



2012 CALTRAIN

Customer Satisfaction Survey

CROSSTABULATED STATISTICAL TABLES

Prepared by:

Dikita Enterprises, Inc.
1001 Bayhill Drive, 2nd Floor
San Bruno, California 94066





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Banner One – Basic Tables

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Table 1. Rating of Caltrain at Stations – Cleanliness of Stations & Parking Lots

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/ Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/ Blank
Base - Total Responding	1829	1338	491	825	513	394	385	559	491	543	1227	1556	131	386	1073	338	32
	100.0%	100.0%	100.0%	100.0%	100.0%	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	586	389	197	222	167	124	118	147	197	192	378	493	42	292	259	31	4
	32.0%	29.1%	40.1%	26.9%	32.6%	31.5%	30.6%	26.3%	40.1%	35.4%	30.8%	31.7%	32.1%	75.6%	24.1%	9.2%	12.5%
4	796	615	181	390	225	180	173	262	181	231	534	692	52	79	569	138	10
	43.5%	46.0%	36.9%	47.3%	43.9%	45.7%	44.9%	46.9%	36.9%	42.5%	43.5%	44.5%	39.7%	20.5%	53.0%	40.8%	31.3%
3	340	255	85	157	98	77	65	113	85	101	231	284	28	13	194	125	8
	18.6%	19.1%	17.3%	19.0%	19.1%	19.5%	16.9%	20.2%	17.3%	18.6%	18.8%	18.3%	21.4%	3.4%	18.1%	37.0%	25.0%
2	52	37	15	25	12	5	15	17	15	9	43	47	3	1	26	23	2
	2.8%	2.8%	3.1%	3.0%	2.3%	1.3%	3.9%	3.0%	3.1%	1.7%	3.5%	3.0%	2.3%	0.3%	2.4%	6.8%	6.3%
1 - Very Dissatisfied	19	16	3	11	5	4	6	6	3	1	16	12	5	0	8	7	4
	1.0%	1.2%	0.6%	1.3%	1.0%	1.0%	1.6%	1.1%	0.6%	0.2%	1.3%	0.8%	3.8%	0.0%	0.7%	2.1%	12.5%
Not Applicable	36	26	10	20	6	4	8	14	10	9	25	28	1	1	17	14	4
	2.0%	1.9%	2.0%	2.4%	1.2%	1.0%	2.1%	2.5%	2.0%	1.7%	2.0%	1.8%	0.8%	0.3%	1.6%	4.1%	12.5%
Blank	27	17	10	10	7	6	5	6	10	10	17	11	1	1	5	3	18
Mean	4.05	4.01	4.15	3.98	4.06	4.06	4.01	3.97	4.15	4.13	4.01	4.05	3.95	4.72	3.99	3.50	3.29
Standard Deviation	0.85	0.84	0.86	0.85	0.84	0.81	0.89	0.84	0.86	0.79	0.88	0.84	0.99	0.53	0.77	0.85	1.24
Standard Error	0.02	0.02	0.04	0.03	0.04	0.04	0.05	0.04	0.04	0.03	0.03	0.02	0.09	0.03	0.02	0.05	0.23

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 2. Rating of Caltrain at Stations – Functioning of Lights at Stations & Parking Lots

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/ Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/ Blank
Base - Total Responding	1815	1328	487	825	513	388	385	555	487	539	1217	1553	128	387	1066	333	29
	100.0%	100.0%	100.0%	100.0%	100.0%	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	714	491	223	222	167	159	156	176	223	240	453	611	41	315	368	29	2
	39.3%	37.0%	45.8%	26.9%	32.6%	41.0%	40.5%	31.7%	45.8%	44.5%	37.2%	39.3%	32.0%	81.4%	34.5%	8.7%	6.9%
4	706	557	149	390	225	149	156	252	149	191	487	613	52	58	501	142	5
	38.9%	41.9%	30.6%	47.3%	43.9%	38.4%	40.5%	45.4%	30.6%	35.4%	40.0%	39.5%	40.6%	15.0%	47.0%	42.6%	17.2%
3	248	191	57	157	98	54	48	89	57	68	175	209	26	8	141	92	7
	13.7%	14.4%	11.7%	19.0%	19.1%	13.9%	12.5%	16.0%	11.7%	12.6%	14.4%	13.5%	20.3%	2.1%	13.2%	27.6%	24.1%
2	31	26	5	25	12	6	9	11	5	7	22	24	2	1	10	18	2
	1.7%	2.0%	1.0%	3.0%	2.3%	1.5%	2.3%	2.0%	1.0%	1.3%	1.8%	1.5%	1.6%	0.3%	0.9%	5.4%	6.9%
1 - Very Dissatisfied	8	6	2	11	5	2	1	3	2	2	6	2	4	0	0	4	4
	0.4%	0.5%	0.4%	1.3%	1.0%	0.5%	0.3%	0.5%	0.4%	0.4%	0.5%	0.1%	3.1%	0.0%	0.0%	1.2%	13.8%
Not Applicable	108	57	51	20	6	18	15	24	51	31	74	94	3	5	46	48	9
	6.0%	4.3%	10.5%	2.4%	1.2%	4.6%	3.9%	4.3%	10.5%	5.8%	6.1%	6.1%	2.3%	1.3%	4.3%	14.4%	31.0%
Blank	41	27	14	10	7	12	5	10	14	14	27	14	4	0	12	8	21
Mean	4.22	4.18	4.34	3.98	4.06	4.24	4.24	4.11	4.34	4.30	4.19	4.24	3.99	4.80	4.20	3.61	2.95
Standard Deviation	0.79	0.79	0.78	0.85	0.84	0.80	0.79	0.79	0.78	0.78	0.80	0.76	0.95	0.47	0.71	0.81	1.28
Standard Error	0.02	0.02	0.04	0.03	0.04	0.04	0.04	0.03	0.04	0.03	0.02	0.02	0.08	0.02	0.02	0.05	0.29

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 3. Rating of Caltrain at Stations – Posted Information on Info. Boards (Schedules, Flyers)

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/ Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/ Blank
Base - Total Responding	1820	1334	486	823	511	392	386	556	486	539	1222	1555	129	386	1068	337	29
	100.0%	100.0%	100.0%	100.0%	100.0%	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	536	333	203	179	154	119	100	114	203	189	338	437	43	286	217	30	3
	29.5%	25.0%	41.8%	21.7%	30.1%	30.4%	25.9%	20.5%	41.8%	35.1%	27.7%	28.1%	33.3%	74.1%	20.3%	8.9%	10.3%
4	593	459	134	287	172	131	138	190	134	165	406	518	39	68	441	80	4
	32.6%	34.4%	27.6%	34.9%	33.7%	33.4%	35.8%	34.2%	27.6%	30.6%	33.2%	33.3%	30.2%	17.6%	41.3%	23.7%	13.8%
3	451	352	99	228	124	93	99	160	99	108	327	395	28	29	292	127	3
	24.8%	26.4%	20.4%	27.7%	24.3%	23.7%	25.6%	28.8%	20.4%	20.0%	26.8%	25.4%	21.7%	7.5%	27.3%	37.7%	10.3%
2	130	104	26	66	38	28	28	48	26	42	84	113	10	2	70	52	6
	7.1%	7.8%	5.3%	8.0%	7.4%	7.1%	7.3%	8.6%	5.3%	7.8%	6.9%	7.3%	7.8%	0.5%	6.6%	15.4%	20.7%
1 - Very Dissatisfied	51	42	9	30	12	12	11	19	9	18	27	38	7	1	18	25	7
	2.8%	3.1%	1.9%	3.6%	2.3%	3.1%	2.8%	3.4%	1.9%	3.3%	2.2%	2.4%	5.4%	0.3%	1.7%	7.4%	24.1%
Not Applicable	59	44	15	33	11	9	10	25	15	17	40	54	2	0	30	23	6
	3.2%	3.3%	3.1%	4.0%	2.2%	2.3%	2.6%	4.5%	3.1%	3.2%	3.3%	3.5%	1.6%	0.0%	2.8%	6.8%	20.7%
Blank	36	21	15	12	9	8	4	9	15	14	22	12	3	1	10	4	21
Mean	3.81	3.73	4.05	3.66	3.84	3.83	3.77	3.63	4.05	3.89	3.80	3.80	3.80	4.65	3.74	3.12	2.57
Standard Deviation	1.04	1.04	1.02	1.04	1.03	1.05	1.02	1.03	1.02	1.09	1.01	1.02	1.16	0.66	0.92	1.05	1.44
Standard Error	0.02	0.03	0.05	0.04	0.05	0.05	0.05	0.04	0.05	0.05	0.03	0.03	0.10	0.03	0.03	0.06	0.30

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 4. Rating of Caltrain at Stations – Ease of Use of Ticket Vending Machines

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/ Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/ Blank
Base - Total Responding	1823	1332	491	823	887	393	383	556	491	544	1220	1556	130	387	1073	335	28
	100.0%	100.0%	100.0%	100.0%	100.0%	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	544	332	212	166	334	122	109	101	212	188	345	442	39	261	243	37	3
	29.8%	24.9%	43.2%	20.2%	37.7%	31.0%	28.5%	18.2%	43.2%	34.6%	28.3%	28.4%	30.0%	67.4%	22.6%	11.0%	10.7%
4	520	389	131	244	243	117	107	165	131	149	352	451	36	78	365	66	11
	28.5%	29.2%	26.7%	29.6%	27.4%	29.8%	27.9%	29.7%	26.7%	27.4%	28.9%	29.0%	27.7%	20.2%	34.0%	19.7%	39.3%
3	400	310	90	204	177	84	81	145	90	100	282	345	31	31	268	98	3
	21.9%	23.3%	18.3%	24.8%	20.0%	21.4%	21.1%	26.1%	18.3%	18.4%	23.1%	22.2%	23.8%	8.0%	25.0%	29.3%	10.7%
2	164	136	28	88	67	40	34	62	28	54	107	151	5	6	95	62	1
	9.0%	10.2%	5.7%	10.7%	7.6%	10.2%	8.9%	11.2%	5.7%	9.9%	8.8%	9.7%	3.8%	1.6%	8.9%	18.5%	3.6%
1 - Very Dissatisfied	66	53	13	38	25	11	12	30	13	21	45	50	10	2	31	27	6
	3.6%	4.0%	2.6%	4.6%	2.8%	2.8%	3.1%	5.4%	2.6%	3.9%	3.7%	3.2%	7.7%	0.5%	2.9%	8.1%	21.4%
Not Applicable	129	112	17	83	41	19	40	53	17	32	89	117	9	9	71	45	4
	7.1%	8.4%	3.5%	10.1%	4.6%	4.8%	10.4%	9.5%	3.5%	5.9%	7.3%	7.5%	6.9%	2.3%	6.6%	13.4%	14.3%
Blank	33	23	10	12	19	7	7	9	10	9	24	11	2	0	5	6	
Mean	3.77	3.66	4.06	3.56	3.94	3.80	3.78	3.49	4.06	3.84	3.75	3.75	3.74	4.56	3.69	3.08	3.17
Standard Deviation	1.12	1.12	1.06	1.11	1.09	1.10	1.10	1.12	1.06	1.15	1.11	1.10	1.20	0.76	1.04	1.15	1.43
Standard Error	0.03	0.03	0.05	0.04	0.04	0.06	0.06	0.05	0.05	0.05	0.03	0.03	0.11	0.04	0.03	0.07	0.29

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 5. Rating of Caltrain at Stations – Being Informed of Delays That Exceed 10 Minutes

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/ Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/ Blank
Base - Total Responding	1807	1321	486	820	876	382	384	555	486	529	1219	1544	127	387	1062	329	29
	100.0%	100.0%	100.0%	100.0%	100.0%	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	305	193	112	97	179	75	52	66	112	103	195	239	37	216	88	1	0
	16.9%	14.6%	23.0%	11.8%	20.4%	19.6%	13.5%	11.9%	23.0%	19.5%	16.0%	15.5%	29.1%	55.8%	8.3%	0.3%	0.0%
4	365	263	102	161	187	75	82	106	102	108	247	301	25	88	261	15	1
	20.2%	19.9%	21.0%	19.6%	21.3%	19.6%	21.4%	19.1%	21.0%	20.4%	20.3%	19.5%	19.7%	22.7%	24.6%	4.6%	3.4%
3	431	359	72	230	179	101	103	155	72	117	296	384	24	51	317	63	0
	23.9%	27.2%	14.8%	28.0%	20.4%	26.4%	26.8%	27.9%	14.8%	22.1%	24.3%	24.9%	18.9%	13.2%	29.8%	19.1%	0.0%
2	279	232	47	156	110	57	69	106	47	71	193	249	18	17	188	73	1
	15.4%	17.6%	9.7%	19.0%	12.6%	14.9%	18.0%	19.1%	9.7%	13.4%	15.8%	16.1%	14.2%	4.4%	17.7%	22.2%	3.4%
1 - Very Dissatisfied	216	187	29	146	59	31	51	105	29	49	158	184	18	3	104	96	13
	12.0%	14.2%	6.0%	17.8%	6.7%	8.1%	13.3%	18.9%	6.0%	9.3%	13.0%	11.9%	14.2%	0.8%	9.8%	29.2%	44.8%
Not Applicable	211	87	124	30	162	43	27	17	124	81	130	187	5	12	104	81	14
	11.7%	6.6%	25.5%	3.7%	18.5%	11.3%	7.0%	3.1%	25.5%	15.3%	10.7%	12.1%	3.9%	3.1%	9.8%	24.6%	48.3%
Blank	49	34	15	15	30	18	6	10	15	24	25	23	5	0	16	12	21
Mean	3.17	3.03	3.61	2.88	3.44	3.31	3.04	2.86	3.61	3.32	3.12	3.12	3.37	4.33	3.04	2.00	1.27
Standard Deviation	1.30	1.28	1.27	1.27	1.25	1.24	1.26	1.28	1.27	1.29	1.30	1.28	1.43	0.93	1.13	0.96	0.80
Standard Error	0.03	0.04	0.07	0.05	0.05	0.07	0.07	0.06	0.07	0.06	0.04	0.03	0.13	0.05	0.04	0.06	0.21

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 6. Rating of Caltrain at Stations – Everything Considered, How Would You Rate your Experience at Caltrain Stations?

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/Blank
Base - Total Responding	1807	1320	487	813	507	391	381	548	487	533	1215	1538	129	383	1061	334	29
	100.0%	100.0%	100.0%	100.0%	100.0%	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	418	238	180	103	135	101	69	68	180	151	262	327	42	259	136	22	1
	23.1%	18.0%	37.0%	12.7%	26.6%	25.8%	18.1%	12.4%	37.0%	28.3%	21.6%	21.3%	32.6%	67.6%	12.8%	6.6%	3.4%
4	882	671	211	428	243	185	206	280	211	249	596	783	43	118	680	77	7
	48.8%	50.8%	43.3%	52.6%	47.9%	47.3%	54.1%	51.1%	43.3%	46.7%	49.1%	50.9%	33.3%	30.8%	64.1%	23.1%	24.1%
3	447	366	81	251	115	93	97	176	81	111	320	384	34	6	232	199	10
	24.7%	27.7%	16.6%	30.9%	22.7%	23.8%	25.5%	32.1%	16.6%	20.8%	26.3%	25.0%	26.4%	1.6%	21.9%	59.6%	34.5%
2	39	31	8	26	5	3	7	21	8	11	27	32	4	0	11	26	2
	2.2%	2.3%	1.6%	3.2%	1.0%	0.8%	1.8%	3.8%	1.6%	2.1%	2.2%	2.1%	3.1%	0.0%	1.0%	7.8%	6.9%
1 - Very Dissatisfied	14	9	5	3	6	6	1	2	5	6	8	7	5	0	2	6	6
	0.8%	0.7%	1.0%	0.4%	1.2%	1.5%	0.3%	0.4%	1.0%	1.1%	0.7%	0.5%	3.9%	0.0%	0.2%	1.8%	20.7%
Not Applicable	7	5	2	2	3	3	1	1	2	5	2	5	1	0	0	4	3
	0.4%	0.4%	0.4%	0.2%	0.6%	0.8%	0.3%	0.2%	0.4%	0.9%	0.2%	0.3%	0.8%	0.0%	0.0%	1.2%	10.3%
Blank	49	35	14	22	13	9	9	17	14	20	29	29	3	4	17	7	21
Mean	3.92	3.83	4.14	3.74	3.98	3.96	3.88	3.71	4.14	4.00	3.89	3.91	3.88	4.66	3.88	3.25	2.81
Standard Deviation	0.79	0.77	0.82	0.73	0.80	0.82	0.72	0.74	0.82	0.83	0.78	0.76	1.03	0.51	0.63	0.77	1.20
Standard Error	0.02	0.02	0.04	0.03	0.04	0.04	0.04	0.03	0.04	0.04	0.02	0.02	0.09	0.03	0.02	0.04	0.24

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 7. Rating of Caltrain Onboard Trains – Courtesy of Conductors

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/ Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/ Blank
Base - Total Responding	1818	1329	489	823	506	387	387	555	489	537	1222	1551	131	386	1069	333	30
	100.0%	100.0%	100.0%	100.0%	100.0%	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	784	553	231	343	210	160	162	231	231	223	537	673	47	322	408	53	1
	43.1%	41.6%	47.2%	41.7%	41.5%	41.3%	41.9%	41.6%	47.2%	41.5%	43.9%	43.4%	35.9%	83.4%	38.2%	15.9%	3.3%
4	707	531	176	338	193	146	159	226	176	205	473	607	51	50	520	132	5
	38.9%	40.0%	36.0%	41.1%	38.1%	37.7%	41.1%	40.7%	36.0%	38.2%	38.7%	39.1%	38.9%	13.0%	48.6%	39.6%	16.7%
3	214	168	46	104	64	48	49	71	46	65	145	181	18	12	107	92	3
	11.8%	12.6%	9.4%	12.6%	12.6%	12.4%	12.7%	12.8%	9.4%	12.1%	11.9%	11.7%	13.7%	3.1%	10.0%	27.6%	10.0%
2	52	40	12	25	15	11	9	20	12	14	37	42	8	2	19	24	7
	2.9%	3.0%	2.5%	3.0%	3.0%	2.8%	2.3%	3.6%	2.5%	2.6%	3.0%	2.7%	6.1%	0.5%	1.8%	7.2%	23.3%
1 - Very Dissatisfied	24	19	5	9	10	9	6	4	5	10	14	17	5	0	7	12	5
	1.3%	1.4%	1.0%	1.1%	2.0%	2.3%	1.6%	0.7%	1.0%	1.9%	1.1%	1.1%	3.8%	0.0%	0.7%	3.6%	16.7%
Not Applicable	37	18	19	4	14	13	2	3	19	20	16	31	2	0	8	20	9
	2.0%	1.4%	3.9%	0.5%	2.8%	3.4%	0.5%	0.5%	3.9%	3.7%	1.3%	2.0%	1.5%	0.0%	0.7%	6.0%	30.0%
Blank	38	26	12	12	14	13	3	10	12	16	22	16	1	1	9	8	20
Mean	4.22	4.19	4.31	4.20	4.17	4.17	4.20	4.20	4.31	4.19	4.23	4.23	3.98	4.79	4.23	3.61	2.52
Standard Deviation	0.87	0.88	0.83	0.85	0.91	0.93	0.86	0.85	0.83	0.90	0.86	0.85	1.05	0.51	0.75	0.98	1.25
Standard Error	0.02	0.02	0.04	0.03	0.04	0.05	0.04	0.04	0.04	0.04	0.02	0.02	0.09	0.03	0.02	0.06	0.27

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 8. Rating of Caltrain Onboard Trains – Professional Appearance of the Conductors

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/Blank
Base - Total Responding	1814	1328	486	822	506	387	384	557	486	534	1222	1548	130	387	1068	334	25
	100.0%	100.0%	100.0%	100.0%	100.0%	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	878	624	254	382	242	188	182	254	254	256	593	757	51	341	483	53	1
	48.4%	47.0%	52.3%	46.5%	47.8%	48.6%	47.4%	45.6%	52.3%	47.9%	48.5%	48.9%	39.2%	88.1%	45.2%	15.9%	4.0%
4	684	518	166	341	177	129	153	236	166	192	466	594	45	41	485	156	2
	37.7%	39.0%	34.2%	41.5%	35.0%	33.3%	39.8%	42.4%	34.2%	36.0%	38.1%	38.4%	34.6%	10.6%	45.4%	46.7%	8.0%
3	176	135	41	79	56	42	40	53	41	48	126	142	20	4	84	85	3
	9.7%	10.2%	8.4%	9.6%	11.1%	10.9%	10.4%	9.5%	8.4%	9.0%	10.3%	9.2%	15.4%	1.0%	7.9%	25.4%	12.0%
2	23	18	5	7	11	11	2	5	5	13	10	15	5	0	7	10	6
	1.3%	1.4%	1.0%	0.9%	2.2%	2.8%	0.5%	0.9%	1.0%	2.4%	0.8%	1.0%	3.8%	0.0%	0.7%	3.0%	24.0%
1 - Very Dissatisfied	12	9	3	3	6	6	2	1	3	6	6	5	7	0	2	7	3
	0.7%	0.7%	0.6%	0.4%	1.2%	1.6%	0.5%	0.2%	0.6%	1.1%	0.5%	0.3%	5.4%	0.0%	0.2%	2.1%	12.0%
Not Applicable	41	24	17	10	14	11	5	8	17	19	21	35	2	1	7	23	10
	2.3%	1.8%	3.5%	1.2%	2.8%	2.8%	1.3%	1.4%	3.5%	3.6%	1.7%	2.3%	1.5%	0.3%	0.7%	6.9%	40.0%
Blank	42	27	15	13	14	13	6	8	15	19	22	19	2	0	10	7	25
Mean	4.35	4.33	4.41	4.34	4.30	4.28	4.35	4.34	4.41	4.32	4.36	4.38	4.00	4.87	4.36	3.77	2.47
Standard Deviation	0.77	0.77	4.41	4.34	4.30	0.89	0.73	0.70	0.75	0.83	0.74	0.72	1.10	0.36	0.67	0.85	1.19
Standard Error	0.02	0.02	4.45	4.68	4.42	0.05	0.04	0.03	0.03	0.04	0.02	0.02	0.10	0.02	0.02	0.05	0.31

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 9. Rating of Caltrain Onboard Trains – Availability of Printed Materials (Schedules, Brochures, Notices)

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/Blank
Base - Total Responding	1813	1330	483	825	505	387	384	559	483	533	1222	1550	130	386	1070	333	24
	100.0%	100.0%	100.0%	100.0%	100.0%	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	744	532	212	321	211	165	154	213	212	225	494	623	53	314	388	42	0
	41.0%	40.0%	43.9%	38.9%	41.8%	42.6%	40.1%	38.1%	43.9%	42.2%	40.4%	40.2%	40.8%	81.3%	36.3%	12.6%	0.0%
4	663	512	151	338	174	130	154	228	151	182	460	580	42	59	474	127	3
	36.6%	38.5%	31.3%	41.0%	34.5%	33.6%	40.1%	40.8%	31.3%	34.1%	37.6%	37.4%	32.3%	15.3%	44.3%	38.1%	12.5%
3	249	174	75	98	76	59	49	66	75	78	161	209	23	9	132	100	8
	13.7%	13.1%	15.5%	11.9%	15.0%	15.2%	12.8%	11.8%	15.5%	14.6%	13.2%	13.5%	17.7%	2.3%	12.3%	30.0%	33.3%
2	43	26	17	16	10	7	5	14	17	12	31	34	7	0	22	19	2
	2.4%	2.0%	3.5%	1.9%	2.0%	1.8%	1.3%	2.5%	3.5%	2.3%	2.5%	2.2%	5.4%	0.0%	2.1%	5.7%	8.3%
1 - Very Dissatisfied	10	8	2	1	7	7	0	1	2	6	4	5	3	1	0	5	4
	0.6%	0.6%	0.4%	0.1%	1.4%	1.8%	0.0%	0.2%	0.4%	1.1%	0.3%	0.3%	2.3%	0.3%	0.0%	1.5%	16.7%
Not Applicable	104	78	26	51	27	19	22	37	26	30	72	99	2	3	54	40	7
	5.7%	5.9%	5.4%	6.2%	5.3%	4.9%	5.7%	6.6%	5.4%	5.6%	5.9%	6.4%	1.5%	0.8%	5.0%	12.0%	29.2%
Blank	43	25	18	10	15	13	6	6	18	20	22	17	2	1	8	8	26
Mean	4.22	4.23	4.21	4.24	4.20	4.19	4.26	4.22	4.21	4.21	4.23	4.23	4.05	4.79	4.21	3.62	2.59
Standard Deviation	0.83	0.81	0.88	0.76	0.88	0.91	0.74	0.78	0.88	0.87	0.81	0.80	1.01	0.50	0.75	0.87	1.06
Standard Error	0.02	0.02	0.04	0.03	0.04	0.05	0.04	0.03	0.04	0.04	0.02	0.02	0.09	0.03	0.02	0.05	0.26

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 10. Rating of Caltrain Onboard Trains – Cleanliness of Train Exteriors

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/Blank
Base - Total Responding	1817	1329	488	822	507	389	383	557	488	533	1225	1552	129	384	1070	335	28
	100.0%	100.0%	100.0%	100.0%	100.0%	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	675	448	227	260	188	144	126	178	227	220	437	579	39	312	327	35	1
	37.1%	33.7%	46.5%	31.6%	37.1%	37.0%	32.9%	32.0%	46.5%	41.3%	35.7%	37.3%	30.2%	81.3%	30.6%	10.4%	3.6%
4	776	613	163	392	221	171	187	255	163	215	529	676	53	59	562	147	8
	42.7%	46.1%	33.4%	47.7%	43.6%	44.0%	48.8%	45.8%	33.4%	40.3%	43.2%	43.6%	41.1%	15.4%	52.5%	43.9%	28.6%
3	271	200	71	127	73	56	51	93	71	70	194	226	24	11	143	112	5
	14.9%	15.0%	14.5%	15.5%	14.4%	14.4%	13.3%	16.7%	14.5%	13.1%	15.8%	14.6%	18.6%	2.9%	13.4%	33.4%	17.9%
2	45	32	13	21	11	8	11	13	13	16	27	35	5	0	19	19	7
	2.5%	2.4%	2.7%	2.6%	2.2%	2.1%	2.9%	2.3%	2.7%	3.0%	2.2%	2.3%	3.9%	0.0%	1.8%	5.7%	25.0%
1 - Very Dissatisfied	19	13	6	6	7	7	1	5	6	6	13	9	8	0	6	10	3
	1.0%	1.0%	1.2%	0.7%	1.4%	1.8%	0.3%	0.9%	1.2%	1.1%	1.1%	0.6%	6.2%	0.0%	0.6%	3.0%	10.7%
Not Applicable	31	23	8	16	7	3	7	13	8	6	25	27	0	2	13	12	4
	1.7%	1.7%	1.6%	1.9%	1.4%	0.8%	1.8%	2.3%	1.6%	1.1%	2.0%	1.7%	0.0%	0.5%	1.2%	3.6%	14.3%
Blank	39	26	13	13	13	11	7	8	13	20	19	15	3	3	8	6	22
Mean	4.14	4.11	4.23	4.09	4.14	4.13	4.13	4.08	4.23	4.19	4.13	4.17	3.85	4.79	4.12	3.55	2.88
Standard Deviation	0.84	0.82	0.89	0.80	0.85	0.87	0.77	0.82	0.89	0.86	0.84	0.80	1.09	0.47	0.74	0.88	1.15
Standard Error	0.02	0.02	0.04	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.02	0.02	0.10	0.02	0.02	0.05	0.24

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 11. Rating of Caltrain Onboard Trains – Cleanliness of Train Interiors

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/ Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/ Blank
Base - Total Responding	1823	1333	490	825	508	390	385	558	490	537	1228	1555	130	386	1071	337	29
	100.0%	100.0%	100.0%	100.0%	100.0%	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	524	343	181	189	154	118	99	126	181	175	337	443	31	276	220	26	2
	28.7%	25.7%	36.9%	22.9%	30.3%	30.3%	25.7%	22.6%	36.9%	32.6%	27.4%	28.5%	23.8%	71.5%	20.5%	7.7%	6.9%
4	779	580	199	374	206	152	186	242	199	224	519	688	41	87	563	122	7
	42.7%	43.5%	40.6%	45.3%	40.6%	39.0%	48.3%	43.4%	40.6%	41.7%	42.3%	44.2%	31.5%	22.5%	52.6%	36.2%	24.1%
3	378	300	78	196	104	84	72	144	78	101	273	317	35	21	226	125	6
	20.7%	22.5%	15.9%	23.8%	20.5%	21.5%	18.7%	25.8%	15.9%	18.8%	22.2%	20.4%	26.9%	5.4%	21.1%	37.1%	20.7%
2	102	79	23	46	33	27	19	33	23	24	74	80	14	2	48	45	7
	5.6%	5.9%	4.7%	5.6%	6.5%	6.9%	4.9%	5.9%	4.7%	4.5%	6.0%	5.1%	10.8%	0.5%	4.5%	13.4%	24.1%
1 - Very Dissatisfied	35	28	7	19	9	8	8	12	7	12	21	24	9	0	13	16	6
	1.9%	2.1%	1.4%	2.3%	1.8%	2.1%	2.1%	2.2%	1.4%	2.2%	1.7%	1.5%	6.9%	0.0%	1.2%	4.7%	20.7%
Not Applicable	5	3	2	1	2	1	1	1	2	1	4	3	0	0	1	3	1
	0.3%	0.2%	0.4%	0.1%	0.4%	0.3%	0.3%	0.2%	0.4%	0.2%	0.3%	0.2%	0.0%	0.0%	0.1%	0.9%	3.4%
Blank	33	22	11	10	12	10	5	7	11	16	16	12	2	1	7	4	21
Mean	3.91	3.85	4.07	3.81	3.92	3.89	3.91	3.78	4.07	3.98	3.88	3.93	3.55	4.65	3.87	3.29	2.71
Standard Deviation	0.94	0.94	0.92	0.93	0.96	0.99	0.91	0.93	0.92	0.95	0.94	0.91	1.17	0.61	0.83	0.96	1.27
Standard Error	0.02	0.03	0.04	0.03	0.04	0.05	0.05	0.04	0.04	0.04	0.03	0.02	0.10	0.03	0.03	0.05	0.24

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 12. Rating of Caltrain Onboard Trains – Cleanliness of Onboard Restrooms

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/ Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/ Blank
Base - Total Responding	1771	1297	474	802	495	381	370	546	474	521	1194	1517	125	380	1042	322	27
	100.0%	100.0%	100.0%	100.0%	100.0%	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	203	123	80	52	71	53	37	33	80	75	126	160	17	170	30	3	0
	11.5%	9.5%	16.9%			13.9%	10.0%	6.0%	16.9%	14.4%	10.6%	10.5%	13.6%	44.7%	2.9%	0.9%	0.0%
4	311	235	76	156	79	56	70	109	76	91	215	265	21	86	207	16	2
	17.6%	18.1%	16.0%			14.7%	18.9%	20.0%	16.0%	17.5%	18.0%	17.5%	16.8%	22.6%	19.9%	5.0%	7.4%
3	400	302	98	194	108	92	72	138	98	122	263	342	32	51	287	61	1
	22.6%	23.3%	20.7%			24.1%	19.5%	25.3%	20.7%	23.4%	22.0%	22.5%	25.6%	13.4%	27.5%	18.9%	3.7%
2	199	162	37	99	63	46	49	67	37	55	137	164	21	8	133	56	2
	11.2%	12.5%	7.8%			12.1%	13.2%	12.3%	7.8%	10.6%	11.5%	10.8%	16.8%	2.1%	12.8%	17.4%	7.4%
1 - Very Dissatisfied	116	94	22	57	37	34	20	40	22	33	81	88	16	12	51	45	8
	6.5%	7.2%	4.6%			8.9%	5.4%	7.3%	4.6%	6.3%	6.8%	5.8%	12.8%	3.2%	4.9%	14.0%	29.6%
Not Applicable	542	381	161	244	137	100	122	159	161	145	372	498	18	53	334	141	14
	30.6%	29.4%	34.0%			26.2%	33.0%	29.1%	34.0%	27.8%	31.2%	32.8%	14.4%	13.9%	32.1%	43.8%	51.9%
Blank	85	58	27	33	25	19	20	19	27	32	50	50	7	7	36	19	23
Mean	3.23	3.14	3.50	3.08	3.23	3.17	3.22	3.07	3.50	3.32	3.20	3.24	3.02	4.20	3.05	2.31	1.77
Standard Deviation	1.18	1.17	1.19	1.11	1.25	1.26	1.16	1.10	1.19	1.20	1.18	1.16	1.28	1.03	0.97	1.00	1.17
Standard Error	0.03	0.04	0.07	0.05	0.07	0.07	0.07	0.06	0.07	0.06	0.04	0.04	0.12	0.06	0.04	0.07	0.32

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 13. Rating of Caltrain Onboard Trains – Adequacy and Clarity of Onboard Announcements (Train Delays, Special Events)

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/ Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/ Blank
Base - Total Responding	1802	1322	480	818	504	386	383	553	480	529	1214	1540	127	386	1060	329	27
	100.0%	100.0%	100.0%	100.0%	100.0%	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	455	292	163	156	136	104	84	104	163	168	279	377	27	270	175	10	0
	25.2%	22.1%	34.0%	19.1%	27.0%	26.9%	21.9%	18.8%	34.0%	31.8%	23.0%	24.5%	21.3%	69.9%	16.5%	3.0%	0.0%
4	572	430	142	266	164	131	109	190	142	166	396	498	34	88	434	48	2
	31.7%	32.5%	29.6%	32.5%	32.5%	33.9%	28.5%	34.4%	29.6%	31.4%	32.6%	32.3%	26.8%	22.8%	40.9%	14.6%	7.4%
3	442	346	96	219	127	88	124	134	96	112	305	381	39	25	302	113	2
	24.5%	26.2%	20.0%	26.8%	25.2%	22.8%	32.4%	24.2%	20.0%	21.2%	25.1%	24.7%	30.7%	6.5%	28.5%	34.3%	7.4%
2	190	160	30	115	45	37	42	81	30	38	142	169	15	3	99	81	7
	10.5%	12.1%	6.3%	14.1%	8.9%	9.6%	11.0%	14.6%	6.3%	7.2%	11.7%	11.0%	11.8%	0.8%	9.3%	24.6%	25.9%
1 - Very Dissatisfied	86	71	15	57	14	13	16	42	15	18	64	69	10	0	29	50	7
	4.8%	5.4%	3.1%	7.0%	2.8%	3.4%	4.2%	7.6%	3.1%	3.4%	5.3%	4.5%	7.9%	0.0%	2.7%	15.2%	25.9%
Not Applicable	57	23	34	5	18	13	8	2	34	27	28	46	2	0	21	27	9
	3.2%	1.7%	7.1%	0.6%	3.6%	3.4%	2.1%	0.4%	7.1%	5.1%	2.3%	3.0%	1.6%	0.0%	2.0%	8.2%	33.3%
Blank	54	33	21	17	16	14	7	12	21	24	30	27	5	1	18	12	23
Mean	3.64	3.55	3.91	3.43	3.75	3.74	3.54	3.42	3.91	3.85	3.58	3.63	3.42	4.62	3.60	2.63	1.94
Standard Deviation	1.12	1.13	1.07	1.15	1.05	1.08	1.09	1.17	1.07	1.08	1.13	1.11	1.19	0.64	0.97	1.04	1.00
Standard Error	0.03	0.03	0.05	0.04	0.05	0.06	0.06	0.05	0.05	0.05	0.03	0.03	0.11	0.03	0.03	0.06	0.24

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 14. Rating of Caltrain Onboard Trains – Being Informed of Delays That Exceed 10 Minutes

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/ Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/ Blank
Base - Total Responding	1796	1315	481	811	504	385	378	552	481	527	1212	1536	127	387	1055	329	25
	100.0%	100.0%	100.0%	100.0%	100.0%	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	407	279	128	160	119	93	71	115	128	128	272	333	36	279	123	5	0
	22.7%	21.2%	26.6%	19.7%	23.6%	24.2%	18.8%	20.8%	26.6%	24.3%	22.4%	21.7%	28.3%	72.1%	11.7%	1.5%	0.0%
4	491	372	119	231	141	102	119	151	119	148	329	431	26	74	393	24	0
	27.3%	28.3%	24.7%	28.5%	28.0%	26.5%	31.5%	27.4%	24.7%	28.1%	27.1%	28.1%	20.5%	19.1%	37.3%	7.3%	0.0%
3	369	302	67	192	110	84	95	123	67	91	262	319	26	22	273	73	1
	20.5%	23.0%	13.9%	23.7%	21.8%	21.8%	25.1%	22.3%	13.9%	17.3%	21.6%	20.8%	20.5%	5.7%	25.9%	22.2%	4.0%
2	190	168	22	123	45	35	39	94	22	36	141	161	18	1	104	81	4
	10.6%	12.8%	4.6%	15.2%	8.9%	9.1%	10.3%	17.0%	4.6%	6.8%	11.6%	10.5%	14.2%	0.3%	9.9%	24.6%	16.0%
1 - Very Dissatisfied	113	94	19	70	24	22	23	49	19	34	75	94	15	0	46	57	10
	6.3%	7.1%	4.0%	8.6%	4.8%	5.7%	6.1%	8.9%	4.0%	6.5%	6.2%	6.1%	11.8%	0.0%	4.4%	17.3%	40.0%
Not Applicable	226	100	126	35	65	49	31	20	126	90	133	198	6	11	116	89	10
	12.6%	7.6%	26.2%	4.3%	12.9%	12.7%	8.2%	3.6%	26.2%	17.1%	11.0%	12.9%	4.7%	2.8%	11.0%	27.1%	40.0%
Blank	60	40	20	24	16	15	12	13	20	26	32	31	5	0	23	12	25
Mean	3.57	3.47	3.89	3.37	3.65	3.62	3.51	3.36	3.89	3.69	3.54	3.56	3.41	4.68	3.47	2.33	1.40
Standard Deviation	1.20	1.20	1.13	1.23	1.14	1.18	1.13	1.25	1.13	1.20	1.20	1.19	1.38	0.59	1.01	1.01	0.63
Standard Error	0.03	0.03	0.06	0.04	0.05	0.06	0.06	0.05	0.06	0.06	0.04	0.03	0.13	0.03	0.03	0.07	0.16

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 15. Rating of Caltrain Onboard Trains – On-Time Arrival at Your Destination (Within Five Minutes of Scheduled Arrival Time)

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/Blank
Base - Total Responding	1680	1239	441	779	460	353	362	524	441	492	1131	1443	117	351	998	311	20
	100.0%	100.0%	100.0%	100.0%	100.0%	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	475	299	176	159	140	100	104	95	176	164	300	393	36	241	200	32	2
	28.3%	24.1%	39.9%	20.4%	30.4%	28.3%	28.7%	18.1%	39.9%	33.3%	26.5%	27.2%	30.8%	68.7%	20.0%	10.3%	10.0%
4	634	482	152	299	183	147	127	208	152	180	428	553	35	85	474	74	1
	37.7%	38.9%	34.5%	38.4%	39.8%	41.6%	35.1%	39.7%	34.5%	36.6%	37.8%	38.3%	29.9%	24.2%	47.5%	23.8%	5.0%
3	371	304	67	220	84	61	101	142	67	89	268	329	27	23	234	112	2
	22.1%	24.5%	15.2%	28.2%	18.3%	17.3%	27.9%	27.1%	15.2%	18.1%	23.7%	22.8%	23.1%	6.6%	23.4%	36.0%	10.0%
2	104	88	16	57	31	26	21	41	16	27	74	88	10	1	58	43	2
	6.2%	7.1%	3.6%	7.3%	6.7%	7.4%	5.8%	7.8%	3.6%	5.5%	6.5%	6.1%	8.5%	0.3%	5.8%	13.8%	10.0%
1 - Very Dissatisfied	62	53	9	39	14	13	6	34	9	16	44	50	9	1	19	33	9
	3.7%	4.3%	2.0%	5.0%	3.0%	3.7%	1.7%	6.5%	2.0%	3.3%	3.9%	3.5%	7.7%	0.3%	1.9%	10.6%	45.0%
Not Applicable	34	13	21	5	8	6	3	4	21	16	17	30	0	0	13	17	4
	2.0%	1.0%	4.8%	0.6%	1.7%	1.7%	0.8%	0.8%	4.8%	3.3%	1.5%	2.1%	0.0%	0.0%	1.3%	5.5%	20.0%
Blank	176	116	60	56	60	47	28	41	60	61	113	124	15	36	80	30	30
Mean	3.82	3.72	4.12	3.62	3.89	3.85	3.84	3.56	4.12	3.94	3.78	3.81	3.68	4.61	3.79	3.10	2.06
Standard Deviation	1.04	1.04	0.95	1.05	1.02	1.04	0.97	1.08	0.95	1.03	1.04	1.02	1.22	0.65	0.90	1.13	1.48
Standard Error	0.03	0.03	0.05	0.04	0.05	0.06	0.05	0.05	0.05	0.05	0.03	0.03	0.11	0.03	0.03	0.07	0.37

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 16. Rating of Caltrain Onboard Trains – Your Sense of Personal Security While on the Train

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/ Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/ Blank
Base - Total Responding	1821	1334	487	825	509	390	385	559	487	536	1226	1554	129	385	1074	335	27
	100.0%	100.0%	100.0%	100.0%	100.0%	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	836	576	260	348	228	176	165	235	260	278	529	728	44	329	440	63	4
	45.9%	43.2%	53.4%	42.2%	44.8%	45.1%	42.9%	42.0%	53.4%	51.9%	43.1%	46.8%	34.1%	85.5%	41.0%	18.8%	14.8%
4	751	587	164	384	203	151	180	256	164	187	539	654	46	51	525	165	10
	41.2%	44.0%	33.7%	46.5%	39.9%	38.7%	46.8%	45.8%	33.7%	34.9%	44.0%	42.1%	35.7%	13.2%	48.9%	49.3%	37.0%
3	184	135	49	77	58	48	29	58	49	56	124	148	22	5	91	84	4
	10.1%	10.1%	10.1%	9.3%	11.4%	12.3%	7.5%	10.4%	10.1%	10.4%	10.1%	9.5%	17.1%	1.3%	8.5%	25.1%	14.8%
2	29	23	6	10	13	10	7	6	6	6	22	13	12	0	12	14	3
	1.6%	1.7%	1.2%	1.2%	2.6%	2.6%	1.8%	1.1%	1.2%	1.1%	1.8%	0.8%	9.3%	0.0%	1.1%	4.2%	11.1%
1 - Very Dissatisfied	10	5	5	2	3	3	1	1	5	7	3	5	2	0	3	4	3
	0.5%	0.4%	1.0%	0.2%	0.6%	0.8%	0.3%	0.2%	1.0%	1.3%	0.2%	0.3%	1.6%	0.0%	0.3%	1.2%	11.1%
Not Applicable	11	8	3	4	4	2	3	3	3	2	9	6	3	0	3	5	3
	0.6%	0.6%	0.6%	0.5%	0.8%	0.5%	0.8%	0.5%	0.6%	0.4%	0.7%	0.4%	2.3%	0.0%	0.3%	1.5%	11.1%
Blank	35	21	14	10	11	10	5	6	14	17	18	13	3	2	4	6	23
Mean	4.31	4.29	4.38	4.30	4.27	4.26	4.31	4.29	4.38	4.35	4.29	4.35	3.94	4.84	4.30	3.82	3.38
Standard Deviation	0.76	0.75	0.80	0.71	0.81	0.83	0.71	0.71	0.80	0.82	0.74	0.71	1.03	0.40	0.69	0.83	1.28
Standard Error	0.02	0.02	0.04	0.02	0.04	0.04	0.04	0.03	0.04	0.04	0.02	0.02	0.09	0.02	0.02	0.05	0.26

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 17. Rating of Caltrain Onboard Trains – Everything Considered How Would you Rate Your Onboard Experience on Caltrain?

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/ Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/ Blank
Base - Total Responding	1817	1329	488	822	507	388	383	558	488	533	1225	1551	129	385	1072	332	28
	100.0%	100.0%	100.0%	100.0%	100.0%	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	543	338	205	171	167	125	97	116	205	187	344	448	36	300	218	24	1
	29.9%	25.4%	42.0%	20.8%	32.9%	32.2%	25.3%	20.8%	42.0%	35.1%	28.1%	28.9%	27.9%	77.9%	20.3%	7.2%	3.6%
4	933	711	222	462	249	192	219	300	222	265	633	824	49	81	721	125	6
	51.3%	53.5%	45.5%	56.2%	49.1%	49.5%	57.2%	53.8%	45.5%	49.7%	51.7%	53.1%	38.0%	21.0%	67.3%	37.7%	21.4%
3	298	246	52	167	79	62	60	124	52	70	216	249	35	3	129	156	10
	16.4%	18.5%	10.7%	20.3%	15.6%	16.0%	15.7%	22.2%	10.7%	13.1%	17.6%	16.1%	27.1%	0.8%	12.0%	47.0%	35.7%
2	32	27	5	20	7	4	6	17	5	7	25	24	5	1	3	25	3
	1.8%	2.0%	1.0%	2.4%	1.4%	1.0%	1.6%	3.0%	1.0%	1.3%	2.0%	1.5%	3.9%	0.3%	0.3%	7.5%	10.7%
1 - Very Dissatisfied	7	5	2	1	4	4	1	0	2	2	5	4	2	0	1	2	4
	0.4%	0.4%	0.4%	0.1%	0.8%	1.0%	0.3%	0.0%	0.4%	0.4%	0.4%	0.3%	1.6%	0.0%	0.1%	0.6%	14.3%
Not Applicable	4	2	2	1	1	1	0	1	2	2	2	2	2	0	0	0	4
	0.2%	0.2%	0.4%	0.1%	0.2%	0.3%	0.0%	0.2%	0.4%	0.4%	0.2%	0.1%	1.6%	0.0%	0.0%	0.0%	14.3%
Blank	39	26	13	13	13	12	7	7	13	20	19	16	3	2	6	9	22
Mean	4.09	4.02	4.28	3.95	4.12	4.11	4.06	3.92	4.28	4.18	4.05	4.09	3.88	4.77	4.07	3.43	2.88
Standard Deviation	0.75	0.75	0.73	0.72	0.77	0.78	0.70	0.74	0.73	0.73	0.76	0.73	0.92	0.46	0.58	0.76	1.12
Standard Error	0.02	0.02	0.03	0.03	0.03	0.04	0.04	0.03	0.03	0.03	0.02	0.02	0.08	0.02	0.02	0.04	0.23

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 18. How Would You Rate Your Overall Caltrain Experience?

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/Blank
Base - Total Responding	1790	1310	480	815	495	378	381	551	480	527	1204	1536	126	381	1052	330	27
	100.0%	100.0%	100.0%	100.0%	100.0%	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	490	298	192	152	146	113	87	98	192	164	316	395	44	276	191	21	2
	27.4%	22.7%	40.0%	18.7%	29.5%	29.9%	22.8%	17.8%	40.0%	31.1%	26.2%	25.7%	34.9%	72.4%	18.2%	6.4%	7.4%
4	889	679	210	440	239	174	215	290	210	252	602	786	44	99	680	103	7
	49.7%	51.8%	43.8%	54.0%	48.3%	46.0%	56.4%	52.6%	43.8%	47.8%	50.0%	51.2%	34.9%	26.0%	64.6%	31.2%	25.9%
3	352	283	69	187	96	79	72	132	69	94	244	308	30	6	169	170	7
	19.7%	21.6%	14.4%	22.9%	19.4%	20.9%	18.9%	24.0%	14.4%	17.8%	20.3%	20.1%	23.8%	1.6%	16.1%	51.5%	25.9%
2	43	38	5	29	9	7	4	27	5	13	30	35	5	0	10	28	5
	2.4%	2.9%	1.0%	3.6%	1.8%	1.9%	1.0%	4.9%	1.0%	2.5%	2.5%	2.3%	4.0%	0.0%	1.0%	8.5%	18.5%
1 - Very Dissatisfied	13	10	3	5	5	5	3	2	3	3	10	10	2	0	2	7	4
	0.7%	0.8%	0.6%	0.6%	1.0%	1.3%	0.8%	0.4%	0.6%	0.6%	0.8%	0.7%	1.6%	0.0%	0.2%	2.1%	14.8%
Not Applicable	3	2	1	2	0	0	0	2	1	1	2	2	1	0	0	1	2
	0.2%	0.2%	0.2%	0.2%	0.0%	0.0%	0.0%	0.4%	0.2%	0.2%	0.2%	0.1%	0.8%	0.0%	0.0%	0.3%	7.4%
Blank	66	45	21	20	25	22	9	14	21	26	40	31	6	6	26	11	23
Mean	4.01	3.93	4.22	3.87	4.03	4.01	3.99	3.83	4.22	4.07	3.99	3.99	3.98	4.71	4.00	3.31	2.92
Standard Deviation	0.80	0.79	0.77	0.77	0.81	0.84	0.73	0.79	0.77	0.80	0.80	0.78	0.95	0.49	0.63	0.80	1.22
Standard Error	0.02	0.02	0.04	0.03	0.04	0.04	0.04	0.03	0.04	0.03	0.02	0.02	0.08	0.03	0.02	0.04	0.24

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 19. Rating by Train Number

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/Blank
Base - All Respondents	1856	1355	501	835	520	400	390	565	501	553	1244	1567	132	387	1078	341	50
	100.0%	100.0%	100.0%	100.0%	100.0%	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	29	29	0	0	29	29	0	0	0	29	0	23	2	8	15	6	0
	1.6%	2.1%	0.0%	0.0%	5.6%	7.3%	0.0%	0.0%	0.0%	5.2%	0.0%	1.5%	1.5%	2.1%	1.4%	1.8%	0.0%
102	12	12	0	0	12	12	0	0	0	12	0	10	1	5	6	1	0
	0.6%	0.9%	0.0%	0.0%	2.3%	3.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.6%	0.8%	1.3%	0.6%	0.3%	0.0%
142	54	54	0	0	54	54	0	0	0	54	0	48	2	11	30	11	2
	2.9%	4.0%	0.0%	0.0%	10.4%	13.5%	0.0%	0.0%	0.0%	9.8%	0.0%	3.1%	1.5%	2.8%	2.8%	3.2%	4.0%
143	62	62	0	0	62	62	0	0	0	62	0	58	1	14	31	14	3
	3.3%	4.6%	0.0%	0.0%	11.9%	15.5%	0.0%	0.0%	0.0%	11.2%	0.0%	3.7%	0.8%	3.6%	2.9%	4.1%	6.0%
151	100	100	0	0	100	100	0	0	0	0	100	77	11	24	56	16	4
	5.4%	7.4%	0.0%	0.0%	19.2%	25.0%	0.0%	0.0%	0.0%	0.0%	8.0%	4.9%	8.3%	6.2%	5.2%	4.7%	8.0%
190	31	31	0	0	31	31	0	0	0	0	31	21	10	2	27	2	0
	1.7%	2.3%	0.0%	0.0%	6.0%	7.8%	0.0%	0.0%	0.0%	0.0%	2.5%	1.3%	7.6%	0.5%	2.5%	0.6%	0.0%
192	51	51	0	0	51	51	0	0	0	51	0	38	4	8	28	11	4
	2.7%	3.8%	0.0%	0.0%	9.8%	12.8%	0.0%	0.0%	0.0%	9.2%	0.0%	2.4%	3.0%	2.1%	2.6%	3.2%	8.0%
195	27	27	0	0	27	27	0	0	0	0	27	23	2	6	14	7	0
	1.5%	2.0%	0.0%	0.0%	5.2%	6.8%	0.0%	0.0%	0.0%	0.0%	2.2%	1.5%	1.5%	1.6%	1.3%	2.1%	0.0%
197	34	34	0	0	34	34	0	0	0	0	34	26	7	7	19	6	2
	1.8%	2.5%	0.0%	0.0%	6.5%	8.5%	0.0%	0.0%	0.0%	0.0%	2.7%	1.7%	5.3%	1.8%	1.8%	1.8%	4.0%
208	34	34	0	34	0	0	34	0	0	34	0	29	4	8	22	4	0
	1.8%	2.5%	0.0%	4.1%	0.0%	0.0%	8.7%	0.0%	0.0%	6.1%	0.0%	1.9%	3.0%	2.1%	2.0%	1.2%	0.0%

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/Blank
221	95	95	0	95	0	0	95	0	0	0	95	83	2	18	52	22	3
	5.1%	7.0%	0.0%	11.4%	0.0%	0.0%	24.4%	0.0%	0.0%	0.0%	7.6%	5.3%	1.5%	4.7%	4.8%	6.5%	6.0%
254	33	33	0	0	33	0	33	0	0	0	33	26	2	12	15	6	0
	1.8%	2.4%	0.0%	0.0%	6.3%	0.0%	8.5%	0.0%	0.0%	0.0%	2.7%	1.7%	1.5%	3.1%	1.4%	1.8%	0.0%
257	36	36	0	0	36	0	36	0	0	0	36	27	4	13	17	4	2
	1.9%	2.7%	0.0%	0.0%	6.9%	0.0%	9.2%	0.0%	0.0%	0.0%	2.9%	1.7%	3.0%	3.4%	1.6%	1.2%	4.0%
267	21	21	0	21	0	0	21	0	0	0	21	19	2	4	12	5	0
	1.1%	1.5%	0.0%	2.5%	0.0%	0.0%	5.4%	0.0%	0.0%	0.0%	1.7%	1.2%	1.5%	1.0%	1.1%	1.5%	0.0%
274	61	61	0	61	0	0	61	0	0	0	61	53	2	13	39	7	2
	3.3%	4.5%	0.0%	7.3%	0.0%	0.0%	15.6%	0.0%	0.0%	0.0%	4.9%	3.4%	1.5%	3.4%	3.6%	2.1%	4.0%
283	59	59	0	59	0	0	59	0	0	0	0	55	1	9	37	13	0
	3.2%	4.4%	0.0%	7.1%	0.0%	0.0%	15.1%	0.0%	0.0%	0.0%	0.0%	3.5%	0.8%	2.3%	3.4%	3.8%	0.0%
288	51	51	0	0	51	0	51	0	0	0	51	49	1	11	31	9	0
	2.7%	3.8%	0.0%	0.0%	9.8%	0.0%	13.1%	0.0%	0.0%	0.0%	4.1%	3.1%	0.8%	2.8%	2.9%	2.6%	0.0%
313	99	99	0	99	0	0	0	99	0	0	99	88	5	26	64	9	0
	5.3%	7.3%	0.0%	11.9%	0.0%	0.0%	0.0%	17.5%	0.0%	0.0%	8.0%	5.6%	3.8%	6.7%	5.9%	2.6%	0.0%
324	81	81	0	81	0	0	0	81	0	0	81	73	4	12	41	27	1
	4.4%	6.0%	0.0%	9.7%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	6.5%	4.7%	3.0%	3.1%	3.8%	7.9%	2.0%
329	48	48	0	48	0	0	0	48	0	0	48	40	3	4	33	8	3
	2.6%	3.5%	0.0%	5.7%	0.0%	0.0%	0.0%	8.5%	0.0%	0.0%	3.9%	2.6%	2.3%	1.0%	3.1%	2.3%	6.0%
332	43	43	0	43	0	0	0	43	0	43	0	42	1	1	35	6	1
	2.3%	3.2%	0.0%	5.1%	0.0%	0.0%	0.0%	7.6%	0.0%	7.8%	0.0%	2.7%	0.8%	0.3%	3.2%	1.8%	2.0%
360	65	65	0	65	0	0	0	65	0	0	65	55	3	12	37	15	1
	3.5%	4.8%	0.0%	7.8%	0.0%	0.0%	0.0%	11.5%	0.0%	0.0%	5.2%	3.5%	2.3%	3.1%	3.4%	4.4%	2.0%
376	103	103	0	103	0	0	0	103	0	0	103	85	8	16	63	22	2
	5.5%	7.6%	0.0%	12.3%	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%	8.3%	5.4%	6.1%	4.1%	5.8%	6.5%	4.0%

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/Blank
381	69	69	0	69	0	0	0	69	0	0	69	68	0	8	46	14	1
	3.7%	5.1%	0.0%	8.3%	0.0%	0.0%	0.0%	12.2%	0.0%	0.0%	5.5%	4.3%	0.0%	2.1%	4.3%	4.1%	2.0%
385	57	57	0	57	0	0	0	57	0	0	57	50	3	5	35	15	2
	3.1%	4.2%	0.0%	6.8%	0.0%	0.0%	0.0%	10.1%	0.0%	0.0%	4.6%	3.2%	2.3%	1.3%	3.2%	4.4%	4.0%
421	43	0	43	0	0	0	0	0	43	43	0	37	2	15	20	6	2
	2.3%	0.0%	8.6%	0.0%	0.0%	0.0%	0.0%	0.0%	8.6%	7.8%	0.0%	2.4%	1.5%	3.9%	1.9%	1.8%	4.0%
424	51	0	51	0	0	0	0	0	51	0	51	40	4	11	36	4	0
	2.7%	0.0%	10.2%	0.0%	0.0%	0.0%	0.0%	0.0%	10.2%	0.0%	4.1%	2.6%	3.0%	2.8%	3.3%	1.2%	0.0%
425	72	0	72	0	0	0	0	0	72	72	0	58	9	17	35	17	3
	3.9%	0.0%	14.4%	0.0%	0.0%	0.0%	0.0%	0.0%	14.4%	13.0%	0.0%	3.7%	6.8%	4.4%	3.2%	5.0%	6.0%
428	41	0	41	0	0	0	0	0	41	0	41	29	8	10	19	11	1
	2.2%	0.0%	8.2%	0.0%	0.0%	0.0%	0.0%	0.0%	8.2%	0.0%	3.3%	1.9%	6.1%	2.6%	1.8%	3.2%	2.0%
429	67	0	67	0	0	0	0	0	67	67	0	53	6	18	37	9	3
	3.6%	0.0%	13.4%	0.0%	0.0%	0.0%	0.0%	0.0%	13.4%	12.1%	0.0%	3.4%	4.5%	4.7%	3.4%	2.6%	6.0%
432	48	0	48	0	0	0	0	0	48	0	48	41	2	9	29	8	2
	2.6%	0.0%	9.6%	0.0%	0.0%	0.0%	0.0%	0.0%	9.6%	0.0%	3.9%	2.6%	1.5%	2.3%	2.7%	2.3%	4.0%
433	55	0	55	0	0	0	0	0	55	0	55	39	10	21	26	7	1
	3.0%	0.0%	11.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.0%	0.0%	4.4%	2.5%	7.6%	5.4%	2.4%	2.1%	2.0%
437	37	0	37	0	0	0	0	0	37	37	0	31	2	7	22	7	1
	2.0%	0.0%	7.4%	0.0%	0.0%	0.0%	0.0%	0.0%	7.4%	6.7%	0.0%	2.0%	1.5%	1.8%	2.0%	2.1%	2.0%
801	38	0	38	0	0	0	0	0	38	0	38	31	1	9	20	8	1
	2.0%	0.0%	7.6%	0.0%	0.0%	0.0%	0.0%	0.0%	7.6%	0.0%	3.1%	2.0%	0.8%	2.3%	1.9%	2.3%	2.0%
804	49	0	49	0	0	0	0	0	49	49	0	42	3	13	29	4	3
	2.6%	0.0%	9.8%	0.0%	0.0%	0.0%	0.0%	0.0%	9.8%	8.9%	0.0%	2.7%	2.3%	3.4%	2.7%	1.2%	6.0%

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.

Table 20. Rating by Type of Service

		Time Period		Weekday Time Period		Type of Service				Bike or Regular Car		Internet Access		Overall Caltrain Experience			
	Total	Week-day	Sat	Peak	Off-Peak	Local	Limited	Bullet	Sat	Bike*	Reg	Yes	No	Very/Smwht Satis	Smwht Dissat	Very Dissat	Ntral Na/Blank
Base - All Respondents	1856	1355	501	835	520	400	390	565	501	553	1244	1567	132	387	1078	341	50
	100.0%	100.0%	100.0%	100.0%	100.0%	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	565	565	0	565	0	0	0	565	0	43	522	501	27	84	354	116	11
	30.4%	41.7%	0.0%	67.7%	0.0%	0.0%	0.0%	100.0%	0.0%	7.8%	42.0%	32.0%	20.5%	21.7%	32.8%	34.0%	22.0%
Local	400	400	0	0	400	400	0	0	0	208	192	324	40	85	226	74	15
	21.6%	29.5%	0.0%	0.0%	76.9%	100.0%	0.0%	0.0%	0.0%	37.6%	15.4%	20.7%	30.3%	22.0%	21.0%	21.7%	30.0%
Ltd	390	390	0	270	120	0	390	0	0	34	297	341	18	88	225	70	7
	21.0%	28.8%	0.0%	32.3%	23.1%	0.0%	100.0%	0.0%	0.0%	6.1%	23.9%	21.8%	13.6%	22.7%	20.9%	20.5%	14.0%
Saturday	501	0	501	0	0	0	0	0	501	268	233	401	47	130	273	81	17
	27.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	48.5%	18.7%	25.6%	35.6%	33.6%	25.3%	23.8%	34.0%

* - Bike car data are based on the assumption that cars #1 and #4 are bike cars.



2012 CALTRAIN

Customer Satisfaction Survey

CROSSTABULATED STATISTICAL TABLES

Banner Two – Saturday Bullet Service Comparison

Prepared by:

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Table 1. Rating of Caltrain at Stations – Cleanliness of Stations & Parking Lots

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1829	491	85	406
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	586	197	31	166
	32.0%	40.1%	36.5%	40.9%
4	796	181	37	144
	43.5%	36.9%	43.5%	35.5%
3	340	85	14	71
	18.6%	17.3%	16.5%	17.5%
2	52	15	2	13
	2.8%	3.1%	2.4%	3.2%
1 - Very Dissatisfied	19	3	0	3
	1.0%	0.6%	0.0%	0.7%
Not Applicable	36	10	1	9
	2.0%	2.0%	1.2%	2.2%
Blank	27	10	2	8
Mean	4.05	4.15	4.15	4.15
Standard Deviation	0.85	0.86	0.78	0.88
Standard Error	0.02	0.04	0.09	0.04

Table 2. Rating of Caltrain at Stations – Functioning of Lights at Stations & Parking Lots

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1815	487	86	401
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	714	223	42	181
	39.3%	45.8%	48.8%	45.1%
4	706	149	32	117
	38.9%	30.6%	37.2%	29.2%
3	248	57	9	48
	13.7%	11.7%	10.5%	12.0%
2	31	5	1	4
	1.7%	1.0%	1.2%	1.0%
1 - Very Dissatisfied	8	2	0	2
	0.4%	0.4%	0.0%	0.5%
Not Applicable	108	51	2	49
	6.0%	10.5%	2.3%	12.2%
Blank	41	14	1	13
Mean	4.22	4.34	4.37	4.34
Standard Deviation	0.79	0.78	0.72	0.80
Standard Error	0.02	0.04	0.08	0.04

Table 3. Rating of Caltrain at Stations – Posted Information on Info. Boards (Schedules, Flyers)

	Saturday Trains			
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1820	486	84	402
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	536	203	35	168
	29.5%	41.8%	41.7%	41.8%
4	593	134	22	112
	32.6%	27.6%	26.2%	27.9%
3	451	99	20	79
	24.8%	20.4%	23.8%	19.7%
2	130	26	5	21
	7.1%	5.3%	6.0%	5.2%
1 - Very Dissatisfied	51	9	2	7
	2.8%	1.9%	2.4%	1.7%
Not Applicable	59	15	0	15
	3.2%	3.1%	0.0%	3.7%
Blank	36	15	3	12
Mean	3.81	4.05	3.99	4.07
Standard Deviation	1.04	1.02	1.06	1.01
Standard Error	0.02	0.05	0.12	0.05

Table 4. Rating of Caltrain at Stations – Ease of Use of Ticket Vending Machines

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1823	491	86	405
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	544	212	36	176
	29.8%	43.2%	41.9%	43.5%
4	520	131	20	111
	28.5%	26.7%	23.3%	27.4%
3	400	90	16	74
	21.9%	18.3%	18.6%	18.3%
2	164	28	7	21
	9.0%	5.7%	8.1%	5.2%
1 - Very Dissatisfied	66	13	3	10
	3.6%	2.6%	3.5%	2.5%
Not Applicable	129	17	4	13
	7.1%	3.5%	4.7%	3.2%
Blank	33	10	1	9
Mean	3.77	4.06	3.96	4.08
Standard Deviation	1.12	1.06	1.15	1.04
Standard Error	0.03	0.05	0.13	0.05

Table 5. Rating of Caltrain at Stations – Being Informed of Delays That Exceed 10 Minutes

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1807	486	85	401
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	305	112	15	97
	16.9%	23.0%	17.6%	24.2%
4	365	102	26	76
	20.2%	21.0%	30.6%	19.0%
3	431	72	12	60
	23.9%	14.8%	14.1%	15.0%
2	279	47	6	41
	15.4%	9.7%	7.1%	10.2%
1 - Very Dissatisfied	216	29	7	22
	12.0%	6.0%	8.2%	5.5%
Not Applicable	211	124	19	105
	11.7%	25.5%	22.4%	26.2%
Blank	49	15	2	13
Mean	3.17	3.61	3.55	3.63
Standard Deviation	1.30	1.27	1.24	1.27
Standard Error	0.03	0.07	0.15	0.07

Table 6. Rating of Caltrain at Stations – Everything Considered, How Would You Rate your Experience at Caltrain Stations?

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1807	487	84	403
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	418	180	19	161
	23.1%	37.0%	22.6%	40.0%
4	882	211	49	162
	48.8%	43.3%	58.3%	40.2%
3	447	81	12	69
	24.7%	16.6%	14.3%	17.1%
2	39	8	3	5
	2.2%	1.6%	3.6%	1.2%
1 - Very Dissatisfied	14	5	1	4
	0.8%	1.0%	1.2%	1.0%
Not Applicable	7	2	0	2
	0.4%	0.4%	0.0%	0.5%
Blank	49	14	3	11
Mean	3.92	4.14	3.98	4.17
Standard Deviation	0.79	0.82	0.79	0.83
Standard Error	0.02	0.04	0.09	0.04

Table 7. Rating of Caltrain Onboard Trains – Courtesy of Conductors

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1818	489	86	403
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	784	231	38	193
	43.1%	47.2%	44.2%	47.9%
4	707	176	34	142
	38.9%	36.0%	39.5%	35.2%
3	214	46	8	38
	11.8%	9.4%	9.3%	9.4%
2	52	12	3	9
	2.9%	2.5%	3.5%	2.2%
1 - Very Dissatisfied	24	5	1	4
	1.3%	1.0%	1.2%	1.0%
Not Applicable	37	19	2	17
	2.0%	3.9%	2.3%	4.2%
Blank	38	12	1	11
Mean	4.22	4.31	4.25	4.32
Standard Deviation	0.87	0.83	0.86	0.83
Standard Error	0.02	0.04	0.09	0.04

Table 8. Rating of Caltrain Onboard Trains – Professional Appearance of the Conductors

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1814	486	84	402
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	878	254	42	212
	48.4%	52.3%	50.0%	52.7%
4	684	166	32	134
	37.7%	34.2%	38.1%	33.3%
3	176	41	6	35
	9.7%	8.4%	7.1%	8.7%
2	23	5	1	4
	1.3%	1.0%	1.2%	1.0%
1 - Very Dissatisfied	12	3	1	2
	0.7%	0.6%	1.2%	0.5%
Not Applicable	41	17	2	15
	2.3%	3.5%	2.4%	3.7%
Blank	42	15	3	12
Mean	4.35	4.41	4.38	4.42
Standard Deviation	0.77	0.75	0.78	0.74
Standard Error	0.02	0.03	0.09	0.04

Table 9. Rating of Caltrain Onboard Trains – Availability of Printed Materials (Schedules, Brochures, Notices)

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1813	483	85	398
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	744	212	39	173
	41.0%	43.9%	45.9%	43.5%
4	663	151	24	127
	36.6%	31.3%	28.2%	31.9%
3	249	75	15	60
	13.7%	15.5%	17.6%	15.1%
2	43	17	5	12
	2.4%	3.5%	5.9%	3.0%
1 - Very Dissatisfied	10	2	0	2
	0.6%	0.4%	0.0%	0.5%
Not Applicable	104	26	2	24
	5.7%	5.4%	2.4%	6.0%
Blank	43	18	2	16
Mean	4.22	4.21	4.17	4.22
Standard Deviation	0.83	0.88	0.93	0.87
Standard Error	0.02	0.04	0.10	0.04

Table 10. Rating of Caltrain Onboard Trains – Cleanliness of Train Exteriors

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1817	488	86	402
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	675	227	37	190
	37.1%	46.5%	43.0%	47.3%
4	776	163	36	127
	42.7%	33.4%	41.9%	31.6%
3	271	71	10	61
	14.9%	14.5%	11.6%	15.2%
2	45	13	1	12
	2.5%	2.7%	1.2%	3.0%
1 - Very Dissatisfied	19	6	1	5
	1.0%	1.2%	1.2%	1.2%
Not Applicable	31	8	1	7
	1.7%	1.6%	1.2%	1.7%
Blank	39	13	1	12
Mean	4.14	4.23	4.26	4.23
Standard Deviation	0.84	0.89	0.80	0.91
Standard Error	0.02	0.04	0.09	0.05

Table 11. Rating of Caltrain Onboard Trains – Cleanliness of Train Interiors

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1823	490	84	406
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	524	181	31	150
	28.7%	36.9%	36.9%	36.9%
4	779	199	37	162
	42.7%	40.6%	44.0%	39.9%
3	378	78	11	67
	20.7%	15.9%	13.1%	16.5%
2	102	23	3	20
	5.6%	4.7%	3.6%	4.9%
1 - Very Dissatisfied	35	7	1	6
	1.9%	1.4%	1.2%	1.5%
Not Applicable	5	2	1	1
	0.3%	0.4%	1.2%	0.2%
Blank	33	11	3	8
Mean	3.91	4.07	4.13	4.06
Standard Deviation	0.94	0.92	0.87	0.93
Standard Error	0.02	0.04	0.10	0.05

Table 12. Rating of Caltrain Onboard Trains – Cleanliness of Onboard Restrooms

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1771	474	82	392
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	203	80	13	67
	11.5%	16.9%	15.9%	17.1%
4	311	76	15	61
	17.6%	16.0%	18.3%	15.6%
3	400	98	20	78
	22.6%	20.7%	24.4%	19.9%
2	199	37	3	34
	11.2%	7.8%	3.7%	8.7%
1 - Very Dissatisfied	116	22	7	15
	6.5%	4.6%	8.5%	3.8%
Not Applicable	542	161	24	137
	30.6%	34.0%	29.3%	34.9%
Blank	85	27	5	22
Mean	3.23	3.50	3.41	3.51
Standard Deviation	1.18	1.19	1.24	1.18
Standard Error	0.03	0.07	0.16	0.07

Table 13. Rating of Caltrain Onboard Trains – Adequacy and Clarity of Onboard Announcements (Train Delays, Special Events)

		Saturday Trains		
13_Announcements	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1802	480	85	395
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	455	163	24	139
	25.2%	34.0%	28.2%	35.2%
4	572	142	29	113
	31.7%	29.6%	34.1%	28.6%
3	442	96	20	76
	24.5%	20.0%	23.5%	19.2%
2	190	30	4	26
	10.5%	6.3%	4.7%	6.6%
1 - Very Dissatisfied	86	15	2	13
	4.8%	3.1%	2.4%	3.3%
Not Applicable	57	34	6	28
	3.2%	7.1%	7.1%	7.1%
Blank	54	21	2	19
Mean	3.64	3.91	3.87	3.92
Standard Deviation	1.12	1.07	0.99	1.09
Standard Error	0.03	0.05	0.11	0.06

Table 14. Rating of Caltrain Onboard Trains – Being Informed of Delays That Exceed 10 Minutes

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1796	481	83	398
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	407	128	20	108
	22.7%	26.6%	24.1%	27.1%
4	491	119	26	93
	27.3%	24.7%	31.3%	23.4%
3	369	67	15	52
	20.5%	13.9%	18.1%	13.1%
2	190	22	2	20
	10.6%	4.6%	2.4%	5.0%
1 - Very Dissatisfied	113	19	3	16
	6.3%	4.0%	3.6%	4.0%
Not Applicable	226	126	17	109
	12.6%	26.2%	20.5%	27.4%
Blank	60	20	4	16
Mean	3.57	3.89	3.88	3.89
Standard Deviation	1.20	1.13	1.03	1.15
Standard Error	0.03	0.06	0.13	0.07

Table 15. Rating of Caltrain Onboard Trains – On-Time Arrival at Your Destination (Within Five Minutes of Scheduled Arrival Time)

	Saturday Trains			
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1680	441	81	360
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	475	176	27	149
	28.3%	39.9%	33.3%	41.4%
4	634	152	33	119
	37.7%	34.5%	40.7%	33.1%
3	371	67	9	58
	22.1%	15.2%	11.1%	16.1%
2	104	16	4	12
	6.2%	3.6%	4.9%	3.3%
1 - Very Dissatisfied	62	9	4	5
	3.7%	2.0%	4.9%	1.4%
Not Applicable	34	21	4	17
	2.0%	4.8%	4.9%	4.7%
Blank	176	60	6	54
Mean	3.82	4.12	3.97	4.15
Standard Deviation	1.04	0.95	1.08	0.92
Standard Error	0.03	0.05	0.12	0.05

Table 16. Rating of Caltrain Onboard Trains – Your Sense of Personal Security While on the Train

	Saturday Trains			
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1821	487	84	403
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	836	260	50	210
	45.9%	53.4%	59.5%	52.1%
4	751	164	23	141
	41.2%	33.7%	27.4%	35.0%
3	184	49	8	41
	10.1%	10.1%	9.5%	10.2%
2	29	6	1	5
	1.6%	1.2%	1.2%	1.2%
1 - Very Dissatisfied	10	5	1	4
	0.5%	1.0%	1.2%	1.0%
Not Applicable	11	3	1	2
	0.6%	0.6%	1.2%	0.5%
Blank	35	14	3	11
Mean	4.31	4.38	4.45	4.37
Standard Deviation	0.76	0.80	0.82	0.80
Standard Error	0.02	0.04	0.09	0.04

Table 17. Rating of Caltrain Onboard Trains – Everything Considered How Would you Rate Your Onboard Experience on Caltrain?

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1817	488	84	404
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	543	205	35	170
	29.9%	42.0%	41.7%	42.1%
4	933	222	39	183
	51.3%	45.5%	46.4%	45.3%
3	298	52	8	44
	16.4%	10.7%	9.5%	10.9%
2	32	5	1	4
	1.8%	1.0%	1.2%	1.0%
1 - Very Dissatisfied	7	2	1	1
	0.4%	0.4%	1.2%	0.2%
Not Applicable	4	2	0	2
	0.2%	0.4%	0.0%	0.5%
Blank	39	13	3	10
Mean	4.09	4.28	4.26	4.29
Standard Deviation	0.75	0.73	0.78	0.72
Standard Error	0.02	0.03	0.08	0.04

Table 18. How Would You Rate Your Overall Caltrain Experience?

		Saturday Trains		
18_Rate Overall	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1790	480	81	399
	100.0%	100.0%	100.0%	100.0%
5 - Very Satisfied	490	192	27	165
	27.4%	40.0%	33.3%	41.4%
4	889	210	40	170
	49.7%	43.8%	49.4%	42.6%
3	352	69	12	57
	19.7%	14.4%	14.8%	14.3%
2	43	5	1	4
	2.4%	1.0%	1.2%	1.0%
1 - Very Dissatisfied	13	3	1	2
	0.7%	0.6%	1.2%	0.5%
Not Applicable	3	1	0	1
	0.2%	0.2%	0.0%	0.3%
Blank	66	21	6	15
Mean	4.01	4.22	4.12	4.24
Standard Deviation	0.80	0.77	0.80	0.77
Standard Error	0.02	0.04	0.09	0.04

Table 19. Rating by Train Number

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1856	501	87	414
	100.0%	100.0%	100.0%	100.0%
101	29	0	0	0
	1.6%	0.0%	0.0%	0.0%
102	12	0	0	0
	0.6%	0.0%	0.0%	0.0%
142	54	0	0	0
	2.9%	0.0%	0.0%	0.0%
143	62	0	0	0
	3.3%	0.0%	0.0%	0.0%
151	100	0	0	0
	5.4%	0.0%	0.0%	0.0%
190	31	0	0	0
	1.7%	0.0%	0.0%	0.0%
192	51	0	0	0
	2.7%	0.0%	0.0%	0.0%
195	27	0	0	0
	1.5%	0.0%	0.0%	0.0%
197	34	0	0	0
	1.8%	0.0%	0.0%	0.0%
208	34	0	0	0
	1.8%	0.0%	0.0%	0.0%
221	95	0	0	0
	5.1%	0.0%	0.0%	0.0%
254	33	0	0	0
	1.8%	0.0%	0.0%	0.0%

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
257	36	0	0	0
	1.9%	0.0%	0.0%	0.0%
267	21	0	0	0
	1.1%	0.0%	0.0%	0.0%
274	61	0	0	0
	3.3%	0.0%	0.0%	0.0%
283	59	0	0	0
	3.2%	0.0%	0.0%	0.0%
288	51	0	0	0
	2.7%	0.0%	0.0%	0.0%
313	99	0	0	0
	5.3%	0.0%	0.0%	0.0%
324	81	0	0	0
	4.4%	0.0%	0.0%	0.0%
329	48	0	0	0
	2.6%	0.0%	0.0%	0.0%
332	43	0	0	0
	2.3%	0.0%	0.0%	0.0%
360	65	0	0	0
	3.5%	0.0%	0.0%	0.0%
376	103	0	0	0
	5.5%	0.0%	0.0%	0.0%
381	69	0	0	0
	3.7%	0.0%	0.0%	0.0%
385	57	0	0	0
	3.1%	0.0%	0.0%	0.0%
421	43	43	0	43
	2.3%	8.6%	0.0%	10.4%

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
424	51	51	0	51
	2.7%	10.2%	0.0%	12.3%
425	72	72	0	72
	3.9%	14.4%	0.0%	17.4%
428	41	41	0	41
	2.2%	8.2%	0.0%	9.9%
429	67	67	0	67
	3.6%	13.4%	0.0%	16.2%
432	48	48	0	48
	2.6%	9.6%	0.0%	11.6%
433	55	55	0	55
	3.0%	11.0%	0.0%	13.3%
437	37	37	0	37
	2.0%	7.4%	0.0%	8.9%
801	38	38	38	0
	2.0%	7.6%	43.7%	0.0%
804	49	49	49	0
	2.6%	9.8%	56.3%	0.0%

Table 20. Rating by Type of Service

		Saturday Trains		
	Total	All Sat Trains	Sat Bullet	Sat Local
Base - Total Responding	1856	501	87	414
	100.0%	100.0%	100.0%	100.0%
Bullet	565	0	0	0
	30.4%	0.0%	0.0%	0.0%
Local	400	0	0	0
	21.6%	0.0%	0.0%	0.0%
Limited	390	0	0	0
	21.0%	0.0%	0.0%	0.0%
Saturday	501	501	87	414
	27.0%	100.0%	100.0%	100.0%



2012 CALTRAIN

Customer Satisfaction Survey

CROSSTABULATED STATISTICAL TABLES

Banner Three – Technology Use

Prepared by:

Dikita Enterprises, Inc.
1001 Bayhill Drive, 2nd Floor
San Bruno, California 94066



		Internet Access					Social Networking Websites							Smartphone Operating System							
Internet Access	Total	Home	Work	Cell Mobile	Library	Other	Don't Use	Facebook	Google	Twitter	LinkedIn	Instagram	Other	Don't Use	iOS	Android	Windows	WebOS	Blackberry	Don't Know	Other
Base – Total Responding	1699	1401	1184	1157	260	48	311	1090	356	410	484	230	47	236	813	495	61	11	62	17	26
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	1567	1396	1181	1152	258	46	269	1045	336	392	468	210	41	205	769	471	59	9	58	13	23
	92.2%	99.6%	99.7%	99.6%	99.2%	95.8%	86.5%	95.9%	94.4%	95.6%	96.7%	91.3%	87.2%	86.9%	94.6%	95.2%	96.7%	81.8%	93.5%	76.5%	88.5%
No	132	5	3	5	2	2	42	45	20	18	16	20	6	31	44	24	2	2	4	4	3
	7.8%	0.4%	0.3%	0.4%	0.8%	4.2%	13.5%	4.1%	5.6%	4.4%	3.3%	8.7%	12.8%	13.1%	5.4%	4.8%	3.3%	18.2%	6.5%	23.5%	11.5%
Blank	157	67	46	48	4	4	25	62	31	11	22	8	2	30	30	32	7	0	3	4	2