8	4	8	11	17	14	44	20	25	23	21	17	6	33	20
	22.9	5.9	11.1	20.6	21.2	18.5	10.2	29.4	13.6	14.8	22.2	28.2	22.4	22.6	27.0	24.1	21.6	20.4	22.8	25.8	20.7	27.7	24.1
(2)	237	-	2	2	2	7	2	6	2	-	-	3	7	5	12	7	4	10	6	6	3	9	7
	7.2		11.1	5.9	3.8	10.8	3.4	7.1	3.4			7.7	9.2	8.1	7.4	8.4	3.4	8.8	6.5	9.1	10.3	7.6	8.4
(1) VERY DISSATISFIED	62	-	2	-	-	-	1	3	1	-	-	2	-	2	1	2	1	2	2	4	-	7	1
	1.9		11.1				1.7	3.5	1.7			5.1		3.2	0.6	2.4	0.9	1.8	2.2	6.1		5.9	1.2
NOT APPLICABLE	16	-	-	-	-	-	2	-	-	-	-	-	1	1	-	1	-	1	1	-	-	-	-
	0.5						3.4						1.3	1.6		1.2		0.9	1.1				
BLANK	16	-	-	-	-	-	-	-	-	-	-	1	1	-	-	2	-	-	-	1	-	1	2
MEAN	3.85	4.24	3.72	3.88	4.08	3.95	4.18	3.66	4.12	4.22	4.11	3.74	3.89	3.70	3.80	3.67	3.94	3.87	3.85	3.61	3.97	3.58	3.76
STANDARD DEVIATION	0.98	0.56	1.41	0.81	0.86	0.99	0.89	0.99	0.89	0.70	0.75	1.16	0.95	0.99	0.90	0.93	0.83	1.01	0.98	1.12	1.02	1.06	0.92
STANDARD ERROR	0.02	0.14	0.33	0.14	0.12	0.12	0.12	0.11	0.12	0.13	0.12	0.19	0.11	0.13	0.07	0.10	0.08	0.10	0.10	0.14	0.19	0.10	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q11. RATING OF CALTRAIN ONBOARD TRAINS - CLEANLINESS OF TRAIN INTERIORS

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3297	168	66	86	103	122	57	129	46	151	109	136	127	63	58	50	75	51	33	38	44	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	938	40	18	27	32	40	16	38	9	33	28	35	35	22	13	18	25	22	12	16	19	28	15
	28.5	23.8	27.3	31.4	31.1	32.8	28.1	29.5	19.6	21.9	25.7	25.7	27.6	34.9	22.4	36.0	33.3	43.1	36.4	42.1	43.2	56.0	35.7
(4)	1290	71	28	28	32	42	20	47	20	62	47	48	46	25	18	18	31	17	13	13	15	13	15
	39.1	42.3	42.4	32.6	31.1	34.4	35.1	36.4	43.5	41.1	43.1	35.3	36.2	39.7	31.0	36.0	41.3	33.3	39.4	34.2	34.1	26.0	35.7
(3)	754	42	12	23	28	29	15	25	9	40	26	34	37	13	21	9	14	10	7	4	5	6	10
	22.9	25.0	18.2	26.7	27.2	23.8	26.3	19.4	19.6	26.5	23.9	25.0	29.1	20.6	36.2	18.0	18.7	19.6	21.2	10.5	11.4	12.0	23.8
(2)	237	9	6	7	10	8	6	12	5	13	7	15	7	3	6	3	4	2	1	5	2	2	2
	7.2	5.4	9.1	8.1	9.7	6.6	10.5	9.3	10.9	8.6	6.4	11.0	5.5	4.8	10.3	6.0	5.3	3.9	3.0	13.2	4.5	4.0	4.8
(1) VERY DISSATISFIED	62	5	-	-	1	3	-	7	1	3	1	4	2	-	-	1	-	-	-	-	3	-	-
	1.9	3.0			1.0	2.5		5.4	2.2	2.0	0.9	2.9	1.6			2.0					6.8		
NOT APPLICABLE	16	1	2	1	-	-	-	-	2	-	-	-	-	-	-	1	1	-	-	-	-	1	-
	0.5	0.6	3.0	1.2					4.3							2.0	1.3					2.0	
BLANK	16	-	1	-	-	-	-	1	-	1	-	3	-	-	-	2	-	-	-	-	-	-	-
MEAN	3.85	3.79	3.91	3.88	3.82	3.89	3.81	3.75	3.70	3.72	3.86	3.70	3.83	4.05	3.66	4.00	4.04	4.16	4.09	4.05	4.02	4.37	4.02
STANDARD DEVIATION	0.98	0.97	0.92	0.96	1.02	1.02	0.97	1.14	1.00	0.97	0.91	1.06	0.95	0.87	0.95	1.00	0.87	0.88	0.84	1.04	1.17	0.86	0.90
STANDARD ERROR	0.02	0.07	0.12	0.10	0.10	0.09	0.13	0.10	0.15	0.08	0.09	0.09	0.08	0.11	0.12	0.14	0.10	0.12	0.15	0.17	0.18	0.12	0.14

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q12. RATING OF CALTRAIN ONBOARD - CLEANLINESS OF ONBOARD RESTROOMS

	TOTAL	WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE					
		=====		=====			=====		=====		VERY/ SMWHT	SMWHT	VERY	NTRAL		
		WKDAY	WKEND	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING	3249	2871	378	2370	501	441	1623	807	289	89	2048	1201	2634	71	17	527
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	383	324	59	248	76	77	146	101	52	7	254	129	363	3	1	16
	11.8	11.3	15.6	10.5	15.2	17.5	9.0	12.5	18.0	7.9	12.4	10.7	13.8	4.2	5.9	3.0
(4)	587	519	68	428	91	82	294	143	55	13	350	237	543	4	-	40
	18.1	18.1	18.0	18.1	18.2	18.6	18.1	17.7	19.0	14.6	17.1	19.7	20.6	5.6	-	7.6
(3)	735	678	57	578	100	87	390	201	48	9	477	258	580	7	-	148
	22.6	23.6	15.1	24.4	20.0	19.7	24.0	24.9	16.6	10.1	23.3	21.5	22.0	9.9	-	28.1
(2)	378	335	43	275	60	51	188	96	33	10	227	151	239	19	3	117
	11.6	11.7	11.4	11.6	12.0	11.6	11.6	11.9	11.4	11.2	11.1	12.6	9.1	26.8	17.6	22.2
(1) VERY DISSATISFIED	195	169	26	140	29	24	102	43	17	9	114	81	91	22	10	72
	6.0	5.9	6.9	5.9	5.8	5.4	6.3	5.3	5.9	10.1	5.6	6.7	3.5	31.0	58.8	13.7
NOT APPLICABLE	971	846	125	701	145	120	503	223	84	41	626	345	818	16	3	134
	29.9	29.5	33.1	29.6	28.9	27.2	31.0	27.6	29.1	46.1	30.6	28.7	31.1	22.5	17.6	25.4
BLANK	64	57	7	45	12	11	29	17	4	3	46	18	48	1	-	15
MEAN	3.26	3.24	3.36	3.22	3.35	3.43	3.17	3.28	3.45	2.98	3.28	3.21	3.47	2.04	1.50	2.52
STANDARD DEVIATION	1.17	1.16	1.29	1.14	1.22	1.22	1.13	1.15	1.26	1.36	1.17	1.18	1.10	1.15	1.09	1.03
STANDARD ERROR	0.02	0.03	0.08	0.03	0.06	0.07	0.03	0.05	0.09	0.20	0.03	0.04	0.03	0.16	0.29	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q12. RATING OF CALTRAIN ONBOARD - CLEANLINESS OF ONBOARD RESTROOMS

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3249	17	18	33	50	60	59	85	57	27	35	39	76	62	163	82	114	111	87	66	29	118	81
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	383	3	4	1	13	8	11	10	14	7	6	3	9	5	18	4	7	7	9	3	3	12	5
	11.8	17.6	22.2	3.0	26.0	13.3	18.6	11.8	24.6	25.9	17.1	7.7	11.8	8.1	11.0	4.9	6.1	6.3	10.3	4.5	10.3	10.2	6.2
(4)	587	4	4	8	9	5	13	15	13	5	6	10	11	12	34	18	31	18	16	12	5	17	17
	18.1	23.5	22.2	24.2	18.0	8.3	22.0	17.6	22.8	18.5	17.1	25.6	14.5	19.4	20.9	22.0	27.2	16.2	18.4	18.2	17.2	14.4	21.0
(3)	735	4	3	12	11	17	6	20	6	3	5	10	20	13	37	21	30	19	24	13	7	26	19
	22.6	23.5	16.7	36.4	22.0	28.3	10.2	23.5	10.5	11.1	14.3	25.6	26.3	21.0	22.7	25.6	26.3	17.1	27.6	19.7	24.1	22.0	23.5
(2)	378	-	3	2	4	10	2	14	6	5	5	2	3	7	22	12	9	17	10	8	4	14	5
	11.6		16.7	6.1	8.0	16.7	3.4	16.5	10.5	18.5	14.3	5.1	3.9	11.3	13.5	14.6	7.9	15.3	11.5	12.1	13.8	11.9	6.2
(1) VERY DISSATISFIED	195	1	1	2	1	2	4	9	3	1	-	4	3	7	6	7	3	7	4	5	2	11	7
	6.0	5.9	5.6	6.1	2.0	3.3	6.8	10.6	5.3	3.7		10.3	3.9	11.3	3.7	8.5	2.6	6.3	4.6	7.6	6.9	9.3	8.6
NOT APPLICABLE	971	5	3	8	12	18	23	17	15	6	13	10	30	18	46	20	34	43	24	25	8	38	28
	29.9	29.4	16.7	24.2	24.0	30.0	39.0	20.0	26.3	22.2	37.1	25.6	39.5	29.0	28.2	24.4	29.8	38.7	27.6	37.9	27.6	32.2	34.6
BLANK	64	-	-	1	2	5	-	-	2	-	1	1	1	-	-	3	2	2	5	1	-	2	4
MEAN	3.26	3.67	3.47	3.16	3.76	3.17	3.69	3.04	3.69	3.57	3.59	3.21	3.43	3.02	3.31	3.00	3.38	3.01	3.25	3.00	3.14	3.06	3.15
STANDARD DEVIATION	1.17	1.15	1.30	0.94	1.13	1.15	1.28	1.25	1.28	1.33	1.14	1.18	1.09	1.25	1.10	1.10	0.93	1.17	1.09	1.14	1.20	1.25	1.15
STANDARD ERROR	0.02	0.33	0.34	0.19	0.18	0.18	0.21	0.15	0.20	0.29	0.24	0.22	0.16	0.19	0.10	0.14	0.10	0.14	0.14	0.18	0.26	0.14	0.16

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q12. RATING OF CALTRAIN ONBOARD - CLEANLINESS OF ONBOARD RESTROOMS

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3249	166	67	86	100	120	56	126	45	150	109	135	124	62	56	52	73	51	31	38	44	47	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	383	14	6	10	11	17	3	20	5	15	16	18	13	10	4	6	11	11	5	8	11	5	2
	11.8	8.4	9.0	11.6	11.0	14.2	5.4	15.9	11.1	10.0	14.7	13.3	10.5	16.1	7.1	11.5	15.1	21.6	16.1	21.1	25.0	10.6	4.8
(4)	587	29	12	7	16	19	10	24	5	34	19	21	22	8	10	13	16	1	7	12	6	4	9
	18.1	17.5	17.9	8.1	16.0	15.8	17.9	19.0	11.1	22.7	17.4	15.6	17.7	12.9	17.9	25.0	21.9	2.0	22.6	31.6	13.6	8.5	21.4
(3)	735	39	14	29	22	28	19	32	14	35	18	45	37	10	10	10	11	12	2	3	10	4	5
	22.6	23.5	20.9	33.7	22.0	23.3	33.9	25.4	31.1	23.3	16.5	33.3	29.8	16.1	17.9	19.2	15.1	23.5	6.5	7.9	22.7	8.5	11.9
(2)	378	17	8	15	13	14	8	13	6	18	14	12	16	7	10	9	10	4	2	6	2	6	4
	11.6	10.2	11.9	17.4	13.0	11.7	14.3	10.3	13.3	12.0	12.8	8.9	12.9	11.3	17.9	17.3	13.7	7.8	6.5	15.8	4.5	12.8	9.5
(1) VERY DISSATISFIED	195	8	5	8	8	4	3	8	3	6	5	10	5	3	3	3	3	2	1	3	5	2	7
	6.0	4.8	7.5	9.3	8.0	3.3	5.4	6.3	6.7	4.0	4.6	7.4	4.0	4.8	5.4	5.8	4.1	3.9	3.2	7.9	11.4	4.3	16.7
NOT APPLICABLE	971	59	22	17	30	38	13	29	12	42	37	29	31	24	19	11	22	21	14	6	10	26	15
	29.9	35.5	32.8	19.8	30.0	31.7	23.2	23.0	26.7	28.0	33.9	21.5	25.0	38.7	33.9	21.2	30.1	41.2	45.2	15.8	22.7	55.3	35.7
BLANK	64	2	-	-	3	2	1	4	1	2	-	4	3	1	2	-	2	-	2	-	-	3	-
MEAN	3.26	3.22	3.13	2.94	3.13	3.38	3.05	3.36	3.09	3.31	3.38	3.24	3.24	3.39	3.05	3.24	3.43	3.50	3.76	3.50	3.47	3.19	2.81
STANDARD DEVIATION	1.17	1.10	1.20	1.17	1.23	1.14	1.00	1.19	1.16	1.08	1.23	1.15	1.07	1.28	1.15	1.18	1.20	1.31	1.20	1.32	1.40	1.36	1.36
STANDARD ERROR	0.02	0.11	0.18	0.14	0.15	0.13	0.15	0.12	0.20	0.10	0.14	0.11	0.11	0.21	0.19	0.18	0.17	0.24	0.29	0.23	0.24	0.30	0.26

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q13. RATING OF CALTRAIN ONBOARD - ADEQUACY AND CLARITY OF ROUTINE ONBOARD ANNOUNCEMENTS

	TOTAL	TIME PERIOD			WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK	
BASE - TOTAL RESPONDING	3279	2898	381	2395	503	443	1638	817	289	92	2071	1208	2659	72	17	531	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
(5) VERY SATISFIED	966	825	141	665	160	149	454	222	113	28	579	387	914	7	3	42	
	29.5	28.5	37.0	27.8	31.8	33.6	27.7	27.2	39.1	30.4	28.0	32.0	34.4	9.7	17.6	7.9	
(4)	1120	1012	108	843	169	149	581	282	79	29	710	410	978	12	-	130	
	34.2	34.9	28.3	35.2	33.6	33.6	35.5	34.5	27.3	31.5	34.3	33.9	36.8	16.7		24.5	
(3)	696	631	65	531	100	82	357	192	52	13	470	226	484	14	1	197	
	21.2	21.8	17.1	22.2	19.9	18.5	21.8	23.5	18.0	14.1	22.7	18.7	18.2	19.4	5.9	37.1	
(2)	288	266	22	219	47	38	161	67	14	8	164	124	159	22	5	102	
	8.8	9.2	5.8	9.1	9.3	8.6	9.8	8.2	4.8	8.7	7.9	10.3	6.0	30.6	29.4	19.2	
(1) VERY DISSATISFIED	104	97	7	85	12	12	49	36	6	1	75	29	39	15	8	42	
	3.2	3.3	1.8	3.5	2.4	2.7	3.0	4.4	2.1	1.1	3.6	2.4	1.5	20.8	47.1	7.9	
NOT APPLICABLE	105	67	38	52	15	13	36	18	25	13	73	32	85	2	-	18	
	3.2	2.3	10.0	2.2	3.0	2.9	2.2	2.2	8.7	14.1	3.5	2.6	3.2	2.8		3.4	
BLANK	34	30	4	20	10	9	14	7	4	-	23	11	23	-	-	11	
MEAN	3.81	3.78	4.03	3.76	3.86	3.90	3.77	3.73	4.06	3.95	3.78	3.85	4.00	2.63	2.12	3.05	
STANDARD DEVIATION	1.07	1.07	1.02	1.07	1.06	1.06	1.06	1.09	1.02	1.02	1.07	1.07	0.96	1.28	1.50	1.05	
STANDARD ERROR	0.02	0.02	0.06	0.02	0.05	0.05	0.03	0.04	0.06	0.12	0.02	0.03	0.02	0.15	0.36	0.05	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q13. RATING OF CALTRAIN ONBOARD - ADEQUACY AND CLARITY OF ROUTINE ONBOARD ANNOUNCEMENTS

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3279	17	18	34	51	63	59	85	57	26	33	39	77	61	163	82	116	112	92	66	29	120	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	966	8	6	8	23	24	17	25	22	6	10	15	21	16	55	20	40	35	26	17	8	26	11
	29.5	47.1	33.3	23.5	45.1	38.1	28.8	29.4	38.6	23.1	30.3	38.5	27.3	26.2	33.7	24.4	34.5	31.3	28.3	25.8	27.6	21.7	12.9
(4)	1120	6	6	12	14	20	20	30	18	8	15	10	27	21	54	30	44	42	33	20	12	36	37
	34.2	35.3	33.3	35.3	27.5	31.7	33.9	35.3	31.6	30.8	45.5	25.6	35.1	34.4	33.1	36.6	37.9	37.5	35.9	30.3	41.4	30.0	43.5
(3)	696	1	4	9	12	10	13	15	7	7	4	8	22	13	29	17	20	25	22	15	8	35	19
	21.2	5.9	22.2	26.5	23.5	15.9	22.0	17.6	12.3	26.9	12.1	20.5	28.6	21.3	17.8	20.7	17.2	22.3	23.9	22.7	27.6	29.2	22.4
(2)	288	1	1	4	1	6	3	10	8	3	1	6	4	8	17	11	12	4	7	10	1	11	8
	8.8	5.9	5.6	11.8	2.0	9.5	5.1	11.8	14.0	11.5	3.0	15.4	5.2	13.1	10.4	13.4	10.3	3.6	7.6	15.2	3.4	9.2	9.4
(1) VERY DISSATISFIED	104	1	1	-	-	1	2	5	1	-	1	-	2	3	6	2	-	-	2	2	-	7	6
	3.2	5.9	5.6			1.6	3.4	5.9	1.8		3.0		2.6	4.9	3.7	2.4			2.2	3.0		5.8	7.1
NOT APPLICABLE	105	-	-	1	1	2	4	-	1	2	2	-	1	-	2	2	-	6	2	2	-	5	4
	3.2			2.9	2.0	3.2	6.8		1.8	7.7	6.1		1.3		1.2	2.4		5.4	2.2	3.0		4.2	4.7
BLANK	34	-	-	-	1	2	-	-	2	1	3	1	-	1	-	3	-	1	-	1	-	-	-
MEAN	3.81	4.12	3.83	3.73	4.18	3.98	3.85	3.71	3.93	3.71	4.03	3.87	3.80	3.64	3.84	3.69	3.97	4.02	3.82	3.63	3.93	3.55	3.48
STANDARD DEVIATION	1.07	1.17	1.15	0.98	0.87	1.06	1.04	1.18	1.13	1.00	0.95	1.10	0.99	1.16	1.12	1.07	0.97	0.85	1.01	1.13	0.84	1.13	1.09
STANDARD ERROR	0.02	0.28	0.27	0.17	0.12	0.14	0.14	0.13	0.15	0.20	0.17	0.18	0.11	0.15	0.09	0.12	0.09	0.08	0.11	0.14	0.16	0.10	0.12

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q13. RATING OF CALTRAIN ONBOARD - ADEQUACY AND CLARITY OF ROUTINE ONBOARD ANNOUNCEMENTS

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3279	167	67	84	101	120	57	129	46	151	109	136	125	63	58	52	74	49	33	38	43	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	966	40	21	28	24	36	15	37	14	35	33	39	32	17	15	18	25	21	11	19	19	18	10
	29.5	24.0	31.3	33.3	23.8	30.0	26.3	28.7	30.4	23.2	30.3	28.7	25.6	27.0	25.9	34.6	33.8	42.9	33.3	50.0	44.2	36.0	23.8
(4)	1120	60	24	34	38	37	22	30	16	56	43	49	39	25	24	14	27	12	8	7	11	13	16
	34.2	35.9	35.8	40.5	37.6	30.8	38.6	23.3	34.8	37.1	39.4	36.0	31.2	39.7	41.4	26.9	36.5	24.5	24.2	18.4	25.6	26.0	38.1
(3)	696	36	13	12	20	34	9	36	11	42	20	25	32	11	15	9	11	9	8	8	7	6	7
	21.2	21.6	19.4	14.3	19.8	28.3	15.8	27.9	23.9	27.8	18.3	18.4	25.6	17.5	25.9	17.3	14.9	18.4	24.2	21.1	16.3	12.0	16.7
(2)	288	22	8	8	14	6	4	14	3	13	6	11	14	5	1	4	3	-	1	3	3	7	1
	8.8	13.2	11.9	9.5	13.9	5.0	7.0	10.9	6.5	8.6	5.5	8.1	11.2	7.9	1.7	7.7	4.1		3.0	7.9	7.0	14.0	2.4
(1) VERY DISSATISFIED	104	7	1	1	3	4	3	8	2	2	5	7	7	3	2	2	-	2	1	-	1	-	1
	3.2	4.2	1.5	1.2	3.0	3.3	5.3	6.2	4.3	1.3	4.6	5.1	5.6	4.8	3.4	3.8		4.1	3.0		2.3		2.4
NOT APPLICABLE	105	2	-	1	2	3	4	4	-	3	2	5	1	2	1	5	8	5	4	1	2	6	7
	3.2	1.2		1.2	2.0	2.5	7.0	3.1		2.0	1.8	3.7	0.8	3.2	1.7	9.6	10.8	10.2	12.1	2.6	4.7	12.0	16.7
BLANK	34	1	-	2	2	2	-	1	-	1	-	3	2	-	-	-	1	2	-	-	1	-	-
MEAN	3.81	3.63	3.84	3.96	3.67	3.81	3.79	3.59	3.80	3.74	3.87	3.78	3.60	3.79	3.86	3.89	4.12	4.14	3.93	4.14	4.07	3.95	3.94
STANDARD DEVIATION	1.07	1.12	1.05	0.99	1.09	1.04	1.12	1.21	1.09	0.96	1.06	1.13	1.15	1.10	0.95	1.15	0.85	1.05	1.07	1.03	1.08	1.10	0.94
STANDARD ERROR	0.02	0.09	0.13	0.11	0.11	0.10	0.15	0.11	0.16	0.08	0.10	0.10	0.10	0.14	0.13	0.17	0.10	0.16	0.20	0.17	0.17	0.17	0.16

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q14. RATING OF CALTRAIN ONBOARD TRAINS - BEING INFORMED OF DELAYS THAT EXCEED 10 MINUTES

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		WEEKDAY	WEEKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
BASE - TOTAL RESPONDING	3281	2901	380	2396	505	444	1640	817	288	92	2071	1210	2659	72	17	533
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	919	804	115	634	170	150	455	199	88	27	544	375	870	3	3	43
	28.0	27.7	30.3	26.5	33.7	33.8	27.7	24.4	30.6	29.3	26.3	31.0	32.7	4.2	17.6	8.1
(4)	965	880	85	754	126	115	497	268	67	18	606	359	828	13	-	124
	29.4	30.3	22.4	31.5	25.0	25.9	30.3	32.8	23.3	19.6	29.3	29.7	31.1	18.1		23.3
(3)	634	590	44	513	77	65	346	179	33	11	415	219	434	24	2	174
	19.3	20.3	11.6	21.4	15.2	14.6	21.1	21.9	11.5	12.0	20.0	18.1	16.3	33.3	11.8	32.6
(2)	242	227	15	194	33	27	129	71	10	5	156	86	137	13	4	88
	7.4	7.8	3.9	8.1	6.5	6.1	7.9	8.7	3.5	5.4	7.5	7.1	5.2	18.1	23.5	16.5
(1) VERY DISSATISFIED	119	112	7	96	16	17	60	35	7	-	80	39	43	14	7	55
	3.6	3.9	1.8	4.0	3.2	3.8	3.7	4.3	2.4		3.9	3.2	1.6	19.4	41.2	10.3
NOT APPLICABLE	402	288	114	205	83	70	153	65	83	31	270	132	347	5	1	49
	12.3	9.9	30.0	8.6	16.4	15.8	9.3	8.0	28.8	33.7	13.0	10.9	13.1	6.9	5.9	9.2
BLANK	32	27	5	19	8	8	12	7	5	-	23	9	23	-	-	9
MEAN	3.81	3.78	4.08	3.75	3.95	3.95	3.78	3.70	4.07	4.10	3.77	3.88	4.01	2.67	2.25	3.02
STANDARD DEVIATION	1.10	1.10	1.03	1.10	1.11	1.13	1.10	1.10	1.05	0.98	1.11	1.09	0.98	1.15	1.53	1.12
STANDARD ERROR	0.02	0.02	0.06	0.02	0.05	0.06	0.03	0.04	0.07	0.13	0.03	0.03	0.02	0.14	0.38	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q14. RATING OF CALTRAIN ONBOARD TRAINS - BEING INFORMED OF DELAYS THAT EXCEED 10 MINUTES

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3281	17	18	34	51	64	59	84	56	27	34	40	77	62	163	81	116	112	91	67	29	118	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	919	6	5	8	16	23	19	32	21	8	12	16	23	18	54	19	37	32	25	23	8	24	17
	28.0	35.3	27.8	23.5	31.4	35.9	32.2	38.1	37.5	29.6	35.3	40.0	29.9	29.0	33.1	23.5	31.9	28.6	27.5	34.3	27.6	20.3	20.0
(4)	965	7	7	8	12	14	10	25	16	6	10	11	24	17	56	27	41	32	29	17	8	31	31
	29.4	41.2	38.9	23.5	23.5	21.9	16.9	29.8	28.6	22.2	29.4	27.5	31.2	27.4	34.4	33.3	35.3	28.6	31.9	25.4	27.6	26.3	36.5
(3)	634	2	3	6	12	10	8	10	6	4	4	4	16	14	25	21	25	29	22	12	5	33	11
	19.3	11.8	16.7	17.6	23.5	15.6	13.6	11.9	10.7	14.8	11.8	10.0	20.8	22.6	15.3	25.9	21.6	25.9	24.2	17.9	17.2	28.0	12.9
(2)	242	-	2	5	1	8	4	4	2	-	1	7	5	2	12	10	7	7	3	7	1	10	11
	7.4		11.1	14.7	2.0	12.5	6.8	4.8	3.6		2.9	17.5	6.5	3.2	7.4	12.3	6.0	6.3	3.3	10.4	3.4	8.5	12.9
(1) VERY DISSATISFIED	119	1	1	1	-	-	2	6	3	2	1	-	-	2	8	2	3	2	2	1	-	9	5
	3.6	5.9	5.6	2.9			3.4	7.1	5.4	7.4	2.9			3.2	4.9	2.5	2.6	1.8	2.2	1.5		7.6	5.9
NOT APPLICABLE	402	1	-	6	10	9	16	7	8	7	6	2	9	9	8	2	3	10	10	7	7	11	10
	12.3	5.9		17.6	19.6	14.1	27.1	8.3	14.3	25.9	17.6	5.0	11.7	14.5	4.9	2.5	2.6	8.9	11.0	10.4	24.1	9.3	11.8
BLANK	32	-	-	-	1	1	-	1	3	-	2	-	-	-	-	4	-	1	1	-	-	2	-
MEAN	3.81	4.06	3.72	3.61	4.05	3.95	3.93	3.95	4.04	3.90	4.11	3.95	3.96	3.89	3.88	3.65	3.90	3.83	3.89	3.90	4.05	3.48	3.59
STANDARD DEVIATION	1.10	1.06	1.18	1.20	0.89	1.10	1.20	1.21	1.15	1.25	1.03	1.14	0.94	1.05	1.13	1.06	1.02	1.02	0.97	1.10	0.90	1.18	1.19
STANDARD ERROR	0.02	0.27	0.28	0.23	0.14	0.15	0.18	0.14	0.17	0.28	0.19	0.18	0.11	0.14	0.09	0.12	0.10	0.10	0.11	0.14	0.19	0.11	0.14

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q14. RATING OF CALTRAIN ONBOARD TRAINS - BEING INFORMED OF DELAYS THAT EXCEED 10 MINUTES

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3281	168	67	86	102	119	57	128	46	151	109	136	126	63	58	52	74	51	32	38	41	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	919	38	20	27	24	34	16	32	12	34	32	33	27	17	12	19	20	13	8	9	19	16	11
	28.0	22.6	29.9	31.4	23.5	28.6	28.1	25.0	26.1	22.5	29.4	24.3	21.4	27.0	20.7	36.5	27.0	25.5	25.0	23.7	46.3	32.0	26.2
(4)	965	58	15	26	28	35	11	37	10	49	42	40	43	25	22	14	21	10	7	9	6	8	10
	29.4	34.5	22.4	30.2	27.5	29.4	19.3	28.9	21.7	32.5	38.5	29.4	34.1	39.7	37.9	26.9	28.4	19.6	21.9	23.7	14.6	16.0	23.8
(3)	634	35	16	22	24	24	8	32	14	36	20	31	23	8	15	5	6	6	5	7	4	7	4
	19.3	20.8	23.9	25.6	23.5	20.2	14.0	25.0	30.4	23.8	18.3	22.8	18.3	12.7	25.9	9.6	8.1	11.8	15.6	18.4	9.8	14.0	9.5
(2)	242	13	4	7	7	11	5	8	4	16	4	10	20	5	4	3	3	-	-	1	3	5	-
	7.4	7.7	6.0	8.1	6.9	9.2	8.8	6.3	8.7	10.6	3.7	7.4	15.9	7.9	6.9	5.8	4.1			2.6	7.3	10.0	
(1) VERY DISSATISFIED	119	10	2	2	5	6	1	9	1	4	4	6	6	4	1	2	-	1	1	2	1	-	-
	3.6	6.0	3.0	2.3	4.9	5.0	1.8	7.0	2.2	2.6	3.7	4.4	4.8	6.3	1.7	3.8		2.0	3.1	5.3	2.4		
NOT APPLICABLE	402	14	10	2	14	9	16	10	5	12	7	16	7	4	4	9	24	21	11	10	8	14	17
	12.3	8.3	14.9	2.3	13.7	7.6	28.1	7.8	10.9	7.9	6.4	11.8	5.6	6.3	6.9	17.3	32.4	41.2	34.4	26.3	19.5	28.0	40.5
BLANK	32	-	-	-	1	3	-	2	-	1	-	3	1	-	-	-	1	-	1	-	3	-	-
MEAN	3.81	3.66	3.82	3.82	3.67	3.73	3.88	3.64	3.68	3.67	3.92	3.70	3.55	3.78	3.74	4.05	4.16	4.13	4.00	3.79	4.18	3.97	4.28
STANDARD DEVIATION	1.10	1.13	1.10	1.05	1.13	1.16	1.14	1.17	1.08	1.06	1.01	1.11	1.16	1.16	0.96	1.13	0.87	0.97	1.05	1.17	1.16	1.11	0.74
STANDARD ERROR	0.02	0.09	0.15	0.12	0.12	0.11	0.18	0.11	0.17	0.09	0.10	0.10	0.11	0.15	0.13	0.17	0.12	0.18	0.23	0.22	0.20	0.18	0.15

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q15. RATING OF CALTRAIN ONBOARD TRAINS - ON-TIME ARRIVAL AT YOUR DESTINATION (WITHIN 5 MINUTES OF SCHEDULED ARRIVAL TIME)

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/BLANK
BASE - TOTAL RESPONDING	3281	2907	374	2399	508	448	1642	817	287	87	2076	1205	2655	72	17	537
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1290	1092	198	862	230	212	593	287	151	47	788	502	1210	10	2	68
	39.3	37.6	52.9	35.9	45.3	47.3	36.1	35.1	52.6	54.0	38.0	41.7	45.6	13.9	11.8	12.7
(4)	1350	1231	119	1057	174	151	725	355	86	33	870	480	1126	15	3	206
	41.1	42.3	31.8	44.1	34.3	33.7	44.2	43.5	30.0	37.9	41.9	39.8	42.4	20.8	17.6	38.4
(3)	449	420	29	351	69	59	239	122	27	2	294	155	240	22	1	186
	13.7	14.4	7.8	14.6	13.6	13.2	14.6	14.9	9.4	2.3	14.2	12.9	9.0	30.6	5.9	34.6
(2)	108	101	7	83	18	13	53	35	6	1	72	36	36	16	2	54
	3.3	3.5	1.9	3.5	3.5	2.9	3.2	4.3	2.1	1.1	3.5	3.0	1.4	22.2	11.8	10.1
(1) VERY DISSATISFIED	41	36	5	29	7	6	17	13	4	1	27	14	5	9	9	18
	1.2	1.2	1.3	1.2	1.4	1.3	1.0	1.6	1.4	1.1	1.3	1.2	0.2	12.5	52.9	3.4
NOT APPLICABLE	43	27	16	17	10	7	15	5	13	3	25	18	38	-	-	5
	1.3	0.9	4.3	0.7	2.0	1.6	0.9	0.6	4.5	3.4	1.2	1.5	1.4	-	-	0.9
BLANK	32	21	11	16	5	4	10	7	6	5	18	14	27	-	-	5
MEAN	4.16	4.13	4.39	4.11	4.21	4.25	4.12	4.07	4.36	4.48	4.13	4.20	4.34	3.01	2.24	3.47
STANDARD DEVIATION	0.87	0.87	0.83	0.86	0.91	0.89	0.85	0.90	0.86	0.72	0.88	0.86	0.72	1.23	1.56	0.96
STANDARD ERROR	0.02	0.02	0.04	0.02	0.04	0.04	0.02	0.03	0.05	0.08	0.02	0.03	0.01	0.14	0.38	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q15. RATING OF CALTRAIN ONBOARD TRAINS - ON-TIME ARRIVAL AT YOUR DESTINATION (WITHIN 5 MINUTES OF SCHEDULED ARRIVAL TIME)

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3281	17	18	33	52	65	58	85	58	27	35	40	77	62	162	82	116	112	92	66	29	120	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1290	8	8	13	24	29	29	36	32	15	18	19	36	24	58	33	36	45	33	24	10	27	20
	39.3	47.1	44.4	39.4	46.2	44.6	50.0	42.4	55.2	55.6	51.4	47.5	46.8	38.7	35.8	40.2	31.0	40.2	35.9	36.4	34.5	22.5	23.5
(4)	1350	8	6	10	21	23	17	29	17	7	13	14	33	26	72	38	56	48	39	27	10	60	48
	41.1	47.1	33.3	30.3	40.4	35.4	29.3	34.1	29.3	25.9	37.1	35.0	42.9	41.9	44.4	46.3	48.3	42.9	42.4	40.9	34.5	50.0	56.5
(3)	449	1	3	6	5	9	7	14	7	3	4	6	6	10	24	8	21	13	16	7	7	24	16
	13.7	5.9	16.7	18.2	9.6	13.8	12.1	16.5	12.1	11.1	11.4	15.0	7.8	16.1	14.8	9.8	18.1	11.6	17.4	10.6	24.1	20.0	18.8
(2)	108	-	-	1	-	4	1	4	2	1	-	1	1	2	7	2	2	2	1	4	1	4	1
	3.3			3.0		6.2	1.7	4.7	3.4	3.7		2.5	1.3	3.2	4.3	2.4	1.7	1.8	1.1	6.1	3.4	3.3	1.2
(1) VERY DISSATISFIED	41	-	1	2	-	-	-	2	-	1	-	-	1	-	1	1	-	-	1	2	-	4	-
	1.2		5.6	6.1				2.4		3.7			1.3		0.6	1.2			1.1	3.0		3.3	
NOT APPLICABLE	43	-	-	1	2	-	4	-	-	-	-	-	-	-	-	-	1	4	2	2	1	1	-
	1.3			3.0	3.8		6.9										0.9	3.6	2.2	3.0	3.4	0.8	
BLANK	32	-	-	1	-	-	1	-	1	-	1	-	-	-	1	3	-	1	-	1	-	-	-
MEAN	4.16	4.41	4.11	3.97	4.38	4.18	4.37	4.09	4.36	4.26	4.40	4.28	4.32	4.16	4.10	4.22	4.10	4.26	4.13	4.05	4.04	3.86	4.02
STANDARD DEVIATION	0.87	0.62	1.08	1.15	0.67	0.90	0.78	1.00	0.83	1.06	0.69	0.82	0.79	0.81	0.85	0.82	0.75	0.74	0.82	1.01	0.88	0.92	0.69
STANDARD ERROR	0.02	0.15	0.25	0.20	0.09	0.11	0.11	0.11	0.11	0.20	0.12	0.13	0.09	0.10	0.07	0.09	0.07	0.07	0.09	0.13	0.17	0.08	0.07

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q15. RATING OF CALTRAIN ONBOARD TRAINS - ON-TIME ARRIVAL AT YOUR DESTINATION (WITHIN 5 MINUTES OF SCHEDULED ARRIVAL TIME)

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3281	168	67	85	102	120	57	128	46	150	109	138	125	63	58	51	73	50	33	38	42	48	39
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1290	61	27	35	27	52	26	48	21	43	44	53	28	24	26	22	36	27	20	22	24	28	19
	39.3	36.3	40.3	41.2	26.5	43.3	45.6	37.5	45.7	28.7	40.4	38.4	22.4	38.1	44.8	43.1	49.3	54.0	60.6	57.9	57.1	58.3	48.7
(4)	1350	71	30	32	58	42	21	62	19	62	47	59	55	28	23	15	27	14	9	9	12	13	20
	41.1	42.3	44.8	37.6	56.9	35.0	36.8	48.4	41.3	41.3	43.1	42.8	44.0	44.4	39.7	29.4	37.0	28.0	27.3	23.7	28.6	27.1	51.3
(3)	449	26	9	13	10	17	6	14	5	32	14	19	27	5	6	8	4	5	2	4	4	2	-
	13.7	15.5	13.4	15.3	9.8	14.2	10.5	10.9	10.9	21.3	12.8	13.8	21.6	7.9	10.3	15.7	5.5	10.0	6.1	10.5	9.5	4.2	-
(2)	108	7	1	2	6	6	3	1	1	10	3	3	11	4	2	-	2	1	1	1	1	1	-
	3.3	4.2	1.5	2.4	5.9	5.0	5.3	0.8	2.2	6.7	2.8	2.2	8.8	6.3	3.4	-	2.7	2.0	3.0	2.6	2.4	2.1	-
(1) VERY DISSATISFIED	41	2	-	1	1	3	-	3	-	2	1	4	2	-	1	2	-	-	1	1	-	1	-
	1.2	1.2	-	1.2	1.0	2.5	-	2.3	-	1.3	0.9	2.9	1.6	-	1.7	3.9	-	-	3.0	2.6	-	2.1	-
NOT APPLICABLE	43	1	-	2	-	-	1	-	-	1	-	-	2	2	-	4	4	3	-	1	1	3	-
	1.3	0.6	-	2.4	-	-	1.8	-	-	0.7	-	-	1.6	3.2	-	7.8	5.5	6.0	-	2.6	2.4	6.3	-
BLANK	32	-	-	1	1	2	-	2	-	2	-	1	2	-	-	1	2	1	-	-	2	2	3
MEAN	4.16	4.09	4.24	4.18	4.02	4.12	4.25	4.18	4.30	3.90	4.19	4.12	3.78	4.18	4.22	4.17	4.41	4.43	4.39	4.35	4.44	4.47	4.49
STANDARD DEVIATION	0.87	0.89	0.74	0.87	0.83	1.00	0.86	0.84	0.76	0.94	0.83	0.93	0.95	0.85	0.90	1.01	0.73	0.77	0.97	0.98	0.78	0.87	0.51
STANDARD ERROR	0.02	0.07	0.09	0.10	0.08	0.09	0.11	0.07	0.11	0.08	0.08	0.08	0.09	0.11	0.12	0.15	0.09	0.11	0.17	0.16	0.12	0.13	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q16. RATING OF CALTRAIN ONBOARD TRAINS - YOUR SENSE OF SECURITY WHILE ON THE TRAIN

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/BLANK
BASE - TOTAL RESPONDING	3305	2922	383	2409	513	452	1649	821	292	91	2088	1217	2677	72	17	539
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1595	1396	199	1136	260	239	781	376	150	49	985	610	1490	8	3	94
	48.3	47.8	52.0	47.2	50.7	52.9	47.4	45.8	51.4	53.8	47.2	50.1	55.7	11.1	17.6	17.4
(4)	1271	1137	134	966	171	145	658	334	100	34	818	453	1005	25	4	237
	38.5	38.9	35.0	40.1	33.3	32.1	39.9	40.7	34.2	37.4	39.2	37.2	37.5	34.7	23.5	44.0
(3)	341	303	38	242	61	50	170	83	32	6	219	122	151	22	3	165
	10.3	10.4	9.9	10.0	11.9	11.1	10.3	10.1	11.0	6.6	10.5	10.0	5.6	30.6	17.6	30.6
(2)	60	55	5	45	10	8	27	20	4	1	41	19	18	13	2	27
	1.8	1.9	1.3	1.9	1.9	1.8	1.6	2.4	1.4	1.1	2.0	1.6	0.7	18.1	11.8	5.0
(1) VERY DISSATISFIED	21	17	4	12	5	5	6	6	4	-	14	7	2	4	5	10
	0.6	0.6	1.0	0.5	1.0	1.1	0.4	0.7	1.4		0.7	0.6	0.1	5.6	29.4	1.9
NOT APPLICABLE	17	14	3	8	6	5	7	2	2	1	11	6	11	-	-	6
	0.5	0.5	0.8	0.3	1.2	1.1	0.4	0.2	0.7	1.1	0.5	0.5	0.4			1.1
BLANK	8	6	2	6	-	-	3	3	1	1	6	2	5	-	-	3
MEAN	4.33	4.32	4.37	4.32	4.32	4.35	4.33	4.29	4.34	4.46	4.31	4.35	4.49	3.28	2.88	3.71
STANDARD DEVIATION	0.78	0.78	0.80	0.77	0.84	0.83	0.76	0.80	0.83	0.67	0.79	0.77	0.64	1.06	1.54	0.88
STANDARD ERROR	0.01	0.01	0.04	0.02	0.04	0.04	0.02	0.03	0.05	0.07	0.02	0.02	0.01	0.13	0.37	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q16. RATING OF CALTRAIN ONBOARD TRAINS - YOUR SENSE OF SECURITY WHILE ON THE TRAIN

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3305	17	18	34	52	65	59	85	59	27	36	40	77	62	163	84	116	112	92	67	29	120	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1595	9	8	11	28	34	30	42	34	18	25	22	34	31	84	36	60	59	46	25	13	45	32
	48.3	52.9	44.4	32.4	53.8	52.3	50.8	49.4	57.6	66.7	69.4	55.0	44.2	50.0	51.5	42.9	51.7	52.7	50.0	37.3	44.8	37.5	37.6
(4)	1271	8	5	15	18	19	20	30	16	7	7	14	29	27	61	36	44	45	37	30	9	52	42
	38.5	47.1	27.8	44.1	34.6	29.2	33.9	35.3	27.1	25.9	19.4	35.0	37.7	43.5	37.4	42.9	37.9	40.2	40.2	44.8	31.0	43.3	49.4
(3)	341	-	4	7	6	10	4	7	8	1	3	3	11	2	16	9	10	7	7	9	6	18	10
	10.3		22.2	20.6	11.5	15.4	6.8	8.2	13.6	3.7	8.3	7.5	14.3	3.2	9.8	10.7	8.6	6.3	7.6	13.4	20.7	15.0	11.8
(2)	60	-	-	-	-	2	2	3	-	-	1	1	3	2	-	3	1	-	2	2	-	3	1
	1.8					3.1	3.4	3.5			2.8	2.5	3.9	3.2		3.6	0.9		2.2	3.0		2.5	1.2
(1) VERY DISSATISFIED	21	-	1	1	-	-	1	2	-	-	-	-	-	-	1	-	-	-	-	1	-	2	-
	0.6		5.6	2.9			1.7	2.4							0.6					1.5		1.7	
NOT APPLICABLE	17	-	-	-	-	-	2	1	1	1	-	-	-	-	1	-	1	1	-	-	1	-	-
	0.5						3.4	1.2	1.7	3.7					0.6		0.9	0.9			3.4		
BLANK	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-
MEAN	4.33	4.53	4.06	4.03	4.42	4.31	4.33	4.27	4.45	4.65	4.56	4.43	4.22	4.40	4.40	4.25	4.42	4.47	4.38	4.13	4.25	4.13	4.24
STANDARD DEVIATION	0.78	0.51	1.11	0.90	0.70	0.85	0.89	0.94	0.73	0.56	0.77	0.75	0.84	0.71	0.72	0.79	0.69	0.62	0.72	0.87	0.80	0.88	0.70
STANDARD ERROR	0.01	0.12	0.26	0.16	0.10	0.10	0.12	0.10	0.10	0.11	0.13	0.12	0.10	0.09	0.06	0.09	0.06	0.06	0.08	0.11	0.15	0.08	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q16. RATING OF CALTRAIN ONBOARD TRAINS - YOUR SENSE OF SECURITY WHILE ON THE TRAIN

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3305	168	67	86	102	122	57	130	46	151	109	137	127	63	58	52	75	51	33	38	43	50	41
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1595	74	31	49	48	61	31	64	22	69	49	58	50	31	33	24	37	29	16	20	24	30	19
	48.3	44.0	46.3	57.0	47.1	50.0	54.4	49.2	47.8	45.7	45.0	42.3	39.4	49.2	56.9	46.2	49.3	56.9	48.5	52.6	55.8	60.0	46.3
(4)	1271	67	27	27	39	47	25	47	19	64	49	52	61	25	17	20	33	14	11	12	10	16	18
	38.5	39.9	40.3	31.4	38.2	38.5	43.9	36.2	41.3	42.4	45.0	38.0	48.0	39.7	29.3	38.5	44.0	27.5	33.3	31.6	23.3	32.0	43.9
(3)	341	24	8	10	9	10	1	9	3	14	10	22	15	5	5	7	4	5	5	4	7	2	4
	10.3	14.3	11.9	11.6	8.8	8.2	1.8	6.9	6.5	9.3	9.2	16.1	11.8	7.9	8.6	13.5	5.3	9.8	15.2	10.5	16.3	4.0	9.8
(2)	60	2	1	-	5	1	-	8	2	3	-	2	1	2	2	-	-	3	-	1	-	1	-
	1.8	1.2	1.5		4.9	0.8		6.2	4.3	2.0		1.5	0.8	3.2	3.4			5.9		2.6		2.0	
(1) VERY DISSATISFIED	21	1	-	-	1	-	-	2	-	-	1	2	-	-	1	-	1	-	1	1	1	-	-
	0.6	0.6			1.0			1.5			0.9	1.5			1.7		1.3		3.0	2.6	2.3		
NOT APPLICABLE	17	-	-	-	-	3	-	-	-	1	-	1	-	-	-	1	-	-	-	-	1	1	-
	0.5					2.5				0.7		0.7				1.9					2.3	2.0	
BLANK	8	-	-	-	1	-	-	-	-	1	-	2	-	-	-	-	-	-	-	-	1	-	1
MEAN	4.33	4.26	4.31	4.45	4.25	4.41	4.53	4.25	4.33	4.33	4.33	4.19	4.26	4.35	4.36	4.33	4.40	4.35	4.24	4.29	4.33	4.53	4.37
STANDARD DEVIATION	0.78	0.79	0.74	0.70	0.89	0.68	0.54	0.94	0.79	0.73	0.72	0.87	0.69	0.77	0.91	0.71	0.72	0.89	0.94	0.96	0.93	0.68	0.66
STANDARD ERROR	0.01	0.06	0.09	0.08	0.09	0.06	0.07	0.08	0.12	0.06	0.07	0.07	0.06	0.10	0.12	0.10	0.08	0.12	0.16	0.16	0.14	0.10	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q17. RATING OF CALTRAIN ONBOARD TRAINS - EVERYTHING CONSIDERED, HOW WOULD YOU RATE YOUR ONBOARD EXPERIENCE ON CALTRAIN?

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING	3288	2909	379	2402	507	447	1642	820	287	92	2078	1210	2677	72	17	522
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1031	876	155	683	193	182	485	209	116	39	636	395	1015	1	1	14
	31.4	30.1	40.9	28.4	38.1	40.7	29.5	25.5	40.4	42.4	30.6	32.6	37.9	1.4	5.9	2.7
(4)	1745	1571	174	1318	253	216	902	453	125	49	1090	655	1580	6	1	158
	53.1	54.0	45.9	54.9	49.9	48.3	54.9	55.2	43.6	53.3	52.5	54.1	59.0	8.3	5.9	30.3
(3)	435	395	40	345	50	41	219	135	37	3	302	133	75	26	2	332
	13.2	13.6	10.6	14.4	9.9	9.2	13.3	16.5	12.9	3.3	14.5	11.0	2.8	36.1	11.8	63.6
(2)	58	52	6	42	10	7	28	17	6	-	39	19	3	35	4	16
	1.8	1.8	1.6	1.7	2.0	1.6	1.7	2.1	2.1	-	1.9	1.6	0.1	48.6	23.5	3.1
(1) VERY DISSATISFIED	17	15	2	14	1	1	8	6	2	-	11	6	3	4	9	1
	0.5	0.5	0.5	0.6	0.2	0.2	0.5	0.7	0.7	-	0.5	0.5	0.1	5.6	52.9	0.2
NOT APPLICABLE	2	-	2	-	-	-	-	-	1	1	-	2	1	-	-	1
	0.1	-	0.5	-	-	-	-	-	0.3	1.1	-	0.2	*	-	-	0.2
BLANK	25	19	6	13	6	5	10	4	6	-	16	9	5	-	-	20
MEAN	4.13	4.11	4.26	4.09	4.24	4.28	4.11	4.03	4.21	4.40	4.11	4.17	4.35	2.51	1.88	3.32
STANDARD DEVIATION	0.74	0.74	0.75	0.74	0.72	0.71	0.73	0.75	0.80	0.56	0.75	0.72	0.55	0.79	1.22	0.59
STANDARD ERROR	0.01	0.01	0.04	0.02	0.03	0.03	0.02	0.03	0.05	0.06	0.02	0.02	0.01	0.09	0.30	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q17. RATING OF CALTRAIN ONBOARD TRAINS - EVERYTHING CONSIDERED, HOW WOULD YOU RATE YOUR ONBOARD EXPERIENCE ON CALTRAIN?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3288	17	18	33	52	65	59	83	58	27	35	40	76	62	162	81	116	113	92	67	28	119	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1031	10	8	10	20	25	30	25	26	11	17	14	27	16	46	19	31	43	25	18	11	24	20
	31.4	58.8	44.4	30.3	38.5	38.5	50.8	30.1	44.8	40.7	48.6	35.0	35.5	25.8	28.4	23.5	26.7	38.1	27.2	26.9	39.3	20.2	23.5
(4)	1745	7	8	17	27	31	23	47	29	12	15	20	37	38	94	47	73	53	53	38	14	64	54
	53.1	41.2	44.4	51.5	51.9	47.7	39.0	56.6	50.0	44.4	42.9	50.0	48.7	61.3	58.0	58.0	62.9	46.9	57.6	56.7	50.0	53.8	63.5
(3)	435	-	2	5	5	8	5	7	3	3	3	5	10	6	18	13	11	15	12	8	3	27	9
	13.2		11.1	15.2	9.6	12.3	8.5	8.4	5.2	11.1	8.6	12.5	13.2	9.7	11.1	16.0	9.5	13.3	13.0	11.9	10.7	22.7	10.6
(2)	58	-	-	1	-	1	1	3	-	1	-	1	2	-	4	1	1	1	1	3	-	3	2
	1.8			3.0		1.5	1.7	3.6		3.7		2.5	2.6		2.5	1.2	0.9	0.9	1.1	4.5		2.5	2.4
(1) VERY DISSATISFIED	17	-	-	-	-	-	-	1	-	-	-	-	-	2	-	1	-	1	1	-	-	1	-
	0.5							1.2						3.2		1.2		0.9	1.1			0.8	
NOT APPLICABLE	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.1																						
BLANK	25	-	-	1	-	-	-	2	1	-	1	-	1	-	1	4	-	-	-	-	1	1	-
MEAN	4.13	4.59	4.33	4.09	4.29	4.23	4.39	4.11	4.40	4.22	4.40	4.18	4.17	4.06	4.12	4.01	4.16	4.20	4.09	4.06	4.29	3.90	4.08
STANDARD DEVIATION	0.74	0.51	0.69	0.77	0.64	0.72	0.72	0.80	0.59	0.80	0.65	0.75	0.76	0.81	0.69	0.75	0.61	0.77	0.74	0.76	0.66	0.77	0.66
STANDARD ERROR	0.01	0.12	0.16	0.13	0.09	0.09	0.09	0.09	0.08	0.15	0.11	0.12	0.09	0.10	0.05	0.08	0.06	0.07	0.08	0.09	0.12	0.07	0.07

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q17. RATING OF CALTRAIN ONBOARD TRAINS - EVERYTHING CONSIDERED, HOW WOULD YOU RATE YOUR ONBOARD EXPERIENCE ON CALTRAIN?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3288	168	67	86	101	122	57	129	46	151	109	138	126	63	58	52	73	51	32	38	41	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1031	48	25	28	32	40	18	39	7	34	29	35	22	24	19	20	24	25	11	15	21	22	17
	31.4	28.6	37.3	32.6	31.7	32.8	31.6	30.2	15.2	22.5	26.6	25.4	17.5	38.1	32.8	38.5	32.9	49.0	34.4	39.5	51.2	44.0	40.5
(4)	1745	94	31	47	49	67	29	68	31	88	59	70	77	32	28	21	40	16	15	17	16	25	24
	53.1	56.0	46.3	54.7	48.5	54.9	50.9	52.7	67.4	58.3	54.1	50.7	61.1	50.8	48.3	40.4	54.8	31.4	46.9	44.7	39.0	50.0	57.1
(3)	435	22	11	10	17	12	10	17	6	26	21	26	23	7	9	7	8	10	4	5	3	2	1
	13.2	13.1	16.4	11.6	16.8	9.8	17.5	13.2	13.0	17.2	19.3	18.8	18.3	11.1	15.5	13.5	11.0	19.6	12.5	13.2	7.3	4.0	2.4
(2)	58	3	-	-	3	3	-	3	1	3	-	5	3	-	2	2	1	-	1	1	1	-	-
	1.8	1.8			3.0	2.5		2.3	2.2	2.0		3.6	2.4		3.4	3.8	1.4		3.1	2.6	2.4		
(1) VERY DISSATISFIED	17	1	-	1	-	-	-	2	1	-	-	2	1	-	-	1	-	-	1	-	-	-	-
	0.5	0.6		1.2				1.6	2.2			1.4	0.8			1.9			3.1				
NOT APPLICABLE	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-
	0.1															1.9						2.0	
BLANK	25	-	-	-	2	-	-	1	-	1	-	1	1	-	-	-	2	-	1	-	3	-	-
MEAN	4.13	4.10	4.21	4.17	4.09	4.18	4.14	4.08	3.91	4.01	4.07	3.95	3.92	4.27	4.10	4.12	4.19	4.29	4.06	4.21	4.39	4.41	4.38
STANDARD DEVIATION	0.74	0.73	0.71	0.72	0.78	0.70	0.69	0.82	0.76	0.69	0.68	0.85	0.72	0.65	0.79	0.93	0.68	0.78	0.95	0.78	0.74	0.57	0.54
STANDARD ERROR	0.01	0.06	0.09	0.08	0.08	0.06	0.09	0.07	0.11	0.06	0.06	0.07	0.06	0.08	0.10	0.13	0.08	0.11	0.17	0.13	0.12	0.08	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q18. HOW WOULD YOU RATE YOUR OVERALL CALTRAIN EXPERIENCE?

	TOTAL	WEEKDAY TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				
		=====		=====	=====			=====		=====		VERY/ SMWHT	SMWHT	VERY	NTRAL	
		WKDAY	WKEND	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING	3269	2892	377	2389	503	442	1634	816	285	92	2063	1206	2682	72	17	498
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	919	777	142	596	181	168	426	183	104	38	562	357	919	-	-	-
	28.1	26.9	37.7	24.9	36.0	38.0	26.1	22.4	36.5	41.3	27.2	29.6	34.3			
(4)	1763	1585	178	1330	255	216	911	458	127	51	1105	658	1763	-	-	-
	53.9	54.8	47.2	55.7	50.7	48.9	55.8	56.1	44.6	55.4	53.6	54.6	65.7			
(3)	496	449	47	396	53	46	255	148	44	3	339	157	-	-	-	496
	15.2	15.5	12.5	16.6	10.5	10.4	15.6	18.1	15.4	3.3	16.4	13.0				99.6
(2)	72	65	7	54	11	10	36	19	7	-	43	29	-	72	-	-
	2.2	2.2	1.9	2.3	2.2	2.3	2.2	2.3	2.5		2.1	2.4		100.0		
(1) VERY DISSATISFIED	17	15	2	13	2	2	5	8	2	-	14	3	-	-	17	-
	0.5	0.5	0.5	0.5	0.4	0.5	0.3	1.0	0.7		0.7	0.2			100.0	
NOT APPLICABLE	2	1	1	-	1	-	1	-	1	-	-	2	-	-	-	2
	0.1	*	0.3		0.2		0.1		0.4			0.2				0.4
BLANK	44	36	8	26	10	10	18	8	8	-	31	13	-	-	-	44
MEAN	4.07	4.05	4.20	4.02	4.20	4.22	4.05	3.97	4.14	4.38	4.05	4.11	4.34	2.00	1.00	3.00
STANDARD DEVIATION	0.75	0.75	0.77	0.74	0.74	0.75	0.73	0.77	0.82	0.55	0.76	0.73	0.47	0.00	0.00	0.00
STANDARD ERROR	0.01	0.01	0.04	0.02	0.03	0.04	0.02	0.03	0.05	0.06	0.02	0.02	0.01	0.00	0.00	0.00

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q18. HOW WOULD YOU RATE YOUR OVERALL CALTRAIN EXPERIENCE?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3269	16	17	33	52	63	59	83	57	27	35	40	76	62	163	81	114	113	91	66	28	119	84
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	919	10	6	11	21	25	24	22	25	7	17	9	23	17	46	15	23	33	23	18	11	24	17
	28.1	62.5	35.3	33.3	40.4	39.7	40.7	26.5	43.9	25.9	48.6	22.5	30.3	27.4	28.2	18.5	20.2	29.2	25.3	27.3	39.3	20.2	20.2
(4)	1763	6	8	15	26	31	30	42	28	15	15	25	38	32	91	48	77	55	51	40	13	65	53
	53.9	37.5	47.1	45.5	50.0	49.2	50.8	50.6	49.1	55.6	42.9	62.5	50.0	51.6	55.8	59.3	67.5	48.7	56.0	60.6	46.4	54.6	63.1
(3)	496	-	2	6	5	7	4	15	3	1	3	5	13	11	24	15	13	22	14	5	4	25	11
	15.2		11.8	18.2	9.6	11.1	6.8	18.1	5.3	3.7	8.6	12.5	17.1	17.7	14.7	18.5	11.4	19.5	15.4	7.6	14.3	21.0	13.1
(2)	72	-	1	1	-	-	1	3	1	3	-	1	2	2	2	2	1	2	3	2	-	3	3
	2.2		5.9	3.0			1.7	3.6	1.8	11.1		2.5	2.6	3.2	1.2	2.5	0.9	1.8	3.3	3.0		2.5	3.6
(1) VERY DISSATISFIED	17	-	-	-	-	-	-	1	-	1	-	-	-	-	-	1	-	1	-	-	-	2	-
	0.5							1.2		3.7						1.2		0.9				1.7	
NOT APPLICABLE	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
	0.1																			1.5			
BLANK	44	1	1	1	-	2	-	2	2	-	1	-	1	-	-	4	2	-	1	1	1	1	1
MEAN	4.07	4.63	4.12	4.09	4.31	4.29	4.31	3.98	4.35	3.89	4.40	4.05	4.08	4.03	4.11	3.91	4.07	4.04	4.03	4.14	4.25	3.89	4.00
STANDARD DEVIATION	0.75	0.50	0.86	0.80	0.64	0.66	0.68	0.84	0.67	1.05	0.65	0.68	0.76	0.77	0.68	0.76	0.59	0.80	0.74	0.68	0.70	0.81	0.69
STANDARD ERROR	0.01	0.13	0.21	0.14	0.09	0.08	0.09	0.09	0.09	0.20	0.11	0.11	0.09	0.10	0.05	0.08	0.06	0.08	0.08	0.08	0.13	0.07	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q18. HOW WOULD YOU RATE YOUR OVERALL CALTRAIN EXPERIENCE?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3269	166	67	86	100	122	56	129	46	150	109	137	125	62	58	52	72	51	31	38	41	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	919	41	21	25	24	38	18	35	8	31	25	32	20	16	16	20	20	23	12	14	15	21	17
	28.1	24.7	31.3	29.1	24.0	31.1	32.1	27.1	17.4	20.7	22.9	23.4	16.0	25.8	27.6	38.5	27.8	45.1	38.7	36.8	36.6	42.0	40.5
(4)	1763	95	34	46	57	63	28	69	30	85	58	73	77	37	29	20	44	17	11	17	18	26	25
	53.9	57.2	50.7	53.5	57.0	51.6	50.0	53.5	65.2	56.7	53.2	53.3	61.6	59.7	50.0	38.5	61.1	33.3	35.5	44.7	43.9	52.0	59.5
(3)	496	27	11	11	16	20	8	19	7	28	24	26	26	8	10	8	7	10	7	4	8	3	-
	15.2	16.3	16.4	12.8	16.0	16.4	14.3	14.7	15.2	18.7	22.0	19.0	20.8	12.9	17.2	15.4	9.7	19.6	22.6	10.5	19.5	6.0	-
(2)	72	2	1	4	3	1	2	4	1	5	2	3	-	1	3	3	1	1	-	2	-	-	-
	2.2	1.2	1.5	4.7	3.0	0.8	3.6	3.1	2.2	3.3	1.8	2.2	-	1.6	5.2	5.8	1.4	2.0	-	5.3	-	-	-
(1) VERY DISSATISFIED	17	1	-	-	-	-	-	2	-	1	-	3	2	-	-	-	-	-	1	1	-	-	-
	0.5	0.6	-	-	-	-	-	1.6	-	0.7	-	2.2	1.6	-	-	-	-	-	3.2	2.6	-	-	-
NOT APPLICABLE	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1.9	-	-	-	-	-	-	-
BLANK	44	2	-	-	3	-	1	1	-	2	-	2	2	1	-	-	3	-	2	-	3	-	-
MEAN	4.07	4.04	4.12	4.07	4.02	4.13	4.11	4.02	3.98	3.93	3.97	3.93	3.90	4.10	4.00	4.12	4.15	4.22	4.06	4.08	4.17	4.36	4.40
STANDARD DEVIATION	0.75	0.72	0.73	0.78	0.72	0.70	0.78	0.83	0.65	0.77	0.73	0.84	0.71	0.67	0.82	0.89	0.64	0.83	0.96	0.97	0.74	0.60	0.50
STANDARD ERROR	0.01	0.06	0.09	0.08	0.07	0.06	0.10	0.07	0.10	0.06	0.07	0.07	0.06	0.09	0.11	0.12	0.08	0.12	0.17	0.16	0.12	0.08	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q19. HOW DID YOU PAY FOR THIS TRAIN TRIP (TODAY)?

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/BLANK
BASE - ALL RESPONDENTS	3282 100.0	2905 100.0	377 100.0	2399 100.0	506 100.0	446 100.0	1641 100.0	818 100.0	287 100.0	90 100.0	2073 100.0	1209 100.0	2665 100.0	71 100.0	17 100.0	529 100.0
CLIPPER CALTRAIN MONTHLY PASS	1188 36.2	1141 39.3	47 12.5	1017 42.4	124 24.5	113 25.3	675 41.1	353 43.2	42 14.6	5 5.6	748 36.1	440 36.4	936 35.1	27 38.0	9 52.9	216 40.8
CLIPPER CASH VALUE	727 22.2	614 21.1	113 30.0	473 19.7	141 27.9	114 25.6	348 21.2	152 18.6	98 34.1	15 16.7	483 23.3	244 20.2	598 22.4	16 22.5	2 11.8	111 21.0
GO PASS	677 20.6	661 22.8	16 4.2	596 24.8	65 12.8	53 11.9	396 24.1	212 25.9	12 4.2	4 4.4	427 20.6	250 20.7	546 20.5	14 19.7	1 5.9	116 21.9
ONE WAY TICKET	431 13.1	298 10.3	133 35.3	191 8.0	107 21.1	97 21.7	145 8.8	56 6.8	88 30.7	45 50.0	258 12.4	173 14.3	365 13.7	6 8.5	4 23.5	56 10.6
DAY PASS	245 7.5	181 6.2	64 17.0	115 4.8	66 13.0	67 15.0	70 4.3	44 5.4	43 15.0	21 23.3	148 7.1	97 8.0	208 7.8	7 9.9	1 5.9	29 5.5
PAID WITH MOBILE (TICKET TYPE UNSPECIFIED)	10 0.3	7 0.2	3 0.8	5 0.2	2 0.4	1 0.2	5 0.3	1 0.1	3 1.0	-	6 0.3	4 0.3	8 0.3	1 1.4	-	1 0.2
DID NOT PAY	4 0.1	3 0.1	1 0.3	2 0.1	1 0.2	1 0.2	2 0.1	-	1 0.3	-	3 0.1	1 0.1	4 0.2	-	-	-
BLANK	31	23	8	16	7	6	11	6	6	2	21	10	17	1	-	13

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q19. HOW DID YOU PAY FOR THIS TRAIN TRIP (TODAY)?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - ALL RESPONDENTS	3282	17	18	34	51	64	58	84	58	26	36	40	77	62	163	82	116	112	92	67	28	118	84
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
CLIPPER CALTRAIN MONTHLY PASS	1188	9	6	9	4	21	9	31	13	3	8	11	31	32	91	38	61	25	40	17	9	38	34
	36.2	52.9	33.3	26.5	7.8	32.8	15.5	36.9	22.4	11.5	22.2	27.5	40.3	51.6	55.8	46.3	52.6	22.3	43.5	25.4	32.1	32.2	40.5
CLIPPER CASH VALUE	727	2	3	11	12	18	16	18	16	10	8	11	16	8	22	17	25	36	25	24	8	19	17
	22.2	11.8	16.7	32.4	23.5	28.1	27.6	21.4	27.6	38.5	22.2	27.5	20.8	12.9	13.5	20.7	21.6	32.1	27.2	35.8	28.6	16.1	20.2
GO PASS	677	-	4	4	8	1	9	9	7	9	2	14	13	13	31	21	22	34	17	15	1	43	25
	20.6		22.2	11.8	15.7	1.6	15.5	10.7	12.1	34.6	5.6	35.0	16.9	21.0	19.0	25.6	19.0	30.4	18.5	22.4	3.6	36.4	29.8
ONE WAY TICKET	431	3	3	9	20	14	10	13	10	3	12	3	12	6	13	5	5	11	6	9	7	12	6
	13.1	17.6	16.7	26.5	39.2	21.9	17.2	15.5	17.2	11.5	33.3	7.5	15.6	9.7	8.0	6.1	4.3	9.8	6.5	13.4	25.0	10.2	7.1
DAY PASS	245	3	2	1	7	9	14	13	12	1	5	1	5	2	5	1	3	6	4	2	2	5	2
	7.5	17.6	11.1	2.9	13.7	14.1	24.1	15.5	20.7	3.8	13.9	2.5	6.5	3.2	3.1	1.2	2.6	5.4	4.3	3.0	7.1	4.2	2.4
PAID WITH MOBILE (TICKET TYPE UNSPECIFIED)	10	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1	1	-
	0.3					1.6								1.6							3.6	0.8	
DID NOT PAY	4	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-
	0.1										2.8				0.6								
BLANK	31	-	-	-	1	1	1	1	1	1	-	-	-	-	-	3	-	1	-	-	1	2	1

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q19. HOW DID YOU PAY FOR THIS TRAIN TRIP (TODAY)?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	3282	167	66	86	103	122	56	129	46	151	108	136	127	63	58	51	74	49	32	38	43	50	40
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
CLIPPER CALTRAIN MONTHLY PASS	1188	67	18	33	43	73	14	67	19	67	32	50	69	23	26	25	7	2	1	3	4	4	1
	36.2	40.1	27.3	38.4	41.7	59.8	25.0	51.9	41.3	44.4	29.6	36.8	54.3	36.5	44.8	49.0	9.5	4.1	3.1	7.9	9.3	8.0	2.5
CLIPPER CASH VALUE	727	38	18	15	27	14	8	15	11	24	34	31	24	9	4	11	34	24	11	8	10	7	8
	22.2	22.8	27.3	17.4	26.2	11.5	14.3	11.6	23.9	15.9	31.5	22.8	18.9	14.3	6.9	21.6	45.9	49.0	34.4	21.1	23.3	14.0	20.0
GO PASS	677	39	23	31	17	22	15	34	12	48	29	24	21	25	19	2	4	1	1	2	2	1	3
	20.6	23.4	34.8	36.0	16.5	18.0	26.8	26.4	26.1	31.8	26.9	17.6	16.5	39.7	32.8	3.9	5.4	2.0	3.1	5.3	4.7	2.0	7.5
ONE WAY TICKET	431	13	4	5	12	5	11	6	1	6	7	18	7	6	5	4	20	20	19	11	14	26	19
	13.1	7.8	6.1	5.8	11.7	4.1	19.6	4.7	2.2	4.0	6.5	13.2	5.5	9.5	8.6	7.8	27.0	40.8	59.4	28.9	32.6	52.0	47.5
DAY PASS	245	9	2	2	4	7	8	7	3	5	6	13	6	-	4	7	8	2	-	14	12	12	9
	7.5	5.4	3.0	2.3	3.9	5.7	14.3	5.4	6.5	3.3	5.6	9.6	4.7		6.9	13.7	10.8	4.1		36.8	27.9	24.0	22.5
PAID WITH MOBILE (TICKET TYPE UNSPECIFIED)	10	-	1	-	-	1	-	-	-	1	-	-	-	-	-	2	-	-	-	-	1	-	-
	0.3		1.5			0.8				0.7						3.9					2.3		
DID NOT PAY	4	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	0.1	0.6															1.4						
BLANK	31	1	1	-	-	-	1	1	-	1	1	3	-	-	-	1	1	2	1	-	1	-	2

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q20. DID YOU BRING ANY LARGE ITEMS WITH YOU ON THE TRAIN TODAY (PLEASE CHECK ALL THAT APPLY)

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		WEEKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/SMWHT/SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
BASE - TOTAL RESPONDING	3313	2928	385	2415	513	452	1652	824	293	92	2094	1219	2682	72	17	542
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
DID NOT BRING ANYTHING (NET)	2491	2225	266	1870	355	319	1243	663	204	62	1785	706	2000	54	10	427
	75.2	76.0	69.1	77.4	69.2	70.6	75.2	80.5	69.6	67.4	85.2	57.9	74.6	75.0	58.8	78.8
BLANK (DID NOT BRING ANY LARGE OBJECTS)	2456	2195	261	1846	349	314	1223	658	199	62	1758	698	1973	54	10	419
	74.1	75.0	67.8	76.4	68.0	69.5	74.0	79.9	67.9	67.4	84.0	57.3	73.6	75.0	58.8	77.3
SPECIFIED "NONE"	35	30	5	24	6	5	20	5	5	-	27	8	27	-	-	8
	1.1	1.0	1.3	1.0	1.2	1.1	1.2	0.6	1.7		1.3	0.7	1.0			1.5
BROUGHT A BIKE/SCOOTER/ SKATEBOARD (NET)	520	473	47	380	93	76	306	91	37	10	99	421	430	13	4	73
	15.7	16.2	12.2	15.7	18.1	16.8	18.5	11.0	12.6	10.9	4.7	34.5	16.0	18.1	23.5	13.5
BIKE	427	384	43	302	82	66	255	63	35	8	37	390	354	12	3	58
	12.9	13.1	11.2	12.5	16.0	14.6	15.4	7.6	11.9	8.7	1.8	32.0	13.2	16.7	17.6	10.7
SCOOTER	59	57	2	50	7	6	32	19	1	1	44	15	50	-	-	9
	1.8	1.9	0.5	2.1	1.4	1.3	1.9	2.3	0.3	1.1	2.1	1.2	1.9			1.7
FOLDING BIKE	23	22	1	20	2	1	15	6	1	-	10	13	18	1	1	3
	0.7	0.8	0.3	0.8	0.4	0.2	0.9	0.7	0.3		0.5	1.1	0.7	1.4	5.9	0.6
SKATEBOARD/LONGBOARD/E-WHEEL	16	15	1	13	2	3	9	3	-	1	9	7	12	-	-	4
	0.5	0.5	0.3	0.5	0.4	0.7	0.5	0.4		1.1	0.4	0.6	0.4			0.7
BROUGHT OTHER ITEMS	306	232	74	165	67	58	104	70	52	22	203	103	256	6	2	42
	9.2	7.9	19.2	6.8	13.1	12.8	6.3	8.5	17.7	23.9	9.7	8.4	9.5	8.3	11.8	7.7
LUGGAGE/DUFFEL BAG	165	107	58	80	27	24	52	31	39	19	107	58	142	4	-	19
	5.0	3.7	15.1	3.3	5.3	5.3	3.1	3.8	13.3	20.7	5.1	4.8	5.3	5.6		3.5
BACKPACK	98	88	10	56	32	25	37	26	8	2	66	32	82	2	1	13
	3.0	3.0	2.6	2.3	6.2	5.5	2.2	3.2	2.7	2.2	3.2	2.6	3.1	2.8	5.9	2.4
SHOPPING BAGS/BIKE BAG/ LUNCH PAIL/PANNIER	25	20	5	16	4	5	8	7	4	1	16	9	19	-	1	5
	0.8	0.7	1.3	0.7	0.8	1.1	0.5	0.8	1.4	1.1	0.8	0.7	0.7		5.9	0.9
OTHER (NOT SPECIFIED)	15	14	1	10	4	4	7	3	-	1	10	5	10	-	-	5
	0.5	0.5	0.3	0.4	0.8	0.9	0.4	0.4		1.1	0.5	0.4	0.4			0.9

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q20. DID YOU BRING ANY LARGE ITEMS WITH YOU ON THE TRAIN TODAY (PLEASE CHECK ALL THAT APPLY)

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		WEEKDAY	WEEKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
LAPTOP/LAPTOP BAG	5 0.2	5 0.2	-	5 0.2	-	-	3 0.2	2 0.2	-	-	4 0.2	1 0.1	5 0.2	-	-	-
MUSICAL INSTRUMENT/ART PORTFOLIO/DOLLY	4 0.1	3 0.1	1 0.3	2 0.1	1 0.2	1 0.2	-	2 0.2	1 0.3	-	4 0.2	-	3 0.1	-	-	1 0.2
BROUGHT DISABILITY/OTHER ACCOMMODATING EQUIPMENT	16 0.5	13 0.4	3 0.8	11 0.5	2 0.4	2 0.4	8 0.5	3 0.4	3 1.0	-	13 0.6	3 0.2	13 0.5	-	1 5.9	2 0.4
STROLLER	13 0.4	10 0.3	3 0.8	9 0.4	1 0.2	1 0.2	7 0.4	2 0.2	3 1.0	-	11 0.5	2 0.2	10 0.4	-	1 5.9	2 0.4
CANE/SERVICE ANIMAL/ OTHER DISABILITY EQUIPMENT	3 0.1	3 0.1	-	2 0.1	1 0.2	1 0.2	1 0.1	1 0.1	-	-	2 0.1	1 0.1	3 0.1	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q20. DID YOU BRING ANY LARGE ITEMS WITH YOU ON THE TRAIN TODAY (PLEASE CHECK ALL THAT APPLY)

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3313	17	18	34	52	65	59	85	59	27	36	40	77	62	163	85	116	113	92	67	29	120	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
DID NOT BRING ANYTHING (NET)	2491	14	17	17	33	51	42	54	41	22	28	22	69	35	96	43	73	97	79	41	26	105	77
	75.2	82.4	94.4	50.0	63.5	78.5	71.2	63.5	69.5	81.5	77.8	55.0	89.6	56.5	58.9	50.6	62.9	85.8	85.9	61.2	89.7	87.5	90.6
BLANK (DID NOT BRING ANY LARGE OBJECTS)	2456	14	17	17	33	50	42	51	41	21	28	21	69	33	95	43	73	97	79	40	26	104	76
	74.1	82.4	94.4	50.0	63.5	76.9	71.2	60.0	69.5	77.8	77.8	52.5	89.6	53.2	58.3	50.6	62.9	85.8	85.9	59.7	89.7	86.7	89.4
SPECIFIED "NONE"	35	-	-	-	-	1	-	3	-	1	-	1	-	2	1	-	-	-	-	1	-	1	1
	1.1	-	-	-	-	1.5	-	3.5	-	3.7	-	2.5	-	3.2	0.6	-	-	-	-	1.5	-	0.8	1.2
BROUGHT A BIKE/SCOOTER/ SKATEBOARD (NET)	520	1	-	13	12	3	2	27	13	1	4	15	-	25	59	40	42	10	5	17	1	6	3
	15.7	5.9	-	38.2	23.1	4.6	3.4	31.8	22.0	3.7	11.1	37.5	-	40.3	36.2	47.1	36.2	8.8	5.4	25.4	3.4	5.0	3.5
BIKE	427	-	-	12	12	1	1	23	13	1	3	14	-	21	56	37	35	4	2	16	-	1	1
	12.9	-	-	35.3	23.1	1.5	1.7	27.1	22.0	3.7	8.3	35.0	-	33.9	34.4	43.5	30.2	3.5	2.2	23.9	-	0.8	1.2
SCOOTER	59	-	-	1	-	2	1	1	-	-	1	1	-	1	2	1	5	5	1	-	1	5	-
	1.8	-	-	2.9	-	3.1	1.7	1.2	-	-	2.8	2.5	-	1.6	1.2	1.2	4.3	4.4	1.1	-	3.4	4.2	-
FOLDING BIKE	23	-	-	-	-	-	-	1	-	-	-	1	-	2	1	2	2	2	-	1	-	-	2
	0.7	-	-	-	-	-	-	1.2	-	-	-	2.5	-	3.2	0.6	2.4	1.7	1.8	-	1.5	-	-	2.4
SKATEBOARD/LONGBOARD/E-WHEEL	16	1	-	-	-	-	-	2	-	-	-	-	-	1	-	1	2	-	2	-	-	-	-
	0.5	5.9	-	-	-	-	-	2.4	-	-	-	-	-	1.6	-	1.2	1.7	-	2.2	-	-	-	-
BROUGHT OTHER ITEMS	306	2	1	5	7	12	15	4	4	4	4	4	8	2	9	2	1	7	7	10	2	9	5
	9.2	11.8	5.6	14.7	13.5	18.5	25.4	4.7	6.8	14.8	11.1	10.0	10.4	3.2	5.5	2.4	0.9	6.2	7.6	14.9	6.9	7.5	5.9
LUGGAGE/DUFFEL BAG	165	1	1	5	2	5	6	-	1	2	1	1	2	1	4	2	1	6	3	4	1	5	4
	5.0	5.9	5.6	14.7	3.8	7.7	10.2	-	1.7	7.4	2.8	2.5	2.6	1.6	2.5	2.4	0.9	5.3	3.3	6.0	3.4	4.2	4.7
BACKPACK	98	-	-	-	4	5	8	3	1	1	3	1	4	1	4	-	-	1	1	6	1	2	-
	3.0	-	-	-	7.7	7.7	13.6	3.5	1.7	3.7	8.3	2.5	5.2	1.6	2.5	-	-	0.9	1.1	9.0	3.4	1.7	-
SHOPPING BAGS/BIKE BAG/ LUNCH PAIL/PANNIER	25	1	-	-	-	1	-	1	2	-	-	2	-	-	1	-	-	-	1	-	-	1	1
	0.8	5.9	-	-	-	1.5	-	1.2	3.4	-	-	5.0	-	-	0.6	-	-	-	1.1	-	-	0.8	1.2
OTHER (NOT SPECIFIED)	15	-	-	-	1	-	1	1	-	1	-	-	2	-	-	-	-	-	2	-	-	1	-
	0.5	-	-	-	1.9	-	1.7	1.2	-	3.7	-	-	2.6	-	-	-	-	-	2.2	-	-	0.8	-
LAPTOP/LAPTOP BAG	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MUSICAL INSTRUMENT/ART PORTFOLIO/DOLLY	4	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.1	-	-	-	-	1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q20. DID YOU BRING ANY LARGE ITEMS WITH YOU ON THE TRAIN TODAY (PLEASE CHECK ALL THAT APPLY)

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BROUGHT DISABILITY/OTHER ACCOMMODATING EQUIPMENT	16 0.5	-	-	-	-	-	-	1 1.2	1 1.7	-	-	-	1 1.3	-	-	-	-	-	2 2.2	-	-	-	-
STROLLER	13 0.4	-	-	-	-	-	-	1 1.2	-	-	-	-	1 1.3	-	-	-	-	-	1 1.1	-	-	-	-
CANE/SERVICE ANIMAL/ OTHER DISABILITY EQUIPMENT	3 0.1	-	-	-	-	-	-	-	1 1.7	-	-	-	-	-	-	-	-	-	1 1.1	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q20. DID YOU BRING ANY LARGE ITEMS WITH YOU ON THE TRAIN TODAY (PLEASE CHECK ALL THAT APPLY)

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3313	168	67	86	103	122	57	130	46	152	109	139	127	63	58	52	75	51	33	38	44	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
DID NOT BRING ANYTHING (NET)	2491	148	33	46	91	113	49	107	41	136	97	112	105	32	33	26	61	40	24	19	34	35	27
	75.2	88.1	49.3	53.5	88.3	92.6	86.0	82.3	89.1	89.5	89.0	80.6	82.7	50.8	56.9	50.0	81.3	78.4	72.7	50.0	77.3	70.0	64.3
BLANK (DID NOT BRING ANY LARGE OBJECTS)	2456	144	33	46	87	111	46	107	41	136	97	109	103	32	33	26	58	40	22	19	34	35	27
	74.1	85.7	49.3	53.5	84.5	91.0	80.7	82.3	89.1	89.5	89.0	78.4	81.1	50.8	56.9	50.0	77.3	78.4	66.7	50.0	77.3	70.0	64.3
SPECIFIED "NONE"	35	4	-	-	4	2	3	-	-	-	-	3	2	-	-	-	3	-	2	-	-	-	-
	1.1	2.4			3.9	1.6	5.3					2.2	1.6				4.0		6.1				
BROUGHT A BIKE/SCOOTER/ SKATEBOARD (NET)	520	7	29	34	6	3	4	11	2	5	7	5	10	27	24	23	2	-	-	11	1	8	2
	15.7	4.2	43.3	39.5	5.8	2.5	7.0	8.5	4.3	3.3	6.4	3.6	7.9	42.9	41.4	44.2	2.7			28.9	2.3	16.0	4.8
BIKE	427	3	29	32	2	1	1	4	2	1	4	1	2	26	23	22	2	-	-	11	-	7	1
	12.9	1.8	43.3	37.2	1.9	0.8	1.8	3.1	4.3	0.7	3.7	0.7	1.6	41.3	39.7	42.3	2.7			28.9		14.0	2.4
SCOOTER	59	2	-	1	4	1	2	6	-	2	-	3	7	1	-	-	-	-	-	-	1	-	1
	1.8	1.2		1.2	3.9	0.8	3.5	4.6		1.3		2.2	5.5	1.6							2.3		2.4
FOLDING BIKE	23	-	-	1	-	-	1	1	-	2	1	-	1	-	1	1	-	-	-	-	-	-	-
	0.7			1.2			1.8	0.8		1.3	0.9		0.8		1.7	1.9							
SKATEBOARD/LONGBOARD/E-WHEEL	16	2	-	-	-	1	-	-	-	-	2	1	-	-	-	-	-	-	-	-	-	1	-
	0.5	1.2				0.8					1.8	0.7										2.0	
BROUGHT OTHER ITEMS	306	10	5	7	5	7	4	12	4	10	4	21	12	6	1	5	12	11	9	9	6	8	14
	9.2	6.0	7.5	8.1	4.9	5.7	7.0	9.2	8.7	6.6	3.7	15.1	9.4	9.5	1.7	9.6	16.0	21.6	27.3	23.7	13.6	16.0	33.3
LUGGAGE/DUFFEL BAG	165	5	1	4	3	2	3	6	3	5	3	10	1	3	-	2	12	9	7	8	1	7	12
	5.0	3.0	1.5	4.7	2.9	1.6	5.3	4.6	6.5	3.3	2.8	7.2	0.8	4.8		3.8	16.0	17.6	21.2	21.1	2.3	14.0	28.6
BACKPACK	98	5	2	2	2	4	1	5	1	4	1	7	6	2	-	3	-	-	2	1	2	1	1
	3.0	3.0	3.0	2.3	1.9	3.3	1.8	3.8	2.2	2.6	0.9	5.0	4.7	3.2		5.8			6.1	2.6	4.5	2.0	2.4
SHOPPING BAGS/BIKE BAG/ LUNCH PAIL/PANNIER	25	1	1	-	-	-	-	1	-	-	-	3	2	1	-	-	-	1	-	-	3	-	1
	0.8	0.6	1.5					0.8				2.2	1.6	1.6				2.0			6.8		2.4
OTHER (NOT SPECIFIED)	15	-	1	-	-	1	-	-	-	-	-	1	1	-	1	-	-	-	-	-	-	1	-
	0.5		1.5			0.8						0.7	0.8		1.7							2.0	
LAPTOP/LAPTOP BAG	5	1	-	1	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	0.2	0.6		1.2		0.8				0.7			0.8										
MUSICAL INSTRUMENT/ART PORTFOLIO/DOLLY	4	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	1	-	-	-	-	-
	0.1											0.7	0.8					2.0					

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q20. DID YOU BRING ANY LARGE ITEMS WITH YOU ON THE TRAIN TODAY (PLEASE CHECK ALL THAT APPLY)

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BROUGHT DISABILITY/OTHER ACCOMMODATING EQUIPMENT	16	3	1	-	1	-	-	-	-	1	1	1	-	-	-	-	-	-	-	-	3	-	-
	0.5	1.8	1.5		1.0					0.7	0.9	0.7									6.8		
STROLLER	13	3	1	-	1	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	3	-	-
	0.4	1.8	1.5		1.0						0.9	0.7									6.8		
CANE/SERVICE ANIMAL/ OTHER DISABILITY EQUIPMENT	3	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.1									0.7													

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q21. HAVE YOU USED THE NEW CALTRAIN MOBILE TICKET APP?

	TOTAL	WEEKDAY TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				
		=====		=====	=====			=====		=====		VERY/ SMWHT	SMWHT	VERY	NTRAL NA/ BLANK	
		WKDAY	WKEND	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK
BASE - TOTAL RESPONDING	3221	2855	366	2358	497	438	1611	806	278	88	2037	1184	2619	72	16	514
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
NO	2929	2608	321	2164	444	394	1465	749	246	75	1875	1054	2378	67	15	469
	90.9	91.3	87.7	91.8	89.3	90.0	90.9	92.9	88.5	85.2	92.0	89.0	90.8	93.1	93.8	91.2
YES	292	247	45	194	53	44	146	57	32	13	162	130	241	5	1	45
	9.1	8.7	12.3	8.2	10.7	10.0	9.1	7.1	11.5	14.8	8.0	11.0	9.2	6.9	6.3	8.8
BLANK	92	73	19	57	16	14	41	18	15	4	57	35	63	-	1	28

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q21. HAVE YOU USED THE NEW CALTRAIN MOBILE TICKET APP?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - TOTAL RESPONDING	3221	17	17	34	51	61	59	80	56	27	36	40	73	61	162	81	116	111	91	66	27	114	83
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
NO	2929	15	16	30	46	57	54	72	50	24	30	35	64	54	140	73	108	107	84	58	23	100	76
	90.9	88.2	94.1	88.2	90.2	93.4	91.5	90.0	89.3	88.9	83.3	87.5	87.7	88.5	86.4	90.1	93.1	96.4	92.3	87.9	85.2	87.7	91.6
YES	292	2	1	4	5	4	5	8	6	3	6	5	9	7	22	8	8	4	7	8	4	14	7
	9.1	11.8	5.9	11.8	9.8	6.6	8.5	10.0	10.7	11.1	16.7	12.5	12.3	11.5	13.6	9.9	6.9	3.6	7.7	12.1	14.8	12.3	8.4
BLANK	92	-	1	-	1	4	-	5	3	-	-	-	4	1	1	4	-	2	1	1	2	6	2

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q21. HAVE YOU USED THE NEW CALTRAIN MOBILE TICKET APP?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING	3221	163	63	83	102	121	54	128	46	149	106	131	127	62	57	48	74	48	31	36	41	50	38
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
NO	2929	152	56	75	97	114	49	121	44	135	103	121	118	57	50	41	68	42	26	34	35	44	31
	90.9	93.3	88.9	90.4	95.1	94.2	90.7	94.5	95.7	90.6	97.2	92.4	92.9	91.9	87.7	85.4	91.9	87.5	83.9	94.4	85.4	88.0	81.6
YES	292	11	7	8	5	7	5	7	2	14	3	10	9	5	7	7	6	6	5	2	6	6	7
	9.1	6.7	11.1	9.6	4.9	5.8	9.3	5.5	4.3	9.4	2.8	7.6	7.1	8.1	12.3	14.6	8.1	12.5	16.1	5.6	14.6	12.0	18.4
BLANK	92	5	4	3	1	1	3	2	-	3	3	8	-	1	1	4	1	3	2	2	3	-	4

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q21A. (IF 'YES' IN Q21) HOW SATISFIED ARE YOU WITH THIS APP?

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK
BASE - HAVE USED CALTRAIN MOBILE TICKET APP	292	247	45	194	53	44	146	57	32	13	162	130	241	5	1	45
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
VERY SATISFIED - 5	92	84	8	64	20	16	49	19	7	1	51	41	86	1	-	5
	31.5	34.0	17.8	33.0	37.7	36.4	33.6	33.3	21.9	7.7	31.5	31.5	35.7	20.0	-	11.1
4	72	56	16	41	15	13	32	11	13	3	49	23	61	1	-	10
	24.7	22.7	35.6	21.1	28.3	29.5	21.9	19.3	40.6	23.1	30.2	17.7	25.3	20.0	-	22.2
3	48	39	9	34	5	4	24	11	5	4	24	24	38	1	-	9
	16.4	15.8	20.0	17.5	9.4	9.1	16.4	19.3	15.6	30.8	14.8	18.5	15.8	20.0	-	20.0
2	26	23	3	18	5	5	14	4	2	1	14	12	19	-	-	7
	8.9	9.3	6.7	9.3	9.4	11.4	9.6	7.0	6.3	7.7	8.6	9.2	7.9	-	-	15.6
VERY DISSATISFIED - 1	20	18	2	15	3	3	8	7	1	1	7	13	12	1	1	6
	6.8	7.3	4.4	7.7	5.7	6.8	5.5	12.3	3.1	7.7	4.3	10.0	5.0	20.0	100.0	13.3
BLANK	34	27	7	22	5	3	19	5	4	3	17	17	25	1	-	8
MEAN	3.74	3.75	3.66	3.70	3.92	3.83	3.79	3.60	3.82	3.20	3.85	3.59	3.88	3.25	1.00	3.03
STANDARD DEVIATION	1.26	1.29	1.07	1.30	1.23	1.28	1.24	1.40	1.02	1.14	1.15	1.37	1.19	1.71	0.00	1.30
STANDARD ERROR	0.08	0.09	0.17	0.10	0.18	0.20	0.11	0.19	0.19	0.36	0.10	0.13	0.08	0.85	0.00	0.21

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q21A. (IF 'YES' IN Q21) HOW SATISFIED ARE YOU WITH THIS APP?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - HAVE USED CALTRAIN MOBILE TICKET APP	292 100.0	2 100.0	1 100.0	4 100.0	5 100.0	4 100.0	5 100.0	8 100.0	6 100.0	3 100.0	6 100.0	5 100.0	9 100.0	7 100.0	22 100.0	8 100.0	8 100.0	4 100.0	7 100.0	8 100.0	4 100.0	14 100.0	7 100.0
VERY SATISFIED - 5	92 31.5	1 50.0	-	1 25.0	4 80.0	1 25.0	2 40.0	2 25.0	3 50.0	-	2 33.3	2 40.0	3 33.3	3 42.9	7 31.8	3 37.5	3 37.5	2 50.0	1 14.3	3 37.5	2 50.0	5 35.7	2 28.6
4	72 24.7	1 50.0	-	2 50.0	-	1 25.0	1 20.0	1 12.5	2 33.3	1 33.3	4 66.7	1 20.0	1 11.1	2 28.6	2 9.1	1 12.5	-	2 50.0	3 42.9	2 25.0	1 25.0	7 50.0	1 14.3
3	48 16.4	-	-	-	-	1 25.0	1 20.0	1 12.5	-	1 33.3	-	2 40.0	-	1 14.3	8 36.4	-	1 12.5	-	2 28.6	-	1 25.0	1 7.1	2 28.6
2	26 8.9	-	1 100.0	1 25.0	-	1 25.0	-	2 25.0	-	-	-	-	2 22.2	1 14.3	2 9.1	-	1 12.5	-	1 14.3	1 12.5	-	1 7.1	-
VERY DISSATISFIED - 1	20 6.8	-	-	-	-	-	-	1 12.5	1 16.7	1 33.3	-	-	-	-	1 4.5	2 25.0	-	-	-	-	-	-	1 14.3
BLANK	34	-	-	-	1	-	1	1	-	-	-	-	3	-	2	2	3	-	-	2	-	-	1
MEAN	3.74	4.50	2.00	3.75	5.00	3.50	4.25	3.14	4.00	2.67	4.33	4.00	3.83	4.00	3.60	3.50	4.00	4.50	3.57	4.17	4.25	4.14	3.50
STANDARD DEVIATION	1.26	0.71	0.00	1.26	0.00	1.29	0.96	1.57	1.55	1.53	0.52	1.00	1.47	1.15	1.23	1.97	1.41	0.58	0.98	1.17	0.96	0.86	1.52
STANDARD ERROR	0.08	0.50	0.00	0.63	0.00	0.65	0.48	0.59	0.63	0.88	0.21	0.45	0.60	0.44	0.28	0.81	0.63	0.29	0.37	0.48	0.48	0.23	0.62

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q21A. (IF 'YES' IN Q21) HOW SATISFIED ARE YOU WITH THIS APP?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - HAVE USED CALTRAIN MOBILE TICKET APP	292	11	7	8	5	7	5	7	2	14	3	10	9	5	7	7	6	6	5	2	6	6	7
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
VERY SATISFIED - 5	92	5	2	1	1	2	2	3	-	6	1	4	3	1	1	2	-	2	-	2	1	-	1
	31.5	45.5	28.6	12.5	20.0	28.6	40.0	42.9	-	42.9	33.3	40.0	33.3	20.0	14.3	28.6	-	33.3	-	100.0	16.7	-	14.3
4	72	4	-	2	1	1	1	2	-	4	-	1	2	-	2	3	4	1	1	-	4	1	2
	24.7	36.4	-	25.0	20.0	14.3	20.0	28.6	-	28.6	-	10.0	22.2	-	28.6	42.9	66.7	16.7	20.0	-	66.7	16.7	28.6
3	48	1	1	2	1	1	-	1	1	3	-	1	2	1	2	1	1	2	1	-	-	2	2
	16.4	9.1	14.3	25.0	20.0	14.3	-	14.3	50.0	21.4	-	10.0	22.2	20.0	28.6	14.3	16.7	33.3	20.0	-	-	33.3	28.6
2	26	1	2	-	-	1	1	1	-	-	-	-	2	1	-	-	-	-	2	-	-	1	-
	8.9	9.1	28.6	-	-	14.3	20.0	14.3	-	-	-	-	22.2	20.0	-	-	-	-	40.0	-	-	16.7	-
VERY DISSATISFIED - 1	20	-	1	2	-	-	1	-	-	1	2	1	-	2	1	1	-	-	-	-	-	1	-
	6.8	-	14.3	25.0	-	-	20.0	-	-	7.1	66.7	10.0	-	40.0	14.3	14.3	-	-	-	-	-	16.7	-
BLANK	34	-	1	1	2	2	-	-	1	-	-	3	-	-	1	-	1	1	1	-	1	1	2
MEAN	3.74	4.18	3.00	3.00	4.00	3.80	3.40	4.00	3.00	4.00	2.33	4.00	3.67	2.40	3.33	3.71	3.80	4.00	2.75	5.00	4.20	2.60	3.80
STANDARD DEVIATION	1.26	0.98	1.67	1.53	1.00	1.30	1.82	1.15	0.00	1.18	2.31	1.53	1.22	1.67	1.37	1.38	0.45	1.00	0.96	0.00	0.45	1.14	0.84
STANDARD ERROR	0.08	0.30	0.68	0.58	0.58	0.58	0.81	0.44	0.00	0.31	1.33	0.58	0.41	0.75	0.56	0.52	0.20	0.45	0.48	0.00	0.20	0.51	0.37

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q21B. DID YOU USE THE CALTRAIN MOBILE APP TO PAY FOR THIS CALTRAIN TRIP?

	TOTAL	WEEKDAY TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				
		=====		=====	=====			=====		=====		VERY/ SMWHT	SMWHT	VERY	NTRAL	
		WKDAY	WKEND	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK
BASE - HAVE USED CALTRAIN MOBILE TICKET APP	258 100.0	218 100.0	40 100.0	170 100.0	48 100.0	40 100.0	127 100.0	51 100.0	27 100.0	13 100.0	143 100.0	115 100.0	216 100.0	3 100.0	1 100.0	38 100.0
YES	83 32.2	67 30.7	16 40.0	42 24.7	25 52.1	19 47.5	34 26.8	14 27.5	10 37.0	6 46.2	47 32.9	36 31.3	69 31.9	3 100.0	-	11 28.9
NO	175 67.8	151 69.3	24 60.0	128 75.3	23 47.9	21 52.5	93 73.2	37 72.5	17 63.0	7 53.8	96 67.1	79 68.7	147 68.1	-	1 100.0	27 71.1
BLANK	34	29	5	24	5	4	19	6	5	-	19	15	25	2	-	7

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q21B. DID YOU USE THE CALTRAIN MOBILE APP TO PAY FOR THIS CALTRAIN TRIP?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - HAVE USED CALTRAIN MOBILE TICKET APP	258	2	1	4	4	4	5	6	6	2	6	5	7	6	20	6	5	4	7	7	4	12	6
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	83	1	-	1	3	4	3	2	-	1	4	-	1	2	1	-	2	2	1	4	3	6	1
	32.2	50.0		25.0	75.0	100.0	60.0	33.3		50.0	66.7		14.3	33.3	5.0		40.0	50.0	14.3	57.1	75.0	50.0	16.7
NO	175	1	1	3	1	-	2	4	6	1	2	5	6	4	19	6	3	2	6	3	1	6	5
	67.8	50.0	100.0	75.0	25.0		40.0	66.7	100.0	50.0	33.3	100.0	85.7	66.7	95.0	100.0	60.0	50.0	85.7	42.9	25.0	50.0	83.3
BLANK	34	-	-	-	1	-	-	2	-	1	-	-	2	1	2	2	3	-	-	1	-	2	1

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q21B. DID YOU USE THE CALTRAIN MOBILE APP TO PAY FOR THIS CALTRAIN TRIP?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - HAVE USED CALTRAIN MOBILE TICKET APP	258	11	7	7	3	5	5	7	1	14	3	8	8	4	6	7	4	5	5	2	4	6	7
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	83	1	3	2	-	2	3	2	-	3	-	3	1	2	3	4	-	2	2	1	1	3	3
	32.2	9.1	42.9	28.6		40.0	60.0	28.6		21.4		37.5	12.5	50.0	50.0	57.1		40.0	40.0	50.0	25.0	50.0	42.9
NO	175	10	4	5	3	3	2	5	1	11	3	5	7	2	3	3	4	3	3	1	3	3	4
	67.8	90.9	57.1	71.4	100.0	60.0	40.0	71.4	100.0	78.6	100.0	62.5	87.5	50.0	50.0	42.9	100.0	60.0	60.0	50.0	75.0	50.0	57.1
BLANK	34	-	-	1	2	2	-	-	1	-	-	2	1	1	1	-	2	1	-	-	2	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q22. AT WHAT STATION DID YOU GET ON THIS TRAIN?

	TOTAL	WEEKDAY TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				
		TIME PERIOD		OFF- PEAK	LOCAL	LIMITED	BULLETT	LOCAL	BULLETT	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	
		WTKDAY	WKEND	PEAK	PEAK	PEAK	PEAK	PEAK	PEAK	PEAK	PEAK	PEAK	PEAK	PEAK	PEAK	
BASE - ALL RESPONDENTS	3234 100.0	2861 100.0	373 100.0	2372 100.0	489 100.0	429 100.0	1622 100.0	810 100.0	283 100.0	90 100.0	2046 100.0	1188 100.0	2632 100.0	70 100.0	14 100.0	518 100.0
SF/4TH & KING	977 30.2	851 29.7	126 33.8	704 29.7	147 30.1	121 28.2	446 27.5	284 35.1	99 35.0	27 30.0	737 36.0	240 20.2	774 29.4	25 35.7	6 42.9	172 33.2
PALO ALTO	333 10.3	312 10.9	21 5.6	261 11.0	51 10.4	44 10.3	198 12.2	70 8.6	18 6.4	3 3.3	214 10.5	119 10.0	278 10.6	4 5.7	-	51 9.8
SAN JOSE-DIRIDON	325 10.0	273 9.5	52 13.9	225 9.5	48 9.8	42 9.8	80 4.9	151 18.6	42 14.8	10 11.1	244 11.9	81 6.8	273 10.4	7 10.0	4 28.6	41 7.9
MOUNTAIN VIEW	237 7.3	217 7.6	20 5.4	183 7.7	34 7.0	30 7.0	122 7.5	65 8.0	9 3.2	11 12.2	128 6.3	109 9.2	187 7.1	2 2.9	-	48 9.3
SUNNYVALE	186 5.8	152 5.3	34 9.1	123 5.2	29 5.9	27 6.3	82 5.1	43 5.3	14 4.9	20 22.2	79 3.9	107 9.0	155 5.9	2 2.9	-	29 5.6
HILLSDALE	149 4.6	141 4.9	8 2.1	123 5.2	18 3.7	16 3.7	95 5.9	30 3.7	8 2.8	-	85 4.2	64 5.4	130 4.9	3 4.3	-	16 3.1
REDWOOD CITY	138 4.3	120 4.2	18 4.8	95 4.0	25 5.1	20 4.7	63 3.9	37 4.6	11 3.9	7 7.8	70 3.4	68 5.7	109 4.1	4 5.7	1 7.1	24 4.6
MILLBRAE	134 4.1	113 3.9	21 5.6	83 3.5	30 6.1	27 6.3	54 3.3	32 4.0	18 6.4	3 3.3	82 4.0	52 4.4	114 4.3	3 4.3	-	17 3.3
22ND STREET	104 3.2	96 3.4	8 2.1	91 3.8	5 1.0	5 1.2	52 3.2	39 4.8	8 2.8	-	66 3.2	38 3.2	75 2.8	1 1.4	1 7.1	27 5.2
SAN MATEO	76 2.4	68 2.4	8 2.1	50 2.1	18 3.7	17 4.0	44 2.7	7 0.9	4 1.4	4 4.4	33 1.6	43 3.6	63 2.4	2 2.9	-	11 2.1
CALIFORNIA AVENUE	65 2.0	53 1.9	12 3.2	37 1.6	16 3.3	10 2.3	42 2.6	1 0.1	12 4.2	-	38 1.9	27 2.3	52 2.0	1 1.4	2 14.3	10 1.9
MENLO PARK	64 2.0	57 2.0	7 1.9	47 2.0	10 2.0	9 2.1	43 2.7	5 0.6	7 2.5	-	39 1.9	25 2.1	53 2.0	2 2.9	-	9 1.7
SANTA CLARA	61 1.9	54 1.9	7 1.9	46 1.9	8 1.6	10 2.3	43 2.7	1 0.1	7 2.5	-	29 1.4	32 2.7	50 1.9	2 2.9	-	9 1.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q22. AT WHAT STATION DID YOU GET ON THIS TRAIN?

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		WEEKDAY	WEEKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
LAWRENCE	58 1.8	50 1.7	8 2.1	46 1.9	4 0.8	4 0.9	46 2.8	-	5 1.8	3 3.3	29 1.4	29 2.4	52 2.0	1 1.4	-	5 1.0
TAMEN	51 1.6	51 1.8	-	47 2.0	4 0.8	2 0.5	21 1.3	28 3.5	-	-	45 2.2	6 0.5	44 1.7	-	-	7 1.4
BURLINGAME	45 1.4	40 1.4	5 1.3	35 1.5	5 1.0	4 0.9	36 2.2	-	5 1.8	-	15 0.7	30 2.5	39 1.5	3 4.3	-	3 0.6
SAN CARLOS	44 1.4	43 1.5	1 0.3	36 1.5	7 1.4	8 1.9	35 2.2	-	1 0.4	-	21 1.0	23 1.9	33 1.3	3 4.3	-	8 1.5
SAN ANTONIO	35 1.1	32 1.1	3 0.8	21 0.9	11 2.2	6 1.4	26 1.6	-	3 1.1	-	16 0.8	19 1.6	27 1.0	3 4.3	-	5 1.0
SOUTH SAN FRANCISCO	33 1.0	28 1.0	5 1.3	26 1.1	2 0.4	6 1.4	22 1.4	-	3 1.1	2 2.2	22 1.1	11 0.9	28 1.1	-	-	5 1.0
SAN BRUNO	27 0.8	24 0.8	3 0.8	18 0.8	6 1.2	7 1.6	15 0.9	2 0.2	3 1.1	-	15 0.7	12 1.0	22 0.8	1 1.4	-	4 0.8
BLOSSOM HILL	16 0.5	16 0.6	-	16 0.7	-	-	12 0.7	4 0.5	-	-	6 0.3	10 0.8	10 0.4	1 1.4	-	5 1.0
GILROY	16 0.5	16 0.6	-	16 0.7	-	-	15 0.9	1 0.1	-	-	2 0.1	14 1.2	12 0.5	-	-	4 0.8
BELMONT	13 0.4	11 0.4	2 0.5	5 0.2	6 1.2	7 1.6	4 0.2	-	2 0.7	-	9 0.4	4 0.3	13 0.5	-	-	-
HAYWARD PARK	11 0.3	11 0.4	-	8 0.3	3 0.6	3 0.7	8 0.5	-	-	-	3 0.1	8 0.7	8 0.3	-	-	3 0.6
MORGAN HILL	11 0.3	11 0.4	-	11 0.5	-	-	5 0.3	6 0.7	-	-	6 0.3	5 0.4	9 0.3	-	-	2 0.4
BAYSHORE	7 0.2	6 0.2	1 0.3	4 0.2	2 0.4	4 0.9	1 0.1	1 0.1	1 0.4	-	5 0.2	2 0.2	6 0.2	-	-	1 0.2
CAPITOL	7 0.2	7 0.2	-	7 0.3	-	-	7 0.4	-	-	-	1 *	6 0.5	7 0.3	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q22. AT WHAT STATION DID YOU GET ON THIS TRAIN?

	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				
	=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL	
	TOTAL	WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK
SAN MARTIN	6 0.2	6 0.2	-	6 0.3	-	-	4 0.2	2 0.2	-	-	3 0.1	3 0.3	6 0.2	-	-	-
BROADWAY	3 0.1	1 *	2 0.5	1 *	-	-	1 0.1	-	2 0.7	-	2 0.1	1 0.1	2 0.1	-	-	1 0.2
STANFORD	2 0.1	1 *	1 0.3	1 *	-	-	-	1 0.1	1 0.4	-	2 0.1	-	1 *	-	-	1 0.2
NO ANSWER	79	67	12	43	24	23	30	14	10	2	48	31	50	2	3	24

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q22. AT WHAT STATION DID YOU GET ON THIS TRAIN?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - ALL RESPONDENTS	3234	16	16	33	47	62	57	78	57	27	36	40	74	61	162	83	115	112	91	64	28	116	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
SF/4TH & KING	977	-	1	10	-	17	-	55	38	-	-	8	-	26	-	25	-	72	-	27	-	55	2
	30.2		6.3	30.3		27.4		70.5	66.7			20.0		42.6		30.1		64.3		42.2		47.4	2.4
PALO ALTO	333	1	2	3	3	3	10	3	2	9	8	2	2	3	5	2	6	2	9	9	1	31	28
	10.3	6.3	12.5	9.1	6.4	4.8	17.5	3.8	3.5	33.3	22.2	5.0	2.7	4.9	3.1	2.4	5.2	1.8	9.9	14.1	3.6	26.7	32.9
SAN JOSE-DIRIDON	325	2	-	-	13	2	17	-	4	1	3	-	3	-	3	-	16	-	26	1	7	3	4
	10.0	12.5			27.7	3.2	29.8		7.0	3.7	8.3		4.1		1.9		13.9		28.6	1.6	25.0	2.6	4.7
MOUNTAIN VIEW	237	1	-	1	-	1	10	1	2	5	9	-	10	-	14	2	12	1	11	3	2	5	20
	7.3	6.3		3.0		1.6	17.5	1.3	3.5	18.5	25.0		13.5		8.6	2.4	10.4	0.9	12.1	4.7	7.1	4.3	23.5
SUNNYVALE	186	2	-	-	13	2	2	5	1	-	2	-	6	-	10	2	39	-	10	3	1	2	-
	5.8	12.5			27.7	3.2	3.5	6.4	1.8		5.6		8.1		6.2	2.4	33.9		11.0	4.7	3.6	1.7	
HILLSDALE	149	4	1	-	1	3	-	3	-	3	1	5	9	8	12	1	11	7	4	4	3	4	3
	4.6	25.0	6.3		2.1	4.8		3.8		11.1	2.8	12.5	12.2	13.1	7.4	1.2	9.6	6.3	4.4	6.3	10.7	3.4	3.5
REDWOOD CITY	138	1	1	3	4	4	-	3	1	2	1	2	12	-	17	3	-	-	1	1	6	-	-
	4.3	6.3	6.3	9.1	8.5	6.5		3.8	1.8	7.4	2.8	5.0	16.2		10.5	3.6			1.1	1.6	21.4		
MILLBRAE	134	-	2	9	1	10	1	1	3	-	-	6	2	-	2	12	-	6	-	3	2	2	-
	4.1		12.5	27.3	2.1	16.1	1.8	1.3	5.3			15.0	2.7		1.2	14.5		5.4		4.7	7.1	1.7	
22ND STREET	104	-	-	3	-	-	-	1	-	1	-	8	-	3	-	19	-	20	-	-	-	-	2
	3.2			9.1				1.3		3.7		20.0		4.9		22.9		17.9					2.4
SAN MATEO	76	2	-	2	1	4	6	-	1	-	1	4	-	4	1	11	8	1	-	1	2	-	5
	2.4	12.5		6.1	2.1	6.5	10.5		1.8		2.8	10.0		6.6	0.6	13.3	7.0	0.9		1.6	7.1		5.9
CALIFORNIA AVENUE	65	-	-	-	1	1	1	2	1	3	1	-	3	-	4	1	4	-	4	5	1	1	-
	2.0				2.1	1.6	1.8	2.6	1.8	11.1	2.8		4.1		2.5	1.2	3.5		4.4	7.8	3.6	0.9	
MENLO PARK	64	-	-	-	2	3	1	1	-	1	1	2	5	1	9	3	-	2	3	1	-	-	6
	2.0				4.3	4.8	1.8	1.3		3.7	2.8	5.0	6.8	1.6	5.6	3.6		1.8	3.3	1.6			7.1
SANTA CLARA	61	2	-	-	3	-	3	-	-	-	2	-	8	-	21	-	1	-	4	-	-	3	-
	1.9	12.5			6.4		5.3				5.6		10.8		13.0		0.9		4.4			2.6	
LAWRENCE	58	-	-	1	-	-	1	-	-	-	2	2	4	-	8	-	-	-	3	-	-	-	9
	1.8			3.0			1.8				5.6	5.0	5.4		4.9				3.3				10.6
TAMMEN	51	-	-	-	-	-	-	-	-	-	2	-	1	-	4	-	-	-	9	2	-	2	-
	1.6										5.6		1.4		2.5				9.9	3.1		1.7	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q22. AT WHAT STATION DID YOU GET ON THIS TRAIN?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267	
BURLINGAME	45 1.4	-	1 6.3	-	-	-	-	1 1.3	1 1.8	-	1 2.8	1 2.5	-	8 13.1	-	-	9 7.8	-	3 3.3	-	2 7.1	2 1.7	1 1.2	
SAN CARLOS	44 1.4	-	1 6.3	-	1 2.1	3 4.8	-	1 1.3	-	1 3.7	1 2.8	-	-	4 6.6	-	2 2.4	8 7.0	-	2 2.2	-	-	3 2.6	5 5.9	
SAN ANTONIO	35 1.1	-	-	-	1 2.1	1 1.6	1 1.8	-	1 1.8	1 3.7	1 2.8	-	3 4.1	-	12 7.4	-	-	-	2 2.2	4 6.3	1 3.6	-	-	
SOUTH SAN FRANCISCO	33 1.0	1 6.3	3 18.8	1 3.0	-	-	1 1.8	-	-	-	-	-	-	5 6.8	-	1 0.6	-	-	-	-	-	-	-	
SAN BRUNO	27 0.8	-	1 6.3	-	-	2 3.2	1 1.8	1 1.3	2 3.5	-	-	-	-	4 6.6	-	-	1 0.9	-	-	-	-	3 2.6	-	
BLOSSOM HILL	16 0.5	-	-	-	-	-	-	-	-	-	-	-	-	-	10 6.2	-	-	-	-	-	-	-	-	
GILROY	16 0.5	-	-	-	-	-	-	-	-	-	-	-	-	-	14 8.6	-	-	-	-	-	-	-	-	
BELMONT	13 0.4	-	1 6.3	-	2 4.3	2 3.2	2 3.5	-	-	-	-	-	-	-	-	-	-	1 0.9	-	-	-	-	-	
HAYWARD PARK	11 0.3	-	-	-	1 2.1	2 3.2	-	-	-	-	-	-	1 1.4	-	-	-	-	-	-	-	-	-	-	
MORGAN HILL	11 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-	5 3.1	-	-	-	-	-	-	-	-	
BAYSHORE	7 0.2	-	2 12.5	-	-	2 3.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
CAPITOL	7 0.2	-	-	-	-	-	-	-	-	-	-	-	-	-	6 3.7	-	-	-	-	-	-	-	-	
SAN MARTIN	6 0.2	-	-	-	-	-	-	-	-	-	-	-	-	-	3 1.9	-	-	-	-	-	-	-	-	
BROADWAY	3 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.6	-	-	-	-	-	-	-	-	
STANFORD	2 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NO ANSWER	79	1	2	1	5	3	2	7	2	-	-	-	3	1	1	2	1	1	1	1	3	1	4	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q22. AT WHAT STATION DID YOU GET ON THIS TRAIN?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	3234	165	64	85	102	121	54	127	46	150	108	132	127	63	57	51	73	47	32	38	42	48	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
SF/4TH & KING	977	72	1	6	73	78	1	1	21	-	71	82	106	2	1	-	45	38	-	14	2	-	27
	30.2	43.6	1.6	7.1	71.6	64.5	1.9	0.8	45.7		65.7	62.1	83.5	3.2	1.8		61.6	80.9		36.8	4.8		64.3
PALO ALTO	333	33	24	14	6	15	6	7	-	6	2	16	2	23	14	3	2	-	7	-	6	3	-
	10.3	20.0	37.5	16.5	5.9	12.4	11.1	5.5		4.0	1.9	12.1	1.6	36.5	24.6	5.9	2.7		21.9		14.3	6.3	
SAN JOSE-DIRIDON	325	1	1	9	1	2	3	79	-	43	-	15	4	4	6	13	-	-	11	1	17	8	2
	10.0	0.6	1.6	10.6	1.0	1.7	5.6	62.2		28.7		11.4	3.1	6.3	10.5	25.5			34.4	2.6	40.5	16.7	4.8
MOUNTAIN VIEW	237	6	-	20	5	1	10	21	-	-	-	4	-	16	24	3	-	-	2	-	4	11	-
	7.3	3.6		23.5	4.9	0.8	18.5	16.5				3.0		25.4	42.1	5.9			6.3		9.5	22.9	
SUNNYVALE	186	3	1	1	3	-	1	-	-	38	-	-	4	1	-	7	-	-	3	4	-	18	2
	5.8	1.8	1.6	1.2	2.9		1.9			25.3			3.1	1.6		13.7			9.4	10.5		37.5	4.8
HILLSDALE	149	4	4	6	2	3	5	16	1	-	-	7	-	6	-	2	-	-	4	1	1	-	-
	4.6	2.4	6.3	7.1	2.0	2.5	9.3	12.6	2.2			5.3		9.5		3.9			12.5	2.6	2.4		
REDWOOD CITY	138	2	8	-	-	5	6	-	1	17	2	1	2	8	6	4	5	-	-	1	1	6	1
	4.3	1.2	12.5			4.1	11.1		2.2	11.3	1.9	0.8	1.6	12.7	10.5	7.8	6.8			2.6	2.4	12.5	2.4
MILLBRAE	134	10	-	-	-	8	1	-	7	5	10	5	3	1	1	3	5	2	-	7	1	-	3
	4.1	6.1				6.6	1.9		15.2	3.3	9.3	3.8	2.4	1.6	1.8	5.9	6.8	4.3		18.4	2.4		7.1
22ND STREET	104	-	-	-	-	-	-	-	15	-	22	-	-	2	-	-	5	1	-	2	-	-	-
	3.2								32.6		20.4			3.2		6.8	2.1		5.3				
SAN MATEO	76	-	1	2	4	-	-	-	-	5	-	-	2	-	-	3	-	1	-	-	-	2	2
	2.4		1.6	2.4	3.9					3.3			1.6			5.9		2.1				4.2	4.8
CALIFORNIA AVENUE	65	4	-	-	3	2	10	-	1	-	-	-	-	-	-	5	2	-	-	4	1	-	-
	2.0	2.4			2.9	1.7	18.5		2.2							9.8	2.7			10.5	2.4		
MENLO PARK	64	2	-	2	-	3	4	-	-	-	1	-	-	-	4	-	3	-	3	-	1	-	-
	2.0	1.2		2.4		2.5	7.4				0.9				7.0		4.1		9.4		2.4		
SANTA CLARA	61	3	3	-	-	-	-	-	-	-	-	-	-	-	1	3	-	-	-	-	4	-	-
	1.9	1.8	4.7												1.8	5.9					9.5		
LAWRENCE	58	4	-	13	-	1	2	-	-	-	-	-	-	-	-	2	-	-	-	-	3	-	3
	1.8	2.4		15.3		0.8	3.7									3.9					7.1		7.1
TAMMEN	51	3	-	-	-	-	-	-	-	26	-	-	2	-	-	-	-	-	-	-	-	-	-
	1.6	1.8								17.3			1.6										

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q22. AT WHAT STATION DID YOU GET ON THIS TRAIN?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BURLINGAME	45 1.4	-	2 3.1	5 5.9	1 1.0	-	2 3.7	-	-	-	-	-	-	-	-	2 3.9	1 1.4	1 2.1	-	1 2.6	-	-	-
SAN CARLOS	44 1.4	-	2 3.1	4 4.7	2 2.0	-	3 5.6	-	-	-	-	-	-	-	-	-	-	-	-	1 2.6	-	-	-
SAN ANTONIO	35 1.1	4 2.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 6.3	1 2.6	-	-	-
SOUTH SAN FRANCISCO	33 1.0	8 4.8	6 9.4	-	-	2 1.7	-	-	-	-	-	-	-	-	-	-	2 2.7	-	-	1 2.6	-	-	2 4.8
SAN BRUNO	27 0.8	-	1 1.6	3 3.5	2 2.0	1 0.8	-	1 0.8	-	-	-	-	1 0.8	-	-	-	-	3 6.4	-	-	-	-	-
BLOSSOM HILL	16 0.5	2 1.2	-	-	-	-	-	-	-	3 2.0	-	1 0.8	-	-	-	-	-	-	-	-	-	-	-
GILROY	16 0.5	1 0.6	-	-	-	-	-	-	-	1 0.7	-	-	-	-	-	-	-	-	-	-	-	-	-
BELMONT	13 0.4	1 0.6	2 3.1	-	-	-	-	-	-	-	-	-	-	-	-	-	2 2.7	-	-	-	-	-	-
HAYWARD PARK	11 0.3	-	7 10.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MORGAN HILL	11 0.3	-	-	-	-	-	-	1 0.8	-	4 2.7	-	-	1 0.8	-	-	-	-	-	-	-	-	-	-
BAYSHORE	7 0.2	-	1 1.6	-	-	-	-	-	-	-	-	1 0.8	-	-	-	1 2.0	-	-	-	-	-	-	-
CAPITOL	7 0.2	1 0.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SAN MARTIN	6 0.2	1 0.6	-	-	-	-	-	1 0.8	-	1 0.7	-	-	-	-	-	-	-	-	-	-	-	-	-
BROADWAY	3 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.4	1 2.1	-	-	-	-	-
STANFORD	2 0.1	-	-	-	-	-	-	-	-	1 0.7	-	-	-	-	-	-	-	-	-	-	1 2.4	-	-
NO ANSWER	79	3	3	1	1	1	3	3	-	2	1	7	-	-	1	1	2	4	1	-	2	2	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q23. AT WHAT STATION WILL YOU GET OFF THIS TRAIN?

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		WEEKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
BASE - ALL RESPONDENTS	3232	2859	373	2367	492	432	1618	809	283	90	2047	1185	2630	70	15	517
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
SF/4TH & KING	787	666	121	574	92	90	371	205	77	44	411	376	653	17	2	115
	24.4	23.3	32.4	24.3	18.7	20.8	22.9	25.3	27.2	48.9	20.1	31.7	24.8	24.3	13.3	22.2
PALO ALTO	433	390	43	340	50	50	160	180	33	10	299	134	360	13	4	56
	13.4	13.6	11.5	14.4	10.2	11.6	9.9	22.2	11.7	11.1	14.6	11.3	13.7	18.6	26.7	10.8
MOUNTAIN VIEW	279	260	19	226	34	30	142	88	13	6	189	90	228	7	-	44
	8.6	9.1	5.1	9.5	6.9	6.9	8.8	10.9	4.6	6.7	9.2	7.6	8.7	10.0		8.5
SAN JOSE-DIRIDON	248	213	35	168	45	41	75	97	26	9	185	63	195	3	1	49
	7.7	7.5	9.4	7.1	9.1	9.5	4.6	12.0	9.2	10.0	9.0	5.3	7.4	4.3	6.7	9.5
SUNNYVALE	195	167	28	138	29	19	106	42	17	11	147	48	161	2	3	29
	6.0	5.8	7.5	5.8	5.9	4.4	6.6	5.2	6.0	12.2	7.2	4.1	6.1	2.9	20.0	5.6
REDWOOD CITY	169	148	21	122	26	25	64	59	20	1	124	45	117	6	1	45
	5.2	5.2	5.6	5.2	5.3	5.8	4.0	7.3	7.1	1.1	6.1	3.8	4.4	8.6	6.7	8.7
MILLBRAE	166	147	19	110	37	34	67	46	14	5	115	51	141	4	-	21
	5.1	5.1	5.1	4.6	7.5	7.9	4.1	5.7	4.9	5.6	5.6	4.3	5.4	5.7		4.1
HILLSDALE	150	144	6	121	23	22	98	24	5	1	92	58	119	5	1	25
	4.6	5.0	1.6	5.1	4.7	5.1	6.1	3.0	1.8	1.1	4.5	4.9	4.5	7.1	6.7	4.8
SAN MATEO	124	114	10	89	25	20	78	16	10	-	87	37	104	3	1	16
	3.8	4.0	2.7	3.8	5.1	4.6	4.8	2.0	3.5		4.3	3.1	4.0	4.3	6.7	3.1
CALIFORNIA AVENUE	88	83	5	72	11	8	69	6	5	-	51	37	63	2	1	22
	2.7	2.9	1.3	3.0	2.2	1.9	4.3	0.7	1.8		2.5	3.1	2.4	2.9	6.7	4.3
MENLO PARK	73	62	11	47	15	14	42	6	10	1	36	37	61	1	-	11
	2.3	2.2	2.9	2.0	3.0	3.2	2.6	0.7	3.5	1.1	1.8	3.1	2.3	1.4		2.1
SANTA CLARA	69	56	13	40	16	14	41	1	13	-	49	20	57	-	-	12
	2.1	2.0	3.5	1.7	3.3	3.2	2.5	0.1	4.6		2.4	1.7	2.2			2.3
LAWRENCE	66	54	12	49	5	3	50	1	12	-	38	28	51	3	1	11
	2.0	1.9	3.2	2.1	1.0	0.7	3.1	0.1	4.2		1.9	2.4	1.9	4.3	6.7	2.1

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q23. AT WHAT STATION WILL YOU GET OFF THIS TRAIN?

	TOTAL	WEEKDAY TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				
		TIME PERIOD		OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	
		WTKDAY	WKEND	PEAK	PEAK	PEAK	PEAK	PEAK	PEAK	PEAK	PEAK	PEAK	PEAK	PEAK	PEAK	
22ND STREET	60 1.9	55 1.9	5 1.3	48 2.0	7 1.4	8 1.9	29 1.8	18 2.2	5 1.8	-	24 1.2	36 3.0	47 1.8	2 2.9	-	11 2.1
SAN CARLOS	57 1.8	53 1.9	4 1.1	44 1.9	9 1.8	8 1.9	43 2.7	2 0.2	4 1.4	-	38 1.9	19 1.6	49 1.9	-	-	8 1.5
TAMEN	54 1.7	54 1.9	-	37 1.6	17 3.5	1 0.2	42 2.6	11 1.4	-	-	35 1.7	19 1.6	44 1.7	-	-	10 1.9
SAN ANTONIO	53 1.6	45 1.6	8 2.1	36 1.5	9 1.8	9 2.1	35 2.2	1 0.1	8 2.8	-	30 1.5	23 1.9	43 1.6	-	-	10 1.9
BURLINGAME	52 1.6	50 1.7	2 0.5	35 1.5	15 3.0	14 3.2	34 2.1	2 0.2	2 0.7	-	28 1.4	24 2.0	42 1.6	1 1.4	-	9 1.7
SAN BRUNO	33 1.0	32 1.1	1 0.3	18 0.8	14 2.8	10 2.3	22 1.4	-	1 0.4	-	18 0.9	15 1.3	26 1.0	1 1.4	-	6 1.2
BELMONT	16 0.5	14 0.5	2 0.5	9 0.4	5 1.0	5 1.2	8 0.5	1 0.1	2 0.7	-	10 0.5	6 0.5	15 0.6	-	-	1 0.2
SOUTH SAN FRANCISCO	13 0.4	11 0.4	2 0.5	10 0.4	1 0.2	1 0.2	9 0.6	1 0.1	-	2 2.2	7 0.3	6 0.5	10 0.4	-	-	3 0.6
HAYWARD PARK	11 0.3	9 0.3	2 0.5	7 0.3	2 0.4	2 0.5	5 0.3	2 0.2	2 0.7	-	4 0.2	7 0.6	11 0.4	-	-	-
MORGAN HILL	11 0.3	11 0.4	-	11 0.5	-	-	11 0.7	-	-	-	11 0.5	-	9 0.3	-	-	2 0.4
BAYSHORE	10 0.3	6 0.2	4 1.1	2 0.1	4 0.8	4 0.9	2 0.1	-	4 1.4	-	7 0.3	3 0.3	9 0.3	-	-	1 0.2
BLOSSOM HILL	6 0.2	6 0.2	-	6 0.3	-	-	6 0.4	-	-	-	5 0.2	1 0.1	6 0.2	-	-	-
GILROY	5 0.2	5 0.2	-	5 0.2	-	-	5 0.3	-	-	-	5 0.2	-	5 0.2	-	-	-
SAN MARTIN	2 0.1	2 0.1	-	2 0.1	-	-	2 0.1	-	-	-	2 0.1	-	2 0.1	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q23. AT WHAT STATION WILL YOU GET OFF THIS TRAIN?

	TIME PERIOD			WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK
STANFORD	2	2	-	1	1	-	2	-	-	-	-	2	2	-	-	-
	0.1	0.1		*	0.2		0.1					0.2	0.1			
NO ANSWER	81	69	12	48	21	20	34	15	10	2	47	34	52	2	2	25

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q23. AT WHAT STATION WILL YOU GET OFF THIS TRAIN?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - ALL RESPONDENTS	3232	16	17	33	48	62	57	79	57	27	36	40	74	60	161	82	115	112	91	65	28	116	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
SF/4TH & KING	787	9	-	-	20	1	22	10	12	7	9	-	43	-	81	-	73	1	51	-	11	7	14
	24.4	56.3			41.7	1.6	38.6	12.7	21.1	25.9	25.0		58.1		50.3		63.5	0.9	56.0		39.3	6.0	16.5
PALO ALTO	433	-	7	11	6	6	6	6	6	1	1	13	9	10	19	16	10	24	11	7	-	11	4
	13.4		41.2	33.3	12.5	9.7	10.5	7.6	10.5	3.7	2.8	32.5	12.2	16.7	11.8	19.5	8.7	21.4	12.1	10.8		9.5	4.7
MOUNTAIN VIEW	279	-	2	5	3	6	-	4	10	-	-	3	-	17	18	6	1	26	7	5	1	12	2
	8.6		11.8	15.2	6.3	9.7		5.1	17.5			7.5		28.3	11.2	7.3	0.9	23.2	7.7	7.7	3.6	10.3	2.4
SAN JOSE-DIRIDON	248	-	3	6	-	13	1	9	9	-	-	8	-	4	1	2	-	2	1	7	-	17	-
	7.7		17.6	18.2		21.0	1.8	11.4	15.8			20.0		6.7	0.6	2.4		1.8	1.1	10.8		14.7	
SUNNYVALE	195	-	-	3	-	6	1	6	2	1	-	-	-	-	3	5	3	10	2	9	1	22	-
	6.0			9.1		9.7	1.8	7.6	3.5	3.7					1.9	6.1	2.6	8.9	2.2	13.8	3.6	19.0	
REDWOOD CITY	169	-	2	3	2	5	1	4	1	3	4	2	5	-	7	5	-	9	2	3	-	-	1
	5.2		11.8	9.1	4.2	8.1	1.8	5.1	1.8	11.1	11.1	5.0	6.8		4.3	6.1		8.0	2.2	4.6			1.2
MILLBRAE	166	3	-	-	7	1	10	1	-	4	8	-	10	-	6	-	3	1	4	1	5	-	4
	5.1	18.8			14.6	1.6	17.5	1.3		14.8	22.2		13.5		3.7		2.6	0.9	4.4	1.5	17.9		4.7
HILLSDALE	150	-	-	-	-	2	2	8	4	1	5	-	-	12	5	-	2	5	3	1	-	9	11
	4.6					3.2	3.5	10.1	7.0	3.7	13.9			20.0	3.1		1.7	4.5	3.3	1.5		7.8	12.9
SAN MATEO	124	-	-	1	2	6	3	1	1	5	1	1	1	-	2	6	7	4	2	2	3	5	19
	3.8			3.0	4.2	9.7	5.3	1.3	1.8	18.5	2.8	2.5	1.4		1.2	7.3	6.1	3.6	2.2	3.1	10.7	4.3	22.4
CALIFORNIA AVENUE	88	-	-	1	1	2	-	2	2	-	-	3	-	-	2	13	8	18	3	3	-	5	-
	2.7			3.0	2.1	3.2		2.5	3.5			7.5			1.2	15.9	7.0	16.1	3.3	4.6		4.3	
MENLO PARK	73	1	1	-	1	3	1	3	1	3	-	4	2	4	6	5	-	-	1	3	-	-	1
	2.3	6.3	5.9		2.1	4.8	1.8	3.8	1.8	11.1		10.0	2.7	6.7	3.7	6.1			1.1	4.6			1.2
SANTA CLARA	69	-	1	1	-	6	-	5	1	-	-	-	-	-	5	2	-	2	1	3	-	14	1
	2.1		5.9	3.0		9.7		6.3	1.8						3.1	2.4		1.8	1.1	4.6		12.1	1.2
LAWRENCE	66	-	1	-	-	-	-	1	-	-	1	2	-	10	1	6	-	1	-	3	-	-	2
	2.0		5.9					1.3			2.8	5.0		16.7	0.6	7.3		0.9		4.6			2.4
22ND STREET	60	2	-	-	1	-	3	-	1	1	-	-	-	-	1	-	-	-	-	-	-	1	5
	1.9	12.5			2.1		5.3		1.8	3.7					0.6							3.6	5.9
SAN CARLOS	57	1	-	1	1	2	-	1	-	-	2	3	-	3	-	5	3	4	-	-	2	5	8
	1.8	6.3		3.0	2.1	3.2		1.3			5.6	7.5		5.0		6.1	2.6	3.6			7.1	4.3	9.4

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q23. AT WHAT STATION WILL YOU GET OFF THIS TRAIN?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267	
TAMEN	54 1.7	-	-	-	-	-	-	1 1.3	-	-	-	-	-	-	2 1.2	-	-	1 0.9	-	16 24.6	-	2 1.7	-	
SAN ANTONIO	53 1.6	-	-	-	-	1 1.6	-	6 7.6	2 3.5	-	-	1 2.5	1 1.4	-	-	11 13.4	-	4 3.6	-	-	-	-	-	
BURLINGAME	52 1.6	-	-	-	2 4.2	1 1.6	1 1.8	6 7.6	1 1.8	1 3.7	2 5.6	-	-	-	-	-	2 1.7	-	-	-	1 3.6	5 4.3	4 4.7	
SAN BRUNO	33 1.0	-	-	-	1 2.1	-	2 3.5	3 3.8	4 7.0	-	-	-	-	-	-	-	-	-	-	1 1.5	3 10.7	2 1.7	9 10.6	
BELMONT	16 0.5	-	-	-	-	1 1.6	1 1.8	1 1.3	-	-	2 5.6	-	-	-	1 0.6	-	-	-	3 3.3	-	-	-	-	
SOUTH SAN FRANCISCO	13 0.4	-	-	-	-	-	-	-	-	-	1 2.8	-	3 4.1	-	-	-	2 1.7	-	-	-	-	-	-	
HAYWARD PARK	11 0.3	-	-	1 3.0	-	-	-	1 1.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
MORGAN HILL	11 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
BAYSHORE	10 0.3	-	-	-	1 2.1	-	3 5.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
BLOSSOM HILL	6 0.2	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.6	-	-	-	-	-	-	-	-	
GILROY	5 0.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
SAN MARTIN	2 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
STANFORD	2 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.9	-	-	1 1.5	-	-	-	
NO ANSWER	81	1	1	1	4	3	2	6	2	-	-	-	3	2	2	3	1	1	1	1	2	1	4	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q23. AT WHAT STATION WILL YOU GET OFF THIS TRAIN?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	3232	166	64	83	102	120	54	127	45	150	108	132	127	63	57	51	73	48	32	37	42	48	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
SF/4TH & KING	787	9	17	30	7	6	21	67	-	62	-	13	13	19	31	35	-	1	14	4	23	41	3
	24.4	5.4	26.6	36.1	6.9	5.0	38.9	52.8		41.3		9.8	10.2	30.2	54.4	68.6		2.1	43.8	10.8	54.8	85.4	7.1
PALO ALTO	433	14	-	1	8	3	-	43	12	45	37	25	10	5	3	5	17	3	-	6	2	2	8
	13.4	8.4		1.2	7.8	2.5		33.9	26.7	30.0	34.3	18.9	7.9	7.9	5.3	9.8	23.3	6.3		16.2	4.8	4.2	19.0
MOUNTAIN VIEW	279	17	-	6	9	12	-	1	13	-	48	22	-	1	3	-	5	5	-	2	1	-	6
	8.6	10.2		7.2	8.8	10.0		0.8	28.9		44.4	16.7		1.6	5.3		6.8	10.4		5.4	2.4		14.3
SAN JOSE-DIRIDON	248	3	-	1	13	15	1	-	10	-	6	55	25	-	1	-	13	5	-	6	2	-	9
	7.7	1.8		1.2	12.7	12.5	1.9		22.2		5.6	41.7	19.7		1.8		17.8	10.4		16.2	4.8		21.4
SUNNYVALE	195	14	-	-	26	11	-	-	-	1	-	-	41	-	-	1	3	6	-	5	2	-	11
	6.0	8.4			25.5	9.2				0.7			32.3			2.0	4.1	12.5		13.5	4.8		26.2
REDWOOD CITY	169	8	1	-	-	18	3	-	9	20	10	-	9	8	3	3	7	6	2	2	-	-	1
	5.2	4.8	1.6			15.0	5.6		20.0	13.3	9.3		7.1	12.7	5.3	5.9	9.6	12.5	6.3	5.4			2.4
MILLBRAE	166	1	7	1	1	6	17	8	-	13	1	3	3	12	6	2	1	1	6	-	4	3	2
	5.1	0.6	10.9	1.2	1.0	5.0	31.5	6.3		8.7	0.9	2.3	2.4	19.0	10.5	3.9	1.4	2.1	18.8		9.5	6.3	4.8
HILLSDALE	150	11	6	13	4	16	-	6	1	-	-	11	-	6	-	-	2	2	1	-	-	-	1
	4.6	6.6	9.4	15.7	3.9	13.3		4.7	2.2			8.3		9.5			2.7	4.2	3.1				2.4
SAN MATEO	124	1	8	3	11	2	1	-	-	7	-	-	8	1	-	1	3	-	3	1	2	-	-
	3.8	0.6	12.5	3.6	10.8	1.7	1.9			4.7			6.3	1.6		2.0	4.1		9.4	2.7	4.8		
CALIFORNIA AVENUE	88	6	-	-	5	2	1	-	-	1	-	-	5	-	-	-	1	-	2	2	-	-	-
	2.7	3.6			4.9	1.7	1.9			0.7			3.9				1.4		6.3	5.4			
MENLO PARK	73	8	-	1	-	7	-	-	-	-	4	-	-	1	1	2	1	3	-	4	-	-	1
	2.3	4.8		1.2		5.8					3.7			1.6	1.8	3.9	1.4	6.3		10.8			2.4
SANTA CLARA	69	5	1	-	-	7	-	-	-	-	-	-	-	1	-	-	5	6	-	1	1	-	-
	2.1	3.0	1.6			5.8								1.6			6.8	12.5		2.7	2.4		
LAWRENCE	66	17	-	3	-	5	-	-	-	-	1	-	-	-	-	-	6	4	-	2	-	-	-
	2.0	10.2		3.6		4.2					0.9						8.2	8.3		5.4			
22ND STREET	60	-	5	10	-	-	7	-	-	-	-	-	-	9	9	-	1	-	2	-	2	-	-
	1.9		7.8	12.0			13.0							14.3	15.8		1.4		6.3		4.8		
SAN CARLOS	57	-	-	1	7	-	2	-	-	-	-	2	-	-	-	-	1	1	2	-	-	-	-
	1.8			1.2	6.9		3.7					1.5					2.0	1.4	4.2				

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

Q23. AT WHAT STATION WILL YOU GET OFF THIS TRAIN?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
TAMEN	54 1.7	18 10.8	-	-	1 1.0	2 1.7	-	-	-	-	-	-	11 8.7	-	-	-	-	-	-	-	-	-	-
SAN ANTONIO	53 1.6	10 6.0	-	1 1.2	-	7 5.8	-	-	-	-	-	1 0.8	-	-	-	-	2 2.7	4 8.3	-	2 5.4	-	-	-
BURLINGAME	52 1.6	-	5 7.8	7 8.4	9 8.8	-	1 1.9	-	-	-	-	-	2 1.6	-	-	1 2.0	1 1.4	-	-	-	-	-	-
SAN BRUNO	33 1.0	-	1 1.6	5 6.0	1 1.0	-	-	-	-	-	-	-	-	-	-	-	-	-	1 3.1	-	-	-	-
BELMONT	16 0.5	-	4 6.3	-	-	-	-	-	-	-	1 0.9	-	-	-	-	-	2 2.7	-	-	-	-	-	-
SOUTH SAN FRANCISCO	13 0.4	1 0.6	2 3.1	-	-	1 0.8	-	1 0.8	-	-	-	-	-	-	-	-	-	-	-	-	-	2 4.2	-
HAYWARD PARK	11 0.3	-	5 7.8	-	-	-	-	1 0.8	-	1 0.7	-	-	-	-	-	-	1 1.4	-	-	-	1 2.4	-	-
MORGAN HILL	11 0.3	11 6.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BAYSHORE	10 0.3	-	2 3.1	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.4	-	1 3.1	-	2 4.8	-	-
BLOSSOM HILL	6 0.2	5 3.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GILROY	5 0.2	5 3.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SAN MARTIN	2 0.1	2 1.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
STANFORD	2 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NO ANSWER	81	2	3	3	1	2	3	3	1	2	1	7	-	-	1	1	2	3	1	1	2	2	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

TRAIN NUMBER

TRAIN NUMBER	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		WEEKDAY	WEEKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/SWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
BASE - ALL RESPONDENTS	3313 100.0	2928 100.0	385 100.0	2415 100.0	513 100.0	452 100.0	1652 100.0	824 100.0	293 100.0	92 100.0	2094 100.0	1219 100.0	2682 100.0	72 100.0	17 100.0	542 100.0
101	17 0.5	17 0.6	-	17 0.7	-	17 3.8	-	-	-	-	17 0.8	-	16 0.6	-	-	1 0.2
102	18 0.5	18 0.6	-	18 0.7	-	18 4.0	-	-	-	-	18 0.9	-	14 0.5	1 1.4	-	3 0.6
142	34 1.0	34 1.2	-	- 6.6	34 7.5	34	-	-	-	-	-	34 2.8	26 1.0	1 1.4	-	7 1.3
143	52 1.6	52 1.8	-	- 10.1	52 11.5	52	-	-	-	-	-	52 4.3	47 1.8	-	-	5 0.9
150	65 2.0	65 2.2	-	- 12.7	65 14.4	65	-	-	-	-	65 3.1	-	56 2.1	-	-	9 1.7
151	59 1.8	59 2.0	-	- 11.5	59 13.1	59	-	-	-	-	59 2.8	-	54 2.0	1 1.4	-	4 0.7
190	85 2.6	85 2.9	-	- 16.6	85 18.8	85	-	-	-	-	-	85 7.0	64 2.4	3 4.2	1 5.9	17 3.1
192	59 1.8	59 2.0	-	- 11.5	59 13.1	59	-	-	-	-	-	59 4.8	53 2.0	1 1.4	-	5 0.9
195	27 0.8	27 0.9	-	- 5.3	27 6.0	27	-	-	-	-	27 1.3	-	22 0.8	3 4.2	1 5.9	1 0.2
197	36 1.1	36 1.2	-	- 7.0	36 8.0	36	-	-	-	-	36 1.7	-	32 1.2	-	-	4 0.7
206	40 1.2	40 1.4	-	40 1.7	-	-	40 2.4	-	-	-	-	40 3.3	34 1.3	1 1.4	-	5 0.9
207	77 2.3	77 2.6	-	77 3.2	-	-	77 4.7	-	-	-	77 3.7	-	61 2.3	2 2.8	-	14 2.6
216	62 1.9	62 2.1	-	62 2.6	-	-	62 3.8	-	-	-	-	62 5.1	49 1.8	2 2.8	-	11 2.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

TRAIN NUMBER

TRAIN NUMBER	TOTAL	WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE					
		=====		=====			=====		=====		VERY/ SMWHT	SMWHT	VERY	NTRAL		
		WKDAY	WKEND	PEAK	OFF- PEAK	LOCAL	LIMTED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
217	163 4.9	163 5.6	-	163 6.7	-	-	163 9.9	-	-	-	-	163 13.4	137 5.1	2 2.8	-	24 4.4
222	85 2.6	85 2.9	-	85 3.5	-	-	85 5.1	-	-	-	-	85 7.0	63 2.3	2 2.8	1 5.9	19 3.5
225	116 3.5	116 4.0	-	116 4.8	-	-	116 7.0	-	-	-	-	116 9.5	100 3.7	1 1.4	-	15 2.8
232	113 3.4	113 3.9	-	113 4.7	-	-	113 6.8	-	-	-	113 5.4	-	88 3.3	2 2.8	1 5.9	22 4.1
233	92 2.8	92 3.1	-	92 3.8	-	-	92 5.6	-	-	-	92 4.4	-	74 2.8	3 4.2	-	15 2.8
254	67 2.0	67 2.3	-	-	67 13.1	-	67 4.1	-	-	-	-	67 5.5	58 2.2	2 2.8	-	7 1.3
257	29 0.9	29 1.0	-	-	29 5.7	-	29 1.8	-	-	-	29 1.4	-	24 0.9	-	-	5 0.9
262	120 3.6	120 4.1	-	120 5.0	-	-	120 7.3	-	-	-	120 5.7	-	89 3.3	3 4.2	2 11.8	26 4.8
267	85 2.6	85 2.9	-	85 3.5	-	-	85 5.1	-	-	-	85 4.1	-	70 2.6	3 4.2	-	12 2.2
268	168 5.1	168 5.7	-	168 7.0	-	-	168 10.2	-	-	-	168 8.0	-	136 5.1	2 2.8	1 5.9	29 5.4
273	67 2.0	67 2.3	-	67 2.8	-	-	67 4.1	-	-	-	-	67 5.5	55 2.1	1 1.4	-	11 2.0
277	86 2.6	86 2.9	-	86 3.6	-	-	86 5.2	-	-	-	-	86 7.1	71 2.6	4 5.6	-	11 2.0
282	103 3.1	103 3.5	-	103 4.3	-	-	103 6.2	-	-	-	103 4.9	-	81 3.0	3 4.2	-	19 3.5
288	122 3.7	122 4.2	-	122 5.1	-	-	122 7.4	-	-	-	122 5.8	-	101 3.8	1 1.4	-	20 3.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

TRAIN NUMBER

TRAIN NUMBER	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				
	=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL	
	TOTAL	WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/BLANK
289	57	57	-	57	-	-	57	-	-	-	57	-	46	2	-	9
	1.7	1.9		2.4			3.5				2.7		1.7	2.8		1.7
313	130	130	-	130	-	-	-	130	-	-	130	-	104	4	2	20
	3.9	4.4		5.4				15.8			6.2		3.9	5.6	11.8	3.7
324	46	46	-	46	-	-	-	46	-	-	46	-	38	1	-	7
	1.4	1.6		1.9				5.6			2.2		1.4	1.4		1.3
329	152	152	-	152	-	-	-	152	-	-	152	-	116	5	1	30
	4.6	5.2		6.3				18.4			7.3		4.3	6.9	5.9	5.5
330	109	109	-	109	-	-	-	109	-	-	109	-	83	2	-	24
	3.3	3.7		4.5				13.2			5.2		3.1	2.8		4.4
360	139	139	-	139	-	-	-	139	-	-	139	-	105	3	3	28
	4.2	4.7		5.8				16.9			6.6		3.9	4.2	17.6	5.2
376	127	127	-	127	-	-	-	127	-	-	127	-	97	-	2	28
	3.8	4.3		5.3				15.4			6.1		3.6		11.8	5.2
381	63	63	-	63	-	-	-	63	-	-	-	63	53	1	-	9
	1.9	2.2		2.6				7.6				5.2	2.0	1.4		1.7
385	58	58	-	58	-	-	-	58	-	-	-	58	45	3	-	10
	1.8	2.0		2.4				7.0				4.8	1.7	4.2		1.8
421	52	-	52	-	-	-	-	-	52	-	-	52	40	3	-	9
	1.6		13.5						17.7			4.3	1.5	4.2		1.7
424	75	-	75	-	-	-	-	-	75	-	-	75	64	1	-	10
	2.3		19.5						25.6			3.6	2.4	1.4		1.8
432	51	-	51	-	-	-	-	-	51	-	-	51	40	1	-	10
	1.5		13.2						17.4			2.4	1.5	1.4		1.8
433	33	-	33	-	-	-	-	-	33	-	-	33	23	-	1	9
	1.0		8.6						11.3			1.6	0.9		5.9	1.7
438	38	-	38	-	-	-	-	-	38	-	-	38	31	2	1	4
	1.1		9.9						13.0			3.1	1.2	2.8	5.9	0.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

TRAIN NUMBER

TRAIN NUMBER	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		WKHTMLDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/SWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK
441	44	-	44	-	-	-	-	-	44	-	44	-	33	-	-	11
	1.3		11.4						15.0		2.1		1.2			2.0
801	50	-	50	-	-	-	-	-	-	50	-	50	47	-	-	3
	1.5		13.0							54.3		4.1	1.8			0.6
804	42	-	42	-	-	-	-	-	-	42	-	42	42	-	-	-
	1.3		10.9							45.7		3.4	1.6			

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

TRAIN NUMBER	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - ALL RESPONDENTS	3313	17	18	34	52	65	59	85	59	27	36	40	77	62	163	85	116	113	92	67	29	120	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
101	17	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.5	100.0																					
102	18	-	18	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.5		100.0																				
142	34	-	-	34	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.0			100.0																			
143	52	-	-	-	52	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.6				100.0																		
150	65	-	-	-	-	65	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2.0					100.0																	
151	59	-	-	-	-	-	59	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.8						100.0																
190	85	-	-	-	-	-	-	85	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2.6							100.0															
192	59	-	-	-	-	-	-	-	59	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.8								100.0														
195	27	-	-	-	-	-	-	-	-	27	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.8									100.0													
197	36	-	-	-	-	-	-	-	-	-	36	-	-	-	-	-	-	-	-	-	-	-	-
	1.1										100.0												
206	40	-	-	-	-	-	-	-	-	-	-	40	-	-	-	-	-	-	-	-	-	-	-
	1.2											100.0											
207	77	-	-	-	-	-	-	-	-	-	-	-	77	-	-	-	-	-	-	-	-	-	-
	2.3												100.0										
216	62	-	-	-	-	-	-	-	-	-	-	-	-	62	-	-	-	-	-	-	-	-	-
	1.9													100.0									
217	163	-	-	-	-	-	-	-	-	-	-	-	-	-	163	-	-	-	-	-	-	-	-
	4.9														100.0								
222	85	-	-	-	-	-	-	-	-	-	-	-	-	-	-	85	-	-	-	-	-	-	-
	2.6															100.0							

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

TRAIN NUMBER

TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267	
225	116 3.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	116 100.0	-	-	-	-	-	-
232	113 3.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	113 100.0	-	-	-	-	-
233	92 2.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92 100.0	-	-	-	-	-
254	67 2.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	67 100.0	-	-	-	-
257	29 0.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	29 100.0	-	-	-
262	120 3.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	120 100.0	-	-
267	85 2.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	85 100.0	-
268	168 5.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
273	67 2.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
277	86 2.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
282	103 3.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
288	122 3.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
289	57 1.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
313	130 3.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
324	46 1.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
329	152 4.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

TRAIN NUMBER

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
330	109 3.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
360	139 4.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
376	127 3.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
381	63 1.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
385	58 1.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
421	52 1.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
424	75 2.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
432	51 1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
433	33 1.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
438	38 1.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
441	44 1.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
801	50 1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
804	42 1.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

TRAIN NUMBER	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	3313	168	67	86	103	122	57	130	46	152	109	139	127	63	58	52	75	51	33	38	44	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
101	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.5																						
102	18	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.5																						
142	34	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.0																						
143	52	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.6																						
150	65	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2.0																						
151	59	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.8																						
190	85	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2.6																						
192	59	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.8																						
195	27	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.8																						
197	36	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.1																						
206	40	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.2																						
207	77	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2.3																						
216	62	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.9																						
217	163	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4.9																						
222	85	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2.6																						

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

TRAIN NUMBER

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
225	116 3.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
232	113 3.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
233	92 2.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
254	67 2.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
257	29 0.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
262	120 3.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
267	85 2.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
268	168 5.1	168 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
273	67 2.0	-	67 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
277	86 2.6	-	-	86 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
282	103 3.1	-	-	-	103 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
288	122 3.7	-	-	-	-	122 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
289	57 1.7	-	-	-	-	-	57 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
313	130 3.9	-	-	-	-	-	-	130 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
324	46 1.4	-	-	-	-	-	-	-	46 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-
329	152 4.6	-	-	-	-	-	-	-	-	152 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

TRAIN NUMBER

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804	
330	109 3.3	-	-	-	-	-	-	-	-	-	109 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-
360	139 4.2	-	-	-	-	-	-	-	-	-	-	139 100.0	-	-	-	-	-	-	-	-	-	-	-	-
376	127 3.8	-	-	-	-	-	-	-	-	-	-	-	127 100.0	-	-	-	-	-	-	-	-	-	-	-
381	63 1.9	-	-	-	-	-	-	-	-	-	-	-	-	63 100.0	-	-	-	-	-	-	-	-	-	-
385	58 1.8	-	-	-	-	-	-	-	-	-	-	-	-	-	58 100.0	-	-	-	-	-	-	-	-	-
421	52 1.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	52 100.0	-	-	-	-	-	-	-	-
424	75 2.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	75 100.0	-	-	-	-	-	-	-
432	51 1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	51 100.0	-	-	-	-	-	-
433	33 1.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	33 100.0	-	-	-	-	-
438	38 1.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	38 100.0	-	-	-	-
441	44 1.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	44 100.0	-	-	-
801	50 1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	50 100.0	-	-
804	42 1.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	42 100.0	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

TYPE OF SERVICE

	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				
	=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL	
	TOTAL	WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLETT	LOCAL	BULLETT	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK
BASE - ALL RESPONDENTS	3313	2928	385	2415	513	452	1652	824	293	92	2094	1219	2682	72	17	542
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
LOCAL	745	452	293	35	417	452	-	-	293	-	425	320	615	17	4	109
	22.5	15.4	76.1	1.4	81.3	100.0			100.0		20.3	26.3	22.9	23.6	23.5	20.1
LIMITED	1652	1652	-	1556	96	-	1652	-	-	-	966	686	1337	36	5	274
	49.9	56.4		64.4	18.7		100.0				46.1	56.3	49.9	50.0	29.4	50.6
BULLETT	916	824	92	824	-	-	-	824	-	92	703	213	730	19	8	159
	27.6	28.1	23.9	34.1				100.0		100.0	33.6	17.5	27.2	26.4	47.1	29.3

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

TYPE OF SERVICE

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - ALL RESPONDENTS	3313	17	18	34	52	65	59	85	59	27	36	40	77	62	163	85	116	113	92	67	29	120	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
LOCAL	745	17	18	34	52	65	59	85	59	27	36	-	-	-	-	-	-	-	-	-	-	-	-
	22.5	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0												
LIMITED	1652	-	-	-	-	-	-	-	-	-	-	40	77	62	163	85	116	113	92	67	29	120	85
	49.9											100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
BULLET	916	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	27.6																						

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

TYPE OF SERVICE

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	3313	168	67	86	103	122	57	130	46	152	109	139	127	63	58	52	75	51	33	38	44	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
LOCAL	745	-	-	-	-	-	-	-	-	-	-	-	-	-	-	52	75	51	33	38	44	-	-
	22.5															100.0	100.0	100.0	100.0	100.0	100.0		
LIMITED	1652	168	67	86	103	122	57	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	49.9	100.0	100.0	100.0	100.0	100.0	100.0																
BULLET	916	-	-	-	-	-	-	130	46	152	109	139	127	63	58	-	-	-	-	-	-	50	42
	27.6							100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0							100.0	100.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

STRATA

	WEEKDAY TIME PERIOD										BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		REGULAR CAR?		VERY/SMWHT	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK	
	TOTAL	WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK
BASE - ALL RESPONDENTS	3313	2928	385	2415	513	452	1652	824	293	92	2094	1219	2682	72	17	542
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
WEEKDAY PEAK	2415	2415	-	2415	-	35	1556	824	-	-	1675	740	1926	54	13	422
	72.9	82.5		100.0		7.7	94.2	100.0			80.0	60.7	71.8	75.0	76.5	77.9
WEEKDAY OFF-PEAK	513	513	-	-	513	417	96	-	-	-	216	297	436	11	2	64
	15.5	17.5			100.0	92.3	5.8				10.3	24.4	16.3	15.3	11.8	11.8
WEEKEND	385	-	385	-	-	-	-	-	293	92	203	182	320	7	2	56
	11.6		100.0						100.0	100.0	9.7	14.9	11.9	9.7	11.8	10.3

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

STRATA

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - ALL RESPONDENTS	3313	17	18	34	52	65	59	85	59	27	36	40	77	62	163	85	116	113	92	67	29	120	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
WEEKDAY PEAK	2415	17	18	-	-	-	-	-	-	-	-	40	77	62	163	85	116	113	92	-	-	120	85
	72.9	100.0	100.0									100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			100.0	100.0
WEEKDAY OFF-PEAK	513	-	-	34	52	65	59	85	59	27	36	-	-	-	-	-	-	-	-	67	29	-	-
	15.5			100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0									100.0	100.0		
WEEKEND	385	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	11.6																						

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

STRATA

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	3313	168	67	86	103	122	57	130	46	152	109	139	127	63	58	52	75	51	33	38	44	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
WEEKDAY PEAK	2415	168	67	86	103	122	57	130	46	152	109	139	127	63	58	-	-	-	-	-	-	-	-
	72.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0								
WEEKDAY OFF-PEAK	513	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	15.5																						
WEEKEND	385	-	-	-	-	-	-	-	-	-	-	-	-	-	-	52	75	51	33	38	44	50	42
	11.6															100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

DIRECTION

	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				
	=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL	
	TOTAL	WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK
BASE - ALL RESPONDENTS	3313	2928	385	2415	513	452	1652	824	293	92	2094	1219	2682	72	17	542
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
NORTH	1545	1366	179	1163	203	191	772	403	129	50	838	707	1270	38	5	232
	46.6	46.7	46.5	48.2	39.6	42.3	46.7	48.9	44.0	54.3	40.0	58.0	47.4	52.8	29.4	42.8
SOUTH	1768	1562	206	1252	310	261	880	421	164	42	1256	512	1412	34	12	310
	53.4	53.3	53.5	51.8	60.4	57.7	53.3	51.1	56.0	45.7	60.0	42.0	52.6	47.2	70.6	57.2

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

DIRECTION

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - ALL RESPONDENTS	3313	17	18	34	52	65	59	85	59	27	36	40	77	62	163	85	116	113	92	67	29	120	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
NORTH	1545	17	-	-	52	-	59	-	-	27	36	-	77	-	163	-	116	-	92	-	29	-	85
	46.6	100.0			100.0		100.0			100.0	100.0		100.0		100.0		100.0		100.0		100.0		100.0
SOUTH	1768	-	18	34	-	65	-	85	59	-	-	40	-	62	-	85	-	113	-	67	-	120	-
	53.4		100.0	100.0		100.0		100.0	100.0			100.0		100.0		100.0		100.0		100.0		100.0	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

DIRECTION

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	3313	168	67	86	103	122	57	130	46	152	109	139	127	63	58	52	75	51	33	38	44	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
NORTH	1545	-	67	86	-	-	57	130	-	152	-	-	-	63	58	52	-	-	33	-	44	50	-
	46.6		100.0	100.0			100.0	100.0		100.0				100.0	100.0	100.0			100.0		100.0	100.0	
SOUTH	1768	168	-	-	103	122	-	-	46	-	109	139	127	-	-	-	75	51	-	38	-	-	42
	53.4	100.0			100.0	100.0			100.0		100.0	100.0	100.0				100.0	100.0		100.0			100.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

BIKE CAR

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/BLANK
BASE - ALL RESPONDENTS	3313 100.0	2928 100.0	385 100.0	2415 100.0	513 100.0	452 100.0	1652 100.0	824 100.0	293 100.0	92 100.0	2094 100.0	1219 100.0	2682 100.0	72 100.0	17 100.0	542 100.0
BIKE CAR	1219 36.8	1037 35.4	182 47.3	740 30.6	297 57.9	230 50.9	686 41.5	121 14.7	90 30.7	92 100.0	- 100.0	1219 100.0	1015 37.8	29 40.3	3 17.6	172 31.7
REGULAR TRAIN CAR	2094 63.2	1891 64.6	203 52.7	1675 69.4	216 42.1	222 49.1	966 58.5	703 85.3	203 69.3	-	2094 100.0	-	1667 62.2	43 59.7	14 82.4	370 68.3

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

BIKE CAR

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - ALL RESPONDENTS	3313	17	18	34	52	65	59	85	59	27	36	40	77	62	163	85	116	113	92	67	29	120	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
BIKE CAR	1219	-	-	34	52	-	-	85	59	-	-	40	-	62	163	85	116	-	-	67	-	-	-
	36.8			100.0	100.0			100.0	100.0			100.0		100.0	100.0	100.0	100.0			100.0			
REGULAR TRAIN CAR	2094	17	18	-	-	65	59	-	-	27	36	-	77	-	-	-	-	113	92	-	29	120	85
	63.2	100.0	100.0			100.0	100.0			100.0	100.0		100.0					100.0	100.0		100.0	100.0	100.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

BIKE CAR

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	3313	168	67	86	103	122	57	130	46	152	109	139	127	63	58	52	75	51	33	38	44	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
BIKE CAR	1219	-	67	86	-	-	-	-	-	-	-	-	-	63	58	52	-	-	-	38	-	50	42
	36.8		100.0	100.0										100.0	100.0	100.0				100.0		100.0	100.0
REGULAR TRAIN CAR	2094	168	-	-	103	122	57	130	46	152	109	139	127	-	-	-	75	51	33	-	44	-	-
	63.2	100.0			100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				100.0	100.0	100.0		100.0		

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

LANGUAGE

	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				
	=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL	
	TOTAL	WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK
	3313	2928	385	2415	513	452	1652	824	293	92	2094	1219	2682	72	17	542
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
ENGLISH	3297	2918	379	2406	512	449	1647	822	289	90	2086	1211	2672	72	17	536
	99.5	99.7	98.4	99.6	99.8	99.3	99.7	99.8	98.6	97.8	99.6	99.3	99.6	100.0	100.0	98.9
SPANISH	16	10	6	9	1	3	5	2	4	2	8	8	10	-	-	6
	0.5	0.3	1.6	0.4	0.2	0.7	0.3	0.2	1.4	2.2	0.4	0.7	0.4			1.1

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

LANGUAGE

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
	3313	17	18	34	52	65	59	85	59	27	36	40	77	62	163	85	116	113	92	67	29	120	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
ENGLISH	3297	17	16	34	52	65	59	84	59	27	36	40	77	62	163	83	115	113	92	67	29	119	85
	99.5	100.0	88.9	100.0	100.0	100.0	100.0	98.8	100.0	100.0	100.0	100.0	100.0	100.0	100.0	97.6	99.1	100.0	100.0	100.0	100.0	99.2	100.0
SPANISH	16	-	2	-	-	-	-	1	-	-	-	-	-	-	-	2	1	-	-	-	-	1	-
	0.5		11.1					1.2								2.4	0.9					0.8	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

LANGUAGE

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
	3313	168	67	86	103	122	57	130	46	152	109	139	127	63	58	52	75	51	33	38	44	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
ENGLISH	3297	168	67	85	103	122	57	129	46	151	109	139	127	63	58	51	75	51	31	38	43	50	40
	99.5	100.0	100.0	98.8	100.0	100.0	100.0	99.2	100.0	99.3	100.0	100.0	100.0	100.0	100.0	98.1	100.0	100.0	93.9	100.0	97.7	100.0	95.2
SPANISH	16	-	-	1	-	-	-	1	-	1	-	-	-	-	-	1	-	-	2	-	1	-	2
	0.5			1.2				0.8		0.7						1.9			6.1		2.3		4.8

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

HOW SURVEY RECEIVED

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/BLANK
BASE - ALL RESPONDENTS	3313	2928	385	2415	513	452	1652	824	293	92	2094	1219	2682	72	17	542
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
COLLECTED ON BOARD	3244	2862	382	2352	510	449	1620	793	290	92	2047	1197	2630	72	16	526
	97.9	97.7	99.2	97.4	99.4	99.3	98.1	96.2	99.0	100.0	97.8	98.2	98.1	100.0	94.1	97.0
MAILED IN	69	66	3	63	3	3	32	31	3	-	47	22	52	-	1	16
	2.1	2.3	0.8	2.6	0.6	0.7	1.9	3.8	1.0		2.2	1.8	1.9		5.9	3.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

HOW SURVEY RECEIVED

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - ALL RESPONDENTS	3313	17	18	34	52	65	59	85	59	27	36	40	77	62	163	85	116	113	92	67	29	120	85
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
COLLECTED ON BOARD	3244	17	18	33	52	63	59	85	59	27	36	39	76	62	156	82	114	112	92	67	29	119	83
	97.9	100.0	100.0	97.1	100.0	96.9	100.0	100.0	100.0	100.0	100.0	97.5	98.7	100.0	95.7	96.5	98.3	99.1	100.0	100.0	100.0	99.2	97.6
MAILED IN	69	-	-	1	-	2	-	-	-	-	-	1	1	-	7	3	2	1	-	-	-	1	2
	2.1			2.9		3.1						2.5	1.3		4.3	3.5	1.7	0.9				0.8	2.4

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2018

HOW SURVEY RECEIVED

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	3313	168	67	86	103	122	57	130	46	152	109	139	127	63	58	52	75	51	33	38	44	50	42
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
COLLECTED ON BOARD	3244	166	65	83	99	120	56	129	33	146	109	136	121	62	57	51	74	50	33	38	44	50	42
	97.9	98.8	97.0	96.5	96.1	98.4	98.2	99.2	71.7	96.1	100.0	97.8	95.3	98.4	98.3	98.1	98.7	98.0	100.0	100.0	100.0	100.0	100.0
MAILED IN	69	2	2	3	4	2	1	1	13	6	-	3	6	1	1	1	1	1	-	-	-	-	-
	2.1	1.2	3.0	3.5	3.9	1.6	1.8	0.8	28.3	3.9		2.2	4.7	1.6	1.7	1.9	1.3	2.0					