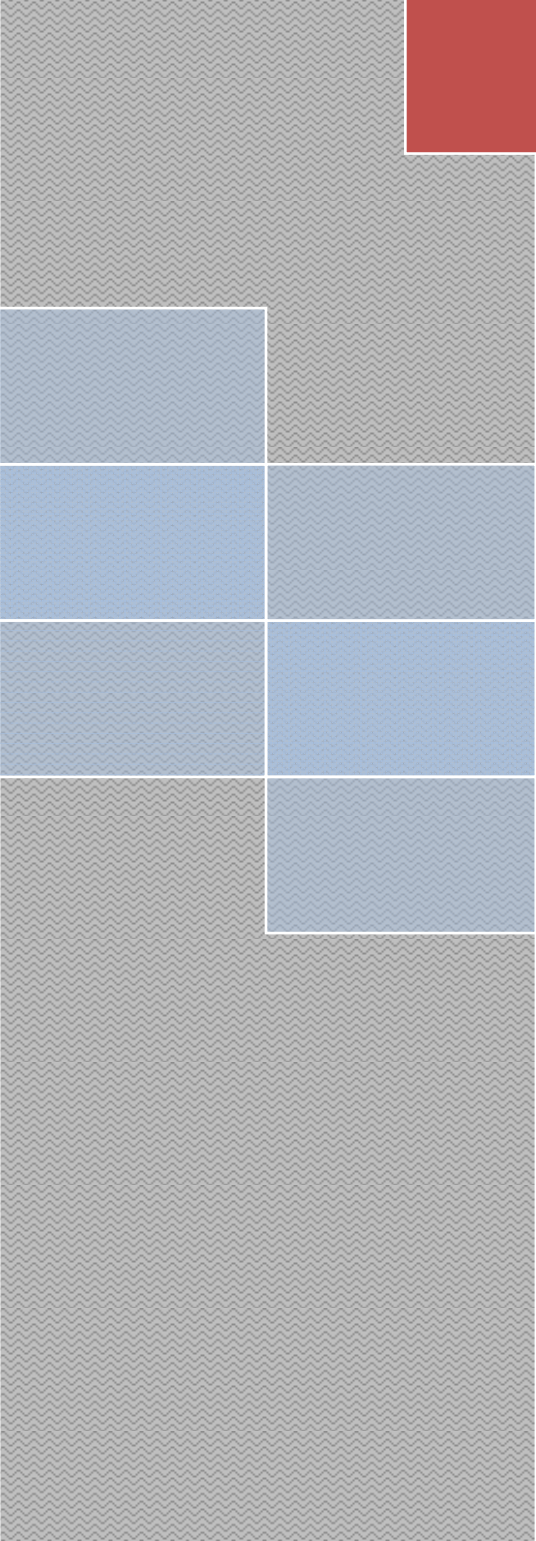




Caltrain Customer Satisfaction Survey

June 2013

Statistical Tables



CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

		OVERALL CALTRAIN EXPERIENCE										CALTRAIN PERFORMANCE								
		TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?				VERY/SMWHT		NTRAL NA/BLANK			
		TIME PERIOD		OFF-PEAK																
		TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET				REG	BIKE	SATIS	DISSAT	DISSAT	BLANK
BASE - TOTAL RESPONDING		2883 100.0	2476 100.0	404 100.0	1914 100.0	562 100.0	486 100.0	1394 100.0	596 100.0	317 100.0	87 100.0	1838 100.0	1042 100.0	2290 100.0	54 100.0	23 100.0	516 100.0	995 100.0	147 100.0	1424 100.0
(5)	VERY SATISFIED	875 30.4	732 29.6	143 35.4	524 27.4	208 37.0	180 37.0	394 28.3	158 26.5	109 34.4	34 39.1	570 31.0	305 29.3	798 34.8	9 16.7	5 21.7	63 12.2	349 35.1	28 19.0	363 25.5
(4)		1310 45.4	1132 45.7	177 43.8	902 47.1	230 40.9	203 41.8	649 46.6	280 47.0	141 44.5	36 41.4	810 44.1	499 47.9	1084 47.3	15 27.8	8 34.8	203 39.3	434 43.6	58 39.5	687 48.2
(3)		532 18.5	464 18.7	66 16.3	374 19.5	90 16.0	72 14.8	277 19.9	115 19.3	54 17.0	12 13.8	342 18.6	188 18.0	325 14.2	17 31.5	5 21.7	185 35.9	175 17.6	39 26.5	282 19.8
(2)		99 3.4	93 3.8	6 1.5	74 3.9	19 3.4	17 3.5	47 3.4	29 4.9	4 1.3	2 2.3	69 3.8	30 2.9	45 2.0	9 16.7	1 4.3	44 8.5	25 2.5	14 9.5	54 3.8
(1)	VERY DISSATISFIED	20 0.7	18 0.7	2 0.5	15 0.8	3 0.5	4 0.8	10 0.7	4 0.7	2 0.6	-	14 0.8	6 0.6	6 0.3	2 3.7	4 17.4	8 1.6	2 0.2	5 3.4	12 0.8
NOT APPLICABLE		47 1.6	37 1.5	10 2.5	25 1.3	12 2.1	10 2.1	17 1.2	10 1.7	7 2.2	3 3.4	33 1.8	14 1.3	32 1.4	2 3.7	-	13 2.5	10 1.0	3 2.0	26 1.8
BLANK		21	14	7	10	4	5	5	4	4	3	11	10	13	-	-	8	4	1	8
MEAN		4.03	4.01	4.15	3.98	4.13	4.13	3.99	3.95	4.13	4.21	4.03	4.04	4.16	3.38	3.39	3.53	4.12	3.63	3.95
STANDARD DEVIATION		0.84	0.84	0.78	0.84	0.84	0.86	0.83	0.85	0.79	0.78	0.85	0.80	0.76	1.09	1.37	0.88	0.80	1.02	0.83
STANDARD ERROR		0.02	0.02	0.04	0.02	0.04	0.04	0.02	0.04	0.04	0.08	0.02	0.03	0.02	0.15	0.29	0.04	0.03	0.08	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

		WEEKDAY TIME PERIOD										OVERALL CALTRAIN EXPERIENCE									
		TIME PERIOD		WEEKDAY SERVICE		SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT		SMWHT		VERY DISSAT		NTRAL NA/BLANK		CALTRAIN PERFORMANCE			
		TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK	IMPR	DECL	SAME	
BASE - TOTAL RESPONDING		2881 100.0	2473 100.0	405 100.0	1913 100.0	560 100.0	486 100.0	1391 100.0	596 100.0	318 100.0	87 100.0	1836 100.0	1042 100.0	2286 100.0	54 100.0	23 100.0	518 100.0	992 100.0	148 100.0	1423 100.0	
(5)	VERY SATISFIED	1122 38.9	960 38.8	160 39.5	724 37.8	236 42.1	208 42.8	537 38.6	215 36.1	125 39.3	35 40.2	713 38.8	407 39.1	1014 44.4	11 20.4	6 26.1	91 17.6	438 44.2	40 27.0	504 35.4	
(4)		1125 39.0	979 39.6	145 35.8	785 41.0	194 34.6	172 35.4	576 41.4	231 38.8	111 34.9	34 39.1	715 38.9	409 39.3	887 38.8	15 27.8	7 30.4	216 41.7	387 39.0	62 41.9	595 41.8	
(3)		308 10.7	266 10.8	42 10.4	207 10.8	59 10.5	45 9.3	142 10.2	79 13.3	37 11.6	5 5.7	198 10.8	110 10.6	142 6.2	14 25.9	7 30.4	145 28.0	83 8.4	30 20.3	169 11.9	
(2)		32 1.1	29 1.2	3 0.7	20 1.0	9 1.6	8 1.6	13 0.9	8 1.3	2 0.6	1 1.1	19 1.0	13 1.2	16 0.7	5 9.3	-	11 2.1	6 0.6	6 4.1	16 1.1	
(1)	VERY DISSATISFIED	14 0.5	13 0.5	1 0.2	12 0.6	1 0.2	1 0.2	9 0.6	3 0.5	1 0.3	-	12 0.7	2 0.2	4 0.2	4 7.4	1 4.3	5 1.0	3 0.3	2 1.4	9 0.6	
NOT APPLICABLE		280 9.7	226 9.1	54 13.3	165 8.6	61 10.9	52 10.7	114 8.2	60 10.1	42 13.2	12 13.8	179 9.7	101 9.7	223 9.8	5 9.3	2 8.7	50 9.7	75 7.6	8 5.4	130 9.1	
BLANK		23	17	6	11	6	5	8	4	3	3	13	10	17	-	-	6	7	-	9	
MEAN		4.27	4.27	4.31	4.25	4.31	4.33	4.27	4.21	4.29	4.37	4.27	4.28	4.40	3.49	3.81	3.81	4.36	3.94	4.21	
STANDARD DEVIATION		0.76	0.76	0.74	0.76	0.76	0.75	0.75	0.79	0.75	0.67	0.77	0.74	0.67	1.19	1.03	0.81	0.70	0.90	0.77	
STANDARD ERROR		0.01	0.02	0.04	0.02	0.03	0.04	0.02	0.03	0.05	0.08	0.02	0.02	0.01	0.17	0.22	0.04	0.02	0.08	0.02	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

											OVERALL CALTRAIN EXPERIENCE										
			WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT				NTRAL NA/ BLANK		CALTRAIN PERFORMANCE			
TOTAL			WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	VERY DISSAT		IMPR	DECL	SAME	
BASE - TOTAL RESPONDING			2877 100.0	2469 100.0	405 100.0	1909 100.0	560 100.0	487 100.0	1388 100.0	594 100.0	319 100.0	86 100.0	1834 100.0	1040 100.0	2281 100.0	54 100.0	23 100.0	519 100.0	989 100.0	146 100.0	1425 100.0
(5)	VERY SATISFIED		887 30.8	747 30.3	140 34.6	538 28.2	209 37.3	184 37.8	403 29.0	160 26.9	113 35.4	27 31.4	597 32.6	290 27.9	811 35.6	6 11.1	4 17.4	66 12.7	383 38.7	25 17.1	379 26.6
(4)			1058 36.8	920 37.3	136 33.6	739 38.7	181 32.3	162 33.3	524 37.8	234 39.4	107 33.5	29 33.7	665 36.3	391 37.6	885 38.8	9 16.7	8 34.8	156 30.1	365 36.9	46 31.5	536 37.6
(3)			587 20.4	510 20.7	77 19.0	402 21.1	108 19.3	91 18.7	305 22.0	114 19.2	62 19.4	15 17.4	357 19.5	230 22.1	396 17.4	16 29.6	2 8.7	173 33.3	161 16.3	39 26.7	326 22.9
(2)			171 5.9	150 6.1	20 4.9	120 6.3	30 5.4	22 4.5	84 6.1	44 7.4	13 4.1	7 8.1	104 5.7	66 6.3	79 3.5	12 22.2	4 17.4	76 14.6	31 3.1	23 15.8	103 7.2
(1)	VERY DISSATISFIED		58 2.0	46 1.9	12 3.0	38 2.0	8 1.4	8 1.6	27 1.9	11 1.9	10 3.1	2 2.3	42 2.3	16 1.5	16 0.7	9 16.7	5 21.7	28 5.4	14 1.4	10 6.8	26 1.8
NOT APPLICABLE			116 4.0	96 3.9	20 4.9	72 3.8	24 4.3	20 4.1	45 3.2	31 5.2	14 4.4	6 7.0	69 3.8	47 4.5	94 4.1	2 3.7	-	20 3.9	35 3.5	3 2.1	55 3.9
BLANK			27	21	6	15	6	4	11	6	2	4	15	12	22	-	-	5	10	2	7
MEAN			3.92	3.92	3.97	3.88	4.03	4.05	3.89	3.87	3.98	3.90	3.95	3.88	4.10	2.83	3.09	3.31	4.12	3.37	3.83
STANDARD DEVIATION			0.98	0.97	1.03	0.97	0.97	0.96	0.97	0.98	1.02	1.05	0.99	0.96	0.87	1.25	1.47	1.06	0.90	1.15	0.98
STANDARD ERROR			0.02	0.02	0.05	0.02	0.04	0.04	0.03	0.04	0.06	0.12	0.02	0.03	0.02	0.17	0.31	0.05	0.03	0.10	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

												OVERALL CALTRAIN EXPERIENCE									
		TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/ BLANK		CALTRAIN PERFORMANCE		
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	VERY DISSAT	BLANK	IMPR	DECL	SAME	
BASE - TOTAL RESPONDING		2890 100.0	2478 100.0	409 100.0	1914 100.0	564 100.0	490 100.0	1392 100.0	596 100.0	320 100.0	89 100.0	1841 100.0	1046 100.0	2293 100.0	54 100.0	23 100.0	520 100.0	995 100.0	148 100.0	1424 100.0	
(5)	VERY SATISFIED	772 26.7	636 25.7	136 33.3	436 22.8	200 35.5	168 34.3	347 24.9	121 20.3	106 33.1	30 33.7	529 28.7	243 23.2	713 31.1	5 9.3	4 17.4	50 9.6	321 32.3	20 13.5	332 23.3	
(4)		917 31.7	791 31.9	125 30.6	633 33.1	158 28.0	147 30.0	451 32.4	193 32.4	95 29.7	30 33.7	577 31.3	339 32.4	763 33.3	12 22.2	5 21.7	137 26.3	299 30.1	49 33.1	464 32.6	
(3)		585 20.2	515 20.8	68 16.6	402 21.0	113 20.0	99 20.2	280 20.1	136 22.8	60 18.8	8 9.0	365 19.8	218 20.8	427 18.6	8 14.8	3 13.0	147 28.3	194 19.5	31 20.9	304 21.3	
(2)		253 8.8	216 8.7	37 9.0	174 9.1	42 7.4	32 6.5	126 9.1	58 9.7	27 8.4	10 11.2	153 8.3	100 9.6	149 6.5	12 22.2	3 13.0	89 17.1	71 7.1	19 12.8	142 10.0	
(1)	VERY DISSATISFIED	136 4.7	116 4.7	20 4.9	92 4.8	24 4.3	24 4.9	63 4.5	29 4.9	14 4.4	6 6.7	76 4.1	60 5.7	65 2.8	14 25.9	7 30.4	50 9.6	26 2.6	22 14.9	69 4.8	
NOT APPLICABLE		227 7.9	204 8.2	23 5.6	177 9.2	27 4.8	20 4.1	125 9.0	59 9.9	18 5.6	5 5.6	141 7.7	86 8.2	176 7.7	3 5.6	1 4.3	47 9.0	84 8.4	7 4.7	113 7.9	
BLANK		14	12	2	10	2	1	7	4	1	1	8	6	10	-	-	4	4	-	8	
MEAN		3.73	3.71	3.83	3.66	3.87	3.86	3.70	3.59	3.83	3.81	3.78	3.63	3.90	2.65	2.82	3.10	3.90	3.18	3.65	
STANDARD DEVIATION		1.13	1.12	1.16	1.12	1.13	1.13	1.12	1.11	1.14	1.25	1.11	1.15	1.04	1.37	1.56	1.15	1.06	1.29	1.13	
STANDARD ERROR		0.02	0.02	0.06	0.03	0.05	0.05	0.03	0.05	0.07	0.14	0.03	0.04	0.02	0.19	0.33	0.05	0.04	0.11	0.03	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

											OVERALL CALTRAIN EXPERIENCE								
	TIME PERIOD			WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	CALTRAIN PERFORMANCE		
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE					IMPR	DECL	SAME
BASE - TOTAL RESPONDING	2875 100.0	2472 100.0	400 100.0	1911 100.0	561 100.0	488 100.0	1389 100.0	595 100.0	316 100.0	84 100.0	1830 100.0	1042 100.0	2280 100.0	54 100.0	23 100.0	518 100.0	994 100.0	148 100.0	1419 100.0
(5) VERY SATISFIED	651 22.6	534 21.6	117 29.3	369 19.3	165 29.4	148 30.3	283 20.4	103 17.3	100 31.6	17 20.2	453 24.8	198 19.0	605 26.5	2 3.7	3 13.0	41 7.9	297 29.9	18 12.2	250 17.6
(4)	733 25.5	640 25.9	91 22.8	506 26.5	134 23.9	117 24.0	375 27.0	148 24.9	64 20.3	27 32.1	434 23.7	297 28.5	645 28.3	6 11.1	3 13.0	79 15.3	269 27.1	17 11.5	393 27.7
(3)	609 21.2	539 21.8	69 17.3	440 23.0	99 17.6	86 17.6	301 21.7	152 25.5	58 18.4	11 13.1	364 19.9	244 23.4	449 19.7	8 14.8	4 17.4	148 28.6	201 20.2	36 24.3	323 22.8
(2)	378 13.1	350 14.2	28 7.0	299 15.6	51 9.1	42 8.6	212 15.3	96 16.1	25 7.9	3 3.6	241 13.2	137 13.1	235 10.3	11 20.4	4 17.4	128 24.7	114 11.5	33 22.3	212 14.9
(1) VERY DISSATISFIED	211 7.3	196 7.9	15 3.8	171 8.9	25 4.5	26 5.3	120 8.6	50 8.4	9 2.8	6 7.1	133 7.3	78 7.5	87 3.8	24 44.4	9 39.1	91 17.6	57 5.7	41 27.7	104 7.3
NOT APPLICABLE	293 10.2	213 8.6	80 20.0	126 6.6	87 15.5	69 14.1	98 7.1	46 7.7	60 19.0	20 23.8	205 11.2	88 8.4	259 11.4	3 5.6	-	31 6.0	56 5.6	3 2.0	137 9.7
BLANK	29	18	11	13	5	3	10	5	5	6	19	10	23	-	-	6	5	-	13
MEAN	3.48	3.43	3.83	3.34	3.77	3.76	3.38	3.29	3.86	3.72	3.51	3.42	3.72	2.04	2.43	2.69	3.68	2.57	3.37
STANDARD DEVIATION	1.24	1.24	1.15	1.24	1.19	1.21	1.25	1.22	1.14	1.19	1.26	1.20	1.14	1.22	1.47	1.19	1.21	1.34	1.20
STANDARD ERROR	0.02	0.03	0.06	0.03	0.05	0.06	0.03	0.05	0.07	0.15	0.03	0.04	0.03	0.17	0.31	0.05	0.04	0.11	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

												OVERALL CALTRAIN EXPERIENCE											
		TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT		SMWHT		VERY		NTRAL NA/BLANK		CALTRAIN PERFORMANCE		
		TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	DISSAT	DISSAT	DISSAT	IMPR	DECL	SAME	
BASE - TOTAL RESPONDING		2884 100.0	2474 100.0	407 100.0	1915 100.0	559 100.0	485 100.0	1394 100.0	595 100.0	319 100.0	88 100.0	1837 100.0	1044 100.0	2292 100.0	53 100.0	23 100.0	516 100.0	993 100.0	147 100.0	1424 100.0			
(5)	VERY SATISFIED	686 23.8	560 22.6	126 31.0	378 19.7	182 32.6	155 32.0	283 20.3	122 20.5	100 31.3	26 29.5	468 25.5	218 20.9	659 28.8	4 7.5	4 17.4	19 3.7	301 30.3	10 6.8	273 19.2			
(4)		1510 52.4	1294 52.3	214 52.6	1032 53.9	262 46.9	234 48.2	752 53.9	308 51.8	165 51.7	49 55.7	942 51.3	566 54.2	1376 60.0	4 7.5	4 17.4	126 24.4	520 52.4	51 34.7	775 54.4			
(3)		584 20.2	527 21.3	56 13.8	434 22.7	93 16.6	74 15.3	315 22.6	138 23.2	43 13.5	13 14.8	361 19.7	222 21.3	240 10.5	13 24.5	3 13.0	328 63.6	153 15.4	60 40.8	330 23.2			
(2)		77 2.7	72 2.9	5 1.2	60 3.1	12 2.1	13 2.7	36 2.6	23 3.9	5 1.6	-	44 2.4	33 3.2	8 0.3	30 56.6	2 8.7	37 7.2	16 1.6	21 14.3	31 2.2			
(1)	VERY DISSATISFIED	14 0.5	11 0.4	3 0.7	8 0.4	3 0.5	3 0.6	4 0.3	4 0.7	3 0.9	-	11 0.6	3 0.3	3 0.1	1 1.9	10 43.5	-	1 0.1	3 2.0	9 0.6			
NOT APPLICABLE		13 0.5	10 0.4	3 0.7	3 0.2	7 1.3	6 1.2	4 0.3	-	3 0.9	-	11 0.6	2 0.2	6 0.3	1 1.9	-	6 1.2	2 0.2	2 1.4	6 0.4			
BLANK		20	16	4	9	7	6	5	5	2	2	12	8	11	1	-	8	6	1	8			
MEAN		3.97	3.94	4.13	3.90	4.10	4.10	3.92	3.88	4.12	4.15	3.99	3.92	4.17	2.62	2.57	3.25	4.11	3.30	3.90			
STANDARD DEVIATION		0.77	0.77	0.74	0.76	0.79	0.80	0.74	0.80	0.77	0.65	0.78	0.75	0.62	0.95	1.62	0.64	0.72	0.88	0.75			
STANDARD ERROR		0.01	0.02	0.04	0.02	0.03	0.04	0.02	0.03	0.04	0.07	0.02	0.02	0.01	0.13	0.34	0.03	0.02	0.07	0.02			

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

Q7. RATING OF CALTRAIN ONBOARD TRAINS - COURTESY OF CONDUCTORS

		WEEKDAY TIME PERIOD										OVERALL CALTRAIN EXPERIENCE							CALTRAIN PERFORMANCE		
		TIME PERIOD		WEEKDAY SERVICE		SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT		NTRAL NA/BLANK									
		=====		=====		=====		=====		=====		=====									
		TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK	IMPR			
BASE - TOTAL RESPONDING		2878 100.0	2471 100.0	404 100.0	1915 100.0	556 100.0	481 100.0	1392 100.0	598 100.0	317 100.0	87 100.0	1831 100.0	1044 100.0	2286 100.0	54 100.0	23 100.0	515 100.0	988 100.0	146 100.0	1427 100.0	
(5)	VERY SATISFIED	1252 43.5	1082 43.8	170 42.1	823 43.0	259 46.6	227 47.2	609 43.8	246 41.1	133 42.0	37 42.5	829 45.3	423 40.5	1139 49.8	9 16.7	9 39.1	95 18.4	481 48.7	41 28.1	573 40.2	
(4)		1101 38.3	949 38.4	149 36.9	769 40.2	180 32.4	154 32.0	546 39.2	249 41.6	115 36.3	34 39.1	675 36.9	423 40.5	867 37.9	12 22.2	4 17.4	218 42.3	367 37.1	47 32.2	590 41.3	
(3)		344 12.0	302 12.2	42 10.4	226 11.8	76 13.7	67 13.9	164 11.8	71 11.9	34 10.7	8 9.2	213 11.6	131 12.5	179 7.8	18 33.3	3 13.0	144 28.0	103 10.4	39 26.7	174 12.2	
(2)		79 2.7	66 2.7	13 3.2	54 2.8	12 2.2	10 2.1	38 2.7	18 3.0	12 3.8	1 1.1	40 2.2	39 3.7	30 1.3	9 16.7	1 4.3	39 7.6	23 2.3	10 6.8	42 2.9	
(1)	VERY DISSATISFIED	25 0.9	20 0.8	5 1.2	15 0.8	5 0.9	4 0.8	11 0.8	5 0.8	5 1.6	-	16 0.9	9 0.9	5 0.2	6 11.1	6 26.1	8 1.6	3 0.3	7 4.8	14 1.0	
NOT APPLICABLE		77 2.7	52 2.1	25 6.2	28 1.5	24 4.3	19 4.0	24 1.7	9 1.5	18 5.7	7 8.0	58 3.2	19 1.8	66 2.9	-	-	11 2.1	11 1.1	2 1.4	34 2.4	
BLANK		26	19	7	9	10	10	7	2	4	3	18	8	17	-	-	9	11	2	5	
MEAN		4.24	4.24	4.23	4.24	4.27	4.28	4.25	4.21	4.20	4.34	4.28	4.18	4.40	3.17	3.39	3.70	4.33	3.73	4.20	
STANDARD DEVIATION		0.84	0.83	0.87	0.83	0.86	0.85	0.83	0.83	0.91	0.71	0.83	0.86	0.71	1.22	1.67	0.92	0.78	1.10	0.84	
STANDARD ERROR		0.02	0.02	0.04	0.02	0.04	0.04	0.02	0.03	0.05	0.08	0.02	0.03	0.02	0.17	0.35	0.04	0.03	0.09	0.02	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

												OVERALL CALTRAIN EXPERIENCE										
			WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT		VERY DISSAT		NTRAL NA/ BLANK	CALTRAIN PERFORMANCE					
TOTAL			WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT		IMPR	DECL	SAME		
BASE - TOTAL RESPONDING			2884 100.0	2477 100.0	404 100.0	1920 100.0	557 100.0	483 100.0	1396 100.0	598 100.0	317 100.0	87 100.0	1835 100.0	1046 100.0	2291 100.0	54 100.0	23 100.0	516 100.0	991 100.0	148 100.0	1429 100.0	
(5)	VERY SATISFIED		1385 48.0	1198 48.4	187 46.3	922 48.0	276 49.6	242 50.1	682 48.9	274 45.8	148 46.7	39 44.8	900 49.0	485 46.4	1243 54.3	12 22.2	7 30.4	123 23.8	537 54.2	49 33.1	647 45.3	
(4)			1112 38.6	962 38.8	147 36.4	773 40.3	189 33.9	166 34.4	540 38.7	256 42.8	112 35.3	35 40.2	700 38.1	409 39.1	839 36.6	15 27.8	8 34.8	250 48.4	367 37.0	60 40.5	572 40.0	
(3)			262 9.1	220 8.9	42 10.4	165 8.6	55 9.9	47 9.7	123 8.8	50 8.4	35 11.0	7 8.0	151 8.2	111 10.6	131 5.7	16 29.6	2 8.7	113 21.9	63 6.4	30 20.3	151 10.6	
(2)			30 1.0	29 1.2	1 0.2	20 1.0	9 1.6	7 1.4	17 1.2	5 0.8	1 0.3	-	14 0.8	16 1.5	8 0.3	8 14.8	1 4.3	13 2.5	6 0.6	7 4.7	15 1.0	
(1)	VERY DISSATISFIED		8 0.3	6 0.2	2 0.5	5 0.3	1 0.2	-	5 0.4	1 0.2	2 0.6	-	7 0.4	1 0.1	1 *	3 5.6	3 13.0	1 0.2	-	-	6 0.4	
NOT APPLICABLE			87 3.0	62 2.5	25 6.2	35 1.8	27 4.8	21 4.3	29 2.1	12 2.0	19 6.0	6 6.9	63 3.4	24 2.3	69 3.0	-	2 8.7	16 3.1	18 1.8	2 1.4	38 2.7	
BLANK			20	13	7	4	9	8	3	2	4	3	14	6	12	-	-	8	8	-	3	
MEAN			4.37	4.37	4.36	4.37	4.38	4.39	4.37	4.36	4.35	4.40	4.40	4.33	4.49	3.46	3.71	3.96	4.47	4.03	4.32	
STANDARD DEVIATION			0.72	0.72	0.73	0.71	0.75	0.73	0.73	0.69	0.75	0.65	0.71	0.74	0.63	1.16	1.38	0.77	0.65	0.86	0.74	
STANDARD ERROR			0.01	0.01	0.04	0.02	0.03	0.03	0.02	0.03	0.04	0.07	0.02	0.02	0.01	0.16	0.30	0.03	0.02	0.07	0.02	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

													OVERALL CALTRAIN EXPERIENCE								
		TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT		VERY DISSAT		NTRAL NA/ BLANK	CALTRAIN PERFORMANCE			
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT		IMPR	DECL	SAME	
BASE - TOTAL RESPONDING		2876 100.0	2473 100.0	400 100.0	1916 100.0	557 100.0	482 100.0	1392 100.0	599 100.0	314 100.0	86 100.0	1833 100.0	1040 100.0	2284 100.0	54 100.0	23 100.0	515 100.0	992 100.0	148 100.0	1427 100.0	
(5)	VERY SATISFIED	1172 40.8	1011 40.9	160 40.0	782 40.8	229 41.1	203 42.1	581 41.7	227 37.9	132 42.0	28 32.6	752 41.0	419 40.3	1034 45.3	9 16.7	8 34.8	121 23.5	495 49.9	48 32.4	523 36.7	
(4)		1016 35.3	887 35.9	127 31.8	706 36.8	181 32.5	163 33.8	504 36.2	220 36.7	97 30.9	30 34.9	639 34.9	375 36.1	805 35.2	17 31.5	7 30.4	187 36.3	337 34.0	56 37.8	530 37.1	
(3)		363 12.6	312 12.6	51 12.8	231 12.1	81 14.5	65 13.5	163 11.7	84 14.0	42 13.4	9 10.5	225 12.3	138 13.3	220 9.6	21 38.9	3 13.0	119 23.1	93 9.4	30 20.3	204 14.3	
(2)		84 2.9	74 3.0	10 2.5	53 2.8	21 3.8	16 3.3	38 2.7	20 3.3	9 2.9	1 1.2	59 3.2	25 2.4	44 1.9	2 3.7	1 4.3	37 7.2	18 1.8	4 2.7	45 3.2	
(1)	VERY DISSATISFIED	12 0.4	8 0.3	4 1.0	6 0.3	2 0.4	2 0.4	4 0.3	2 0.3	3 1.0	1 1.2	6 0.3	6 0.6	6 0.3	2 3.7	3 13.0	1 0.2	-	2 1.4	7 0.5	
NOT APPLICABLE		229 8.0	181 7.3	48 12.0	138 7.2	43 7.7	33 6.8	102 7.3	46 7.7	31 9.9	17 19.8	152 8.3	77 7.4	175 7.7	3 5.6	1 4.3	50 9.7	49 4.9	8 5.4	118 8.3	
BLANK		28	17	11	8	9	9	7	1	7	4	16	12	19	-	-	9	7	-	5	
MEAN		4.23	4.23	4.22	4.24	4.19	4.22	4.26	4.18	4.22	4.20	4.23	4.22	4.34	3.57	3.73	3.84	4.39	4.03	4.16	
STANDARD DEVIATION		0.83	0.83	0.88	0.81	0.87	0.86	0.81	0.84	0.89	0.83	0.84	0.83	0.77	0.96	1.39	0.91	0.74	0.90	0.85	
STANDARD ERROR		0.02	0.02	0.05	0.02	0.04	0.04	0.02	0.04	0.05	0.10	0.02	0.03	0.02	0.14	0.30	0.04	0.02	0.08	0.02	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

												OVERALL CALTRAIN EXPERIENCE									
		TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE		
		TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	VERY DISSAT	BLANK	IMPR	DECL	SAME	
BASE - TOTAL RESPONDING		2881 100.0	2472 100.0	406 100.0	1914 100.0	558 100.0	484 100.0	1392 100.0	596 100.0	317 100.0	89 100.0	1833 100.0	1045 100.0	2285 100.0	54 100.0	23 100.0	519 100.0	990 100.0	148 100.0	1425 100.0	
(5)	VERY SATISFIED	1006 34.9	855 34.6	150 36.9	623 32.5	232 41.6	200 41.3	482 34.6	173 29.0	114 36.0	36 40.4	674 36.8	331 31.7	906 39.6	8 14.8	5 21.7	87 16.8	404 40.8	35 23.6	444 31.2	
(4)		1211 42.0	1040 42.1	169 41.6	827 43.2	213 38.2	185 38.2	587 42.2	268 45.0	130 41.0	39 43.8	753 41.1	456 43.6	1016 44.5	18 33.3	8 34.8	169 32.6	403 40.7	52 35.1	618 43.4	
(3)		505 17.5	442 17.9	63 15.5	353 18.4	89 15.9	79 16.3	248 17.8	115 19.3	51 16.1	12 13.5	313 17.1	192 18.4	286 12.5	20 37.0	2 8.7	197 38.0	143 14.4	37 25.0	286 20.1	
(2)		86 3.0	75 3.0	11 2.7	63 3.3	12 2.2	8 1.7	41 2.9	26 4.4	10 3.2	1 1.1	46 2.5	40 3.8	38 1.7	6 11.1	3 13.0	39 7.5	25 2.5	14 9.5	41 2.9	
(1)	VERY DISSATISFIED	22 0.8	17 0.7	5 1.2	13 0.7	4 0.7	3 0.6	10 0.7	4 0.7	5 1.6	-	15 0.8	7 0.7	6 0.3	2 3.7	5 21.7	9 1.7	3 0.3	5 3.4	12 0.8	
NOT APPLICABLE		51 1.8	43 1.7	8 2.0	35 1.8	8 1.4	9 1.9	24 1.7	10 1.7	7 2.2	1 1.1	32 1.7	19 1.8	33 1.4	-	-	18 3.5	12 1.2	5 3.4	24 1.7	
BLANK		23	18	5	10	8	7	7	4	4	1	16	7	18	-	-	5	9	-	7	
MEAN		4.09	4.09	4.13	4.06	4.19	4.20	4.09	3.99	4.09	4.25	4.12	4.04	4.23	3.44	3.22	3.57	4.21	3.69	4.03	
STANDARD DEVIATION		0.85	0.84	0.86	0.84	0.84	0.82	0.84	0.86	0.89	0.73	0.84	0.85	0.75	1.00	1.51	0.93	0.80	1.06	0.85	
STANDARD ERROR		0.02	0.02	0.04	0.02	0.04	0.04	0.02	0.04	0.05	0.08	0.02	0.03	0.02	0.14	0.31	0.04	0.03	0.09	0.02	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

		OVERALL CALTRAIN EXPERIENCE										CALTRAIN PERFORMANCE								
		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				SMWHT	VERY	NTRAL NA/			
		TIME PERIOD		OFF-PEAK								SATIS	DISSAT	DISSAT	BLANK					
		TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE				IMPR	DECL	SAME	
BASE - TOTAL RESPONDING		2886 100.0	2478 100.0	405 100.0	1918 100.0	560 100.0	488 100.0	1391 100.0	599 100.0	316 100.0	89 100.0	1837 100.0	1046 100.0	2290 100.0	54 100.0	23 100.0	519 100.0	995 100.0	147 100.0	1426 100.0
(5)	VERY SATISFIED	793 27.5	659 26.6	134 33.1	462 24.1	197 35.2	165 33.8	367 26.4	127 21.2	107 33.9	27 30.3	541 29.5	252 24.1	727 31.7	5 9.3	4 17.4	57 11.0	312 31.4	21 14.3	338 23.7
(4)		1159 40.2	994 40.1	164 40.5	778 40.6	216 38.6	193 39.5	552 39.7	249 41.6	129 40.8	35 39.3	735 40.0	423 40.4	1023 44.7	12 22.2	4 17.4	120 23.1	404 40.6	41 27.9	585 41.0
(3)		677 23.5	596 24.1	79 19.5	493 25.7	103 18.4	93 19.1	340 24.4	163 27.2	58 18.4	21 23.6	410 22.3	265 25.3	440 19.2	19 35.2	3 13.0	215 41.4	222 22.3	48 32.7	359 25.2
(2)		187 6.5	174 7.0	13 3.2	142 7.4	32 5.7	29 5.9	103 7.4	42 7.0	11 3.5	2 2.2	112 6.1	75 7.2	81 3.5	12 22.2	3 13.0	91 17.5	42 4.2	24 16.3	108 7.6
(1)	VERY DISSATISFIED	50 1.7	44 1.8	6 1.5	37 1.9	7 1.3	4 0.8	25 1.8	15 2.5	5 1.6	1 1.1	24 1.3	26 2.5	9 0.4	6 11.1	7 30.4	28 5.4	7 0.7	11 7.5	29 2.0
NOT APPLICABLE		20 0.7	11 0.4	9 2.2	6 0.3	5 0.9	4 0.8	4 0.3	3 0.5	6 1.9	3 3.4	15 0.8	5 0.5	10 0.4	-	2 8.7	8 1.5	8 0.8	2 1.4	7 0.5
BLANK		18	12	6	6	6	3	8	1	5	1	12	6	13	-	-	5	4	1	6
MEAN		3.86	3.83	4.03	3.78	4.02	4.00	3.82	3.72	4.04	3.99	3.91	3.77	4.04	2.96	2.76	3.17	3.98	3.26	3.77
STANDARD DEVIATION		0.95	0.96	0.90	0.96	0.94	0.92	0.97	0.96	0.91	0.87	0.94	0.98	0.83	1.13	1.58	1.03	0.88	1.13	0.96
STANDARD ERROR		0.02	0.02	0.05	0.02	0.04	0.04	0.03	0.04	0.05	0.09	0.02	0.03	0.02	0.15	0.34	0.05	0.03	0.09	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

Q12. RATING OF CALTRAIN ONBOARD - CLEANLINESS OF ONBOARD RESTROOMS

		WEEKDAY TIME PERIOD										OVERALL CALTRAIN EXPERIENCE								
		TIME PERIOD		WEEKDAY SERVICE		SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/				NTRAL		CALTRAIN PERFORMANCE				
		=====		=====		=====		=====		SMWHT				NA/		=====				
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK	IMPR	DECL	SAME
BASE - TOTAL RESPONDING		2849 100.0	2448 100.0	398 100.0	1893 100.0	555 100.0	480 100.0	1379 100.0	589 100.0	310 100.0	88 100.0	1815 100.0	1031 100.0	2263 100.0	53 100.0	22 100.0	511 100.0	986 100.0	147 100.0	1411 100.0
(5)	VERY SATISFIED	302 10.6	238 9.7	64 16.1	165 8.7	73 13.2	68 14.2	119 8.6	51 8.7	52 16.8	12 13.6	214 11.8	88 8.5	276 12.2	2 3.8	2 9.1	22 4.3	129 13.1	10 6.8	119 8.4
(4)		491 17.2	414 16.9	77 19.3	326 17.2	88 15.9	81 16.9	225 16.3	108 18.3	60 19.4	17 19.3	285 15.7	206 20.0	445 19.7	2 3.8	5 22.7	39 7.6	222 22.5	13 8.8	228 16.2
(3)		610 21.4	538 22.0	71 17.8	436 23.0	102 18.4	87 18.1	309 22.4	142 24.1	54 17.4	17 19.3	366 20.2	243 23.6	462 20.4	10 18.9	2 9.1	136 26.6	231 23.4	34 23.1	310 22.0
(2)		338 11.9	305 12.5	32 8.0	252 13.3	53 9.5	46 9.6	175 12.7	84 14.3	23 7.4	9 10.2	190 10.5	147 14.3	214 9.5	15 28.3	1 4.5	108 21.1	108 11.0	26 17.7	188 13.3
(1)	VERY DISSATISFIED	165 5.8	152 6.2	13 3.3	119 6.3	33 5.9	29 6.0	79 5.7	44 7.5	10 3.2	3 3.4	102 5.6	63 6.1	72 3.2	12 22.6	10 45.5	71 13.9	32 3.2	30 20.4	95 6.7
NOT APPLICABLE		943 33.1	801 32.7	141 35.4	595 31.4	206 37.1	169 35.2	472 34.2	160 27.2	111 35.8	30 34.1	658 36.3	284 27.5	794 35.1	12 22.6	2 9.1	135 26.4	264 26.8	34 23.1	471 33.4
BLANK		55	42	13	31	11	11	20	11	11	2	34	21	40	1	1	13	13	1	21
MEAN		3.22	3.17	3.57	3.13	3.33	3.36	3.14	3.09	3.61	3.45	3.28	3.15	3.43	2.20	2.40	2.56	3.43	2.53	3.09
STANDARD DEVIATION		1.17	1.16	1.14	1.14	1.23	1.24	1.14	1.15	1.14	1.14	1.20	1.12	1.10	1.08	1.57	1.09	1.08	1.25	1.16
STANDARD ERROR		0.03	0.03	0.07	0.03	0.07	0.07	0.04	0.06	0.08	0.15	0.04	0.04	0.03	0.17	0.35	0.06	0.04	0.12	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

												OVERALL CALTRAIN EXPERIENCE								
		TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT			NTRAL NA/ BLANK		CALTRAIN PERFORMANCE		
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	VERY DISSAT	IMPR	DECL	SAME	
BASE - TOTAL RESPONDING		2873 100.0	2472 100.0	398 100.0	1915 100.0	557 100.0	485 100.0	1390 100.0	597 100.0	312 100.0	86 100.0	1831 100.0	1039 100.0	2280 100.0	54 100.0	23 100.0	516 100.0	989 100.0	148 100.0	1425 100.0
(5)	VERY SATISFIED	676 23.5	568 23.0	107 26.9	404 21.1	164 29.4	145 29.9	293 21.1	130 21.8	83 26.6	24 27.9	449 24.5	226 21.8	634 27.8	3 5.6	4 17.4	35 6.8	294 29.7	15 10.1	287 20.1
(4)		1021 35.5	876 35.4	145 36.4	693 36.2	183 32.9	165 34.0	490 35.3	221 37.0	109 34.9	36 41.9	614 33.5	407 39.2	900 39.5	9 16.7	6 26.1	106 20.5	341 34.5	37 25.0	544 38.2
(3)		686 23.9	611 24.7	73 18.3	489 25.5	122 21.9	98 20.2	362 26.0	151 25.3	62 19.9	11 12.8	450 24.6	234 22.5	491 21.5	15 27.8	3 13.0	177 34.3	224 22.6	34 23.0	368 25.8
(2)		272 9.5	241 9.7	31 7.8	201 10.5	40 7.2	35 7.2	149 10.7	57 9.5	23 7.4	8 9.3	162 8.8	110 10.6	130 5.7	17 31.5	2 8.7	123 23.8	79 8.0	37 25.0	135 9.5
(1)	VERY DISSATISFIED	111 3.9	103 4.2	8 2.0	85 4.4	18 3.2	16 3.3	61 4.4	26 4.4	6 1.9	2 2.3	75 4.1	36 3.5	36 1.6	9 16.7	8 34.8	58 11.2	29 2.9	24 16.2	51 3.6
NOT APPLICABLE		107 3.7	73 3.0	34 8.5	43 2.2	30 5.4	26 5.4	35 2.5	12 2.0	29 9.3	5 5.8	81 4.4	26 2.5	89 3.9	1 1.9	-	17 3.3	22 2.2	1 0.7	40 2.8
BLANK		31	18	13	9	9	6	9	3	9	4	18	13	23	-	-	8	10	-	7
MEAN		3.68	3.65	3.86	3.60	3.83	3.85	3.59	3.64	3.85	3.89	3.69	3.67	3.90	2.62	2.83	2.87	3.82	2.88	3.64
STANDARD DEVIATION		1.07	1.08	1.01	1.08	1.06	1.06	1.08	1.07	1.00	1.02	1.08	1.05	0.94	1.13	1.59	1.09	1.05	1.25	1.03
STANDARD ERROR		0.02	0.02	0.05	0.02	0.05	0.05	0.03	0.04	0.06	0.11	0.03	0.03	0.02	0.16	0.33	0.05	0.03	0.10	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

		WEEKDAY TIME PERIOD										OVERALL CALTRAIN EXPERIENCE								
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?						CALTRAIN PERFORMANCE				
		=====		=====	=====			=====		=====		=====		VERY/ SMWHT	SMWHT	VERY	NTRAL NA/ BLANK	=====		
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT		IMPR	DECL	SAME
BASE - TOTAL RESPONDING		2881 100.0	2474 100.0	404 100.0	1917 100.0	557 100.0	485 100.0	1390 100.0	599 100.0	317 100.0	87 100.0	1836 100.0	1042 100.0	2291 100.0	54 100.0	23 100.0	513 100.0	996 100.0	147 100.0	1426 100.0
(5)	VERY SATISFIED	670 23.3	562 22.7	108 26.7	418 21.8	144 25.9	129 26.6	301 21.7	132 22.0	85 26.8	23 26.4	428 23.3	242 23.2	627 27.4	5 9.3	5 21.7	33 6.4	311 31.2	19 12.9	273 19.1
(4)		894 31.0	790 31.9	102 25.2	627 32.7	163 29.3	143 29.5	470 33.8	177 29.5	83 26.2	19 21.8	548 29.8	344 33.0	792 34.6	9 16.7	2 8.7	91 17.7	314 31.5	30 20.4	484 33.9
(3)		573 19.9	521 21.1	52 12.9	427 22.3	94 16.9	84 17.3	277 19.9	160 26.7	41 12.9	11 12.6	357 19.4	216 20.7	385 16.8	11 20.4	1 4.3	176 34.3	183 18.4	37 25.2	311 21.8
(2)		255 8.9	226 9.1	28 6.9	195 10.2	31 5.6	26 5.4	147 10.6	53 8.8	21 6.6	7 8.0	158 8.6	96 9.2	132 5.8	12 22.2	4 17.4	107 20.9	87 8.7	29 19.7	129 9.0
(1)	VERY DISSATISFIED	134 4.7	121 4.9	13 3.2	103 5.4	18 3.2	17 3.5	71 5.1	33 5.5	10 3.2	3 3.4	91 5.0	43 4.1	47 2.1	15 27.8	10 43.5	62 12.1	36 3.6	27 18.4	64 4.5
NOT APPLICABLE		355 12.3	254 10.3	101 25.0	147 7.7	107 19.2	86 17.7	124 8.9	44 7.3	77 24.3	24 27.6	254 13.8	101 9.7	308 13.4	2 3.7	1 4.3	44 8.6	65 6.5	5 3.4	165 11.6
BLANK		23	16	7	7	9	6	9	1	4	3	13	10	12	-	-	11	3	1	6
MEAN		3.68	3.65	3.87	3.60	3.85	3.85	3.62	3.58	3.88	3.83	3.67	3.69	3.92	2.56	2.45	2.84	3.83	2.89	3.61
STANDARD DEVIATION		1.13	1.12	1.13	1.13	1.07	1.08	1.13	1.13	1.11	1.19	1.14	1.10	0.99	1.33	1.68	1.10	1.11	1.31	1.09
STANDARD ERROR		0.02	0.02	0.06	0.03	0.05	0.05	0.03	0.05	0.07	0.15	0.03	0.04	0.02	0.19	0.36	0.05	0.04	0.11	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

													OVERALL CALTRAIN EXPERIENCE								
		TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT		NTRAL NA/		CALTRAIN PERFORMANCE				
		=====		=====		=====			=====		=====		=====		=====		=====				
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	VERY DISSAT	BLANK	IMPR	DECL	SAME	
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
BASE - TOTAL RESPONDING		2874 100.0	2472 100.0	399 100.0	1917 100.0	555 100.0	481 100.0	1393 100.0	598 100.0	312 100.0	87 100.0	1828 100.0	1043 100.0	2284 100.0	54 100.0	23 100.0	513 100.0	993 100.0	148 100.0	1427 100.0	
(5)	VERY SATISFIED	964 33.5	799 32.3	164 41.1	589 30.7	210 37.8	184 38.3	436 31.3	179 29.9	128 41.0	36 41.4	621 34.0	342 32.8	914 40.0	2 3.7	6 26.1	42 8.2	373 37.6	18 12.2	444 31.1	
(4)		1178 41.0	1023 41.4	153 38.3	807 42.1	216 38.9	189 39.3	576 41.3	258 43.1	116 37.2	37 42.5	734 40.2	442 42.4	1007 44.1	11 20.4	3 13.0	157 30.6	426 42.9	37 25.0	615 43.1	
(3)		498 17.3	451 18.2	47 11.8	376 19.6	75 13.5	61 12.7	280 20.1	110 18.4	39 12.5	8 9.2	316 17.3	182 17.4	275 12.0	13 24.1	1 4.3	209 40.7	156 15.7	44 29.7	262 18.4	
(2)		133 4.6	125 5.1	8 2.0	104 5.4	21 3.8	18 3.7	68 4.9	39 6.5	7 2.2	1 1.1	83 4.5	50 4.8	39 1.7	18 33.3	2 8.7	74 14.4	24 2.4	31 20.9	70 4.9	
(1)	VERY DISSATISFIED	53 1.8	45 1.8	8 2.0	33 1.7	12 2.2	12 2.5	24 1.7	9 1.5	6 1.9	2 2.3	33 1.8	20 1.9	12 0.5	10 18.5	11 47.8	20 3.9	9 0.9	17 11.5	22 1.5	
NOT APPLICABLE		48 1.7	29 1.2	19 4.8	8 0.4	21 3.8	17 3.5	9 0.6	3 0.5	16 5.1	3 3.4	41 2.2	7 0.7	37 1.6	-	-	11 2.1	5 0.5	1 0.7	14 1.0	
BLANK		30	18	12	7	11	10	6	2	9	3	21	9	19	-	-	11	6	-	5	
MEAN		4.01	3.98	4.20	3.95	4.11	4.11	3.96	3.94	4.19	4.24	4.02	4.00	4.23	2.57	2.61	3.25	4.14	3.05	3.98	
STANDARD DEVIATION		0.94	0.94	0.89	0.94	0.94	0.95	0.93	0.94	0.90	0.86	0.94	0.93	0.77	1.13	1.78	0.94	0.83	1.19	0.92	
STANDARD ERROR		0.02	0.02	0.05	0.02	0.04	0.04	0.03	0.04	0.05	0.09	0.02	0.03	0.02	0.15	0.37	0.04	0.03	0.10	0.02	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

		WEEKDAY TIME PERIOD										BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE						CALTRAIN PERFORMANCE		
		TIME PERIOD		WEEKDAY SERVICE		SAT. SVC.		VERY/	SMWHT	VERY	NTRAL											
								SMWHT	DISSAT	DISSAT	NA/											
		TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET			SATIS	DISSAT	DISSAT	BLANK	IMPR	DECL			
BASE - TOTAL RESPONDING		2888 100.0	2479 100.0	406 100.0	1918 100.0	561 100.0	487 100.0	1394 100.0	598 100.0	317 100.0	89 100.0	1838 100.0	1047 100.0	2301 100.0	54 100.0	23 100.0	510 100.0	998 100.0	147 100.0	1432 100.0		
(5)	VERY SATISFIED	1275 44.1	1098 44.3	176 43.3	846 44.1	252 44.9	220 45.2	627 45.0	251 42.0	138 43.5	38 42.7	813 44.2	461 44.0	1170 50.8	8 14.8	8 34.8	89 17.5	504 50.5	39 26.5	575 40.2		
(4)		1241 43.0	1059 42.7	180 44.3	822 42.9	237 42.2	205 42.1	572 41.0	282 47.2	135 42.6	45 50.6	779 42.4	460 43.9	974 42.3	17 31.5	4 17.4	246 48.2	388 38.9	65 44.2	666 46.5		
(3)		304 10.5	267 10.8	37 9.1	209 10.9	58 10.3	52 10.7	159 11.4	56 9.4	33 10.4	4 4.5	198 10.8	106 10.1	139 6.0	18 33.3	6 26.1	141 27.6	91 9.1	31 21.1	160 11.2		
(2)		46 1.6	37 1.5	9 2.2	30 1.6	7 1.2	5 1.0	25 1.8	7 1.2	8 2.5	1 1.1	30 1.6	16 1.5	12 0.5	10 18.5	3 13.0	21 4.1	14 1.4	11 7.5	20 1.4		
(1)	VERY DISSATISFIED	8 0.3	8 0.3	-	6 0.3	2 0.4	2 0.4	5 0.4	1 0.2	-	-	7 0.4	1 0.1	-	1 1.9	2 8.7	5 1.0	-	-	6 0.4		
NOT APPLICABLE		14 0.5	10 0.4	4 1.0	5 0.3	5 0.9	3 0.6	6 0.4	1 0.2	3 0.9	1 1.1	11 0.6	3 0.3	6 0.3	-	-	8 1.6	1 0.1	1 0.7	5 0.3		
BLANK		16	11	5	6	5	4	5	2	4	1	11	5	2	-	-	14	1	1	-		
MEAN		4.30	4.30	4.30	4.29	4.31	4.31	4.29	4.30	4.28	4.36	4.29	4.31	4.44	3.39	3.57	3.78	4.39	3.90	4.25		
STANDARD DEVIATION		0.74	0.74	0.73	0.75	0.74	0.74	0.77	0.70	0.75	0.63	0.75	0.72	0.63	1.02	1.34	0.82	0.71	0.88	0.74		
STANDARD ERROR		0.01	0.01	0.04	0.02	0.03	0.03	0.02	0.03	0.04	0.07	0.02	0.02	0.01	0.14	0.28	0.04	0.02	0.07	0.02		

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

													OVERALL CALTRAIN EXPERIENCE									
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SM										

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

Q18. HOW WOULD YOU RATE YOUR OVERALL CALTRAIN EXPERIENCE?

		OVERALL CALTRAIN EXPERIENCE																					
		TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?				VERY/SMWHT		SMWHT		VERY DISSAT		NTRAL NA/BLANK		CALTRAIN PERFORMANCE
		TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT		SMWHT		VERY DISSAT		NTRAL NA/BLANK		CALTRAIN PERFORMANCE		
		TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	DISSAT	NA/BLANK	IMPR	DECL	SAME		
BASE - TOTAL RESPONDING		2842 100.0	2437 100.0	402 100.0	1888 100.0	549 100.0	479 100.0	1362 100.0	596 100.0	315 100.0	87 100.0	1806 100.0	1033 100.0	2303 100.0	54 100.0	23 100.0	462 100.0	986 100.0	144 100.0	1407 100.0			
(5)	VERY SATISFIED	751 26.4	609 25.0	142 35.3	429 22.7	180 32.8	156 32.6	315 23.1	138 23.2	108 34.3	34 39.1	497 27.5	254 24.6	751 32.6	-	-	-	326 33.1	14 9.7	302 21.5			
(4)		1552 54.6	1348 55.3	201 50.0	1071 56.7	277 50.5	245 51.1	770 56.5	333 55.9	161 51.1	40 46.0	972 53.8	577 55.9	1552 67.4	-	-	-	541 54.9	40 27.8	808 57.4			
(3)		454 16.0	409 16.8	45 11.2	331 17.5	78 14.2	66 13.8	236 17.3	107 18.0	34 10.8	11 12.6	284 15.7	170 16.5	-	-	-	454 98.3	108 11.0	63 43.8	261 18.6			
(2)		54 1.9	51 2.1	3 0.7	44 2.3	7 1.3	6 1.3	31 2.3	14 2.3	3 1.0	-	31 1.7	23 2.2	-	54 100.0	-	-	4 0.4	19 13.2	24 1.7			
(1)	VERY DISSATISFIED	23 0.8	16 0.7	7 1.7	12 0.6	4 0.7	4 0.8	8 0.6	4 0.7	5 1.6	2 2.3	14 0.8	9 0.9	-	-	23 100.0	-	6 0.6	7 4.9	9 0.6			
NOT APPLICABLE		8 0.3	4 0.2	4 1.0	1 0.1	3 0.5	2 0.4	2 0.1	-	4 1.3	-	8 0.4	-	-	-	-	8 1.7	1 0.1	1 0.7	3 0.2			
BLANK		62	53	9	36	17	12	37	4	6	3	43	19	-	-	-	62	13	4	25			
MEAN		4.04	4.02	4.18	3.99	4.14	4.14	3.99	3.98	4.17	4.20	4.06	4.01	4.33	2.00	1.00	3.00	4.19	3.24	3.98			
STANDARD DEVIATION		0.76	0.75	0.79	0.74	0.76	0.76	0.74	0.75	0.78	0.83	0.76	0.76	0.47	0.00	0.00	0.00	0.69	0.97	0.73			
STANDARD ERROR		0.01	0.02	0.04	0.02	0.03	0.03	0.02	0.03	0.04	0.09	0.02	0.02	0.01	0.00	0.00	0.00	0.02	0.08	0.02			

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

Q19. HAS CALTRAIN PERFORMANCE IMPROVED OR DECLINED OVER THE PAST YEAR?

											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE					CALTRAIN PERFORMANCE		
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		REGULAR CAR?	BIKE	VERY/ SMWHT	SMWHT	VERY	NTRAL NA/	IMPR	DECL	SAME		
	=====		=====		=====			=====		=====		SATIS	DISSAT	DISSAT	BLANK					
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET		REG	DISSAT	DISSAT	BLANK					
BASE - ALL RESPONDENTS	2579	2224	352	1733	491	428	1248	548	277	75	1633	943	2031	47	22	479	999	148	1432	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
IMPROVED	999	861	136	657	204	177	506	178	108	28	619	378	867	4	6	122	999	-	-	
	38.7	38.7	38.6	37.9	41.5	41.4	40.5	32.5	39.0	37.3	37.9	40.1	42.7	8.5	27.3	25.5	100.0			
DECLINED	148	134	14	115	19	20	70	44	10	4	100	48	54	19	7	68	-	148	-	
	5.7	6.0	4.0	6.6	3.9	4.7	5.6	8.0	3.6	5.3	6.1	5.1	2.7	40.4	31.8	14.2		100.0		
STAYED THE SAME	1432	1229	202	961	268	231	672	326	159	43	914	517	1110	24	9	289	-	-	1432	
	55.5	55.3	57.4	55.5	54.6	54.0	53.8	59.5	57.4	57.3	56.0	54.8	54.7	51.1	40.9	60.3			100.0	
MULTIPLE RESPONSES	9	8	1	8	-	-	7	1	1	-	2	7	7	-	-	2	-	-	-	
BLANK	316	258	58	183	75	63	144	51	43	15	214	102	265	7	1	43	-	-		

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

Q20. WOULD YOU RECOMMEND CALTRAIN SERVICE TO YOUR FRIENDS AND FAMILY?

	WEEKDAY TIME PERIOD										OVERALL CALTRAIN EXPERIENCE								
	TIME PERIOD		WEEKDAY SERVICE		SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT				NTRAL NA/ BLANK				CALTRAIN PERFORMANCE		
	=====		=====		=====		=====		=====				=====				=====		
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK	IMPR	DECL	SAME
BASE - ALL RESPONDENTS	2869 100.0	2463 100.0	403 100.0	1902 100.0	561 100.0	487 100.0	1378 100.0	598 100.0	313 100.0	90 100.0	1825 100.0	1041 100.0	2286 100.0	53 100.0	23 100.0	507 100.0	997 100.0	146 100.0	1424 100.0
DEFINITELY (5)	1747 60.9	1485 60.3	260 64.5	1134 59.6	351 62.6	306 62.8	834 60.5	345 57.7	201 64.2	59 65.6	1102 60.4	643 61.8	1637 71.6	- 30.4	7 17.4	103 20.3	764 76.6	25 17.1	756 53.1
PROBABLY	887 30.9	763 31.0	123 30.5	599 31.5	164 29.2	142 29.2	430 31.2	191 31.9	94 30.0	29 32.2	574 31.5	312 30.0	600 26.2	15 28.3	4 17.4	268 52.9	202 20.3	65 44.5	542 38.1
MIGHT OR MIGHT NOT	182 6.3	167 6.8	15 3.7	135 7.1	32 5.7	28 5.7	90 6.5	49 8.2	14 4.5	1 1.1	111 6.1	71 6.8	39 1.7	25 47.2	4 17.4	114 22.5	25 2.5	35 24.0	104 7.3
PROBABLY NOT	43 1.5	40 1.6	3 0.7	28 1.5	12 2.1	10 2.1	21 1.5	9 1.5	2 0.6	1 1.1	29 1.6	14 1.3	9 0.4	10 18.9	3 13.0	21 4.1	6 0.6	17 11.6	18 1.3
DEFINITELY NOT (1)	10 0.3	8 0.3	2 0.5	6 0.3	2 0.4	1 0.2	3 0.2	4 0.7	2 0.6	- 0.5	9 0.5	1 0.1	1 *	3 5.7	5 21.7	1 0.2	- 0.2	4 2.7	4 0.3
MULTIPLE RESPONSES	7	7	-	6	1	1	5	1	-	-	3	4	3	-	-	4	1	-	4
BLANK	28	20	8	16	4	3	16	1	8	-	21	7	14	1	-	13	1	2	4
MEAN	4.51	4.49	4.58	4.49	4.52	4.52	4.50	4.44	4.57	4.62	4.50	4.52	4.69	2.98	3.22	3.89	4.73	3.62	4.42
STANDARD DEVIATION	0.71	0.72	0.65	0.72	0.73	0.72	0.71	0.76	0.67	0.57	0.73	0.69	0.53	0.84	1.57	0.77	0.53	0.99	0.71
STANDARD ERROR	0.01	0.01	0.03	0.02	0.03	0.03	0.02	0.03	0.04	0.06	0.02	0.02	0.01	0.12	0.33	0.03	0.02	0.08	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

Q21. WHAT AREAS SHOULD BE THE HIGHEST PRIORITY FOR IMPROVEMENT? (MULTIPLE RESPONSES ACCEPTED)

* = PRINTED AS A POSSIBLE RESPONSE ON QUESTIONNAIRE

	WEEKDAY TIME PERIOD										BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
	TIME PERIOD		WEEKDAY SERVICE		SAT. SVC.		WEEKDAY SERVICE		SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT	SMWHT	VERY	NTRAL	CALTRAIN PERFORMANCE		
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK	IMPR	DECL	SAME
BASE - TOTAL RESPONDING	2824 100.0	2435 100.0	386 100.0	1887 100.0	548 100.0	472 100.0	1370 100.0	593 100.0	302 100.0	84 100.0	1796 100.0	1025 100.0	2242 100.0	53 100.0	22 100.0	507 100.0	988 100.0	146 100.0	1408 100.0
*FREQUENCY OF SERVICE	1280 45.3	1126 46.2	152 39.4	870 46.1	256 46.7	234 49.6	618 45.1	274 46.2	125 41.4	27 32.1	830 46.2	448 43.7	1003 44.7	21 39.6	3 13.6	253 49.9	446 45.1	73 50.0	652 46.3
*COMMUNICATING SERVICE DELAYS	784 27.8	711 29.2	72 18.7	599 31.7	112 20.4	98 20.8	446 32.6	167 28.2	52 17.2	20 23.8	493 27.4	290 28.3	572 25.5	15 28.3	7 31.8	190 37.5	312 31.6	57 39.0	379 26.9
*ON-TIME PERFORMANCE	652 23.1	586 24.1	66 17.1	468 24.8	118 21.5	102 21.6	339 24.7	145 24.5	53 17.5	13 15.5	423 23.6	229 22.3	447 19.9	20 37.7	11 50.0	174 34.3	234 23.7	63 43.2	316 22.4
*SEATING AVAILABILITY/ REDUCE CROWDING	373 13.2	329 13.5	43 11.1	278 14.7	51 9.3	42 8.9	173 12.6	114 19.2	34 11.3	9 10.7	239 13.3	133 13.0	287 12.8	7 13.2	2 9.1	77 15.2	117 11.8	27 18.5	201 14.3
*NO CONCERNS	248 8.8	197 8.1	51 13.2	131 6.9	66 12.0	55 11.7	104 7.6	38 6.4	38 12.6	13 15.5	172 9.6	76 7.4	234 10.4	2 3.8	2 9.1	10 2.0	88 8.9	2 1.4	116 8.2
*PARKING AVAILABILITY	235 8.3	209 8.6	26 6.7	170 9.0	39 7.1	30 6.4	105 7.7	74 12.5	20 6.6	6 7.1	162 9.0	73 7.1	181 8.1	3 5.7	5 22.7	46 9.1	84 8.5	9 6.2	116 8.2
*ONBOARD CUSTOMER SERVICE	174 6.2	141 5.8	33 8.5	93 4.9	48 8.8	39 8.3	68 5.0	34 5.7	25 8.3	8 9.5	109 6.1	65 6.3	109 4.9	8 15.1	5 22.7	52 10.3	53 5.4	19 13.0	86 6.1
*SECURITY	156 5.5	118 4.8	38 9.8	80 4.2	38 6.9	28 5.9	60 4.4	30 5.1	30 9.9	8 9.5	113 6.3	43 4.2	123 5.5	1 1.9	-	32 6.3	54 5.5	7 4.8	78 5.5
BETTER/MORE/IMPROVED TICKETING SYSTEM/ MACHINES	108 3.8	90 3.7	18 4.7	70 3.7	20 3.6	17 3.6	51 3.7	22 3.7	13 4.3	5 6.0	59 3.3	49 4.8	84 3.7	4 7.5	-	20 3.9	25 2.5	13 8.9	51 3.6
MORE OUTLETS/WIFI/ INTERNET ACCESS/PHONE COVERAGE/SMART APPS, ETC.	101 3.6	95 3.9	6 1.6	67 3.6	28 5.1	21 4.4	48 3.5	26 4.4	3 1.0	3 3.6	71 4.0	30 2.9	80 3.6	3 5.7	-	18 3.6	33 3.3	3 2.1	53 3.8
MORE BIKE SPACE/CARS/ TAGS/BIKE PARKING	92 3.3	83 3.4	9 2.3	69 3.7	14 2.6	13 2.8	39 2.8	31 5.2	5 1.7	4 4.8	10 0.6	82 8.0	78 3.5	2 3.8	-	12 2.4	49 5.0	2 1.4	37 2.6
IMPROVED RESTROOMS ON- BOARD	57 2.0	41 1.7	16 4.1	28 1.5	13 2.4	11 2.3	20 1.5	10 1.7	8 2.6	8 9.5	36 2.0	21 2.0	49 2.2	-	2 9.1	6 1.2	22 2.2	3 2.1	28 2.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

Q21. WHAT AREAS SHOULD BE THE HIGHEST PRIORITY FOR IMPROVEMENT? (MULTIPLE RESPONSES ACCEPTED)

* = PRINTED AS A POSSIBLE RESPONSE ON QUESTIONNAIRE

	WEEKDAY										OVERALL CALTRAIN EXPERIENCE									
	TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/		CALTRAIN PERFORMANCE		
	=====		=====		=====			=====		=====		=====		=====		=====				
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	VERY DISSAT	BLANK	IMPR	DECL	SAME	
CLEANER TRAINS	52 1.8	44 1.8	8 2.1	38 2.0	6 1.1	7 1.5	32 2.3	5 0.8	3 1.0	5 6.0	25 1.4	27 2.6	29 1.3	3 5.7	1 4.5	19 3.7	14 1.4	9 6.2	27 1.9	
FASTER TRAINS/MORE BULLET OR EXPRESS TRAINS	48 1.7	40 1.6	8 2.1	28 1.5	12 2.2	10 2.1	16 1.2	14 2.4	6 2.0	2 2.4	34 1.9	14 1.4	36 1.6	2 3.8	-	10 2.0	13 1.3	3 2.1	29 2.1	
REDUCE COST/FARE IS TOO HIGH	44 1.6	34 1.4	10 2.6	26 1.4	8 1.5	6 1.3	20 1.5	8 1.3	10 3.3	-	29 1.6	15 1.5	35 1.6	-	-	9 1.8	6 0.6	2 1.4	27 1.9	
ADDITIONAL/EXPANDED SERVICE (PARTICULAR STATIONS/DAYS/TIMES)	38 1.3	30 1.2	8 2.1	27 1.4	3 0.5	3 0.6	22 1.6	5 0.8	7 2.3	1 1.2	25 1.4	13 1.3	34 1.5	-	1 4.5	3 0.6	9 0.9	4 2.7	22 1.6	
IMPROVE MECHANICAL FITNESS OF TRAINS/TOO BUMPY A RIDE/REDUCE NOISE/REDUCE DIESEL FUMES/ELECTRIFY/REDUCE POLLUTION FROM TRAINS/HAVE BACK-UP TRAINS/GET NEW TRAINS/NEW CARS	38 1.3	37 1.5	1 0.3	28 1.5	9 1.6	8 1.7	21 1.5	8 1.3	1 0.3	-	30 1.7	8 0.8	21 0.9	2 3.8	-	15 3.0	13 1.3	3 2.1	21 1.5	
ADDITIONAL STATION AMENITIES (SHADE/SEATING/ RESTROOMS/PARKING LOT REPAVING/RESTRIPING, OVERNIGHT PARKING AT STATIONS, ADDITIONAL STAFF, CLEANER STATIONS, BETTER LIGHTING/SIGNAGE, ETC.)	34 1.2	32 1.3	2 0.5	25 1.3	7 1.3	6 1.3	17 1.2	9 1.5	1 0.3	1 1.2	27 1.5	7 0.7	28 1.2	-	-	6 1.2	16 1.6	1 0.7	16 1.1	
LESSEN THE IMPACT OF DELAYS/REDUCE ACCIDENTS/ IMPACT ON TRAIN SCHEDULE/ BETTER COMMUNICATION OF IMPACT	33 1.2	30 1.2	3 0.8	27 1.4	3 0.5	3 0.6	21 1.5	6 1.0	3 1.0	-	24 1.3	9 0.9	23 1.0	3 5.7	-	7 1.4	14 1.4	3 2.1	15 1.1	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

Q21. WHAT AREAS SHOULD BE THE HIGHEST PRIORITY FOR IMPROVEMENT? (MULTIPLE RESPONSES ACCEPTED)

* = PRINTED AS A POSSIBLE RESPONSE ON QUESTIONNAIRE

	WEEKDAY TIME PERIOD										BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.			REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	IMPR	DECL	SAME
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET									
ENFORCE ON-BOARD RULES (E.G. FOOD, ROWDY/NOISY PASSENGERS, SEATING, ALCOHOL ON TRAINS/ INEBRIATED PASSENGERS, NON-BIKE PASSENGERS IN BIKE CAR, LITTERING, FARE ENFORCEMENT)	23 0.8	22 0.9	1 0.3	16 0.8	6 1.1	5 1.1	13 0.9	4 0.7	1 0.3	-	13 0.7	10 1.0	18 0.8	-	-	5 1.0	12 1.2	4 2.7	7 0.5
REAL-TIME DEPARTURE/ ARRIVAL INFO/REAL-TIME DEPARTURE BOARDS/SHOW WHICH TRACK	20 0.7	17 0.7	3 0.8	14 0.7	3 0.5	1 0.2	9 0.7	7 1.2	3 1.0	-	11 0.6	9 0.9	16 0.7	-	-	4 0.8	6 0.6	1 0.7	10 0.7
ON-TRAIN AMENITIES- QUIET CARS/MORE CUPHOLDERS/TRASH BINS/ BETTER CLIMATE CONTROL/ BETTER OR MORE SEATBACK TRAYS/INCREASED LEG ROOM/ INFO ON-BOARD WHICH SHOWS 'WHERE IS THIS TRAIN GOING'	16 0.6	14 0.6	2 0.5	11 0.6	3 0.5	1 0.2	11 0.8	2 0.3	2 0.7	-	10 0.6	6 0.6	13 0.6	-	-	3 0.6	4 0.4	1 0.7	9 0.6
ADD STOPS/STOP AT WEEKEND-ONLY STATIONS DURING WEEK/ADD SF STOPS/ STOP MORE AT INFREQUENT STATIONS(BROADWAY, TAMIEN, LAWRENCE, ETC.)	16 0.6	16 0.7	-	13 0.7	3 0.5	3 0.6	9 0.7	4 0.7	-	-	7 0.4	9 0.9	13 0.6	-	-	3 0.6	2 0.2	2 1.4	9 0.6
BETTER COORDINATION WITH OTHER SYSTEMS - VTA, SFMTA, BART	15 0.5	12 0.5	3 0.8	7 0.4	5 0.9	3 0.6	8 0.6	1 0.2	3 1.0	-	9 0.5	6 0.6	12 0.5	1 1.9	-	2 0.4	6 0.6	1 0.7	8 0.6
LESSEN IMPACT OF GIANTS GAMES AND OTHER SPECIAL EVENTS - E.G. CROWDING, LACK OF FARE ENFORCEMENT, DRUNKENNESS, ROWDINESS, LOUD (NOISE), SECURITY	14 0.5	12 0.5	2 0.5	12 0.6	-	-	5 0.4	7 1.2	1 0.3	1 1.2	8 0.4	6 0.6	10 0.4	1 1.9	-	3 0.6	3 0.3	3 2.1	8 0.6

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

Q21. WHAT AREAS SHOULD BE THE HIGHEST PRIORITY FOR IMPROVEMENT? (MULTIPLE RESPONSES ACCEPTED)

* = PRINTED AS A POSSIBLE RESPONSE ON QUESTIONNAIRE

	WEEKDAY										OVERALL CALTRAIN EXPERIENCE							CALTRAIN PERFORMANCE		
	TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?										
	=====		=====		=====			=====		=====		=====								
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	IMPR	DECL	SAME	
MAKE ON-BOARD ANNOUNCEMENTS EASIER TO UNDERSTAND/REPLACE CURRENT SYSTEM/REDUCE # OF STANDARD ANNOUNCEMENTS	11 0.4	8 0.3	3 0.8	6 0.3	2 0.4	-	7 0.5	1 0.2	3 1.0	-	8 0.4	3 0.3	7 0.3	-	-	4 0.8	3 0.3	-	4 0.3	
MORE PROFESSIONAL/ FRIENDLIER CONDUCTORS/ON- BOARD PERSONNEL	10 0.4	9 0.4	1 0.3	8 0.4	1 0.2	2 0.4	3 0.2	4 0.7	1 0.3	-	5 0.3	5 0.5	3 0.1	1 1.9	-	6 1.2	2 0.2	4 2.7	3 0.2	
IMPROVE QUALITY OF SEATS/ REPLACE SEATS/CLEAN SEATS	10 0.4	10 0.4	-	8 0.4	2 0.4	1 0.2	6 0.4	3 0.5	-	-	6 0.3	4 0.4	6 0.3	1 1.9	-	3 0.6	4 0.4	-	4 0.3	
*OTHER/GENERAL/ UNSPECIFIED	7 0.2	3 0.1	4 1.0	3 0.2	-	-	2 0.1	1 0.2	2 0.7	2 2.4	3 0.2	4 0.4	6 0.3	-	-	1 0.2	2 0.2	-	3 0.2	
SERVE SNACKS/DRINKS/HAVE A FOOD/DRINK CART ON- BOARD; COKE MACHINE	5 0.2	4 0.2	1 0.3	3 0.2	1 0.2	1 0.2	2 0.1	1 0.2	1 0.3	-	3 0.2	2 0.2	3 0.1	-	-	2 0.4	-	-	3 0.2	
PROVIDE MORE INFORMATION FOR NEW RIDERS/VISITORS FROM OUTSIDE BAY AREA	4 0.1	4 0.2	-	4 0.2	-	-	3 0.2	1 0.2	-	-	1 0.1	3 0.3	3 0.1	-	-	1 0.2	1 0.1	-	-	
PLATFORM SAFETY/AVOID CROWDING ON PLATFORMS/ ALLOW SF TRAINS TO BOARD EARLIER	4 0.1	4 0.2	-	4 0.2	-	-	2 0.1	2 0.3	-	-	2 0.1	2 0.2	2 0.1	-	-	2 0.4	1 0.1	-	3 0.2	
IMPROVE GENERAL COMFORT	3 0.1	2 0.1	1 0.3	2 0.1	-	-	2 0.1	-	-	1 1.2	1 0.1	2 0.2	2 0.1	-	-	1 0.2	-	-	2 0.1	
DISABLED PASSENGER ACCESS/ADA COMPLIANCE/ ANNOUNCEMENTS SHOULD BE ACCESSIBLE FOR DEAF AND HARD OF HEARING	2 0.1	2 0.1	-	1 0.1	1 0.2	-	2 0.1	-	-	-	2 0.1	-	2 0.1	-	-	-	2 0.2	-	-	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

Q21. WHAT AREAS SHOULD BE THE HIGHEST PRIORITY FOR IMPROVEMENT? (MULTIPLE RESPONSES ACCEPTED)

* = PRINTED AS A POSSIBLE RESPONSE ON QUESTIONNAIRE

												OVERALL CALTRAIN EXPERIENCE										
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT	SMWHT	VERY	NTRAL	CALTRAIN PERFORMANCE						
	=====		=====		=====			=====		=====		=====	=====	=====	=====	=====						
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK	IMPR	DECL	SAME			
BLANK	80	55	25	37	18	19	29	7	19	6	53	27	61	1	1	17	11	2	24			

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

	WEEKDAY TIME PERIOD										BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE						CALTRAIN PERFORMANCE		
	TIME PERIOD		WEEKDAY SERVICE		SAT. SVC.		VERY/ SMWHT	SMWHT	VERY	NTRAL											
	=====		=====		=====		=====		SATIS	DISSAT	DISSAT	NA/ BLANK									
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE					IMPR	DECL	SAME		
BASE - ALL RESPONDENTS	2848 100.0	2447 100.0	398 100.0	1895 100.0	552 100.0	481 100.0	1376 100.0	590 100.0	309 100.0	89 100.0	1807 100.0	1038 100.0	2273 100.0	52 100.0	19 100.0	504 100.0	990 100.0	143 100.0	1416 100.0		
SAN FRANCISCO	682 23.9	616 25.2	66 16.6	492 26.0	124 22.5	115 23.9	265 19.3	236 40.0	46 14.9	20 22.5	395 21.9	287 27.6	540 23.8	13 25.0	2 10.5	127 25.2	233 23.5	38 26.6	349 24.6		
22ND ST.	51 1.8	45 1.8	6 1.5	39 2.1	6 1.1	7 1.5	27 2.0	11 1.9	6 1.9	-	39 2.2	12 1.2	39 1.7	2 3.8	-	10 2.0	16 1.6	4 2.8	25 1.8		
BAYSHORE	3 0.1	2 0.1	1 0.3	-	2 0.4	2 0.4	-	-	1 0.3	-	1 0.1	2 0.2	3 0.1	-	-	-	-	-	3 0.2		
SO. SAN FRANCISCO	21 0.7	17 0.7	4 1.0	11 0.6	6 1.1	7 1.5	10 0.7	-	4 1.3	-	11 0.6	10 1.0	17 0.7	1 1.9	-	3 0.6	7 0.7	1 0.7	11 0.8		
SAN BRUNO	17 0.6	15 0.6	2 0.5	12 0.6	3 0.5	5 1.0	9 0.7	1 0.2	2 0.6	-	11 0.6	6 0.6	12 0.5	-	-	5 1.0	6 0.6	2 1.4	7 0.5		
MILLBRAE	161 5.7	120 4.9	40 10.1	76 4.0	44 8.0	35 7.3	62 4.5	23 3.9	35 11.3	5 5.6	111 6.1	49 4.7	132 5.8	4 7.7	1 5.3	24 4.8	53 5.4	8 5.6	85 6.0		
BROADWAY	4 0.1	-	4 1.0	-	-	-	-	-	4 1.3	-	1 0.1	3 0.3	3 0.1	-	-	1 0.2	1 0.1	1 0.7	2 0.1		
BURLINGAME	41 1.4	33 1.3	8 2.0	25 1.3	8 1.4	7 1.5	23 1.7	3 0.5	8 2.6	-	25 1.4	16 1.5	29 1.3	-	-	12 2.4	17 1.7	3 2.1	20 1.4		
SAN MATEO	110 3.9	86 3.5	24 6.0	62 3.3	24 4.3	21 4.4	61 4.4	4 0.7	24 7.8	-	72 4.0	38 3.7	83 3.7	3 5.8	1 5.3	23 4.6	47 4.7	8 5.6	46 3.2		
HAYWARD PARK	16 0.6	13 0.5	3 0.8	6 0.3	7 1.3	7 1.5	6 0.4	-	3 1.0	-	14 0.8	2 0.2	13 0.6	-	1 5.3	2 0.4	3 0.3	4 2.8	9 0.6		
HILLSDALE	154 5.4	138 5.6	15 3.8	115 6.1	23 4.2	15 3.1	112 8.1	11 1.9	12 3.9	3 3.4	87 4.8	66 6.4	118 5.2	-	2 10.5	34 6.7	58 5.9	7 4.9	78 5.5		
BELMONT	24 0.8	21 0.9	3 0.8	6 0.3	15 2.7	14 2.9	7 0.5	-	3 1.0	-	18 1.0	6 0.6	21 0.9	-	-	3 0.6	11 1.1	2 1.4	9 0.6		
SAN CARLOS	60 2.1	57 2.3	3 0.8	47 2.5	10 1.8	12 2.5	44 3.2	1 0.2	3 1.0	-	39 2.2	21 2.0	52 2.3	1 1.9	-	7 1.4	19 1.9	2 1.4	36 2.5		

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

												OVERALL CALTRAIN EXPERIENCE									
	WEEKDAY TIME PERIOD					WEEKDAY SERVICE					SAT. SVC.		BIKE CAR OR REGULAR CAR?						CALTRAIN PERFORMANCE		
	TIME PERIOD		OFF- PEAK											VERY/ SMWHT	SMWHT	VERY	NTRAL NA/ BLANK				
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT		IMPR	DECL	SAME		
REDWOOD CITY	140 4.9	112 4.6	28 7.0	77 4.1	35 6.3	27 5.6	72 5.2	13 2.2	22 7.1	6 6.7	92 5.1	48 4.6	114 5.0	5 9.6	1 5.3	20 4.0	49 4.9	5 3.5	76 5.4		
MENLO PARK	83 2.9	75 3.1	8 2.0	53 2.8	22 4.0	19 4.0	52 3.8	4 0.7	8 2.6	-	52 2.9	31 3.0	70 3.1	2 3.8	-	11 2.2	33 3.3	2 1.4	37 2.6		
PALO ALTO	278 9.8	248 10.1	30 7.5	180 9.5	68 12.3	50 10.4	125 9.1	73 12.4	20 6.5	10 11.2	189 10.5	89 8.6	227 10.0	3 5.8	2 10.5	46 9.1	101 10.2	12 8.4	132 9.3		
CALIFORNIA AVE.	55 1.9	48 2.0	7 1.8	38 2.0	10 1.8	7 1.5	40 2.9	1 0.2	7 2.3	-	44 2.4	11 1.1	43 1.9	-	1 5.3	11 2.2	12 1.2	3 2.1	31 2.2		
SAN ANTONIO	46 1.6	38 1.6	8 2.0	29 1.5	9 1.6	10 2.1	28 2.0	-	8 2.6	-	27 1.5	19 1.8	35 1.5	1 1.9	-	10 2.0	15 1.5	-	22 1.6		
MOUNTAIN VIEW	263 9.2	226 9.2	37 9.3	181 9.6	45 8.2	39 8.1	122 8.9	65 11.0	21 6.8	16 18.0	163 9.0	100 9.6	214 9.4	7 13.5	1 5.3	41 8.1	92 9.3	9 6.3	131 9.3		
SUNNYVALE	187 6.6	152 6.2	35 8.8	125 6.6	27 4.9	28 5.8	93 6.8	31 5.3	24 7.8	11 12.4	137 7.6	50 4.8	146 6.4	4 7.7	2 10.5	35 6.9	65 6.6	11 7.7	86 6.1		
LAWRENCE	73 2.6	66 2.7	7 1.8	58 3.1	8 1.4	8 1.7	58 4.2	-	7 2.3	-	28 1.5	45 4.3	62 2.7	1 1.9	-	10 2.0	28 2.8	2 1.4	35 2.5		
SANTA CLARA	51 1.8	40 1.6	11 2.8	28 1.5	12 2.2	11 2.3	28 2.0	1 0.2	11 3.6	-	35 1.9	16 1.5	40 1.8	-	1 5.3	10 2.0	17 1.7	2 1.4	21 1.5		
SAN JOSE DIRIDON	252 8.8	204 8.3	48 12.1	166 8.8	38 6.9	34 7.1	92 6.7	78 13.2	30 9.7	18 20.2	154 8.5	98 9.4	204 9.0	4 7.7	2 10.5	42 8.3	79 8.0	11 7.7	133 9.4		
TAMIEN	52 1.8	51 2.1	-	45 2.4	6 1.1	1 0.2	16 1.2	34 5.8	-	-	43 2.4	8 0.8	38 1.7	1 1.9	2 10.5	11 2.2	19 1.9	6 4.2	20 1.4		
CAPITOL	3 0.1	3 0.1	-	3 0.2	-	-	3 0.2	-	-	-	2 0.1	1 0.1	3 0.1	-	-	-	3 0.3	-	-		
BLOSSOM HILL	7 0.2	7 0.3	-	7 0.4	-	-	7 0.5	-	-	-	5 0.3	2 0.2	5 0.2	-	-	2 0.4	1 0.1	-	5 0.4		
MORGAN HILL	7 0.2	7 0.3	-	7 0.4	-	-	7 0.5	-	-	-	7 0.4	-	5 0.2	-	-	2 0.4	1 0.1	-	4 0.3		

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

											OVERALL CALTRAIN EXPERIENCE								
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====					CALTRAIN PERFORMANCE		
			=====									=====							
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	IMPR	DECL	SAME
SAN MARTIN	3 0.1	3 0.1	-	3 0.2	-	-	3 0.2	-	-	-	3 0.2	-	2 0.1	-	-	1 0.2	1 0.1	-	2 0.1
GILROY	4 0.1	4 0.2	-	4 0.2	-	-	4 0.3	-	-	-	2 0.1	2 0.2	3 0.1	-	-	1 0.2	3 0.3	-	1 0.1
BLANK	56	43	13	29	14	10	23	10	12	1	42	14	30	2	4	20	9	5	16

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

											OVERALL CALTRAIN EXPERIENCE										
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/				NTRAL			CALTRAIN PERFORMANCE		
	=====		=====		=====			=====		=====		SMWHT		VERY		NTRAL	=====				
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK	IMPR	DECL	SAME		
BASE - ALL RESPONDENTS	2837 100.0	2439 100.0	395 100.0	1889 100.0	550 100.0	480 100.0	1368 100.0	591 100.0	307 100.0	88 100.0	1805 100.0	1029 100.0	2261 100.0	52 100.0	19 100.0	505 100.0	982 100.0	143 100.0	1415 100.0		
SAN FRANCISCO	850 30.0	697 28.6	151 38.2	560 29.6	137 24.9	110 22.9	413 30.2	174 29.4	95 30.9	56 63.6	534 29.6	314 30.5	661 29.2	26 50.0	8 42.1	155 30.7	253 25.8	47 32.9	443 31.3		
22ND ST.	63 2.2	62 2.5	1 0.3	47 2.5	15 2.7	12 2.5	22 1.6	28 4.7	1 0.3	-	53 2.9	10 1.0	49 2.2	1 1.9	-	13 2.6	13 1.3	6 4.2	33 2.3		
BAYSHORE	10 0.4	3 0.1	7 1.8	2 0.1	1 0.2	1 0.2	2 0.1	-	7 2.3	-	9 0.5	1 0.1	10 0.4	-	-	-	7 0.7	-	3 0.2		
SO. SAN FRANCISCO	24 0.8	19 0.8	5 1.3	14 0.7	5 0.9	6 1.3	13 1.0	-	5 1.6	-	19 1.1	5 0.5	17 0.8	-	1 5.3	6 1.2	11 1.1	2 1.4	9 0.6		
SAN BRUNO	29 1.0	20 0.8	9 2.3	13 0.7	7 1.3	7 1.5	12 0.9	1 0.2	9 2.9	-	19 1.1	10 1.0	25 1.1	-	1 5.3	3 0.6	13 1.3	-	13 0.9		
MILLBRAE	185 6.5	161 6.6	24 6.1	118 6.2	43 7.8	40 8.3	67 4.9	54 9.1	22 7.2	2 2.3	150 8.3	35 3.4	144 6.4	1 1.9	4 21.1	36 7.1	59 6.0	9 6.3	95 6.7		
BROADWAY	1 *	-	1 0.3	-	-	-	-	-	1 0.3	-	-	1 0.1	1 *	-	-	-	1 0.1	-	-		
BURLINGAME	50 1.8	43 1.8	7 1.8	36 1.9	7 1.3	6 1.3	35 2.6	2 0.3	7 2.3	-	34 1.9	16 1.6	40 1.8	1 1.9	-	9 1.8	22 2.2	3 2.1	19 1.3		
SAN MATEO	91 3.2	69 2.8	22 5.6	45 2.4	24 4.4	20 4.2	35 2.6	14 2.4	20 6.5	2 2.3	65 3.6	26 2.5	74 3.3	2 3.8	1 5.3	14 2.8	43 4.4	3 2.1	38 2.7		
HAYWARD PARK	10 0.4	7 0.3	3 0.8	5 0.3	2 0.4	2 0.4	5 0.4	-	3 1.0	-	10 0.6	-	9 0.4	-	-	1 0.2	4 0.4	1 0.7	5 0.4		
HILLSDALE	133 4.7	118 4.8	15 3.8	94 5.0	24 4.4	22 4.6	70 5.1	26 4.4	10 3.3	5 5.7	74 4.1	59 5.7	107 4.7	1 1.9	-	25 5.0	56 5.7	5 3.5	63 4.5		
BELMONT	25 0.9	16 0.7	9 2.3	5 0.3	11 2.0	6 1.3	10 0.7	-	9 2.9	-	23 1.3	2 0.2	21 0.9	-	-	4 0.8	13 1.3	-	11 0.8		
SAN CARLOS	62 2.2	52 2.1	10 2.5	43 2.3	9 1.6	10 2.1	40 2.9	2 0.3	9 2.9	1 1.1	48 2.7	14 1.4	51 2.3	-	-	11 2.2	21 2.1	5 3.5	34 2.4		

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

	WEEKDAY TIME PERIOD										OVERALL CALTRAIN EXPERIENCE																				
	TIME PERIOD					WEEKDAY SERVICE					SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		CALTRAIN PERFORMANCE										
	TIME PERIOD		OFF-PEAK			LOCAL			LIMITED		BULLET		LOCAL		BULLET		REG		BIKE		VERY/SMWHT		DISSAT		VERY DISSAT		NTRAL NA/BLANK		CALTRAIN PERFORMANCE		
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK	IMPR	DECL	SAME										
REDWOOD CITY	132 4.7	115 4.7	17 4.3	81 4.3	34 6.2	29 6.0	57 4.2	29 4.9	13 4.2	4 4.5	95 5.3	37 3.6	111 4.9	2 3.8	-	19 3.8	49 5.0	7 4.9	66 4.7												
MENLO PARK	57 2.0	48 2.0	9 2.3	29 1.5	19 3.5	15 3.1	27 2.0	6 1.0	9 2.9	-	31 1.7	26 2.5	51 2.3	-	-	6 1.2	19 1.9	2 1.4	28 2.0												
PALO ALTO	349 12.3	313 12.8	36 9.1	264 14.0	49 8.9	46 9.6	159 11.6	108 18.3	29 9.4	7 8.0	200 11.1	149 14.5	282 12.5	5 9.6	1 5.3	61 12.1	133 13.5	21 14.7	159 11.2												
CALIFORNIA AVE.	83 2.9	79 3.2	4 1.0	61 3.2	18 3.3	18 3.8	58 4.2	3 0.5	4 1.3	-	67 3.7	16 1.6	72 3.2	1 1.9	-	10 2.0	26 2.6	3 2.1	43 3.0												
SAN ANTONIO	36 1.3	32 1.3	4 1.0	19 1.0	13 2.4	13 2.7	19 1.4	-	4 1.3	-	16 0.9	20 1.9	32 1.4	1 1.9	-	3 0.6	8 0.8	-	21 1.5												
MOUNTAIN VIEW	218 7.7	198 8.1	20 5.1	154 8.2	44 8.0	40 8.3	94 6.9	64 10.8	18 5.9	2 2.3	108 6.0	110 10.7	159 7.0	1 1.9	-	58 11.5	71 7.2	9 6.3	121 8.6												
SUNNYVALE	134 4.7	129 5.3	4 1.0	104 5.5	25 4.5	20 4.2	77 5.6	32 5.4	2 0.7	2 2.3	97 5.4	36 3.5	108 4.8	4 7.7	1 5.3	21 4.2	58 5.9	6 4.2	55 3.9												
LAWRENCE	72 2.5	69 2.8	3 0.8	63 3.3	6 1.1	6 1.3	62 4.5	1 0.2	3 1.0	-	28 1.6	44 4.3	58 2.6	-	1 5.3	13 2.6	27 2.7	2 1.4	40 2.8												
SANTA CLARA	30 1.1	20 0.8	10 2.5	12 0.6	8 1.5	6 1.3	12 0.9	2 0.3	10 3.3	-	21 1.2	9 0.9	27 1.2	1 1.9	-	2 0.4	10 1.0	3 2.1	16 1.1												
SAN JOSE DIRIDON	163 5.7	139 5.7	24 6.1	94 5.0	45 8.2	43 9.0	58 4.2	38 6.4	17 5.5	7 8.0	94 5.2	69 6.7	131 5.8	4 7.7	1 5.3	27 5.3	56 5.7	6 4.2	82 5.8												
TAMMEN	16 0.6	16 0.7	-	12 0.6	4 0.7	2 0.4	7 0.5	7 1.2	-	-	10 0.6	6 0.6	11 0.5	1 1.9	-	4 0.8	4 0.4	3 2.1	9 0.6												
BLOSSOM HILL	5 0.2	5 0.2	-	5 0.3	-	-	5 0.4	-	-	-	-	5 0.5	4 0.2	-	-	1 0.2	2 0.2	-	3 0.2												
MORGAN HILL	5 0.2	5 0.2	-	5 0.3	-	-	5 0.4	-	-	-	-	5 0.5	2 0.1	-	-	3 0.6	1 0.1	-	4 0.3												
SAN MARTIN	1 *	1 *	-	1 0.1	-	-	1 0.1	-	-	-	-	1 0.1	1 *	-	-	-	1 0.1	-	-												

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

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

	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE					CALTRAIN PERFORMANCE		
			=====		=====			=====		=====		=====					=====		
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	IMPR	DECL	SAME
GILROY	3 0.1	3 0.1	-	3 0.2	-	-	3 0.2	-	-	-	-	3 0.3	3 0.1	-	-	-	1 0.1	-	2 0.1
BLANK	67	51	16	35	16	11	31	9	14	2	44	23	42	2	4	19	17	5	17

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

TRAIN NUMBER

												OVERALL CALTRAIN EXPERIENCE										
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT		SMWHT		VERY DISSAT		NTRAL NA/BLANK		CALTRAIN PERFORMANCE		
	=====		=====		=====			=====		=====		=====		=====		=====		=====		=====		
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	DISSAT	BLANK	IMPR	DECL	SAME		
BASE - ALL RESPONDENTS	2901 100.0	2490 100.0	411 100.0	1924 100.0	566 100.0	491 100.0	1399 100.0	600 100.0	321 100.0	90 100.0	1849 100.0	1052 100.0	2300 100.0	54 100.0	23 100.0	524 100.0	997 100.0	148 100.0	1431 100.0			
217	167 5.8	167 6.7	-	167 8.7	-	-	167 11.9	-	-	-	167 9.0	-	132 5.7	4 7.4	-	31 5.9	54 5.4	8 5.4	82 5.7			
225	156 5.4	156 6.3	-	156 8.1	-	-	156 11.2	-	-	-	156 8.4	-	113 4.9	8 14.8	3 13.0	32 6.1	47 4.7	13 8.8	77 5.4			
268	123 4.2	123 4.9	-	123 6.4	-	-	123 8.8	-	-	-	-	123 11.7	103 4.5	4 7.4	1 4.3	15 2.9	41 4.1	2 1.4	65 4.5			
376	107 3.7	107 4.3	-	107 5.6	-	-	-	107 17.8	-	-	107 5.8	-	83 3.6	4 7.4	1 4.3	19 3.6	28 2.8	9 6.1	61 4.3			
332	104 3.6	104 4.2	-	104 5.4	-	-	-	104 17.3	-	-	-	104 9.9	81 3.5	3 5.6	1 4.3	19 3.6	33 3.3	8 5.4	57 4.0			
288	103 3.6	103 4.1	-	103 5.4	-	-	103 7.4	-	-	-	103 5.6	-	75 3.3	1 1.9	1 4.3	26 5.0	33 3.3	8 5.4	48 3.4			
262	89 3.1	89 3.6	-	89 4.6	-	-	89 6.4	-	-	-	89 4.8	-	64 2.8	1 1.9	-	24 4.6	34 3.4	4 2.7	48 3.4			
233	88 3.0	88 3.5	-	88 4.6	-	-	88 6.3	-	-	-	-	88 8.4	64 2.8	2 3.7	1 4.3	21 4.0	39 3.9	4 2.7	34 2.4			
190	82 2.8	82 3.3	-	-	82 14.5	82 16.7	-	-	-	-	-	82 7.8	61 2.7	4 7.4	-	17 3.2	38 3.8	3 2.0	32 2.2			
385	82 2.8	82 3.3	-	82 4.3	-	-	-	82 13.7	-	-	82 4.4	-	66 2.9	-	-	16 3.1	22 2.2	2 1.4	47 3.3			
230	78 2.7	78 3.1	-	78 4.1	-	-	78 5.6	-	-	-	78 4.2	-	65 2.8	2 3.7	-	11 2.1	28 2.8	3 2.0	41 2.9			
143	77 2.7	77 3.1	-	-	77 13.6	77 15.7	-	-	-	-	77 4.2	-	66 2.9	-	1 4.3	10 1.9	21 2.1	2 1.4	36 2.5			
277	77 2.7	77 3.1	-	77 4.0	-	-	77 5.5	-	-	-	-	77 7.3	60 2.6	1 1.9	-	16 3.1	30 3.0	3 2.0	38 2.7			

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

TRAIN NUMBER

TRAIN NUMBER	OVERALL CALTRAIN EXPERIENCE																		
	WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK			CALTRAIN PERFORMANCE		
	TIME PERIOD		PEAK OFF-PEAK			LOCAL LIMITED BULLET		LOCAL BULLET		REG BIKE				IMPR DECL SAME					
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	VERY DISSAT	NA/BLANK	IMPR	DECL	SAME
329	75 2.6	75 3.0	-	75 3.9	-	-	-	75 12.5	-	-	75 4.1	-	53 2.3	3 5.6	2 8.7	17 3.2	20 2.0	11 7.4	36 2.5
441	73 2.5	-	73 17.8	-	-	-	-	-	73 22.7	-	73 3.9	-	63 2.7	-	1 4.3	9 1.7	20 2.0	4 2.7	39 2.7
433	69 2.4	-	69 16.8	-	-	-	-	-	69 21.5	-	-	69 6.6	54 2.3	2 3.7	2 8.7	11 2.1	21 2.1	1 0.7	36 2.5
289	65 2.2	65 2.6	-	65 3.4	-	-	65 4.6	-	-	-	65 3.5	-	51 2.2	2 3.7	1 4.3	11 2.1	25 2.5	3 2.0	33 2.3
432	65 2.2	-	65 15.8	-	-	-	-	-	65 20.2	-	65 3.5	-	53 2.3	-	1 4.3	11 2.1	16 1.6	3 2.0	37 2.6
273	64 2.2	64 2.6	-	64 3.3	-	-	64 4.6	-	-	-	64 3.5	-	55 2.4	-	-	9 1.7	22 2.2	7 4.7	26 1.8
438	64 2.2	-	64 15.6	-	-	-	-	-	64 19.9	-	64 3.5	-	53 2.3	1 1.9	-	10 1.9	23 2.3	2 1.4	31 2.2
195	62 2.1	62 2.5	-	-	62 11.0	62 12.6	-	-	-	-	62 3.4	-	49 2.1	-	1 4.3	12 2.3	24 2.4	2 1.4	29 2.0
267	62 2.1	62 2.5	-	62 3.2	-	-	62 4.4	-	-	-	-	62 5.9	44 1.9	2 3.7	-	16 3.1	18 1.8	3 2.0	31 2.2
313	61 2.1	61 2.4	-	61 3.2	-	-	-	61 10.2	-	-	-	61 5.8	49 2.1	2 3.7	-	10 1.9	19 1.9	3 2.0	35 2.4
360	61 2.1	61 2.4	-	61 3.2	-	-	-	61 10.2	-	-	-	61 5.8	48 2.1	-	-	13 2.5	18 1.8	5 3.4	33 2.3
381	61 2.1	61 2.4	-	61 3.2	-	-	-	61 10.2	-	-	61 3.3	-	49 2.1	1 1.9	-	11 2.1	20 2.0	3 2.0	34 2.4
206	60 2.1	60 2.4	-	60 3.1	-	-	60 4.3	-	-	-	60 3.2	-	51 2.2	-	-	9 1.7	27 2.7	2 1.4	25 1.7
801	58 2.0	-	58 14.1	-	-	-	-	-	-	58 64.4	-	58 5.5	50 2.2	-	-	8 1.5	18 1.8	2 1.4	27 1.9

COREY, CANAPARY & GALANIS RESEARCH * JULY 2013

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

TRAIN NUMBER

	OVERALL CALTRAIN EXPERIENCE												CALTRAIN PERFORMANCE						
	WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT	SMWHT	VERY				NTRAL			
	=====		=====			=====		=====		=====		=====	=====	=====	=====				
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/BLANK	IMPR	DECL	SAME
151	57 2.0	57 2.3	-	-	57 10.1	57 11.6	-	-	-	-	57 3.1	-	49 2.1	-	1 4.3	7 1.3	22 2.2	3 2.0	23 1.6
150	56 1.9	56 2.2	-	-	56 9.9	56 11.4	-	-	-	-	56 3.0	-	49 2.1	1 1.9	-	6 1.1	15 1.5	2 1.4	32 2.2
142	54 1.9	54 2.2	-	-	54 9.5	54 11.0	-	-	-	-	54 2.9	-	45 2.0	-	-	9 1.7	20 2.0	2 1.4	25 1.7
257	52 1.8	52 2.1	-	-	52 9.2	-	52 3.7	-	-	-	52 2.8	-	38 1.7	2 3.7	-	12 2.3	12 1.2	-	28 2.0
254	50 1.7	50 2.0	-	-	50 8.8	-	50 3.6	-	-	-	50 2.7	-	37 1.6	-	-	13 2.5	24 2.4	1 0.7	23 1.6
192	49 1.7	49 2.0	-	-	49 8.7	49 10.0	-	-	-	-	-	49 4.7	39 1.7	-	1 4.3	9 1.7	16 1.6	2 1.4	27 1.9
207	49 1.7	49 2.0	-	49 2.5	-	-	49 3.5	-	-	-	-	49 4.7	38 1.7	2 3.7	1 4.3	8 1.5	20 2.0	1 0.7	26 1.8
324	49 1.7	49 2.0	-	49 2.5	-	-	-	49 8.2	-	-	-	49 4.7	42 1.8	1 1.9	-	6 1.1	18 1.8	3 2.0	23 1.6
216	42 1.4	42 1.7	-	42 2.2	-	-	42 3.0	-	-	-	-	42 4.0	33 1.4	-	-	9 1.7	17 1.7	4 2.7	17 1.2
282	39 1.3	39 1.6	-	39 2.0	-	-	39 2.8	-	-	-	39 2.1	-	34 1.5	-	-	5 1.0	20 2.0	3 2.0	14 1.0
220	35 1.2	35 1.4	-	35 1.8	-	-	35 2.5	-	-	-	35 1.9	-	28 1.2	-	-	7 1.3	15 1.5	1 0.7	16 1.1
804	32 1.1	-	32 7.8	-	-	-	-	-	-	32 35.6	-	32 3.0	24 1.0	-	2 8.7	6 1.1	10 1.0	2 1.4	16 1.1
421	31 1.1	-	31 7.5	-	-	-	-	-	31 9.7	-	31 1.7	-	29 1.3	-	1 4.3	1 0.2	18 1.8	-	9 0.6
197	27 0.9	27 1.1	-	-	27 4.8	27 5.5	-	-	-	-	-	27 2.6	24 1.0	-	-	3 0.6	12 1.2	2 1.4	13 0.9

COREY, CANAPARY & GALANIS RESEARCH * JULY 2013

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

TRAIN NUMBER

													OVERALL CALTRAIN EXPERIENCE									
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	CALTRAIN PERFORMANCE						
			PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE					IMPR	DECL	SAME				
	TOTAL	WKDAY	SAT																			
424	19 0.7	-	19 4.6	-	-	-	-	-	19 5.9	-	-	19 1.8	17 0.7	-	-	2 0.4	10 1.0	-	7 0.5			
101	14 0.5	14 0.6	-	14 0.7	-	14 2.9	-	-	-	-	14 0.8	-	10 0.4	1 1.9	-	3 0.6	5 0.5	-	8 0.6			
102	13 0.4	13 0.5	-	13 0.7	-	13 2.6	-	-	-	-	13 0.7	-	9 0.4	-	-	4 0.8	4 0.4	2 1.4	6 0.4			
UNKNOWN	3	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	2	-	1			

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

TYPE OF SERVICE

TYPE OF SERVICE	OVERALL CALTRAIN EXPERIENCE																		
	WEEKDAY TIME PERIOD					WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT				NTRAL NA/BLANK		
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	VERY DISSAT		IMPR	DECL	SAME
BASE - ALL RESPONDENTS	2901 100.0	2490 100.0	411 100.0	1924 100.0	566 100.0	491 100.0	1399 100.0	600 100.0	321 100.0	90 100.0	1849 100.0	1052 100.0	2300 100.0	54 100.0	23 100.0	524 100.0	997 100.0	148 100.0	1431 100.0
LOCAL	812 28.0	491 19.7	321 78.1	27 1.4	464 82.0	491 100.0	-	-	321 100.0	-	566 30.6	246 23.4	670 29.1	9 16.7	9 39.1	124 23.7	285 28.6	30 20.3	390 27.3
LIMITED	1399 48.2	1399 56.2	-	1297 67.4	102 18.0	-	1399 100.0	-	-	-	958 51.8	441 41.9	1085 47.2	31 57.4	8 34.8	275 52.5	506 50.8	70 47.3	672 47.0
BULLET	690 23.8	600 24.1	90 21.9	600 31.2	-	-	-	600 100.0	-	90 100.0	325 17.6	365 34.7	545 23.7	14 25.9	6 26.1	125 23.9	206 20.7	48 32.4	369 25.8
UNKNOWN	3	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	2	-	1

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

STRATA

	WEEKDAY TIME PERIOD										BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE					CALTRAIN PERFORMANCE		
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	IMPR	DECL	SAME		
	=====		=====		=====			=====												
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET										
BASE - ALL RESPONDENTS	2901 100.0	2490 100.0	411 100.0	1924 100.0	566 100.0	491 100.0	1399 100.0	600 100.0	321 100.0	90 100.0	1849 100.0	1052 100.0	2300 100.0	54 100.0	23 100.0	524 100.0	997 100.0	148 100.0	1431 100.0	
WEEKDAY PEAK	1924 66.3	1924 77.3	- 100.0	1924 100.0	-	27 5.5	1297 92.7	600 100.0	-	-	1208 65.3	716 68.1	1500 65.2	44 81.5	12 52.2	368 70.2	657 65.9	115 77.7	961 67.2	
WEEKDAY OFF-PEAK	566 19.5	566 22.7	-	-	566 100.0	464 94.5	102 7.3	-	-	-	408 22.1	158 15.0	457 19.9	7 13.0	4 17.4	98 18.7	204 20.5	19 12.8	268 18.7	
WEEKEND	411 14.2	-	411 100.0	-	-	-	-	-	321 100.0	90 100.0	233 12.6	178 16.9	343 14.9	3 5.6	7 30.4	58 11.1	136 13.6	14 9.5	202 14.1	
UNKNOWN	3	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	2	-	1	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

DIRECTION

											OVERALL CALTRAIN EXPERIENCE										
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/				NTRAL			CALTRAIN PERFORMANCE		
			=====		=====			=====		=====		=====				=====					
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/ BLANK	IMPR	DECL	SAME		
BASE - ALL RESPONDENTS	2901 100.0	2490 100.0	411 100.0	1924 100.0	566 100.0	491 100.0	1399 100.0	600 100.0	321 100.0	90 100.0	1849 100.0	1052 100.0	2300 100.0	54 100.0	23 100.0	524 100.0	997 100.0	148 100.0	1431 100.0		
NORTH	1527 52.6	1296 52.0	231 56.2	1021 53.1	275 48.6	237 48.3	780 55.8	279 46.5	173 53.9	58 64.4	1036 56.0	491 46.7	1206 52.4	32 59.3	15 65.2	274 52.3	509 51.1	77 52.0	747 52.2		
SOUTH	1374 47.4	1194 48.0	180 43.8	903 46.9	291 51.4	254 51.7	619 44.2	321 53.5	148 46.1	32 35.6	813 44.0	561 53.3	1094 47.6	22 40.7	8 34.8	250 47.7	488 48.9	71 48.0	684 47.8		
UNKNOWN	3	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	2	-	1		

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2013

BIKE CAR

											OVERALL CALTRAIN EXPERIENCE								
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====							
			VERY/ SMWHT	SMWHT								VERY DISSAT	NTRAL NA/ BLANK	CALTRAIN PERFORMANCE					
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK	IMPR	DECL	SAME
BASE - ALL RESPONDENTS	2901 100.0	2490 100.0	411 100.0	1924 100.0	566 100.0	491 100.0	1399 100.0	600 100.0	321 100.0	90 100.0	1849 100.0	1052 100.0	2300 100.0	54 100.0	23 100.0	524 100.0	997 100.0	148 100.0	1431 100.0
BIKE CAR	1052 36.3	874 35.1	178 43.3	716 37.2	158 27.9	158 32.2	441 31.5	275 45.8	88 27.4	90 100.0	- 100.0	1052 100.0	831 36.1	23 42.6	9 39.1	189 36.1	378 37.9	48 32.4	517 36.1
REGULAR TRAIN CAR	1849 63.7	1616 64.9	233 56.7	1208 62.8	408 72.1	333 67.8	958 68.5	325 54.2	233 72.6	-	1849 100.0	-	1469 63.9	31 57.4	14 60.9	335 63.9	619 62.1	100 67.6	914 63.9
NO ANSWER	3	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	2	-	1