

2011 CALTRAIN SATISFACTION STUDY

CROSSTABULATED STATISTICAL TABLES

BANNERS ONE – THREE

prepared for
CALTRAIN

prepared by
COREY, CANAPARY & GALANIS RESEARCH
447 Sutter Street, Penthouse North
San Francisco, CA 94108

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2011 CALTRAIN SATISFACTION STUDY
CROSSTABULATED STATISTICAL TABLES
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BASIC TABLES

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CALTRAIN 2011 ONBOARD SURVEY

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CALTRAIN 2011 ONBOARD SURVEY

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		TYPE OF SERVICE				BIKE CAR OR REGULAR CAR?		USE CLIPPER?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====				=====		=====		=====			
		WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - TOTAL RESPONDING	2395 100.0	1775 100.0	620 100.0	1216 100.0	559 100.0	471 100.0	571 100.0	733 100.0	620 100.0	1831 100.0	564 100.0	1237 100.0	1140 100.0	1876 100.0	62 100.0	25 100.0	432 100.0
(5) VERY SATISFIED	845 35.3	596 33.6	249 40.2	377 31.0	219 39.2	192 40.8	175 30.6	229 31.2	249 40.2	664 36.3	181 32.1	398 32.2	439 38.5	758 40.4	10 16.1	-	77 17.8
(4)	1067 44.6	800 45.1	267 43.1	577 47.5	223 39.9	180 38.2	270 47.3	350 47.7	267 43.1	799 43.6	268 47.5	564 45.6	494 43.3	857 45.7	16 25.8	9 36.0	185 42.8
(3)	383 16.0	301 17.0	82 13.2	208 17.1	93 16.6	80 17.0	100 17.5	121 16.5	82 13.2	289 15.8	94 16.7	214 17.3	168 14.7	224 11.9	23 37.1	3 12.0	133 30.8
(2)	56 2.3	46 2.6	10 1.6	30 2.5	16 2.9	13 2.8	13 2.3	20 2.7	10 1.6	45 2.5	11 2.0	38 3.1	18 1.6	16 0.9	10 16.1	4 16.0	26 6.0
(1) VERY DISSATISFIED	17 0.7	12 0.7	5 0.8	9 0.7	3 0.5	2 0.4	6 1.1	4 0.5	5 0.8	13 0.7	4 0.7	9 0.7	8 0.7	2 0.1	3 4.8	5 20.0	7 1.6
NOT APPLICABLE	27 1.1	20 1.1	7 1.1	15 1.2	5 0.9	4 0.8	7 1.2	9 1.2	7 1.1	21 1.1	6 1.1	14 1.1	13 1.1	19 1.0	-	4 16.0	4 0.9
BLANK	22	17	5	12	5	4	11	2	5	17	5	7	9	10	-	1	11
MEAN	4.13	4.10	4.22	4.07	4.15	4.17	4.05	4.08	4.22	4.14	4.09	4.07	4.19	4.27	3.32	2.76	3.70
STANDARD DEVIATION	0.81	0.82	0.80	0.81	0.84	0.84	0.82	0.80	0.80	0.82	0.79	0.83	0.79	0.71	1.08	1.26	0.89
STANDARD ERROR	0.02	0.02	0.03	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.03	0.02	0.02	0.02	0.14	0.28	0.04

CALTRAIN 2011 ONBOARD SURVEY

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		TYPE OF SERVICE				BIKE CAR OR REGULAR CAR?		USE CLIPPER?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====				=====		=====		=====			
		WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - TOTAL RESPONDING	2387 100.0	1773 100.0	614 100.0	1214 100.0	559 100.0	470 100.0	571 100.0	732 100.0	614 100.0	1821 100.0	566 100.0	1236 100.0	1133 100.0	1869 100.0	61 100.0	25 100.0	432 100.0
(5) VERY SATISFIED	947 39.7	673 38.0	274 44.6	419 34.5	254 45.4	218 46.4	208 36.4	247 33.7	274 44.6	731 40.1	216 38.2	469 37.9	467 41.2	841 45.0	13 21.3	2 8.0	91 21.1
(4)	907 38.0	687 38.7	220 35.8	505 41.6	182 32.6	148 31.5	228 39.9	311 42.5	220 35.8	674 37.0	233 41.2	503 40.7	400 35.3	698 37.3	14 23.0	11 44.0	184 42.6
(3)	279 11.7	230 13.0	49 8.0	158 13.0	72 12.9	56 11.9	86 15.1	88 12.0	49 8.0	213 11.7	66 11.7	167 13.5	109 9.6	147 7.9	27 44.3	2 8.0	103 23.8
(2)	31 1.3	23 1.3	8 1.3	16 1.3	7 1.3	7 1.5	5 0.9	11 1.5	8 1.3	26 1.4	5 0.9	16 1.3	15 1.3	12 0.6	3 4.9	5 20.0	11 2.5
(1) VERY DISSATISFIED	10 0.4	4 0.2	6 1.0	3 0.2	1 0.2	1 0.2	1 0.2	2 0.3	6 1.0	8 0.4	2 0.4	2 0.2	8 0.7	3 0.2	- 12.0	3 12.0	4 0.9
NOT APPLICABLE	213 8.9	156 8.8	57 9.3	113 9.3	43 7.7	40 8.5	43 7.5	73 10.0	57 9.3	169 9.3	44 7.8	79 6.4	134 11.8	168 9.0	4 6.6	2 8.0	39 9.0
BLANK	30	19	11	14	5	5	11	3	11	27	3	8	16	17	1	1	11
MEAN	4.26	4.24	4.34	4.20	4.32	4.34	4.21	4.20	4.34	4.27	4.26	4.23	4.30	4.39	3.65	3.17	3.88
STANDARD DEVIATION	0.77	0.76	0.79	0.75	0.78	0.78	0.76	0.75	0.79	0.78	0.74	0.75	0.79	0.69	0.90	1.27	0.83
STANDARD ERROR	0.02	0.02	0.03	0.02	0.03	0.04	0.03	0.03	0.03	0.02	0.03	0.02	0.02	0.02	0.12	0.26	0.04

CALTRAIN 2011 ONBOARD SURVEY

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		TYPE OF SERVICE				BIKE CAR OR REGULAR CAR?		USE CLIPPER?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====				=====		=====		=====			
		WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - TOTAL RESPONDING	2386 100.0	1769 100.0	617 100.0	1210 100.0	559 100.0	470 100.0	571 100.0	728 100.0	617 100.0	1821 100.0	565 100.0	1229 100.0	1139 100.0	1870 100.0	62 100.0	25 100.0	429 100.0
(5) VERY SATISFIED	678 28.4	461 26.1	217 35.2	266 22.0	195 34.9	167 35.5	149 26.1	145 19.9	217 35.2	538 29.5	140 24.8	296 24.1	373 32.7	624 33.4	3 4.8	2 8.0	49 11.4
(4)	808 33.9	596 33.7	212 34.4	414 34.2	182 32.6	156 33.2	190 33.3	250 34.3	212 34.4	624 34.3	184 32.6	433 35.2	372 32.7	661 35.3	13 21.0	4 16.0	130 30.3
(3)	576 24.1	454 25.7	122 19.8	338 27.9	116 20.8	93 19.8	153 26.8	208 28.6	122 19.8	434 23.8	142 25.1	328 26.7	244 21.4	397 21.2	15 24.2	5 20.0	159 37.1
(2)	188 7.9	148 8.4	40 6.5	115 9.5	33 5.9	27 5.7	44 7.7	77 10.6	40 6.5	126 6.9	62 11.0	99 8.1	88 7.7	103 5.5	20 32.3	5 20.0	60 14.0
(1) VERY DISSATISFIED	71 3.0	61 3.4	10 1.6	40 3.3	21 3.8	16 3.4	22 3.9	23 3.2	10 1.6	55 3.0	16 2.8	45 3.7	25 2.2	30 1.6	11 17.7	8 32.0	22 5.1
NOT APPLICABLE	65 2.7	49 2.8	16 2.6	37 3.1	12 2.1	11 2.3	13 2.3	25 3.4	16 2.6	44 2.4	21 3.7	28 2.3	37 3.2	55 2.9	-	1 4.0	9 2.1
BLANK	31	23	8	18	5	5	11	7	8	27	4	15	10	16	-	1	14
MEAN	3.79	3.73	3.98	3.64	3.91	3.94	3.72	3.59	3.98	3.82	3.68	3.70	3.89	3.96	2.63	2.46	3.30
STANDARD DEVIATION	1.05	1.06	0.99	1.04	1.07	1.06	1.06	1.03	0.99	1.04	1.07	1.05	1.04	0.97	1.15	1.35	1.02
STANDARD ERROR	0.02	0.03	0.04	0.03	0.05	0.05	0.05	0.04	0.04	0.02	0.05	0.03	0.03	0.02	0.15	0.28	0.05

CALTRAIN 2011 ONBOARD SURVEY

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

												OVERALL CALTRAIN EXPERIENCE					
	WEEKDAY TIME PERIOD			TYPE OF SERVICE						BIKE CAR OR REGULAR CAR?		USE CLIPPER?					
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - TOTAL RESPONDING	2400 100.0	1779 100.0	621 100.0	1216 100.0	563 100.0	474 100.0	574 100.0	731 100.0	621 100.0	1832 100.0	568 100.0	1237 100.0	1146 100.0	1881 100.0	62 100.0	25 100.0	432 100.0
(5) VERY SATISFIED	703 29.3	450 25.3	253 40.7	270 22.2	180 32.0	158 33.3	149 26.0	143 19.6	253 40.7	560 30.6	143 25.2	274 22.2	424 37.0	652 34.7	3 4.8	3 12.0	45 10.4
(4)	733 30.5	543 30.5	190 30.6	371 30.5	172 30.6	150 31.6	164 28.6	229 31.3	190 30.6	570 31.1	163 28.7	396 32.0	334 29.1	612 32.5	13 21.0	2 8.0	106 24.5
(3)	497 20.7	400 22.5	97 15.6	285 23.4	115 20.4	91 19.2	134 23.3	175 23.9	97 15.6	366 20.0	131 23.1	291 23.5	201 17.5	320 17.0	19 30.6	9 36.0	149 34.5
(2)	208 8.7	160 9.0	48 7.7	114 9.4	46 8.2	37 7.8	51 8.9	72 9.8	48 7.7	153 8.4	55 9.7	138 11.2	67 5.8	128 6.8	12 19.4	3 12.0	65 15.0
(1) VERY DISSATISFIED	97 4.0	74 4.2	23 3.7	49 4.0	25 4.4	19 4.0	19 3.3	36 4.9	23 3.7	70 3.8	27 4.8	61 4.9	35 3.1	48 2.6	10 16.1	8 32.0	31 7.2
NOT APPLICABLE	162 6.8	152 8.5	10 1.6	127 10.4	25 4.4	19 4.0	57 9.9	76 10.4	10 1.6	113 6.2	49 8.6	77 6.2	85 7.4	121 6.4	5 8.1	-	36 8.3
BLANK	17	13	4	12	1	1	8	4	4	16	1	7	3	5	-	1	11
MEAN	3.78	3.70	3.99	3.64	3.81	3.86	3.72	3.57	3.99	3.81	3.66	3.59	3.98	3.96	2.77	2.56	3.17
STANDARD DEVIATION	1.12	1.11	1.11	1.10	1.13	1.11	1.09	1.11	1.11	1.11	1.14	1.13	1.07	1.04	1.15	1.36	1.08
STANDARD ERROR	0.02	0.03	0.04	0.03	0.05	0.05	0.05	0.04	0.04	0.03	0.05	0.03	0.03	0.02	0.15	0.27	0.05

CALTRAIN 2011 ONBOARD SURVEY

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

		WEEKDAY												OVERALL CALTRAIN EXPERIENCE				
		TIME PERIOD				TIME PERIOD								=====				
		TIME PERIOD		=====		TYPE OF SERVICE				BIKE CAR OR		USE CLIPPER?		=====		=====		
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - TOTAL RESPONDING		2397	1780	617	1219	561	472	574	734	617	1830	567	1239	1141	1877	62	26	432
		100.0	100.0	100.0	100.0	100.0	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	389	266	123	155	111	97	81	88	123	306	83	174	209	357	3	2	27
		16.2	14.9	19.9	12.7	19.8	20.6	14.1	12.0	19.9	16.7	14.6	14.0	18.3	19.0	4.8	7.7	6.3
(4)		524	393	131	266	127	105	128	160	131	387	137	283	235	471	3	2	48
		21.9	22.1	21.2	21.8	22.6	22.2	22.3	21.8	21.2	21.1	24.2	22.8	20.6	25.1	4.8	7.7	11.1
(3)		524	417	107	291	126	109	130	178	107	407	117	312	209	396	8	3	117
		21.9	23.4	17.3	23.9	22.5	23.1	22.6	24.3	17.3	22.2	20.6	25.2	18.3	21.1	12.9	11.5	27.1
(2)		386	334	52	276	58	40	129	165	52	289	97	251	134	250	20	2	114
		16.1	18.8	8.4	22.6	10.3	8.5	22.5	22.5	8.4	15.8	17.1	20.3	11.7	13.3	32.3	7.7	26.4
(1)	VERY DISSATISFIED	270	237	33	176	61	46	82	109	33	197	73	182	87	139	28	14	89
		11.3	13.3	5.3	14.4	10.9	9.7	14.3	14.9	5.3	10.8	12.9	14.7	7.6	7.4	45.2	53.8	20.6
NOT APPLICABLE		304	133	171	55	78	75	24	34	171	244	60	37	267	264	-	3	37
		12.7	7.5	27.7	4.5	13.9	15.9	4.2	4.6	27.7	13.3	10.6	3.0	23.4	14.1		11.5	8.6
BLANK		20	12	8	9	3	3	8	1	8	18	2	5	8	9	-	-	11
MEAN		3.18	3.07	3.58	2.96	3.35	3.42	2.99	2.93	3.58	3.20	3.12	3.01	3.39	3.41	1.92	1.96	2.52
STANDARD DEVIATION		1.29	1.29	1.21	1.27	1.30	1.28	1.29	1.26	1.21	1.29	1.30	1.28	1.27	1.23	1.11	1.40	1.16
STANDARD ERROR		0.03	0.03	0.06	0.04	0.06	0.06	0.05	0.05	0.06	0.03	0.06	0.04	0.04	0.03	0.14	0.29	0.06

CALTRAIN 2011 ONBOARD SURVEY

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

	WEEKDAY TIME PERIOD =====									BIKE CAR OR REGULAR CAR? =====		USE CLIPPER? =====		OVERALL CALTRAIN EXPERIENCE =====			
	TIME PERIOD =====			TYPE OF SERVICE =====						REG	BIKE	YES	NO	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT								
BASE - TOTAL RESPONDING	2393 100.0	1771 100.0	622 100.0	1213 100.0	558 100.0	469 100.0	574 100.0	728 100.0	622 100.0	1828 100.0	565 100.0	1235 100.0	1141 100.0	1878 100.0	62 100.0	26 100.0	427 100.0
(5) VERY SATISFIED	518 21.6	330 18.6	188 30.2	184 15.2	146 26.2	126 26.9	106 18.5	98 13.5	188 30.2	415 22.7	103 18.2	199 16.1	314 27.5	501 26.7	2 3.2	1 3.8	14 3.3
(4)	1237 51.7	930 52.5	307 49.4	643 53.0	287 51.4	242 51.6	295 51.4	393 54.0	307 49.4	936 51.2	301 53.3	645 52.2	586 51.4	1120 59.6	5 8.1	3 11.5	109 25.5
(3)	533 22.3	426 24.1	107 17.2	323 26.6	103 18.5	82 17.5	145 25.3	199 27.3	107 17.2	396 21.7	137 24.2	336 27.2	192 16.8	233 12.4	25 40.3	6 23.1	269 63.0
(2)	72 3.0	61 3.4	11 1.8	48 4.0	13 2.3	10 2.1	21 3.7	30 4.1	11 1.8	53 2.9	19 3.4	41 3.3	30 2.6	11 0.6	28 45.2	4 15.4	29 6.8
(1) VERY DISSATISFIED	20 0.8	15 0.8	5 0.8	11 0.9	4 0.7	4 0.9	4 0.7	7 1.0	5 0.8	15 0.8	5 0.9	12 1.0	8 0.7	2 0.1	2 3.2	12 46.2	4 0.9
NOT APPLICABLE	13 0.5	9 0.5	4 0.6	4 0.3	5 0.9	5 1.1	3 0.5	1 0.1	4 0.6	13 0.7	-	2 0.2	11 1.0	11 0.6	-	-	2 0.5
BLANK	24 1.0	21 1.2	3 0.5	15 1.2	6 1.1	6 1.3	8 1.4	7 1.0	3 0.5	20 1.1	4 0.7	9 0.7	8 0.7	8 0.4	-	-	16 3.7
MEAN	3.91	3.85	4.07	3.78	4.01	4.03	3.84	3.75	4.07	3.93	3.85	3.79	4.03	4.13	2.63	2.12	3.24
STANDARD DEVIATION	0.79	0.79	0.79	0.78	0.78	0.78	0.79	0.77	0.79	0.80	0.79	0.78	0.79	0.64	0.81	1.24	0.66
STANDARD ERROR	0.02	0.02	0.03	0.02	0.03	0.04	0.03	0.03	0.03	0.02	0.03	0.02	0.02	0.01	0.10	0.24	0.03

CALTRAIN 2011 ONBOARD SURVEY

Q7. RATING OF CALTRAIN ONBOARD TRAINS - COURTESY OF CONDUCTORS

	WEEKDAY													OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD					TYPE OF SERVICE								BIKE CAR OR		USE CLIPPER?	
	TIME PERIOD			OFF-						REGULAR CAR?				SMWHT		NA/	
	TOTAL	WKDAY	SAT	PEAK	PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	SATIS	DISSAT	DISSAT	BLANK
BASE - TOTAL RESPONDING	2387	1771	616	1213	558	469	573	729	616	1823	564	1238	1133	1871	62	25	429
	100.0	100.0	100.0	100.0	100.0	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	970	712	258	463	249	210	226	276	258	755	215	479	486	887	6	2	75
	40.6	40.2	41.9	38.2	44.6	44.8	39.4	37.9	41.9	41.4	38.1	38.7	42.9	47.4	9.7	8.0	17.5
(4)	918	704	214	514	190	156	230	318	214	696	222	510	401	717	14	3	184
	38.5	39.8	34.7	42.4	34.1	33.3	40.1	43.6	34.7	38.2	39.4	41.2	35.4	38.3	22.6	12.0	42.9
(3)	323	242	81	173	69	58	88	96	81	238	85	179	142	171	21	2	129
	13.5	13.7	13.1	14.3	12.4	12.4	15.4	13.2	13.1	13.1	15.1	14.5	12.5	9.1	33.9	8.0	30.1
(2)	75	52	23	37	15	14	15	23	23	53	22	42	32	29	15	9	22
	3.1	2.9	3.7	3.1	2.7	3.0	2.6	3.2	3.7	2.9	3.9	3.4	2.8	1.5	24.2	36.0	5.1
(1) VERY DISSATISFIED	33	26	7	11	15	13	7	6	7	30	3	19	14	11	6	7	9
	1.4	1.5	1.1	0.9	2.7	2.8	1.2	0.8	1.1	1.6	0.5	1.5	1.2	0.6	9.7	28.0	2.1
NOT APPLICABLE	68	35	33	15	20	18	7	10	33	51	17	9	58	56	-	2	10
	2.8	2.0	5.4	1.2	3.6	3.8	1.2	1.4	5.4	2.8	3.0	0.7	5.1	3.0		8.0	2.3
BLANK	30	21	9	15	6	6	9	6	9	25	5	6	16	15	-	1	14
MEAN	4.17	4.17	4.19	4.15	4.20	4.19	4.15	4.16	4.19	4.18	4.14	4.13	4.22	4.34	2.98	2.30	3.70
	0.89	0.88	0.90	0.85	0.96	0.97	0.87	0.83	0.90	0.89	0.86	0.89	0.88	0.76	1.12	1.29	0.90
STANDARD DEVIATION	0.89	0.88	0.90	0.85	0.96	0.97	0.87	0.83	0.90	0.89	0.86	0.89	0.88	0.76	1.12	1.29	0.90
	0.02	0.02	0.04	0.02	0.04	0.05	0.04	0.03	0.04	0.02	0.04	0.03	0.03	0.02	0.14	0.27	0.04

CALTRAIN 2011 ONBOARD SURVEY

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

	WEEKDAY TIME PERIOD									BIKE CAR OR REGULAR CAR?		USE CLIPPER?		OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD			TYPE OF SERVICE						REG	BIKE	YES	NO	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT								
BASE - TOTAL RESPONDING	2388 100.0	1771 100.0	617 100.0	1215 100.0	556 100.0	467 100.0	576 100.0	728 100.0	617 100.0	1825 100.0	563 100.0	1238 100.0	1135 100.0	1874 100.0	62 100.0	25 100.0	427 100.0
(5) VERY SATISFIED	1144 47.9	851 48.1	293 47.5	556 45.8	295 53.1	244 52.2	285 49.5	322 44.2	293 47.5	892 48.9	252 44.8	578 46.7	557 49.1	1025 54.7	9 14.5	4 16.0	106 24.8
(4)	905 37.9	685 38.7	220 35.7	511 42.1	174 31.3	147 31.5	217 37.7	321 44.1	220 35.7	681 37.3	224 39.8	497 40.1	407 35.9	677 36.1	22 35.5	4 16.0	202 47.3
(3)	224 9.4	163 9.2	61 9.9	110 9.1	53 9.5	46 9.9	57 9.9	60 8.2	61 9.9	161 8.8	63 11.2	130 10.5	90 7.9	96 5.1	22 35.5	8 32.0	98 23.0
(2)	30 1.3	23 1.3	7 1.1	14 1.2	9 1.6	7 1.5	8 1.4	8 1.1	7 1.1	22 1.2	8 1.4	14 1.1	15 1.3	12 0.6	4 6.5	4 16.0	10 2.3
(1) VERY DISSATISFIED	13 0.5	13 0.7	-	7 0.6	6 1.1	6 1.3	1 0.2	6 0.8	-	13 0.7	-	8 0.6	5 0.4	3 0.2	5 8.1	3 12.0	2 0.5
NOT APPLICABLE	72 3.0	36 2.0	36 5.8	17 1.4	19 3.4	17 3.6	8 1.4	11 1.5	36 5.8	56 3.1	16 2.8	11 0.9	61 5.4	61 3.3	-	2 8.0	9 2.1
BLANK	29	21	8	13	8	8	6	7	8	23	6	6	14	12	-	1	16
MEAN	4.35	4.35	4.38	4.33	4.38	4.37	4.37	4.32	4.38	4.37	4.32	4.32	4.39	4.49	3.42	3.09	3.96
STANDARD DEVIATION	0.75	0.76	0.72	0.74	0.82	0.83	0.73	0.74	0.72	0.76	0.73	0.76	0.74	0.64	1.08	1.28	0.79
STANDARD ERROR	0.02	0.02	0.03	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.03	0.02	0.02	0.02	0.14	0.27	0.04

CALTRAIN 2011 ONBOARD SURVEY

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		TYPE OF SERVICE				BIKE CAR OR REGULAR CAR?		USE CLIPPER?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====				=====		=====		=====			
		WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - TOTAL RESPONDING	2381 100.0	1768 100.0	613 100.0	1214 100.0	554 100.0	465 100.0	575 100.0	728 100.0	613 100.0	1817 100.0	564 100.0	1232 100.0	1132 100.0	1867 100.0	62 100.0	25 100.0	427 100.0
(5) VERY SATISFIED	846 35.5	600 33.9	246 40.1	390 32.1	210 37.9	175 37.6	199 34.6	226 31.0	246 40.1	656 36.1	190 33.7	431 35.0	407 36.0	762 40.8	8 12.9	3 12.0	73 17.1
(4)	850 35.7	683 38.6	167 27.2	509 41.9	174 31.4	140 30.1	240 41.7	303 41.6	167 27.2	647 35.6	203 36.0	500 40.6	345 30.5	651 34.9	29 46.8	9 36.0	161 37.7
(3)	417 17.5	310 17.5	107 17.5	204 16.8	106 19.1	94 20.2	87 15.1	129 17.7	107 17.5	316 17.4	101 17.9	204 16.6	210 18.6	266 14.2	13 21.0	4 16.0	134 31.4
(2)	92 3.9	62 3.5	30 4.9	38 3.1	24 4.3	23 4.9	19 3.3	20 2.7	30 4.9	62 3.4	30 5.3	33 2.7	59 5.2	55 2.9	10 16.1	1 4.0	26 6.1
(1) VERY DISSATISFIED	44 1.8	29 1.6	15 2.4	14 1.2	15 2.7	11 2.4	11 1.9	7 1.0	15 2.4	33 1.8	11 2.0	15 1.2	28 2.5	19 1.0	2 3.2	8 32.0	15 3.5
NOT APPLICABLE	132 5.5	84 4.8	48 7.8	59 4.9	25 4.5	22 4.7	19 3.3	43 5.9	48 7.8	103 5.7	29 5.1	49 4.0	83 7.3	114 6.1	-	-	18 4.2
BLANK	36	24	12	14	10	10	7	7	12	31	5	12	17	19	-	1	16
MEAN	4.05	4.05	4.06	4.06	4.02	4.00	4.07	4.05	4.06	4.07	3.99	4.10	4.00	4.19	3.50	2.92	3.61
STANDARD DEVIATION	0.95	0.92	1.04	0.87	1.02	1.02	0.91	0.85	1.04	0.94	0.98	0.87	1.03	0.88	1.02	1.50	0.97
STANDARD ERROR	0.02	0.02	0.04	0.03	0.04	0.05	0.04	0.03	0.04	0.02	0.04	0.03	0.03	0.02	0.13	0.30	0.05

CALTRAIN 2011 ONBOARD SURVEY

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

		WEEKDAY												OVERALL CALTRAIN EXPERIENCE				
		TIME PERIOD				TIME PERIOD								=====				
		TIME PERIOD		=====		TYPE OF SERVICE				BIKE CAR OR		USE CLIPPER?		=====		=====		
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - TOTAL RESPONDING		2400	1777	623	1217	560	472	573	732	623	1834	566	1238	1144	1879	62	25	434
		100.0	100.0	100.0	100.0	100.0	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	823	574	249	359	215	180	189	205	249	643	180	385	431	752	8	-	63
		34.3	32.3	40.0	29.5	38.4	38.1	33.0	28.0	40.0	35.1	31.8	31.1	37.7	40.0	12.9		14.5
(4)		1009	778	231	556	222	189	234	355	231	768	241	537	466	807	20	9	173
		42.0	43.8	37.1	45.7	39.6	40.0	40.8	48.5	37.1	41.9	42.6	43.4	40.7	42.9	32.3	36.0	39.9
(3)		402	299	103	214	85	69	111	119	103	296	106	219	179	245	19	2	136
		16.8	16.8	16.5	17.6	15.2	14.6	19.4	16.3	16.5	16.1	18.7	17.7	15.6	13.0	30.6	8.0	31.3
(2)		94	74	20	51	23	19	23	32	20	70	24	54	40	33	9	4	48
		3.9	4.2	3.2	4.2	4.1	4.0	4.0	4.4	3.2	3.8	4.2	4.4	3.5	1.8	14.5	16.0	11.1
(1)	VERY DISSATISFIED	26	20	6	14	6	6	8	6	6	24	2	13	12	3	5	8	10
		1.1	1.1	1.0	1.2	1.1	1.3	1.4	0.8	1.0	1.3	0.4	1.1	1.0	0.2	8.1	32.0	2.3
NOT APPLICABLE		46	32	14	23	9	9	8	15	14	33	13	30	16	39	1	2	4
		1.9	1.8	2.2	1.9	1.6	1.9	1.4	2.0	2.2	1.8	2.3	2.4	1.4	2.1	1.6	8.0	0.9
BLANK		17	15	2	11	4	3	9	3	2	14	3	6	5	7	-	1	9
MEAN		4.07	4.04	4.14	4.00	4.12	4.12	4.01	4.01	4.14	4.07	4.04	4.02	4.12	4.23	3.28	2.52	3.54
STANDARD DEVIATION		0.88	0.88	0.88	0.87	0.89	0.90	0.91	0.84	0.88	0.89	0.85	0.88	0.87	0.76	1.13	1.34	0.95
STANDARD ERROR		0.02	0.02	0.04	0.03	0.04	0.04	0.04	0.03	0.04	0.02	0.04	0.03	0.03	0.02	0.14	0.28	0.05

CALTRAIN 2011 ONBOARD SURVEY

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

		WEEKDAY TIME PERIOD =====								BIKE CAR OR REGULAR CAR? =====		USE CLIPPER? =====		OVERALL CALTRAIN EXPERIENCE =====				
		TIME PERIOD =====		=====		TYPE OF SERVICE =====								=====		VERY/ SMWHT	SMWHT DISSAT	VERY DISSAT
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	SATIS			
BASE - TOTAL RESPONDING		2401 100.0	1781 100.0	620 100.0	1220 100.0	561 100.0	473 100.0	574 100.0	734 100.0	620 100.0	1834 100.0	567 100.0	1239 100.0	1145 100.0	1882 100.0	62 100.0	24 100.0	433 100.0
(5)	VERY SATISFIED	700 29.2	476 26.7	224 36.1	289 23.7	187 33.3	167 35.3	150 26.1	159 21.7	224 36.1	553 30.2	147 25.9	290 23.4	403 35.2	651 34.6	6 9.7	2 8.3	41 9.5
(4)		993 41.4	752 42.2	241 38.9	524 43.0	228 40.6	183 38.7	241 42.0	328 44.7	241 38.9	750 40.9	243 42.9	533 43.0	454 39.7	840 44.6	14 22.6	5 20.8	134 30.9
(3)		500 20.8	383 21.5	117 18.9	285 23.4	98 17.5	83 17.5	119 20.7	181 24.7	117 18.9	371 20.2	129 22.8	285 23.0	214 18.7	324 17.2	15 24.2	3 12.5	158 36.5
(2)		163 6.8	135 7.6	28 4.5	96 7.9	39 7.0	31 6.6	53 9.2	51 6.9	28 4.5	123 6.7	40 7.1	102 8.2	59 5.2	58 3.1	20 32.3	5 20.8	80 18.5
(1)	VERY DISSATISFIED	40 1.7	32 1.8	8 1.3	25 2.0	7 1.2	7 1.5	11 1.9	14 1.9	8 1.3	34 1.9	6 1.1	28 2.3	11 1.0	5 0.3	7 11.3	9 37.5	19 4.4
NOT APPLICABLE		5 0.2	3 0.2	2 0.3	1 0.1	2 0.4	2 0.4	- 0.1	1 0.1	2 0.3	3 0.2	2 0.4	1 0.1	4 0.3	4 0.2	-	-	1 0.2
BLANK		16	11	5	8	3	2	8	1	5	14	2	5	4	4	-	2	10
MEAN		3.90	3.85	4.04	3.78	3.98	4.00	3.81	3.77	4.04	3.91	3.86	3.77	4.03	4.10	2.87	2.42	3.23
STANDARD DEVIATION		0.96	0.96	0.92	0.96	0.95	0.96	0.99	0.93	0.92	0.97	0.92	0.97	0.91	0.81	1.18	1.41	1.00
STANDARD ERROR		0.02	0.02	0.04	0.03	0.04	0.04	0.04	0.03	0.04	0.02	0.04	0.03	0.03	0.02	0.15	0.29	0.05

CALTRAIN 2011 ONBOARD SURVEY

Q12. RATING OF CALTRAIN ONBOARD - CLEANLINESS OF ONBOARD RESTROOMS

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		TYPE OF SERVICE				BIKE CAR OR REGULAR CAR?		USE CLIPPER?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====				=====		=====		=====			
		WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - TOTAL RESPONDING	2348 100.0	1751 100.0	597 100.0	1202 100.0	549 100.0	460 100.0	568 100.0	723 100.0	597 100.0	1791 100.0	557 100.0	1221 100.0	1111 100.0	1843 100.0	61 100.0	25 100.0	419 100.0
(5) VERY SATISFIED	270 11.5	181 10.3	89 14.9	99 8.2	82 14.9	74 16.1	48 8.5	59 8.2	89 14.9	217 12.1	53 9.5	109 8.9	155 14.0	253 13.7	1 1.6	2 8.0	14 3.3
(4)	443 18.9	330 18.8	113 18.9	247 20.5	83 15.1	70 15.2	99 17.4	161 22.3	113 18.9	322 18.0	121 21.7	245 20.1	197 17.7	386 20.9	4 6.6	1 4.0	52 12.4
(3)	484 20.6	375 21.4	109 18.3	267 22.2	108 19.7	87 18.9	120 21.1	168 23.2	109 18.3	360 20.1	124 22.3	279 22.9	200 18.0	356 19.3	9 14.8	3 12.0	116 27.7
(2)	231 9.8	178 10.2	53 8.9	120 10.0	58 10.6	50 10.9	58 10.2	70 9.7	53 8.9	177 9.9	54 9.7	135 11.1	96 8.6	138 7.5	15 24.6	4 16.0	74 17.7
(1) VERY DISSATISFIED	117 5.0	92 5.3	25 4.2	62 5.2	30 5.5	26 5.7	34 6.0	32 4.4	25 4.2	83 4.6	34 6.1	68 5.6	48 4.3	41 2.2	16 26.2	12 48.0	48 11.5
NOT APPLICABLE	803 34.2	595 34.0	208 34.8	407 33.9	188 34.2	153 33.3	209 36.8	233 32.2	208 34.8	632 35.3	171 30.7	385 31.5	415 37.4	669 36.3	16 26.2	3 12.0	115 27.4
BLANK	69	41	28	26	15	15	14	12	28	57	12	23	38	43	1	1	24
MEAN	3.34	3.29	3.48	3.25	3.36	3.38	3.19	3.30	3.48	3.36	3.27	3.23	3.45	3.57	2.09	1.95	2.70
STANDARD DEVIATION	1.15	1.14	1.17	1.10	1.23	1.25	1.15	1.06	1.17	1.16	1.13	1.12	1.18	1.06	1.06	1.33	1.07
STANDARD ERROR	0.03	0.03	0.06	0.04	0.06	0.07	0.06	0.05	0.06	0.03	0.06	0.04	0.04	0.03	0.16	0.28	0.06

CALTRAIN 2011 ONBOARD SURVEY

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		TYPE OF SERVICE				BIKE CAR OR REGULAR CAR?		USE CLIPPER?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====				=====		=====		=====			
		WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - TOTAL RESPONDING	2380 100.0	1766 100.0	614 100.0	1211 100.0	555 100.0	467 100.0	569 100.0	730 100.0	614 100.0	1816 100.0	564 100.0	1233 100.0	1130 100.0	1867 100.0	62 100.0	25 100.0	426 100.0
(5) VERY SATISFIED	559 23.5	372 21.1	187 30.5	220 18.2	152 27.4	138 29.6	111 19.5	123 16.8	187 30.5	457 25.2	102 18.1	248 20.1	305 27.0	515 27.6	4 6.5	2 8.0	38 8.9
(4)	817 34.3	617 34.9	200 32.6	436 36.0	181 32.6	148 31.7	217 38.1	252 34.5	200 32.6	611 33.6	206 36.5	429 34.8	383 33.9	727 38.9	5 8.1	1 4.0	84 19.7
(3)	536 22.5	412 23.3	124 20.2	295 24.4	117 21.1	100 21.4	123 21.6	189 25.9	124 20.2	413 22.7	123 21.8	307 24.9	225 19.9	361 19.3	14 22.6	7 28.0	154 36.2
(2)	274 11.5	229 13.0	45 7.3	171 14.1	58 10.5	43 9.2	73 12.8	113 15.5	45 7.3	196 10.8	78 13.8	167 13.5	107 9.5	145 7.8	22 35.5	4 16.0	103 24.2
(1) VERY DISSATISFIED	108 4.5	90 5.1	18 2.9	69 5.7	21 3.8	14 3.0	37 6.5	39 5.3	18 2.9	78 4.3	30 5.3	73 5.9	33 2.9	41 2.2	17 27.4	11 44.0	39 9.2
NOT APPLICABLE	86 3.6	46 2.6	40 6.5	20 1.7	26 4.7	24 5.1	8 1.4	14 1.9	40 6.5	61 3.4	25 4.4	9 0.7	77 6.8	78 4.2	-	-	8 1.9
BLANK	37	26	11	17	9	8	13	5	11	32	5	11	19	19	-	1	17
MEAN	3.63	3.55	3.86	3.48	3.73	3.80	3.52	3.43	3.86	3.67	3.50	3.50	3.78	3.86	2.31	2.16	2.95
STANDARD DEVIATION	1.11	1.12	1.06	1.12	1.11	1.08	1.14	1.11	1.06	1.11	1.12	1.13	1.07	1.00	1.15	1.28	1.09
STANDARD ERROR	0.02	0.03	0.04	0.03	0.05	0.05	0.05	0.04	0.04	0.03	0.05	0.03	0.03	0.02	0.15	0.26	0.05

CALTRAIN 2011 ONBOARD SURVEY

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		TYPE OF SERVICE				BIKE CAR OR REGULAR CAR?		USE CLIPPER?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====				=====		=====		=====			
		WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - TOTAL RESPONDING	2387 100.0	1776 100.0	611 100.0	1219 100.0	557 100.0	468 100.0	574 100.0	734 100.0	611 100.0	1821 100.0	566 100.0	1238 100.0	1132 100.0	1869 100.0	62 100.0	26 100.0	430 100.0
(5) VERY SATISFIED	510 21.4	362 20.4	148 24.2	228 18.7	134 24.1	118 25.2	115 20.0	129 17.6	148 24.2	403 22.1	107 18.9	249 20.1	257 22.7	468 25.0	3 4.8	3 11.5	36 8.4
(4)	704 29.5	561 31.6	143 23.4	408 33.5	153 27.5	125 26.7	178 31.0	258 35.1	143 23.4	535 29.4	169 29.9	426 34.4	271 23.9	618 33.1	8 12.9	1 3.8	77 17.9
(3)	429 18.0	345 19.4	84 13.7	254 20.8	91 16.3	74 15.8	116 20.2	155 21.1	84 13.7	313 17.2	116 20.5	242 19.5	183 16.2	288 15.4	8 12.9	3 11.5	130 30.2
(2)	254 10.6	211 11.9	43 7.0	166 13.6	45 8.1	35 7.5	79 13.8	97 13.2	43 7.0	186 10.2	68 12.0	165 13.3	89 7.9	133 7.1	19 30.6	5 19.2	97 22.6
(1) VERY DISSATISFIED	154 6.5	134 7.5	20 3.3	95 7.8	39 7.0	28 6.0	48 8.4	58 7.9	20 3.3	116 6.4	38 6.7	100 8.1	52 4.6	65 3.5	23 37.1	11 42.3	55 12.8
NOT APPLICABLE	336 14.1	163 9.2	173 28.3	68 5.6	95 17.1	88 18.8	38 6.6	37 5.0	173 28.3	268 14.7	68 12.0	56 4.5	280 24.7	297 15.9	1 1.6	3 11.5	35 8.1
BLANK	30	16	14	9	7	7	8	1	14	27	3	6	17	17	-	-	13
MEAN	3.57	3.50	3.81	3.44	3.65	3.71	3.43	3.43	3.81	3.59	3.48	3.47	3.69	3.82	2.16	2.13	2.85
STANDARD DEVIATION	1.20	1.21	1.14	1.19	1.23	1.21	1.23	1.18	1.14	1.20	1.19	1.21	1.18	1.08	1.21	1.42	1.16
STANDARD ERROR	0.03	0.03	0.05	0.04	0.06	0.06	0.05	0.04	0.05	0.03	0.05	0.04	0.04	0.03	0.16	0.30	0.06

CALTRAIN 2011 ONBOARD SURVEY

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		TYPE OF SERVICE				BIKE CAR OR REGULAR CAR?		USE CLIPPER?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====				=====		=====		=====			
		WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - TOTAL RESPONDING	2373 100.0	1766 100.0	607 100.0	1216 100.0	550 100.0	461 100.0	572 100.0	733 100.0	607 100.0	1813 100.0	560 100.0	1242 100.0	1114 100.0	1857 100.0	61 100.0	26 100.0	429 100.0
(5) VERY SATISFIED	682 28.7	443 25.1	239 39.4	254 20.9	189 34.4	165 35.8	139 24.3	139 19.0	239 39.4	535 29.5	147 26.3	266 21.4	411 36.9	639 34.4	2 3.3	4 15.4	37 8.6
(4)	921 38.8	698 39.5	223 36.7	488 40.1	210 38.2	183 39.7	207 36.2	308 42.0	223 36.7	677 37.3	244 43.6	504 40.6	410 36.8	815 43.9	4 6.6	3 11.5	99 23.1
(3)	490 20.6	394 22.3	96 15.8	302 24.8	92 16.7	66 14.3	148 25.9	180 24.6	96 15.8	378 20.8	112 20.0	306 24.6	182 16.3	299 16.1	16 26.2	2 7.7	173 40.3
(2)	164 6.9	141 8.0	23 3.8	115 9.5	26 4.7	19 4.1	53 9.3	69 9.4	23 3.8	123 6.8	41 7.3	113 9.1	48 4.3	56 3.0	23 37.7	5 19.2	80 18.6
(1) VERY DISSATISFIED	74 3.1	64 3.6	10 1.6	48 3.9	16 2.9	13 2.8	18 3.1	33 4.5	10 1.6	62 3.4	12 2.1	49 3.9	25 2.2	13 0.7	15 24.6	12 46.2	34 7.9
NOT APPLICABLE	42 1.8	26 1.5	16 2.6	9 0.7	17 3.1	15 3.3	7 1.2	4 0.5	16 2.6	38 2.1	4 0.7	4 0.3	38 3.4	35 1.9	1 1.6	-	6 1.4
BLANK	44	26	18	12	14	14	10	2	18	35	9	2	35	29	1	-	14
MEAN	3.85	3.76	4.11	3.65	3.99	4.05	3.70	3.62	4.11	3.85	3.85	3.67	4.05	4.10	2.25	2.31	3.06
STANDARD DEVIATION	1.02	1.04	0.93	1.04	1.00	0.97	1.04	1.04	0.93	1.04	0.97	1.04	0.97	0.83	1.02	1.54	1.05
STANDARD ERROR	0.02	0.02	0.04	0.03	0.04	0.05	0.04	0.04	0.04	0.02	0.04	0.03	0.03	0.02	0.13	0.30	0.05

CALTRAIN 2011 ONBOARD SURVEY

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

		WEEKDAY												OVERALL CALTRAIN EXPERIENCE				
		TIME PERIOD				TYPE OF SERVICE								BIKE CAR OR		USE CLIPPER?		=====
		TIME PERIOD		OFF-PEAK		=====				REGULAR CAR?		=====		VERY/	SMWHT	VERY	NTRAL	
		TOTAL	WKDAY	SAT	PEAK	PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	SATIS	DISSAT	DISSAT	NA/BLANK
BASE - TOTAL RESPONDING		2397	1777	620	1218	559	470	575	732	620	1831	566	1241	1140	1881	62	25	429
		100.0	100.0	100.0	100.0	100.0	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	1098	795	303	515	280	237	254	304	303	867	231	528	559	999	10	5	84
		45.8	44.7	48.9	42.3	50.1	50.4	44.2	41.5	48.9	47.4	40.8	42.5	49.0	53.1	16.1	20.0	19.6
(4)		1004	773	231	562	211	176	247	350	231	744	260	566	435	769	19	6	210
		41.9	43.5	37.3	46.1	37.7	37.4	43.0	47.8	37.3	40.6	45.9	45.6	38.2	40.9	30.6	24.0	49.0
(3)		230	165	65	115	50	39	63	63	65	166	64	114	114	98	17	4	111
		9.6	9.3	10.5	9.4	8.9	8.3	11.0	8.6	10.5	9.1	11.3	9.2	10.0	5.2	27.4	16.0	25.9
(2)		45	32	13	19	13	13	7	12	13	37	8	27	18	11	13	2	19
		1.9	1.8	2.1	1.6	2.3	2.8	1.2	1.6	2.1	2.0	1.4	2.2	1.6	0.6	21.0	8.0	4.4
(1)	VERY DISSATISFIED	15	9	6	7	2	2	4	3	6	14	1	6	9	-	3	8	4
		0.6	0.5	1.0	0.6	0.4	0.4	0.7	0.4	1.0	0.8	0.2	0.5	0.8		4.8	32.0	0.9
NOT APPLICABLE		5	3	2	-	3	3	-	-	2	3	2	-	5	4	-	-	1
		0.2	0.2	0.3		0.5	0.6			0.3	0.2	0.4		0.4	0.2			0.2
BLANK		20	15	5	10	5	5	7	3	5	17	3	3	9	5	-	1	14
MEAN		4.31	4.30	4.31	4.28	4.36	4.36	4.29	4.28	4.31	4.32	4.26	4.28	4.34	4.47	3.32	2.92	3.82
STANDARD DEVIATION		0.77	0.75	0.82	0.74	0.77	0.78	0.76	0.72	0.82	0.78	0.73	0.76	0.78	0.62	1.13	1.58	0.83
STANDARD ERROR		0.02	0.02	0.03	0.02	0.03	0.04	0.03	0.03	0.03	0.02	0.03	0.02	0.02	0.01	0.14	0.32	0.04

CALTRAIN 2011 ONBOARD SURVEY

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

	WEEKDAY TIME PERIOD									BIKE CAR OR REGULAR CAR?		USE CLIPPER?		OVERALL CALTRAIN EXPERIENCE				
	TIME PERIOD		OFF- PEAK		TYPE OF SERVICE									VERY/ SMWHT	SMWHT	VERY	NTRAL	
	TOTAL	WKDAY	SAT	PEAK	PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	SATIS	DISSAT	DISSAT	NA/ BLANK	
BASE - TOTAL RESPONDING		2398	1779	619	1221	558	470	575	734	619	1830	568	1241	1142	1885	62	26	425
		100.0	100.0	100.0	100.0	100.0	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	680	449	231	261	188	162	145	142	231	539	141	292	384	668	1	1	10
		28.4	25.2	37.3	21.4	33.7	34.5	25.2	19.3	37.3	29.5	24.8	23.5	33.6	35.4	1.6	3.8	2.4
(4)		1286	982	304	704	278	236	315	431	304	967	319	677	602	1160	4	3	119
		53.6	55.2	49.1	57.7	49.8	50.2	54.8	58.7	49.1	52.8	56.2	54.6	52.7	61.5	6.5	11.5	28.0
(3)		359	284	75	213	71	53	94	137	75	262	97	229	128	55	22	4	278
		15.0	16.0	12.1	17.4	12.7	11.3	16.3	18.7	12.1	14.3	17.1	18.5	11.2	2.9	35.5	15.4	65.4
(2)		53	46	7	34	12	10	19	17	7	44	9	37	14	-	32	6	15
		2.2	2.6	1.1	2.8	2.2	2.1	3.3	2.3	1.1	2.4	1.6	3.0	1.2		51.6	23.1	3.5
(1)	VERY DISSATISFIED	15	13	2	8	5	5	1	7	2	13	2	6	9	-	3	12	-
		0.6	0.7	0.3	0.7	0.9	1.1	0.2	1.0	0.3	0.7	0.4	0.5	0.8		4.8	46.2	
NOT APPLICABLE		5	5	-	1	4	4	1	-	-	5	-	-	5	2	-	-	3
		0.2	0.3		0.1	0.7	0.9	0.2			0.3			0.4	0.1			0.7
BLANK		19	13	6	7	6	5	7	1	6	18	1	3	7	1	-	-	18
MEAN		4.07	4.02	4.22	3.96	4.14	4.16	4.02	3.93	4.22	4.08	4.04	3.98	4.18	4.33	2.48	2.04	3.29
STANDARD DEVIATION		0.76	0.76	0.72	0.75	0.79	0.79	0.75	0.74	0.72	0.77	0.72	0.76	0.73	0.53	0.76	1.22	0.57
STANDARD ERROR		0.02	0.02	0.03	0.02	0.03	0.04	0.03	0.03	0.03	0.02	0.03	0.02	0.02	0.01	0.10	0.24	0.03

CALTRAIN 2011 ONBOARD SURVEY

Q18. HOW WOULD YOU RATE YOUR OVERALL CALTRAIN EXPERIENCE?

		WEEKDAY TIME PERIOD								BIKE CAR OR REGULAR CAR?		USE CLIPPER?		OVERALL CALTRAIN EXPERIENCE				
		TIME PERIOD		TYPE OF SERVICE		VERY/ SMWHT	SMWHT	VERY	NTRAL									
		=====		=====		=====		=====	=====	=====	=====							
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING		2393	1775	618	1220	555	467	575	733	618	1827	566	1243	1136	1886	62	26	419
		100.0	100.0	100.0	100.0	100.0	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	601	394	207	225	169	147	126	121	207	475	126	240	359	601	-	-	-
		25.1	22.2	33.5	18.4	30.5	31.5	21.9	16.5	33.5	26.0	22.3	19.3	31.6	31.9			
(4)		1285	973	312	689	284	241	313	419	312	967	318	693	586	1285	-	-	-
		53.7	54.8	50.5	56.5	51.2	51.6	54.4	57.2	50.5	52.9	56.2	55.8	51.6	68.1			
(3)		415	329	86	249	80	61	106	162	86	313	102	248	162	-	-	-	415
		17.3	18.5	13.9	20.4	14.4	13.1	18.4	22.1	13.9	17.1	18.0	20.0	14.3				99.0
(2)		62	54	8	43	11	8	21	25	8	44	18	45	17	-	62	-	-
		2.6	3.0	1.3	3.5	2.0	1.7	3.7	3.4	1.3	2.4	3.2	3.6	1.5		100.0		
(1)	VERY DISSATISFIED	26	22	4	12	10	9	7	6	4	24	2	14	11	-	-	26	-
		1.1	1.2	0.6	1.0	1.8	1.9	1.2	0.8	0.6	1.3	0.4	1.1	1.0			100.0	
NOT APPLICABLE		4	3	1	2	1	1	2	-	1	4	-	3	1	-	-	-	4
		0.2	0.2	0.2	0.2	0.2	0.2	0.3		0.2	0.2		0.2	0.1				1.0
BLANK		24	17	7	8	9	8	7	2	7	21	3	1	13	-	-	-	24
MEAN		3.99	3.94	4.15	3.88	4.07	4.09	3.92	3.85	4.15	4.00	3.97	3.89	4.11	4.32	2.00	1.00	3.00
STANDARD DEVIATION		0.79	0.80	0.75	0.78	0.83	0.83	0.81	0.76	0.75	0.80	0.75	0.79	0.77	0.47	0.00	0.00	0.00
STANDARD ERROR		0.02	0.02	0.03	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.03	0.02	0.02	0.01	0.00	0.00	0.00

CALTRAIN 2011 ONBOARD SURVEY

Q19. DO YOU CURRENTLY USE A CLIPPER/TRANSLINK CARD ON CALTRAIN?

	WEEKDAY TIME PERIOD										BIKE CAR OR REGULAR CAR?		USE CLIPPER?		OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD			TIME PERIOD		TYPE OF SERVICE												
	=====			=====		=====				=====		=====		=====		=====		
				OFF - PEAK										VERY/ SMWHT		NTRAL NA/ BLANK		
	TOTAL	WKDAY	SAT	PEAK	PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	SATIS	DISSAT	DISSAT		
BASE - ALL RESPONDENTS	2393 100.0	1772 100.0	621 100.0	1217 100.0	555 100.0	468 100.0	572 100.0	732 100.0	621 100.0	1828 100.0	565 100.0	1244 100.0	1149 100.0	1878 100.0	62 100.0	25 100.0	428 100.0	
YES	1244 52.0	1087 61.3	157 25.3	836 68.7	251 45.2	188 40.2	379 66.3	520 71.0	157 25.3	910 49.8	334 59.1	1244 100.0	-	933 49.7	45 72.6	14 56.0	252 58.9	
NO	1149 48.0	685 38.7	464 74.7	381 31.3	304 54.8	280 59.8	193 33.7	212 29.0	464 74.7	918 50.2	231 40.9	- 100.0	1149 100.0	945 50.3	17 27.4	11 44.0	176 41.1	
BLANK	24	20	4	11	9	7	10	3	4	20	4	-	-	8	-	1	15	

CALTRAIN 2011 ONBOARD SURVEY

Q20. HOW DID YOU PAY FOR THIS TRAIN TRIP TODAY? (IF YOU USE CLIPPER/TRANSLINK, SELECT TYPE OF FARE LOADED ON CARD USED.)

														OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD			WEEKDAY TIME PERIOD		TYPE OF SERVICE				BIKE CAR OR REGULAR CAR?		USE CLIPPER?		VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO				
BASE - ALL RESPONDENTS	2371 100.0	1760 100.0	611 100.0	1207 100.0	553 100.0	466 100.0	570 100.0	724 100.0	611 100.0	1813 100.0	558 100.0	1226 100.0	1132 100.0	1862 100.0	61 100.0	24 100.0	424 100.0
ONE-WAY TICKET OR E-CASH	687 29.0	380 21.6	307 50.2	171 14.2	209 37.8	198 42.5	91 16.0	91 12.6	307 50.2	553 30.5	134 24.0	161 13.1	520 45.9	582 31.3	10 16.4	5 20.8	90 21.2
DAY PASS	412 17.4	220 12.5	192 31.4	115 9.5	105 19.0	94 20.2	60 10.5	66 9.1	192 31.4	326 18.0	86 15.4	33 2.7	377 33.3	338 18.2	7 11.5	7 29.2	60 14.2
8-RIDE TICKET	196 8.3	178 10.1	18 2.9	147 12.2	31 5.6	26 5.6	50 8.8	102 14.1	18 2.9	148 8.2	48 8.6	195 15.9	1 0.1	147 7.9	6 9.8	1 4.2	42 9.9
CALTRAIN MONTHLY PASS	813 34.3	750 42.6	63 10.3	581 48.1	169 30.6	117 25.1	281 49.3	352 48.6	63 10.3	585 32.3	228 40.9	805 65.7	5 0.4	595 32.0	30 49.2	7 29.2	181 42.7
GO PASS	225 9.5	205 11.6	20 3.3	175 14.5	30 5.4	22 4.7	80 14.0	103 14.2	20 3.3	173 9.5	52 9.3	12 1.0	211 18.6	169 9.1	8 13.1	3 12.5	45 10.6
OTHER	38 1.6	27 1.5	11 1.8	18 1.5	9 1.6	9 1.9	8 1.4	10 1.4	11 1.8	28 1.5	10 1.8	20 1.6	18 1.6	31 1.7	-	1 4.2	6 1.4
MULTIPLE RESPONSES CHECKED	7	5	2	4	1	1	2	2	2	6	1	5	2	4	-	-	3
NO ANSWER	39	27	12	17	10	8	10	9	12	29	10	13	15	20	1	2	16

CALTRAIN 2011 ONBOARD SURVEY

Q21. WHAT IS YOUR FARE CATEGORY?

	WEEKDAY TIME PERIOD =====									BIKE CAR OR REGULAR CAR? =====		USE CLIPPER? =====		OVERALL CALTRAIN EXPERIENCE =====			
	TIME PERIOD =====		OFF- PEAK =====		TYPE OF SERVICE =====									VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO				
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - TOTAL RESPONDING	2383 100.0	1768 100.0	615 100.0	1210 100.0	558 100.0	470 100.0	572 100.0	726 100.0	615 100.0	1822 100.0	561 100.0	1239 100.0	1133 100.0	1867 100.0	62 100.0	25 100.0	429 100.0
ADULT	2182 91.6	1630 92.2	552 89.8	1157 95.6	473 84.8	389 82.8	535 93.5	706 97.2	552 89.8	1656 90.9	526 93.8	1188 95.9	983 86.8	1708 91.5	60 96.8	20 80.0	394 91.8
SENIOR	80 3.4	63 3.6	17 2.8	28 2.3	35 6.3	33 7.0	19 3.3	11 1.5	17 2.8	64 3.5	16 2.9	29 2.3	51 4.5	68 3.6	1 1.6	1 4.0	10 2.3
DISABLED	19 0.8	12 0.7	7 1.1	4 0.3	8 1.4	8 1.7	2 0.3	2 0.3	7 1.1	15 0.8	4 0.7	7 0.6	12 1.1	15 0.8	-	-	4 0.9
MEDICARE CARDHOLDER	10 0.4	7 0.4	3 0.5	3 0.2	4 0.7	4 0.9	2 0.3	1 0.1	3 0.5	7 0.4	3 0.5	5 0.4	5 0.4	2 0.1	-	2 8.0	6 1.4
YOUTH	92 3.9	56 3.2	36 5.9	18 1.5	38 6.8	36 7.7	14 2.4	6 0.8	36 5.9	80 4.4	12 2.1	10 0.8	82 7.2	74 4.0	1 1.6	2 8.0	15 3.5
MULTIPLE RESPONSES CHECKED	3	1	2	1	-	-	-	1	2	3	-	1	2	2	-	-	1
NO ANSWER	31	23	8	17	6	5	10	8	8	23	8	4	14	17	-	1	13

CALTRAIN 2011 ONBOARD SURVEY

Q22A. HOW IS YOUR CLIPPER EXPERIENCE ON CALTRAIN? - FUNCTIONING OF CLIPPER CARD READER AT THE STATIONS

														OVERALL CALTRAIN EXPERIENCE			
	WEEKDAY TIME PERIOD			TYPE OF SERVICE						BIKE CAR OR REGULAR CAR?		USE CLIPPER?		VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO				
BASE - TOTAL RESPONDING	2146 100.0	1641 100.0	505 100.0	1146 100.0	495 100.0	411 100.0	542 100.0	688 100.0	505 100.0	1634 100.0	512 100.0	1238 100.0	901 100.0	1675 100.0	61 100.0	22 100.0	388 100.0
(5) VERY SATISFIED	488 22.7	398 24.3	90 17.8	290 25.3	108 21.8	82 20.0	138 25.5	178 25.9	90 17.8	361 22.1	127 24.8	452 36.5	33 3.7	429 25.6	4 6.6	3 13.6	52 13.4
(4)	441 20.5	385 23.5	56 11.1	304 26.5	81 16.4	63 15.3	126 23.2	196 28.5	56 11.1	334 20.4	107 20.9	408 33.0	32 3.6	351 21.0	11 18.0	3 13.6	76 19.6
(3)	248 11.6	217 13.2	31 6.1	161 14.0	56 11.3	47 11.4	72 13.3	98 14.2	31 6.1	176 10.8	72 14.1	216 17.4	29 3.2	138 8.2	15 24.6	5 22.7	90 23.2
(2)	82 3.8	70 4.3	12 2.4	52 4.5	18 3.6	13 3.2	21 3.9	36 5.2	12 2.4	60 3.7	22 4.3	73 5.9	9 1.0	33 2.0	11 18.0	1 4.5	37 9.5
(1) VERY DISSATISFIED	72 3.4	65 4.0	7 1.4	50 4.4	15 3.0	12 2.9	31 5.7	22 3.2	7 1.4	55 3.4	17 3.3	62 5.0	10 1.1	41 2.4	7 11.5	3 13.6	21 5.4
NOT APPLICABLE	815 38.0	506 30.8	309 61.2	289 25.2	217 43.8	194 47.2	154 28.4	158 23.0	309 61.2	648 39.7	167 32.6	27 2.2	788 87.5	683 40.8	13 21.3	7 31.8	112 28.9
BLANK	271	151	120	82	69	64	40	47	120	214	57	6	248	211	1	4	55
MEAN	3.89	3.86	4.07	3.85	3.90	3.88	3.82	3.89	4.07	3.90	3.88	3.92	3.61	4.10	2.88	3.13	3.37
STANDARD DEVIATION	1.13	1.13	1.09	1.13	1.15	1.15	1.20	1.08	1.09	1.13	1.12	1.12	1.24	1.03	1.18	1.41	1.16
STANDARD ERROR	0.03	0.03	0.08	0.04	0.07	0.08	0.06	0.05	0.08	0.04	0.06	0.03	0.12	0.03	0.17	0.36	0.07

CALTRAIN 2011 ONBOARD SURVEY

Q22B. HOW IS YOUR CLIPPER EXPERIENCE ON CALTRAIN? CLIPPER CARD READS CORRECTLY DURING FARE INSPECTION

														OVERALL CALTRAIN EXPERIENCE			
	WEEKDAY TIME PERIOD			TYPE OF SERVICE						BIKE CAR OR REGULAR CAR?		USE CLIPPER?		=====			
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	VERY/ SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - TOTAL RESPONDING	2140 100.0	1636 100.0	504 100.0	1143 100.0	493 100.0	409 100.0	539 100.0	688 100.0	504 100.0	1628 100.0	512 100.0	1235 100.0	898 100.0	1671 100.0	61 100.0	22 100.0	386 100.0
(5) VERY SATISFIED	587 27.4	495 30.3	92 18.3	362 31.7	133 27.0	101 24.7	169 31.4	225 32.7	92 18.3	442 27.1	145 28.3	552 44.7	32 3.6	512 30.6	4 6.6	4 18.2	67 17.4
(4)	449 21.0	388 23.7	61 12.1	303 26.5	85 17.2	65 15.9	131 24.3	192 27.9	61 12.1	325 20.0	124 24.2	417 33.8	30 3.3	337 20.2	16 26.2	4 18.2	92 23.8
(3)	170 7.9	151 9.2	19 3.8	117 10.2	34 6.9	26 6.4	49 9.1	76 11.0	19 3.8	124 7.6	46 9.0	145 11.7	25 2.8	77 4.6	15 24.6	4 18.2	74 19.2
(2)	58 2.7	46 2.8	12 2.4	32 2.8	14 2.8	12 2.9	16 3.0	18 2.6	12 2.4	36 2.2	22 4.3	49 4.0	9 1.0	28 1.7	6 9.8	1 4.5	23 6.0
(1) VERY DISSATISFIED	55 2.6	50 3.1	5 1.0	37 3.2	13 2.6	12 2.9	18 3.3	20 2.9	5 1.0	45 2.8	10 2.0	46 3.7	9 1.0	31 1.9	8 13.1	2 9.1	14 3.6
NOT APPLICABLE	821 38.4	506 30.9	315 62.5	292 25.5	214 43.4	193 47.2	156 28.9	157 22.8	315 62.5	656 40.3	165 32.2	26 2.1	793 88.3	686 41.1	12 19.7	7 31.8	116 30.1
BLANK	277	156	121	85	71	66	43	47	121	220	57	9	251	215	1	4	57
MEAN	4.10	4.09	4.18	4.08	4.11	4.07	4.09	4.10	4.18	4.11	4.07	4.14	3.64	4.29	3.04	3.47	3.65
STANDARD DEVIATION	1.06	1.06	1.03	1.05	1.10	1.15	1.07	1.02	1.03	1.07	1.03	1.03	1.24	0.95	1.21	1.36	1.10
STANDARD ERROR	0.03	0.03	0.07	0.04	0.07	0.08	0.05	0.04	0.07	0.03	0.06	0.03	0.12	0.03	0.17	0.35	0.07

CALTRAIN 2011 ONBOARD SURVEY

Q22C. HOW IS YOUR CLIPPER EXPERIENCE ON CALTRAIN? CLIPPER INFORMATION AVAILABLE AT WWW.CALTRAIN.COM

														OVERALL CALTRAIN EXPERIENCE			

CALTRAIN 2011 ONBOARD SURVEY

Q22D. HOW IS YOUR CLIPPER EXPERIENCE ON CALTRAIN? CLIPPER CUSTOMER SERVICE CENTER HELPFULNESS (1-877-878-8883)

		WEEKDAY TIME PERIOD												OVERALL CALTRAIN EXPERIENCE				
		TIME PERIOD		TIME PERIOD		TYPE OF SERVICE				BIKE CAR OR REGULAR CAR?		USE CLIPPER?		VERY/ SMWHT		NTRAL		
		=====		=====		=====				=====		=====		=====		=====		
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	SATIS	DISSAT	DISSAT	NA/ BLANK
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - TOTAL RESPONDING		2124	1623	501	1134	489	405	535	683	501	1614	510	1220	896	1661	61	19	383
		100.0	100.0	100.0	100.0	100.0	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	230	179	51	128	51	41	63	75	51	190	40	198	30	201	1	1	27
		10.8	11.0	10.2	11.3	10.4	10.1	11.8	11.0	10.2	11.8	7.8	16.2	3.3	12.1	1.6	5.3	7.0
(4)		259	227	32	169	58	52	80	95	32	182	77	228	29	211	8	1	39
		12.2	14.0	6.4	14.9	11.9	12.8	15.0	13.9	6.4	11.3	15.1	18.7	3.2	12.7	13.1	5.3	10.2
(3)		215	184	31	140	44	32	68	84	31	153	62	198	17	147	4	3	61
		10.1	11.3	6.2	12.3	9.0	7.9	12.7	12.3	6.2	9.5	12.2	16.2	1.9	8.9	6.6	15.8	15.9
(2)		116	106	10	81	25	18	36	52	10	82	34	111	4	66	7	2	41
		5.5	6.5	2.0	7.1	5.1	4.4	6.7	7.6	2.0	5.1	6.7	9.1	0.4	4.0	11.5	10.5	10.7
(1)	VERY DISSATISFIED	129	115	14	86	29	23	40	52	14	95	34	113	15	74	16	4	35
		6.1	7.1	2.8	7.6	5.9	5.7	7.5	7.6	2.8	5.9	6.7	9.3	1.7	4.5	26.2	21.1	9.1
NOT APPLICABLE		1175	812	363	530	282	239	248	325	363	912	263	372	801	962	25	8	180
		55.3	50.0	72.5	46.7	57.7	59.0	46.4	47.6	72.5	56.5	51.6	30.5	89.4	57.9	41.0	42.1	47.0
BLANK		293	169	124	94	75	70	47	52	124	234	59	24	253	225	1	7	60
MEAN		3.36	3.31	3.70	3.28	3.37	3.42	3.31	3.25	3.70	3.41	3.22	3.34	3.58	3.57	2.19	2.36	2.91
STANDARD DEVIATION		1.33	1.33	1.31	1.32	1.35	1.34	1.32	1.33	1.31	1.35	1.27	1.32	1.39	1.28	1.31	1.36	1.27
STANDARD ERROR		0.04	0.05	0.11	0.05	0.09	0.10	0.08	0.07	0.11	0.05	0.08	0.05	0.14	0.05	0.22	0.41	0.09

CALTRAIN 2011 ONBOARD SURVEY

Q22E. HOW IS YOUR CLIPPER EXPERIENCE ON CALTRAIN? OVERALL EASE OF USE

														OVERALL CALTRAIN EXPERIENCE			

CALTRAIN 2011 ONBOARD SURVEY

TRAIN NUMBER

	WEEKDAY										OVERALL CALTRAIN EXPERIENCE							
	TIME PERIOD					TYPE OF SERVICE					BIKE CAR OR		USE CLIPPER?	VERY/				NTRAL
	TIME PERIOD		OFF-							REGULAR	BIKE	SMWHT		SMWHT	VERY	NA/		
	TOTAL	WKDAY	SAT	PEAK	PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	SATIS	DISSAT	DISSAT	BLANK	
BASE - ALL RESPONDENTS	2417 100.0	1792 100.0	625 100.0	1228 100.0	564 100.0	475 100.0	582 100.0	735 100.0	625 100.0	1848 100.0	569 100.0	1244 100.0	1149 100.0	1886 100.0	62 100.0	26 100.0	443 100.0	
101	30 1.2	30 1.7	-	-	30 5.3	30 6.3	-	-	-	-	30 5.3	25 2.0	5 0.4	23 1.2	2 3.2	-	5 1.1	
102	8 0.3	8 0.4	-	-	8 1.4	8 1.7	-	-	-	-	8 1.4	4 0.3	4 0.3	6 0.3	-	-	2 0.5	
143	74 3.1	74 4.1	-	-	74 13.1	74 15.6	-	-	-	74 4.0	-	20 1.6	53 4.6	61 3.2	-	2 7.7	11 2.5	
146	80 3.3	80 4.5	-	-	80 14.2	80 16.8	-	-	-	80 4.3	-	26 2.1	54 4.7	69 3.7	-	2 7.7	9 2.0	
151	46 1.9	46 2.6	-	-	46 8.2	46 9.7	-	-	-	46 2.5	-	10 0.8	35 3.0	32 1.7	2 3.2	-	12 2.7	
159	70 2.9	70 3.9	-	-	70 12.4	70 14.7	-	-	-	70 3.8	-	14 1.1	54 4.7	64 3.4	1 1.6	1 3.8	4 0.9	
190	52 2.2	52 2.9	-	-	52 9.2	52 10.9	-	-	-	52 2.8	-	35 2.8	16 1.4	41 2.2	2 3.2	1 3.8	8 1.8	
192	52 2.2	52 2.9	-	-	52 9.2	52 10.9	-	-	-	52 2.8	-	22 1.8	28 2.4	39 2.1	1 1.6	1 3.8	11 2.5	
193	35 1.4	35 2.0	-	-	35 6.2	35 7.4	-	-	-	-	35 6.2	19 1.5	16 1.4	30 1.6	-	1 3.8	4 0.9	
195	28 1.2	28 1.6	-	-	28 5.0	28 5.9	-	-	-	28 1.5	-	13 1.0	15 1.3	23 1.2	-	1 3.8	4 0.9	
208	68 2.8	68 3.8	-	68 5.5	-	-	68 11.7	-	-	68 3.7	-	32 2.6	35 3.0	50 2.7	3 4.8	2 7.7	13 2.9	
221	96 4.0	96 5.4	-	96 7.8	-	-	96 16.5	-	-	96 5.2	-	67 5.4	28 2.4	80 4.2	1 1.6	1 3.8	14 3.2	
270	200 8.3	200 11.2	-	200 16.3	-	-	200 34.4	-	-	200 10.8	-	125 10.0	69 6.0	139 7.4	9 14.5	2 7.7	50 11.3	

CALTRAIN 2011 ONBOARD SURVEY

TRAIN NUMBER

											OVERALL CALTRAIN EXPERIENCE							
			WEEKDAY						BIKE CAR OR		USE CLIPPER?							
	TIME PERIOD		TIME PERIOD		TYPE OF SERVICE				REGULAR CAR?			VERY/						
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	
280	129 5.3	129 7.2	-	129 10.5	-	-	129 22.2	-	-	-	129 22.7	92 7.4	37 3.2	105 5.6	5 8.1	1 3.8	18 4.1	
288	89 3.7	89 5.0	-	- 15.8	89 15.3	-	89 15.3	-	-	89 4.8	-	63 5.1	24 2.1	65 3.4	3 4.8	1 3.8	20 4.5	
313	86 3.6	86 4.8	-	86 7.0	-	-	- 11.7	86 11.7	-	86 4.7	-	57 4.6	29 2.5	58 3.1	-	1 3.8	27 6.1	
322	62 2.6	62 3.5	-	62 5.0	-	-	- 8.4	62 8.4	-	62 3.4	-	53 4.3	9 0.8	49 2.6	4 6.5	-	9 2.0	
329	156 6.5	156 8.7	-	156 12.7	-	-	- 21.2	156 21.2	-	156 8.4	-	122 9.8	34 3.0	112 5.9	5 8.1	1 3.8	38 8.6	
332	33 1.4	33 1.8	-	33 2.7	-	-	- 4.5	33 4.5	-	33 1.8	-	21 1.7	12 1.0	24 1.3	2 3.2	1 3.8	6 1.4	
362	76 3.1	76 4.2	-	76 6.2	-	-	- 10.3	76 10.3	-	- 13.4	76 13.4	45 3.6	29 2.5	63 3.3	1 1.6	-	12 2.7	
372	92 3.8	92 5.1	-	92 7.5	-	-	- 12.5	92 12.5	-	- 16.2	92 16.2	71 5.7	20 1.7	64 3.4	2 3.2	-	26 5.9	
373	119 4.9	119 6.6	-	119 9.7	-	-	- 16.2	119 16.2	-	119 6.4	-	73 5.9	46 4.0	86 4.6	6 9.7	1 3.8	26 5.9	
379	62 2.6	62 3.5	-	62 5.0	-	-	- 8.4	62 8.4	-	62 3.4	-	42 3.4	20 1.7	49 2.6	2 3.2	2 7.7	9 2.0	
383	49 2.0	49 2.7	-	49 4.0	-	-	- 6.7	49 6.7	-	- 8.6	49 8.6	36 2.9	13 1.1	35 1.9	3 4.8	-	11 2.5	
421	51 2.1	-	51 8.2	-	-	-	-	-	51 8.2	51 2.8	-	19 1.5	31 2.7	44 2.3	-	1 3.8	6 1.4	
424	29 1.2	-	29 4.6	-	-	-	-	-	29 4.6	29 1.6	-	7 0.6	21 1.8	21 1.1	-	-	8 1.8	
425	84 3.5	-	84 13.4	-	-	-	-	-	84 13.4	84 4.5	-	21 1.7	63 5.5	73 3.9	1 1.6	2 7.7	8 1.8	

CALTRAIN 2011 ONBOARD SURVEY

TRAIN NUMBER

											OVERALL CALTRAIN EXPERIENCE						
			WEEKDAY						BIKE CAR OR								
	TIME PERIOD		TIME PERIOD		TYPE OF SERVICE				REGULAR CAR?		USE CLIPPER?		VERY/		NTRAL		
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	SATIS	DISSAT	DISSAT	NA/ BLANK
428	21 0.9	-	21 3.4	-	-	-	-	-	21 3.4	-	21 3.7	7 0.6	14 1.2	19 1.0	-	-	2 0.5
429	61 2.5	-	61 9.8	-	-	-	-	-	61 9.8	-	61 10.7	18 1.4	43 3.7	41 2.2	4 6.5	-	16 3.6
432	81 3.4	-	81 13.0	-	-	-	-	-	81 13.0	81 4.4	-	26 2.1	55 4.8	66 3.5	1 1.6	-	14 3.2
433	82 3.4	-	82 13.1	-	-	-	-	-	82 13.1	82 4.4	-	17 1.4	64 5.6	69 3.7	1 1.6	1 3.8	11 2.5
437	84 3.5	-	84 13.4	-	-	-	-	-	84 13.4	84 4.5	-	12 1.0	72 6.3	75 4.0	-	-	9 2.0
801	68 2.8	-	68 10.9	-	-	-	-	-	68 10.9	-	68 12.0	17 1.4	50 4.4	58 3.1	1 1.6	-	9 2.0
804	64 2.6	-	64 10.2	-	-	-	-	-	64 10.2	64 3.5	-	13 1.0	51 4.4	53 2.8	-	-	11 2.5

CALTRAIN 2011 ONBOARD SURVEY

TYPE OF SERVICE

TYPE OF SERVICE	WEEKDAY TIME PERIOD									BIKE CAR OR REGULAR CAR?		USE CLIPPER?		OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD		WEEKDAY TIME PERIOD		TYPE OF SERVICE					BIKE CAR OR REGULAR CAR?		USE CLIPPER?		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - ALL RESPONDENTS	2417 100.0	1792 100.0	625 100.0	1228 100.0	564 100.0	475 100.0	582 100.0	735 100.0	625 100.0	1848 100.0	569 100.0	1244 100.0	1149 100.0	1886 100.0	62 100.0	26 100.0	443 100.0
LOCAL	475 19.7	475 26.5	-	-	475 84.2	475 100.0	-	-	-	402 21.8	73 12.8	188 15.1	280 24.4	388 20.6	8 12.9	9 34.6	70 15.8
LIMITED	582 24.1	582 32.5	-	493 40.1	89 15.8	-	582 100.0	-	-	453 24.5	129 22.7	379 30.5	193 16.8	439 23.3	21 33.9	7 26.9	115 26.0
BULLET	735 30.4	735 41.0	-	735 59.9	-	-	-	735 100.0	-	518 28.0	217 38.1	520 41.8	212 18.5	540 28.6	25 40.3	6 23.1	164 37.0
SATURDAY	625 25.9	-	625 100.0	-	-	-	-	-	625 100.0	475 25.7	150 26.4	157 12.6	464 40.4	519 27.5	8 12.9	4 15.4	94 21.2

CALTRAIN 2011 ONBOARD SURVEY

TIME PERIOD

	TIME PERIOD			WEEKDAY TIME PERIOD		TYPE OF SERVICE				BIKE CAR OR REGULAR CAR?		USE CLIPPER?		OVERALL CALTRAIN EXPERIENCE			
	=====			=====		=====				=====		=====		=====			
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - ALL RESPONDENTS	2417 100.0	1792 100.0	625 100.0	1228 100.0	564 100.0	475 100.0	582 100.0	735 100.0	625 100.0	1848 100.0	569 100.0	1244 100.0	1149 100.0	1886 100.0	62 100.0	26 100.0	443 100.0
WEEKDAY PEAK	1228 50.8	1228 68.5	-	1228 100.0	-	-	493 84.7	735 100.0	-	882 47.7	346 60.8	836 67.2	381 33.2	914 48.5	43 69.4	12 46.2	259 58.5
WEEKDAY OFF-PEAK	564 23.3	564 31.5	-	-	564 100.0	475 100.0	89 15.3	-	-	491 26.6	73 12.8	251 20.2	304 26.5	453 24.0	11 17.7	10 38.5	90 20.3
SATURDAY	625 25.9	-	625 100.0	-	-	-	-	-	625 100.0	475 25.7	150 26.4	157 12.6	464 40.4	519 27.5	8 12.9	4 15.4	94 21.2

CALTRAIN 2011 ONBOARD SURVEY

DIRECTION

	OVERALL CALTRAIN EXPERIENCE																	
	=====																	
	TIME PERIOD		WEEKDAY TIME PERIOD		TYPE OF SERVICE				BIKE CAR OR REGULAR CAR?		USE CLIPPER?		VERY/ SMWHT				NTRAL	
	=====		=====		=====				=====		=====		=====		=====			
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	SATIS	DISSAT	VERY DISSAT	NA/ BLANK	
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
BASE - ALL RESPONDENTS	2417	1792	625	1228	564	475	582	735	625	1848	569	1244	1149	1886	62	26	443	
	100.0	100.0	100.0	100.0	100.0	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	1281	851	430	568	283	283	96	472	430	1038	243	602	671	1013	29	15	224	
	53.0	47.5	68.8	46.3	50.2	59.6	16.5	64.2	68.8	56.2	42.7	48.4	58.4	53.7	46.8	57.7	50.6	
SOUTH	1136	941	195	660	281	192	486	263	195	810	326	642	478	873	33	11	219	
	47.0	52.5	31.2	53.7	49.8	40.4	83.5	35.8	31.2	43.8	57.3	51.6	41.6	46.3	53.2	42.3	49.4	

CALTRAIN 2011 ONBOARD SURVEY

BIKE CAR

	WEEKDAY													OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD			TIME PERIOD		TYPE OF SERVICE				BIKE CAR OR REGULAR CAR?		USE CLIPPER?		=====			
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	SAT	REG	BIKE	YES	NO	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2417 100.0	1792 100.0	625 100.0	1228 100.0	564 100.0	475 100.0	582 100.0	735 100.0	625 100.0	1848 100.0	569 100.0	1244 100.0	1149 100.0	1886 100.0	62 100.0	26 100.0	443 100.0
BIKE CAR	569 23.5	419 23.4	150 24.0	346 28.2	73 12.9	73 15.4	129 22.2	217 29.5	150 24.0	- 100.0	569 100.0	334 26.8	231 20.1	444 23.5	18 29.0	2 7.7	105 23.7
REGULAR TRAIN CAR	1848 76.5	1373 76.6	475 76.0	882 71.8	491 87.1	402 84.6	453 77.8	518 70.5	475 76.0	1848 100.0	- 100.0	910 73.2	918 79.9	1442 76.5	44 71.0	24 92.3	338 76.3

2011 CALTRAIN SATISFACTION STUDY
CROSSTABULATED STATISTICAL TABLES
BANNER TWO
SATURDAY BULLET SERVICE COMPARISON

prepared for
CALTRAIN

prepared by
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CALTRAIN 2011 ONBOARD SURVEY

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CALTRAIN 2011 ONBOARD SURVEY

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

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2395 100.0	620 100.0	131 100.0	489 100.0
(5) VERY SATISFIED	845 35.3	249 40.2	42 32.1	207 42.3
(4)	1067 44.6	267 43.1	65 49.6	202 41.3
(3)	383 16.0	82 13.2	21 16.0	61 12.5
(2)	56 2.3	10 1.6	2 1.5	8 1.6
(1) VERY DISSATISFIED	17 0.7	5 0.8	-	5 1.0
NOT APPLICABLE	27 1.1	7 1.1	1 0.8	6 1.2
BLANK	22	5	1	4
MEAN	4.13	4.22	4.13	4.24
STANDARD DEVIATION	0.81	0.80	0.73	0.81
STANDARD ERROR	0.02	0.03	0.06	0.04

CALTRAIN 2011 ONBOARD SURVEY

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

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2387 100.0	614 100.0	130 100.0	484 100.0
(5) VERY SATISFIED	947 39.7	274 44.6	56 43.1	218 45.0
(4)	907 38.0	220 35.8	55 42.3	165 34.1
(3)	279 11.7	49 8.0	8 6.2	41 8.5
(2)	31 1.3	8 1.3	1 0.8	7 1.4
(1) VERY DISSATISFIED	10 0.4	6 1.0	1 0.8	5 1.0
NOT APPLICABLE	213 8.9	57 9.3	9 6.9	48 9.9
BLANK	30	11	2	9
MEAN	4.26	4.34	4.36	4.34
STANDARD DEVIATION	0.77	0.79	0.72	0.80
STANDARD ERROR	0.02	0.03	0.07	0.04

CALTRAIN 2011 ONBOARD SURVEY

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

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2386 100.0	617 100.0	131 100.0	486 100.0
(5) VERY SATISFIED	678 28.4	217 35.2	37 28.2	180 37.0
(4)	808 33.9	212 34.4	45 34.4	167 34.4
(3)	576 24.1	122 19.8	30 22.9	92 18.9
(2)	188 7.9	40 6.5	13 9.9	27 5.6
(1) VERY DISSATISFIED	71 3.0	10 1.6	-	10 2.1
NOT APPLICABLE	65 2.7	16 2.6	6 4.6	10 2.1
BLANK	31	8	1	7
MEAN	3.79	3.98	3.85	4.01
STANDARD DEVIATION	1.05	0.99	0.97	0.99
STANDARD ERROR	0.02	0.04	0.09	0.05

CALTRAIN 2011 ONBOARD SURVEY

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

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2400 100.0	621 100.0	131 100.0	490 100.0
(5) VERY SATISFIED	703 29.3	253 40.7	48 36.6	205 41.8
(4)	733 30.5	190 30.6	42 32.1	148 30.2
(3)	497 20.7	97 15.6	22 16.8	75 15.3
(2)	208 8.7	48 7.7	11 8.4	37 7.6
(1) VERY DISSATISFIED	97 4.0	23 3.7	4 3.1	19 3.9
NOT APPLICABLE	162 6.8	10 1.6	4 3.1	6 1.2
BLANK	17	4	1	3
MEAN	3.78	3.99	3.94	4.00
STANDARD DEVIATION	1.12	1.11	1.09	1.11
STANDARD ERROR	0.02	0.04	0.10	0.05

CALTRAIN 2011 ONBOARD SURVEY

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

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2397 100.0	617 100.0	129 100.0	488 100.0
(5) VERY SATISFIED	389 16.2	123 19.9	20 15.5	103 21.1
(4)	524 21.9	131 21.2	27 20.9	104 21.3
(3)	524 21.9	107 17.3	16 12.4	91 18.6
(2)	386 16.1	52 8.4	8 6.2	44 9.0
(1) VERY DISSATISFIED	270 11.3	33 5.3	7 5.4	26 5.3
NOT APPLICABLE	304 12.7	171 27.7	51 39.5	120 24.6
BLANK	20	8	3	5
MEAN	3.18	3.58	3.58	3.58
STANDARD DEVIATION	1.29	1.21	1.23	1.21
STANDARD ERROR	0.03	0.06	0.14	0.06

CALTRAIN 2011 ONBOARD SURVEY

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

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2393 100.0	622 100.0	132 100.0	490 100.0
(5) VERY SATISFIED	518 21.6	188 30.2	32 24.2	156 31.8
(4)	1237 51.7	307 49.4	69 52.3	238 48.6
(3)	533 22.3	107 17.2	29 22.0	78 15.9
(2)	72 3.0	11 1.8	2 1.5	9 1.8
(1) VERY DISSATISFIED	20 0.8	5 0.8	-	5 1.0
NOT APPLICABLE	13 0.5	4 0.6	-	4 0.8
BLANK	24 1.0	3 0.5	-	3 0.6
MEAN	3.91	4.07	3.99	4.09
STANDARD DEVIATION	0.79	0.79	0.73	0.80
STANDARD ERROR	0.02	0.03	0.06	0.04

CALTRAIN 2011 ONBOARD SURVEY

Q7. RATING OF CALTRAIN ONBOARD TRAINS - COURTESY OF CONDUCTORS

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2387 100.0	616 100.0	130 100.0	486 100.0
(5) VERY SATISFIED	970 40.6	258 41.9	46 35.4	212 43.6
(4)	918 38.5	214 34.7	48 36.9	166 34.2
(3)	323 13.5	81 13.1	18 13.8	63 13.0
(2)	75 3.1	23 3.7	7 5.4	16 3.3
(1) VERY DISSATISFIED	33 1.4	7 1.1	1 0.8	6 1.2
NOT APPLICABLE	68 2.8	33 5.4	10 7.7	23 4.7
BLANK	30	9	2	7
MEAN	4.17	4.19	4.09	4.21
STANDARD DEVIATION	0.89	0.90	0.92	0.90
STANDARD ERROR	0.02	0.04	0.08	0.04

CALTRAIN 2011 ONBOARD SURVEY

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

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2388 100.0	617 100.0	130 100.0	487 100.0
(5) VERY SATISFIED	1144 47.9	293 47.5	57 43.8	236 48.5
(4)	905 37.9	220 35.7	46 35.4	174 35.7
(3)	224 9.4	61 9.9	16 12.3	45 9.2
(2)	30 1.3	7 1.1	1 0.8	6 1.2
(1) VERY DISSATISFIED	13 0.5	-	-	-
NOT APPLICABLE	72 3.0	36 5.8	10 7.7	26 5.3
BLANK	29	8	2	6
MEAN	4.35	4.38	4.33	4.39
STANDARD DEVIATION	0.75	0.72	0.74	0.72
STANDARD ERROR	0.02	0.03	0.07	0.03

CALTRAIN 2011 ONBOARD SURVEY

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

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2381 100.0	613 100.0	131 100.0	482 100.0
(5) VERY SATISFIED	846 35.5	246 40.1	41 31.3	205 42.5
(4)	850 35.7	167 27.2	29 22.1	138 28.6
(3)	417 17.5	107 17.5	27 20.6	80 16.6
(2)	92 3.9	30 4.9	11 8.4	19 3.9
(1) VERY DISSATISFIED	44 1.8	15 2.4	6 4.6	9 1.9
NOT APPLICABLE	132 5.5	48 7.8	17 13.0	31 6.4
BLANK	36	12	1	11
MEAN	4.05	4.06	3.77	4.13
STANDARD DEVIATION	0.95	1.04	1.19	0.98
STANDARD ERROR	0.02	0.04	0.11	0.05

CALTRAIN 2011 ONBOARD SURVEY

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

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2400 100.0	623 100.0	131 100.0	492 100.0
(5) VERY SATISFIED	823 34.3	249 40.0	50 38.2	199 40.4
(4)	1009 42.0	231 37.1	51 38.9	180 36.6
(3)	402 16.8	103 16.5	23 17.6	80 16.3
(2)	94 3.9	20 3.2	4 3.1	16 3.3
(1) VERY DISSATISFIED	26 1.1	6 1.0	-	6 1.2
NOT APPLICABLE	46 1.9	14 2.2	3 2.3	11 2.2
BLANK	17	2	1	1
MEAN	4.07	4.14	4.15	4.14
STANDARD DEVIATION	0.88	0.88	0.82	0.90
STANDARD ERROR	0.02	0.04	0.07	0.04

CALTRAIN 2011 ONBOARD SURVEY

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

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2401 100.0	620 100.0	131 100.0	489 100.0
(5) VERY SATISFIED	700 29.2	224 36.1	45 34.4	179 36.6
(4)	993 41.4	241 38.9	53 40.5	188 38.4
(3)	500 20.8	117 18.9	26 19.8	91 18.6
(2)	163 6.8	28 4.5	5 3.8	23 4.7
(1) VERY DISSATISFIED	40 1.7	8 1.3	1 0.8	7 1.4
NOT APPLICABLE	5 0.2	2 0.3	1 0.8	1 0.2
BLANK	16	5	1	4
MEAN	3.90	4.04	4.05	4.04
STANDARD DEVIATION	0.96	0.92	0.88	0.93
STANDARD ERROR	0.02	0.04	0.08	0.04

CALTRAIN 2011 ONBOARD SURVEY

Q12. RATING OF CALTRAIN ONBOARD - CLEANLINESS OF ONBOARD RESTROOMS

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2348 100.0	597 100.0	125 100.0	472 100.0
(5) VERY SATISFIED	270 11.5	89 14.9	10 8.0	79 16.7
(4)	443 18.9	113 18.9	26 20.8	87 18.4
(3)	484 20.6	109 18.3	27 21.6	82 17.4
(2)	231 9.8	53 8.9	15 12.0	38 8.1
(1) VERY DISSATISFIED	117 5.0	25 4.2	2 1.6	23 4.9
NOT APPLICABLE	803 34.2	208 34.8	45 36.0	163 34.5
BLANK	69	28	7	21
MEAN	3.34	3.48	3.34	3.52
STANDARD DEVIATION	1.15	1.17	1.01	1.21
STANDARD ERROR	0.03	0.06	0.11	0.07

CALTRAIN 2011 ONBOARD SURVEY

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

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2380 100.0	614 100.0	129 100.0	485 100.0
(5) VERY SATISFIED	559 23.5	187 30.5	29 22.5	158 32.6
(4)	817 34.3	200 32.6	43 33.3	157 32.4
(3)	536 22.5	124 20.2	33 25.6	91 18.8
(2)	274 11.5	45 7.3	13 10.1	32 6.6
(1) VERY DISSATISFIED	108 4.5	18 2.9	-	18 3.7
NOT APPLICABLE	86 3.6	40 6.5	11 8.5	29 6.0
BLANK	37	11	3	8
MEAN	3.63	3.86	3.75	3.89
STANDARD DEVIATION	1.11	1.06	0.95	1.08
STANDARD ERROR	0.02	0.04	0.09	0.05

CALTRAIN 2011 ONBOARD SURVEY

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

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2387 100.0	611 100.0	129 100.0	482 100.0
(5) VERY SATISFIED	510 21.4	148 24.2	21 16.3	127 26.3
(4)	704 29.5	143 23.4	26 20.2	117 24.3
(3)	429 18.0	84 13.7	25 19.4	59 12.2
(2)	254 10.6	43 7.0	6 4.7	37 7.7
(1) VERY DISSATISFIED	154 6.5	20 3.3	3 2.3	17 3.5
NOT APPLICABLE	336 14.1	173 28.3	48 37.2	125 25.9
BLANK	30	14	3	11
MEAN	3.57	3.81	3.69	3.84
STANDARD DEVIATION	1.20	1.14	1.06	1.16
STANDARD ERROR	0.03	0.05	0.12	0.06

CALTRAIN 2011 ONBOARD SURVEY

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

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2373 100.0	607 100.0	126 100.0	481 100.0
(5) VERY SATISFIED	682 28.7	239 39.4	51 40.5	188 39.1
(4)	921 38.8	223 36.7	43 34.1	180 37.4
(3)	490 20.6	96 15.8	24 19.0	72 15.0
(2)	164 6.9	23 3.8	3 2.4	20 4.2
(1) VERY DISSATISFIED	74 3.1	10 1.6	2 1.6	8 1.7
NOT APPLICABLE	42 1.8	16 2.6	3 2.4	13 2.7
BLANK	44	18	6	12
MEAN	3.85	4.11	4.12	4.11
STANDARD DEVIATION	1.02	0.93	0.92	0.93
STANDARD ERROR	0.02	0.04	0.08	0.04

CALTRAIN 2011 ONBOARD SURVEY

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

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2397 100.0	620 100.0	131 100.0	489 100.0
(5) VERY SATISFIED	1098 45.8	303 48.9	61 46.6	242 49.5
(4)	1004 41.9	231 37.3	52 39.7	179 36.6
(3)	230 9.6	65 10.5	12 9.2	53 10.8
(2)	45 1.9	13 2.1	4 3.1	9 1.8
(1) VERY DISSATISFIED	15 0.6	6 1.0	2 1.5	4 0.8
NOT APPLICABLE	5 0.2	2 0.3	-	2 0.4
BLANK	20	5	1	4
MEAN	4.31	4.31	4.27	4.33
STANDARD DEVIATION	0.77	0.82	0.87	0.81
STANDARD ERROR	0.02	0.03	0.08	0.04

CALTRAIN 2011 ONBOARD SURVEY

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

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2398 100.0	619 100.0	131 100.0	488 100.0
(5) VERY SATISFIED	680 28.4	231 37.3	46 35.1	185 37.9
(4)	1286 53.6	304 49.1	66 50.4	238 48.8
(3)	359 15.0	75 12.1	18 13.7	57 11.7
(2)	53 2.2	7 1.1	1 0.8	6 1.2
(1) VERY DISSATISFIED	15 0.6	2 0.3	-	2 0.4
NOT APPLICABLE	5 0.2	-	-	-
BLANK	19	6	1	5
MEAN	4.07	4.22	4.20	4.23
STANDARD DEVIATION	0.76	0.72	0.70	0.73
STANDARD ERROR	0.02	0.03	0.06	0.03

CALTRAIN 2011 ONBOARD SURVEY

Q18. HOW WOULD YOU RATE YOUR OVERALL CALTRAIN EXPERIENCE?

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2393 100.0	618 100.0	131 100.0	487 100.0
(5) VERY SATISFIED	601 25.1	207 33.5	39 29.8	168 34.5
(4)	1285 53.7	312 50.5	72 55.0	240 49.3
(3)	415 17.3	86 13.9	19 14.5	67 13.8
(2)	62 2.6	8 1.3	1 0.8	7 1.4
(1) VERY DISSATISFIED	26 1.1	4 0.6	-	4 0.8
NOT APPLICABLE	4 0.2	1 0.2	-	1 0.2
BLANK	24	7	1	6
MEAN	3.99	4.15	4.14	4.15
STANDARD DEVIATION	0.79	0.75	0.68	0.77
STANDARD ERROR	0.02	0.03	0.06	0.03

CALTRAIN 2011 ONBOARD SURVEY

Q19. DO YOU CURRENTLY USE A CLIPPER/TRANSLINK CARD ON CALTRAIN?

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - ALL RESPONDENTS	2393 100.0	621 100.0	131 100.0	490 100.0
YES	1244 52.0	157 25.3	30 22.9	127 25.9
NO	1149 48.0	464 74.7	101 77.1	363 74.1
BLANK	24	4	1	3

CALTRAIN 2011 ONBOARD SURVEY

Q20. HOW DID YOU PAY FOR THIS TRAIN TRIP TODAY? (IF YOU USE CLIPPER/TRANSLINK, SELECT TYPE OF FARE LOADED ON CARD USED.)

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - ALL RESPONDENTS	2371 100.0	611 100.0	131 100.0	480 100.0
ONE-WAY TICKET OR E-CASH	687 29.0	307 50.2	57 43.5	250 52.1
DAY PASS	412 17.4	192 31.4	52 39.7	140 29.2
8-RIDE TICKET	196 8.3	18 2.9	5 3.8	13 2.7
CALTRAIN MONTHLY PASS	813 34.3	63 10.3	8 6.1	55 11.5
GO PASS	225 9.5	20 3.3	4 3.1	16 3.3
OTHER	38 1.6	11 1.8	5 3.8	6 1.3
MULTIPLE RESPONSES CHECKED	7	2	-	2
NO ANSWER	39	12	1	11

CALTRAIN 2011 ONBOARD SURVEY

Q21. WHAT IS YOUR FARE CATEGORY?

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2383 100.0	615 100.0	131 100.0	484 100.0
ADULT	2182 91.6	552 89.8	121 92.4	431 89.0
SENIOR	80 3.4	17 2.8	3 2.3	14 2.9
DISABLED	19 0.8	7 1.1	-	7 1.4
MEDICARE CARDHOLDER	10 0.4	3 0.5	-	3 0.6
YOUTH	92 3.9	36 5.9	7 5.3	29 6.0
MULTIPLE RESPONSES CHECKED	3	2	-	2
NO ANSWER	31	8	1	7

CALTRAIN 2011 ONBOARD SURVEY

Q22A. HOW IS YOUR CLIPPER EXPERIENCE ON CALTRAIN? - FUNCTIONING OF CLIPPER CARD READER AT THE STATIONS

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2146 100.0	505 100.0	110 100.0	395 100.0
(5) VERY SATISFIED	488 22.7	90 17.8	12 10.9	78 19.7
(4)	441 20.5	56 11.1	13 11.8	43 10.9
(3)	248 11.6	31 6.1	3 2.7	28 7.1
(2)	82 3.8	12 2.4	5 4.5	7 1.8
(1) VERY DISSATISFIED	72 3.4	7 1.4	5 4.5	2 0.5
NOT APPLICABLE	815 38.0	309 61.2	72 65.5	237 60.0
BLANK	271	120	22	98
MEAN	3.89	4.07	3.58	4.19
STANDARD DEVIATION	1.13	1.09	1.41	0.97
STANDARD ERROR	0.03	0.08	0.23	0.08

CALTRAIN 2011 ONBOARD SURVEY

Q22B. HOW IS YOUR CLIPPER EXPERIENCE ON CALTRAIN? CLIPPER CARD READS CORRECTLY DURING FARE INSPECTION

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2140 100.0	504 100.0	110 100.0	394 100.0
(5) VERY SATISFIED	587 27.4	92 18.3	15 13.6	77 19.5
(4)	449 21.0	61 12.1	13 11.8	48 12.2
(3)	170 7.9	19 3.8	2 1.8	17 4.3
(2)	58 2.7	12 2.4	4 3.6	8 2.0
(1) VERY DISSATISFIED	55 2.6	5 1.0	3 2.7	2 0.5
NOT APPLICABLE	821 38.4	315 62.5	73 66.4	242 61.4
BLANK	277	121	22	99
MEAN	4.10	4.18	3.89	4.25
STANDARD DEVIATION	1.06	1.03	1.29	0.94
STANDARD ERROR	0.03	0.07	0.21	0.08

CALTRAIN 2011 ONBOARD SURVEY

Q22C. HOW IS YOUR CLIPPER EXPERIENCE ON CALTRAIN? CLIPPER INFORMATION AVAILABLE AT WWW.CALTRAIN.COM

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2127 100.0	501 100.0	110 100.0	391 100.0
(5) VERY SATISFIED	310 14.6	61 12.2	7 6.4	54 13.8
(4)	371 17.4	47 9.4	8 7.3	39 10.0
(3)	302 14.2	37 7.4	11 10.0	26 6.6
(2)	111 5.2	13 2.6	2 1.8	11 2.8
(1) VERY DISSATISFIED	66 3.1	5 1.0	4 3.6	1 0.3
NOT APPLICABLE	967 45.5	338 67.5	78 70.9	260 66.5
BLANK	290	124	22	102
MEAN	3.64	3.90	3.38	4.02
STANDARD DEVIATION	1.14	1.09	1.26	1.01
STANDARD ERROR	0.03	0.09	0.22	0.09

CALTRAIN 2011 ONBOARD SURVEY

Q22D. HOW IS YOUR CLIPPER EXPERIENCE ON CALTRAIN? CLIPPER CUSTOMER SERVICE CENTER HELPFULNESS (1-877-878-8883)

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2124 100.0	501 100.0	110 100.0	391 100.0
(5) VERY SATISFIED	230 10.8	51 10.2	5 4.5	46 11.8
(4)	259 12.2	32 6.4	8 7.3	24 6.1
(3)	215 10.1	31 6.2	6 5.5	25 6.4
(2)	116 5.5	10 2.0	3 2.7	7 1.8
(1) VERY DISSATISFIED	129 6.1	14 2.8	4 3.6	10 2.6
NOT APPLICABLE	1175 55.3	363 72.5	84 76.4	279 71.4
BLANK	293	124	22	102
MEAN	3.36	3.70	3.27	3.79
STANDARD DEVIATION	1.33	1.31	1.34	1.29
STANDARD ERROR	0.04	0.11	0.26	0.12

CALTRAIN 2011 ONBOARD SURVEY

Q22E. HOW IS YOUR CLIPPER EXPERIENCE ON CALTRAIN? OVERALL EASE OF USE

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - TOTAL RESPONDING	2135 100.0	504 100.0	110 100.0	394 100.0
(5) VERY SATISFIED	324 15.2	70 13.9	9 8.2	61 15.5
(4)	423 19.8	57 11.3	8 7.3	49 12.4
(3)	305 14.3	36 7.1	8 7.3	28 7.1
(2)	166 7.8	17 3.4	7 6.4	10 2.5
(1) VERY DISSATISFIED	129 6.0	17 3.4	6 5.5	11 2.8
NOT APPLICABLE	788 36.9	307 60.9	72 65.5	235 59.6
BLANK	282	121	22	99
MEAN	3.48	3.74	3.18	3.87
STANDARD DEVIATION	1.25	1.27	1.41	1.19
STANDARD ERROR	0.03	0.09	0.23	0.09

CALTRAIN 2011 ONBOARD SURVEY

TRAIN NUMBER

	TOTAL	SATURDAY TRAINS		
		ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - ALL RESPONDENTS	2417 100.0	625 100.0	132 100.0	493 100.0
101	30 1.2	-	-	-
102	8 0.3	-	-	-
143	74 3.1	-	-	-
146	80 3.3	-	-	-
151	46 1.9	-	-	-
159	70 2.9	-	-	-
190	52 2.2	-	-	-
192	52 2.2	-	-	-
193	35 1.4	-	-	-
195	28 1.2	-	-	-
208	68 2.8	-	-	-
221	96 4.0	-	-	-
270	200 8.3	-	-	-
280	129 5.3	-	-	-

CALTRAIN 2011 ONBOARD SURVEY

TRAIN NUMBER

TRAIN NUMBER	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
288	89	-	-	-
	3.7			
313	86	-	-	-
	3.6			
322	62	-	-	-
	2.6			
329	156	-	-	-
	6.5			
332	33	-	-	-
	1.4			
362	76	-	-	-
	3.1			
372	92	-	-	-
	3.8			
373	119	-	-	-
	4.9			
379	62	-	-	-
	2.6			
383	49	-	-	-
	2.0			
421	51	51	-	51
	2.1	8.2		10.3
424	29	29	-	29
	1.2	4.6		5.9
425	84	84	-	84
	3.5	13.4		17.0
428	21	21	-	21
	0.9	3.4		4.3
429	61	61	-	61
	2.5	9.8		12.4

CALTRAIN 2011 ONBOARD SURVEY

TRAIN NUMBER

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
432	81 3.4	81 13.0	-	81 16.4
433	82 3.4	82 13.1	-	82 16.6
437	84 3.5	84 13.4	-	84 17.0
801	68 2.8	68 10.9	68 51.5	-
804	64 2.6	64 10.2	64 48.5	-

CALTRAIN 2011 ONBOARD SURVEY

TYPE OF SERVICE

	TOTAL	SATURDAY TRAINS		
		ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - ALL RESPONDENTS	2417 100.0	625 100.0	132 100.0	493 100.0
LOCAL	475 19.7	-	-	-
LIMITED	582 24.1	-	-	-
BULLET	735 30.4	-	-	-
SATURDAY	625 25.9	625 100.0	132 100.0	493 100.0

CALTRAIN 2011 ONBOARD SURVEY

TIME PERIOD

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - ALL RESPONDENTS	2417 100.0	625 100.0	132 100.0	493 100.0
WEEKDAY PEAK	1228 50.8	-	-	-
WEEKDAY OFF-PEAK	564 23.3	-	-	-
SATURDAY	625 25.9	625 100.0	132 100.0	493 100.0

CALTRAIN 2011 ONBOARD SURVEY

DIRECTION

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - ALL RESPONDENTS	2417 100.0	625 100.0	132 100.0	493 100.0
NORTH	1281 53.0	430 68.8	68 51.5	362 73.4
SOUTH	1136 47.0	195 31.2	64 48.5	131 26.6

CALTRAIN 2011 ONBOARD SURVEY

BIKE CAR

	SATURDAY TRAINS			
	TOTAL	ALL SAT TRAINS	SATURDAY BULLET	ALL SAT. EXCEPT BULLET
BASE - ALL RESPONDENTS	2417 100.0	625 100.0	132 100.0	493 100.0
BIKE CAR	569 23.5	150 24.0	68 51.5	82 16.6
REGULAR TRAIN CAR	1848 76.5	475 76.0	64 48.5	411 83.4

2011 CALTRAIN SATISFACTION STUDY
CROSSTABULATED STATISTICAL TABLES
BANNER THREE
FARE PAYMENT (FOR QUESTION 19)

prepared for
CALTRAIN

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CALTRAIN 2011 ONBOARD SURVEY

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Q19. DO YOU CURRENTLY USE A CLIPPER/TRANSLINK CARD ON CALTRAIN?

	TICKET TYPE						FARE CATEGORY				
	TOTAL	1-WAY	DAYPASS	8-RIDE	MONTHLY	GOPASS	ADULT	SENIOR	DISABLED	MEDICARE	YOUTH
BASE - ALL RESPONDENTS	2393 100.0	681 100.0	410 100.0	196 100.0	810 100.0	223 100.0	2171 100.0	80 100.0	19 100.0	10 100.0	92 100.0
YES	1244 52.0	161 23.6	33 8.0	195 99.5	805 99.4	12 5.4	1188 54.7	29 36.3	7 36.8	5 50.0	10 10.9
NO	1149 48.0	520 76.4	377 92.0	1 0.5	5 0.6	211 94.6	983 45.3	51 63.8	12 63.2	5 50.0	82 89.1
BLANK	24	6	2	-	3	2	11	-	-	-	-