

Caltrain 2014 On-Board Survey

Statistical Cross-Tabulated Tables

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AUGUST 2014

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
		=====		=====		=====			=====		=====		=====				=====		
		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
BASE - TOTAL RESPONDING	3448 100.0	2952 100.0	496 100.0	2253 100.0	699 100.0	589 100.0	1654 100.0	709 100.0	349 100.0	147 100.0	2333 100.0	1115 100.0	2778 100.0	83 100.0	18 100.0	569 100.0	873 100.0	206 100.0	1940 100.0
(5) VERY SATISFIED	1128 32.7	934 31.6	194 39.1	677 30.0	257 36.8	219 37.2	526 31.8	189 26.7	121 34.7	73 49.7	743 31.8	385 34.5	1024 36.9	16 19.3	5 27.8	83 14.6	346 39.6	43 20.9	562 29.0
(4)	1569 45.5	1350 45.7	219 44.2	1056 46.9	294 42.1	250 42.4	772 46.7	328 46.3	164 47.0	55 37.4	1060 45.4	509 45.7	1310 47.2	22 26.5	3 16.7	234 41.1	385 44.1	83 40.3	921 47.5
(3)	565 16.4	503 17.0	62 12.5	393 17.4	110 15.7	93 15.8	263 15.9	147 20.7	47 13.5	15 10.2	409 17.5	156 14.0	341 12.3	24 28.9	6 33.3	194 34.1	112 12.8	53 25.7	350 18.0
(2)	94 2.7	83 2.8	11 2.2	65 2.9	18 2.6	11 1.9	50 3.0	22 3.1	10 2.9	1 0.7	67 2.9	27 2.4	36 1.3	17 20.5	2 11.1	39 6.9	13 1.5	19 9.2	54 2.8
(1) VERY DISSATISFIED	19 0.6	19 0.6	-	14 0.6	5 0.7	5 0.8	7 0.4	7 1.0	-	-	10 0.4	9 0.8	8 0.3	2 2.4	2 11.1	7 1.2	2 0.2	7 3.4	8 0.4
NOT APPLICABLE	73 2.1	63 2.1	10 2.0	48 2.1	15 2.1	11 1.9	36 2.2	16 2.3	7 2.0	3 2.0	44 1.9	29 2.6	59 2.1	2 2.4	-	12 2.1	15 1.7	1 0.5	45 2.3
BLANK	14	10	4	7	3	2	7	1	2	2	10	4	12	-	-	2	2	-	6
MEAN	4.09	4.07	4.23	4.05	4.14	4.15	4.09	3.97	4.16	4.39	4.07	4.14	4.22	3.41	3.39	3.62	4.24	3.66	4.04
STANDARD DEVIATION	0.81	0.82	0.75	0.81	0.83	0.82	0.80	0.84	0.76	0.70	0.81	0.81	0.73	1.10	1.33	0.87	0.75	1.02	0.79
STANDARD ERROR	0.01	0.02	0.03	0.02	0.03	0.03	0.02	0.03	0.04	0.06	0.02	0.02	0.01	0.12	0.31	0.04	0.03	0.07	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
		=====		=====		=====			=====		=====		=====				=====		
		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
BASE - TOTAL RESPONDING	3443 100.0	2948 100.0	495 100.0	2252 100.0	696 100.0	586 100.0	1653 100.0	709 100.0	348 100.0	147 100.0	2332 100.0	1111 100.0	2775 100.0	82 100.0	18 100.0	568 100.0	872 100.0	206 100.0	1936 100.0
(5) VERY SATISFIED	1332 38.7	1130 38.3	202 40.8	827 36.7	303 43.5	258 44.0	622 37.6	250 35.3	132 37.9	70 47.6	885 38.0	447 40.2	1201 43.3	16 19.5	4 22.2	111 19.5	411 47.1	56 27.2	688 35.5
(4)	1339 38.9	1171 39.7	168 33.9	928 41.2	243 34.9	213 36.3	670 40.5	288 40.6	131 37.6	37 25.2	902 38.7	437 39.3	1078 38.8	29 35.4	5 27.8	227 40.0	312 35.8	76 36.9	829 42.8
(3)	351 10.2	314 10.7	37 7.5	241 10.7	73 10.5	61 10.4	169 10.2	84 11.8	23 6.6	14 9.5	251 10.8	100 9.0	177 6.4	24 29.3	6 33.3	144 25.4	79 9.1	49 23.8	190 9.8
(2)	34 1.0	27 0.9	7 1.4	23 1.0	4 0.6	4 0.7	14 0.8	9 1.3	5 1.4	2 1.4	26 1.1	8 0.7	15 0.5	2 2.4	1 5.6	16 2.8	4 0.5	4 1.9	21 1.1
(1) VERY DISSATISFIED	18 0.5	16 0.5	2 0.4	11 0.5	5 0.7	5 0.9	1 0.1	10 1.4	- 1.4	2 1.4	15 0.6	3 0.3	9 0.3	1 1.2	2 11.1	6 1.1	1 0.1	4 1.9	10 0.5
NOT APPLICABLE	369 10.7	290 9.8	79 16.0	222 9.9	68 9.8	45 7.7	177 10.7	68 9.6	57 16.4	22 15.0	253 10.8	116 10.4	295 10.6	10 12.2	-	64 11.3	65 7.5	17 8.3	198 10.2
BLANK	19	14	5	8	6	5	8	1	3	2	11	8	15	1	-	3	3	-	10
MEAN	4.28	4.27	4.35	4.25	4.33	4.32	4.29	4.18	4.34	4.37	4.26	4.32	4.39	3.79	3.44	3.84	4.40	3.93	4.25
STANDARD DEVIATION	0.75	0.75	0.75	0.75	0.77	0.77	0.71	0.83	0.70	0.87	0.77	0.71	0.68	0.87	1.25	0.85	0.69	0.91	0.74
STANDARD ERROR	0.01	0.01	0.04	0.02	0.03	0.03	0.02	0.03	0.04	0.08	0.02	0.02	0.01	0.10	0.29	0.04	0.02	0.07	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
		=====		=====		=====			=====		=====		=====				=====		
		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
BASE - TOTAL RESPONDING	3442 100.0	2945 100.0	497 100.0	2246 100.0	699 100.0	591 100.0	1651 100.0	703 100.0	350 100.0	147 100.0	2328 100.0	1114 100.0	2779 100.0	83 100.0	17 100.0	563 100.0	872 100.0	204 100.0	1937 100.0
(5) VERY SATISFIED	1010 29.3	833 28.3	177 35.6	591 26.3	242 34.6	206 34.9	465 28.2	162 23.0	125 35.7	52 35.4	679 29.2	331 29.7	941 33.9	9 10.8	2 11.8	58 10.3	344 39.4	31 15.2	480 24.8
(4)	1174 34.1	1001 34.0	173 34.8	791 35.2	210 30.0	180 30.5	581 35.2	240 34.1	126 36.0	47 32.0	795 34.1	379 34.0	1000 36.0	15 18.1	3 17.6	156 27.7	300 34.4	59 28.9	707 36.5
(3)	847 24.6	744 25.3	103 20.7	590 26.3	154 22.0	129 21.8	423 25.6	192 27.3	73 20.9	30 20.4	579 24.9	268 24.1	594 21.4	30 36.1	2 11.8	221 39.3	166 19.0	62 30.4	516 26.6
(2)	203 5.9	185 6.3	18 3.6	137 6.1	48 6.9	40 6.8	86 5.2	59 8.4	11 3.1	7 4.8	136 5.8	67 6.0	103 3.7	20 24.1	3 17.6	77 13.7	32 3.7	33 16.2	111 5.7
(1) VERY DISSATISFIED	66 1.9	56 1.9	10 2.0	43 1.9	13 1.9	11 1.9	30 1.8	15 2.1	4 1.1	6 4.1	46 2.0	20 1.8	26 0.9	7 8.4	6 35.3	27 4.8	5 0.6	12 5.9	40 2.1
NOT APPLICABLE	142 4.1	126 4.3	16 3.2	94 4.2	32 4.6	25 4.2	66 4.0	35 5.0	11 3.1	5 3.4	93 4.0	49 4.4	115 4.1	2 2.4	1 5.9	24 4.3	25 2.9	7 3.4	83 4.3
BLANK	20	17	3	14	3	-	10	7	1	2	15	5	11	-	1	8	3	2	9
MEAN	3.87	3.84	4.02	3.81	3.93	3.94	3.86	3.71	4.05	3.93	3.86	3.88	4.02	2.99	2.50	3.26	4.12	3.32	3.80
STANDARD DEVIATION	0.99	0.99	0.96	0.97	1.03	1.02	0.96	1.00	0.91	1.08	0.99	0.98	0.90	1.11	1.51	1.00	0.89	1.11	0.96
STANDARD ERROR	0.02	0.02	0.04	0.02	0.04	0.04	0.02	0.04	0.05	0.09	0.02	0.03	0.02	0.12	0.38	0.04	0.03	0.08	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
		=====		=====		=====			=====		=====		=====				=====		
		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
BASE - TOTAL RESPONDING	3446 100.0	2949 100.0	497 100.0	2251 100.0	698 100.0	589 100.0	1651 100.0	709 100.0	349 100.0	148 100.0	2333 100.0	1113 100.0	2778 100.0	83 100.0	18 100.0	567 100.0	871 100.0	205 100.0	1939 100.0
(5) VERY SATISFIED	961 27.9	766 26.0	195 39.2	505 22.4	261 37.4	216 36.7	416 25.2	134 18.9	141 40.4	54 36.5	674 28.9	287 25.8	893 32.1	6 7.2	4 22.2	58 10.2	331 38.0	29 14.1	438 22.6
(4)	1062 30.8	896 30.4	166 33.4	697 31.0	199 28.5	177 30.1	511 31.0	208 29.3	113 32.4	53 35.8	730 31.3	332 29.8	899 32.4	12 14.5	1 5.6	150 26.5	258 29.6	43 21.0	629 32.4
(3)	730 21.2	650 22.0	80 16.1	528 23.5	122 17.5	102 17.3	355 21.5	193 27.2	55 15.8	25 16.9	500 21.4	230 20.7	540 19.4	19 22.9	2 11.1	169 29.8	154 17.7	68 33.2	430 22.2
(2)	290 8.4	265 9.0	25 5.0	214 9.5	51 7.3	35 5.9	154 9.3	76 10.7	18 5.2	7 4.7	178 7.6	112 10.1	163 5.9	20 24.1	6 33.3	101 17.8	49 5.6	33 16.1	182 9.4
(1) VERY DISSATISFIED	120 3.5	112 3.8	8 1.6	80 3.6	32 4.6	29 4.9	61 3.7	22 3.1	4 1.1	4 2.7	69 3.0	51 4.6	49 1.8	21 25.3	5 27.8	45 7.9	19 2.2	14 6.8	80 4.1
NOT APPLICABLE	283 8.2	260 8.8	23 4.6	227 10.1	33 4.7	30 5.1	154 9.3	76 10.7	18 5.2	5 3.4	182 7.8	101 9.1	234 8.4	5 6.0	-	44 7.8	60 6.9	18 8.8	180 9.3
BLANK	16	13	3	9	4	2	10	1	2	1	10	6	12	-	-	4	4	1	7
MEAN	3.78	3.72	4.09	3.66	3.91	3.92	3.71	3.56	4.11	4.02	3.82	3.68	3.95	2.51	2.61	3.14	4.03	3.21	3.66
STANDARD DEVIATION	1.09	1.10	0.97	1.08	1.14	1.13	1.10	1.06	0.95	1.00	1.06	1.14	1.00	1.26	1.54	1.12	1.03	1.13	1.10
STANDARD ERROR	0.02	0.02	0.04	0.02	0.04	0.05	0.03	0.04	0.05	0.08	0.02	0.04	0.02	0.14	0.36	0.05	0.04	0.08	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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?		=====				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
BASE - TOTAL RESPONDING	3437 100.0	2943 100.0	494 100.0	2245 100.0	698 100.0	587 100.0	1650 100.0	706 100.0	347 100.0	147 100.0	2326 100.0	1111 100.0	2770 100.0	82 100.0	18 100.0	567 100.0	868 100.0	205 100.0	1938 100.0
(5) VERY SATISFIED	707 20.6	577 19.6	130 26.3	381 17.0	196 28.1	167 28.4	305 18.5	105 14.9	98 28.2	32 21.8	494 21.2	213 19.2	667 24.1	5 6.1	2 11.1	33 5.8	270 31.1	13 6.3	317 16.4
(4)	820 23.9	700 23.8	120 24.3	541 24.1	159 22.8	143 24.4	396 24.0	161 22.8	88 25.4	32 21.8	532 22.9	288 25.9	741 26.8	5 6.1	-	74 13.1	234 27.0	31 15.1	463 23.9
(3)	786 22.9	705 24.0	81 16.4	580 25.8	125 17.9	96 16.4	420 25.5	189 26.8	62 17.9	19 12.9	525 22.6	261 23.5	591 21.3	11 13.4	2 11.1	182 32.1	177 20.4	58 28.3	489 25.2
(2)	480 14.0	449 15.3	31 6.3	368 16.4	81 11.6	70 11.9	265 16.1	114 16.1	23 6.6	8 5.4	316 13.6	164 14.8	312 11.3	22 26.8	1 5.6	145 25.6	96 11.1	49 23.9	305 15.7
(1) VERY DISSATISFIED	238 6.9	224 7.6	14 2.8	186 8.3	38 5.4	35 6.0	123 7.5	66 9.3	6 1.7	8 5.4	148 6.4	90 8.1	110 4.0	31 37.8	12 66.7	85 15.0	33 3.8	47 22.9	144 7.4
NOT APPLICABLE	406 11.8	288 9.8	118 23.9	189 8.4	99 14.2	76 12.9	141 8.5	71 10.1	70 20.2	48 32.7	311 13.4	95 8.6	349 12.6	8 9.8	1 5.6	48 8.5	58 6.7	7 3.4	220 11.4
BLANK	25	19	6	15	4	4	11	4	4	2	17	8	20	1	-	4	7	1	8
MEAN	3.42	3.36	3.85	3.27	3.66	3.66	3.33	3.20	3.90	3.73	3.45	3.36	3.64	2.07	1.76	2.66	3.76	2.57	3.29
STANDARD DEVIATION	1.22	1.23	1.10	1.21	1.24	1.25	1.21	1.21	1.05	1.23	1.22	1.23	1.15	1.21	1.39	1.10	1.16	1.20	1.20
STANDARD ERROR	0.02	0.02	0.06	0.03	0.05	0.06	0.03	0.05	0.06	0.12	0.03	0.04	0.02	0.14	0.34	0.05	0.04	0.09	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
		=====		=====		=====			=====		=====		=====				=====		
		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
BASE - TOTAL RESPONDING	3450 100.0	2953 100.0	497 100.0	2254 100.0	699 100.0	589 100.0	1655 100.0	709 100.0	349 100.0	148 100.0	2335 100.0	1115 100.0	2780 100.0	83 100.0	18 100.0	569 100.0	872 100.0	206 100.0	1940 100.0
(5) VERY SATISFIED	820 23.8	653 22.1	167 33.6	440 19.5	213 30.5	180 30.6	344 20.8	129 18.2	124 35.5	43 29.1	579 24.8	241 21.6	789 28.4	3 3.6	1 5.6	27 4.7	288 33.0	15 7.3	375 19.3
(4)	1843 53.4	1586 53.7	257 51.7	1252 55.5	334 47.8	278 47.2	934 56.4	374 52.8	173 49.6	84 56.8	1225 52.5	618 55.4	1690 60.8	5 6.0	-	148 26.0	458 52.5	68 33.0	1091 56.2
(3)	684 19.8	619 21.0	65 13.1	495 22.0	124 17.7	104 17.7	333 20.1	182 25.7	46 13.2	19 12.8	455 19.5	229 20.5	291 10.5	28 33.7	1 5.6	364 64.0	120 13.8	86 41.7	426 22.0
(2)	79 2.3	73 2.5	6 1.2	54 2.4	19 2.7	17 2.9	32 1.9	24 3.4	4 1.1	2 1.4	63 2.7	16 1.4	8 0.3	43 51.8	4 22.2	24 4.2	6 0.7	26 12.6	39 2.0
(1) VERY DISSATISFIED	16 0.5	15 0.5	1 0.2	9 0.4	6 0.9	7 1.2	8 0.5	-	1 0.3	-	8 0.3	8 0.7	-	4 4.8	12 66.7	-	-	10 4.9	5 0.3
NOT APPLICABLE	8 0.2	7 0.2	1 0.2	4 0.2	3 0.4	3 0.5	4 0.2	-	1 0.3	-	5 0.2	3 0.3	2 0.1	-	-	6 1.1	-	1 0.5	4 0.2
BLANK	12	9	3	6	3	2	6	1	2	1	8	4	10	-	-	2	3	-	6
MEAN	3.98	3.95	4.18	3.92	4.05	4.04	3.95	3.86	4.19	4.14	3.99	3.96	4.17	2.52	1.56	3.32	4.18	3.25	3.93
STANDARD DEVIATION	0.76	0.76	0.71	0.74	0.82	0.84	0.73	0.74	0.72	0.68	0.76	0.74	0.61	0.83	1.04	0.63	0.68	0.94	0.72
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	0.09	0.25	0.03	0.02	0.07	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

Q7. RATING OF CALTRAIN ONBOARD TRAINS - COURTESY OF CONDUCTORS

													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
BASE - TOTAL RESPONDING	3442	2949	493	2253	696	589	1652	708	347	146	2325	1117	2774	82	18	568	873	205	1936
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1516	1278	238	958	320	275	714	289	163	75	1045	471	1384	10	3	119	480	54	751
	44.0	43.3	48.3	42.5	46.0	46.7	43.2	40.8	47.0	51.4	44.9	42.2	49.9	12.2	16.7	21.0	55.0	26.3	38.8
(4)	1290	1123	167	897	226	194	641	288	119	48	848	442	1046	21	2	221	298	66	798
	37.5	38.1	33.9	39.8	32.5	32.9	38.8	40.7	34.3	32.9	36.5	39.6	37.7	25.6	11.1	38.9	34.1	32.2	41.2
(3)	446	398	48	298	100	88	210	100	37	11	294	152	246	26	5	169	80	54	274
	13.0	13.5	9.7	13.2	14.4	14.9	12.7	14.1	10.7	7.5	12.6	13.6	8.9	31.7	27.8	29.8	9.2	26.3	14.2
(2)	83	74	9	54	20	14	41	19	9	-	58	25	24	18	4	37	7	19	54
	2.4	2.5	1.8	2.4	2.9	2.4	2.5	2.7	2.6		2.5	2.2	0.9	22.0	22.2	6.5	0.8	9.3	2.8
(1) VERY DISSATISFIED	26	22	4	16	6	5	12	5	3	1	14	12	6	7	4	9	-	10	16
	0.8	0.7	0.8	0.7	0.9	0.8	0.7	0.7	0.9	0.7	0.6	1.1	0.2	8.5	22.2	1.6		4.9	0.8
NOT APPLICABLE	81	54	27	30	24	13	34	7	16	11	66	15	68	-	-	13	8	2	43
	2.4	1.8	5.5	1.3	3.4	2.2	2.1	1.0	4.6	7.5	2.8	1.3	2.5			2.3	0.9	1.0	2.2
BLANK	20	13	7	7	6	2	9	2	4	3	18	2	16	1	-	3	2	1	10
MEAN	4.25	4.23	4.34	4.23	4.24	4.25	4.24	4.19	4.30	4.45	4.26	4.21	4.40	3.11	2.78	3.73	4.45	3.67	4.17
STANDARD DEVIATION	0.83	0.83	0.81	0.82	0.88	0.86	0.83	0.83	0.84	0.71	0.83	0.84	0.71	1.14	1.40	0.93	0.69	1.12	0.84
STANDARD ERROR	0.01	0.02	0.04	0.02	0.03	0.04	0.02	0.03	0.05	0.06	0.02	0.03	0.01	0.13	0.33	0.04	0.02	0.08	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

													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
BASE - TOTAL RESPONDING	3442	2949	493	2253	696	588	1653	708	348	145	2328	1114	2779	79	18	566	874	201	1937
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1686	1426	260	1059	367	317	785	324	174	86	1140	546	1511	13	4	158	517	62	869
	49.0	48.4	52.7	47.0	52.7	53.9	47.5	45.8	50.0	59.3	49.0	49.0	54.4	16.5	22.2	27.9	59.2	30.8	44.9
(4)	1324	1162	162	941	221	187	669	306	122	40	877	447	1040	29	5	250	282	83	835
	38.5	39.4	32.9	41.8	31.8	31.8	40.5	43.2	35.1	27.6	37.7	40.1	37.4	36.7	27.8	44.2	32.3	41.3	43.1
(3)	284	248	36	187	61	52	142	54	27	9	200	84	127	27	5	125	59	42	154
	8.3	8.4	7.3	8.3	8.8	8.8	8.6	7.6	7.8	6.2	8.6	7.5	4.6	34.2	27.8	22.1	6.8	20.9	8.0
(2)	38	33	5	23	10	6	18	9	5	-	24	14	12	8	2	16	7	10	19
	1.1	1.1	1.0	1.0	1.4	1.0	1.1	1.3	1.4		1.0	1.3	0.4	10.1	11.1	2.8	0.8	5.0	1.0
(1) VERY DISSATISFIED	6	5	1	1	4	4	1	-	1	-	4	2	2	1	2	1	1	1	4
	0.2	0.2	0.2	*	0.6	0.7	0.1		0.3		0.2	0.2	0.1	1.3	11.1	0.2	0.1	0.5	0.2
NOT APPLICABLE	104	75	29	42	33	22	38	15	19	10	83	21	87	1	-	16	8	3	56
	3.0	2.5	5.9	1.9	4.7	3.7	2.3	2.1	5.5	6.9	3.6	1.9	3.1	1.3		2.8	0.9	1.5	2.9
BLANK	20	13	7	7	6	3	8	2	3	4	15	5	11	4	-	5	1	5	9
MEAN	4.39	4.38	4.45	4.37	4.41	4.43	4.37	4.36	4.41	4.57	4.39	4.39	4.50	3.58	3.39	4.00	4.51	3.98	4.35
STANDARD DEVIATION	0.71	0.71	0.70	0.69	0.77	0.76	0.70	0.68	0.73	0.62	0.71	0.70	0.62	0.93	1.29	0.81	0.67	0.88	0.69
STANDARD ERROR	0.01	0.01	0.03	0.01	0.03	0.03	0.02	0.03	0.04	0.05	0.01	0.02	0.01	0.11	0.30	0.03	0.02	0.06	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
		=====		=====		=====			=====		=====		=====				=====		
		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
BASE - TOTAL RESPONDING	3436 100.0	2943 100.0	493 100.0	2248 100.0	695 100.0	586 100.0	1651 100.0	706 100.0	349 100.0	144 100.0	2324 100.0	1112 100.0	2772 100.0	82 100.0	17 100.0	565 100.0	874 100.0	205 100.0	1929 100.0
(5) VERY SATISFIED	1252 36.4	1069 36.3	183 37.1	800 35.6	269 38.7	235 40.1	592 35.9	242 34.3	127 36.4	56 38.9	857 36.9	395 35.5	1129 40.7	16 19.5	4 23.5	103 18.2	427 48.9	55 26.8	610 31.6
(4)	1238 36.0	1067 36.3	171 34.7	844 37.5	223 32.1	187 31.9	626 37.9	254 36.0	121 34.7	50 34.7	821 35.3	417 37.5	988 35.6	26 31.7	5 29.4	219 38.8	288 33.0	71 34.6	762 39.5
(3)	525 15.3	466 15.8	59 12.0	354 15.7	112 16.1	89 15.2	253 15.3	124 17.6	48 13.8	11 7.6	360 15.5	165 14.8	341 12.3	27 32.9	3 17.6	154 27.3	98 11.2	51 24.9	315 16.3
(2)	68 2.0	58 2.0	10 2.0	40 1.8	18 2.6	16 2.7	28 1.7	14 2.0	8 2.3	2 1.4	46 2.0	22 2.0	47 1.7	3 3.7	3 17.6	15 2.7	12 1.4	9 4.4	37 1.9
(1) VERY DISSATISFIED	21 0.6	18 0.6	3 0.6	13 0.6	5 0.7	5 0.9	11 0.7	2 0.3	2 0.6	1 0.7	14 0.6	7 0.6	6 0.2	1 1.2	2 11.8	12 2.1	- 5.6	4 7.3	13 10.0
NOT APPLICABLE	332 9.7	265 9.0	67 13.6	197 8.8	68 9.8	54 9.2	141 8.5	70 9.9	43 12.3	24 16.7	226 9.7	106 9.5	261 9.4	9 11.0	-	62 11.0	49 5.6	15 7.3	192 10.0
BLANK	26	19	7	12	7	5	10	4	2	5	19	7	18	1	1	6	1	1	17
MEAN	4.17	4.16	4.22	4.16	4.17	4.19	4.17	4.13	4.19	4.32	4.17	4.16	4.27	3.73	3.35	3.77	4.37	3.86	4.10
STANDARD DEVIATION	0.83	0.83	0.82	0.82	0.88	0.88	0.82	0.82	0.84	0.78	0.84	0.82	0.78	0.90	1.37	0.89	0.75	0.96	0.82
STANDARD ERROR	0.01	0.02	0.04	0.02	0.03	0.04	0.02	0.03	0.05	0.07	0.02	0.03	0.02	0.11	0.33	0.04	0.03	0.07	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

		WEEKDAY										OVERALL CALTRAIN EXPERIENCE								
		TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====				CALTRAIN PERFORMANCE			
				PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK	IMPR	DECL	SAME	
TOTAL	WKDAY	SAT																		
BASE - TOTAL RESPONDING		3447 100.0	2950 100.0	497 100.0	2252 100.0	698 100.0	589 100.0	1654 100.0	707 100.0	349 100.0	148 100.0	2329 100.0	1118 100.0	2781 100.0	82 100.0	18 100.0	566 100.0	873 100.0	205 100.0	1937 100.0
(5)	VERY SATISFIED	1284 37.2	1082 36.7	202 40.6	786 34.9	296 42.4	248 42.1	594 35.9	240 33.9	137 39.3	65 43.9	846 36.3	438 39.2	1172 42.1	12 14.6	3 16.7	97 17.1	409 46.8	46 22.4	632 32.6
(4)		1440 41.8	1219 41.3	221 44.5	956 42.5	263 37.7	220 37.4	685 41.4	314 44.4	155 44.4	66 44.6	993 42.6	447 40.0	1187 42.7	21 25.6	7 38.9	225 39.8	334 38.3	80 39.0	857 44.2
(3)		550 16.0	492 16.7	58 11.7	392 17.4	100 14.3	91 15.4	286 17.3	115 16.3	43 12.3	15 10.1	376 16.1	174 15.6	331 11.9	25 30.5	4 22.2	190 33.6	101 11.6	55 26.8	348 18.0
(2)		95 2.8	82 2.8	13 2.6	64 2.8	18 2.6	15 2.5	49 3.0	18 2.5	12 3.4	1 0.7	67 2.9	28 2.5	40 1.4	17 20.7	-	38 6.7	14 1.6	14 6.8	59 3.0
(1)	VERY DISSATISFIED	23 0.7	23 0.8	-	13 0.6	10 1.4	5 0.8	12 0.7	6 0.8	-	-	17 0.7	6 0.5	10 0.4	2 2.4	4 22.2	7 1.2	4 0.5	8 3.9	8 0.4
NOT APPLICABLE		55 1.6	52 1.8	3 0.6	41 1.8	11 1.6	10 1.7	28 1.7	14 2.0	2 0.6	1 0.7	30 1.3	25 2.2	41 1.5	5 6.1	-	9 1.6	11 1.3	2 1.0	33 1.7
BLANK		15	12	3	8	4	2	7	3	2	1	14	1	9	1	-	5	2	1	9
MEAN		4.14	4.12	4.24	4.10	4.19	4.19	4.11	4.10	4.20	4.33	4.12	4.17	4.27	3.31	3.28	3.66	4.31	3.70	4.07
STANDARD DEVIATION		0.83	0.84	0.76	0.83	0.88	0.85	0.85	0.83	0.79	0.68	0.84	0.83	0.75	1.07	1.41	0.89	0.78	1.02	0.82
STANDARD ERROR		0.01	0.02	0.03	0.02	0.03	0.04	0.02	0.03	0.04	0.06	0.02	0.02	0.01	0.12	0.33	0.04	0.03	0.07	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
		=====		=====		=====			=====		=====		=====				=====		
		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
BASE - TOTAL RESPONDING	3445 100.0	2946 100.0	499 100.0	2246 100.0	700 100.0	590 100.0	1651 100.0	705 100.0	350 100.0	149 100.0	2333 100.0	1112 100.0	2780 100.0	82 100.0	18 100.0	565 100.0	873 100.0	205 100.0	1935 100.0
(5) VERY SATISFIED	993 28.8	832 28.2	161 32.3	577 25.7	255 36.4	212 35.9	441 26.7	179 25.4	104 29.7	57 38.3	676 29.0	317 28.5	926 33.3	10 12.2	4 22.2	53 9.4	332 38.0	28 13.7	462 23.9
(4)	1428 41.5	1211 41.1	217 43.5	952 42.4	259 37.0	226 38.3	692 41.9	293 41.6	162 46.3	55 36.9	946 40.5	482 43.3	1254 45.1	15 18.3	5 27.8	154 27.3	348 39.9	72 35.1	827 42.7
(3)	781 22.7	683 23.2	98 19.6	544 24.2	139 19.9	115 19.5	393 23.8	175 24.8	68 19.4	30 20.1	531 22.8	250 22.5	516 18.6	31 37.8	5 27.8	229 40.5	160 18.3	64 31.2	492 25.4
(2)	179 5.2	162 5.5	17 3.4	134 6.0	28 4.0	25 4.2	92 5.6	45 6.4	11 3.1	6 4.0	138 5.9	41 3.7	60 2.2	21 25.6	2 11.1	96 17.0	23 2.6	31 15.1	118 6.1
(1) VERY DISSATISFIED	48 1.4	44 1.5	4 0.8	29 1.3	15 2.1	8 1.4	25 1.5	11 1.6	3 0.9	1 0.7	31 1.3	17 1.5	14 0.5	5 6.1	2 11.1	27 4.8	7 0.8	9 4.4	29 1.5
NOT APPLICABLE	16 0.5	14 0.5	2 0.4	10 0.4	4 0.6	4 0.7	8 0.5	2 0.3	2 0.6	-	11 0.5	5 0.4	10 0.4	-	-	6 1.1	3 0.3	1 0.5	7 0.4
BLANK	17	16	1	14	2	1	10	5	1	-	10	7	10	1	-	6	2	1	11
MEAN	3.92	3.90	4.03	3.86	4.02	4.04	3.87	3.83	4.01	4.08	3.90	3.94	4.09	3.05	3.39	3.20	4.12	3.39	3.82
STANDARD DEVIATION	0.92	0.93	0.85	0.92	0.96	0.92	0.92	0.93	0.84	0.90	0.93	0.89	0.80	1.09	1.29	0.99	0.85	1.04	0.92
STANDARD ERROR	0.02	0.02	0.04	0.02	0.04	0.04	0.02	0.04	0.04	0.07	0.02	0.03	0.02	0.12	0.30	0.04	0.03	0.07	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

Q12. RATING OF CALTRAIN ONBOARD - CLEANLINESS OF ONBOARD RESTROOMS

													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
BASE - TOTAL RESPONDING	3404	2919	485	2229	690	580	1633	706	340	145	2300	1104	2742	82	18	562	864	203	1920
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	374	310	64	206	104	88	155	67	40	24	255	119	343	6	2	23	155	10	152
	11.0	10.6	13.2	9.2	15.1	15.2	9.5	9.5	11.8	16.6	11.1	10.8	12.5	7.3	11.1	4.1	17.9	4.9	7.9
(4)	603	520	83	393	127	108	289	123	63	20	405	198	549	6	2	46	190	29	324
	17.7	17.8	17.1	17.6	18.4	18.6	17.7	17.4	18.5	13.8	17.6	17.9	20.0	7.3	11.1	8.2	22.0	14.3	16.9
(3)	727	641	86	513	128	116	371	154	59	27	451	276	567	19	2	139	174	58	441
	21.4	22.0	17.7	23.0	18.6	20.0	22.7	21.8	17.4	18.6	19.6	25.0	20.7	23.2	11.1	24.7	20.1	28.6	23.0
(2)	343	301	42	240	61	45	177	79	32	10	218	125	206	17	2	118	77	33	211
	10.1	10.3	8.7	10.8	8.8	7.8	10.8	11.2	9.4	6.9	9.5	11.3	7.5	20.7	11.1	21.0	8.9	16.3	11.0
(1) VERY DISSATISFIED	176	159	17	118	41	35	81	43	15	2	131	45	95	21	5	55	37	31	100
	5.2	5.4	3.5	5.3	5.9	6.0	5.0	6.1	4.4	1.4	5.7	4.1	3.5	25.6	27.8	9.8	4.3	15.3	5.2
NOT APPLICABLE	1181	988	193	759	229	188	560	240	131	62	840	341	982	13	5	181	231	42	692
	34.7	33.8	39.8	34.1	33.2	32.4	34.3	34.0	38.5	42.8	36.5	30.9	35.8	15.9	27.8	32.2	26.7	20.7	36.0
BLANK	58	43	15	31	12	11	28	4	11	4	43	15	48	1	-	9	11	3	26
MEAN	3.30	3.27	3.46	3.22	3.42	3.43	3.24	3.20	3.39	3.65	3.30	3.29	3.48	2.41	2.54	2.64	3.55	2.71	3.18
STANDARD DEVIATION	1.15	1.15	1.15	1.12	1.22	1.21	1.12	1.16	1.17	1.10	1.18	1.10	1.09	1.25	1.56	1.06	1.15	1.15	1.11
STANDARD ERROR	0.02	0.03	0.07	0.03	0.06	0.06	0.03	0.05	0.08	0.12	0.03	0.04	0.03	0.15	0.43	0.05	0.05	0.09	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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?		=====				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
BASE - TOTAL RESPONDING	3435	2944	491	2249	695	588	1648	708	346	145	2324	1111	2769	82	18	566	872	205	1938
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	855	725	130	500	225	195	382	148	94	36	596	259	793	5	3	54	321	18	395
	24.9	24.6	26.5	22.2	32.4	33.2	23.2	20.9	27.2	24.8	25.6	23.3	28.6	6.1	16.7	9.5	36.8	8.8	20.4
(4)	1144	962	182	737	225	192	537	233	133	49	758	386	1020	11	1	112	290	56	667
	33.3	32.7	37.1	32.8	32.4	32.7	32.6	32.9	38.4	33.8	32.6	34.7	36.8	13.4	5.6	19.8	33.3	27.3	34.4
(3)	863	755	108	617	138	116	431	208	78	30	579	284	629	24	4	206	177	60	542
	25.1	25.6	22.0	27.4	19.9	19.7	26.2	29.4	22.5	20.7	24.9	25.6	22.7	29.3	22.2	36.4	20.3	29.3	28.0
(2)	309	284	25	225	59	44	173	67	17	8	205	104	169	31	1	108	55	37	191
	9.0	9.6	5.1	10.0	8.5	7.5	10.5	9.5	4.9	5.5	8.8	9.4	6.1	37.8	5.6	19.1	6.3	18.0	9.9
(1) VERY DISSATISFIED	139	135	4	109	26	23	76	36	3	1	90	49	56	10	9	64	18	31	77
	4.0	4.6	0.8	4.8	3.7	3.9	4.6	5.1	0.9	0.7	3.9	4.4	2.0	12.2	50.0	11.3	2.1	15.1	4.0
NOT APPLICABLE	125	83	42	61	22	18	49	16	21	21	96	29	102	1	-	22	11	3	66
	3.6	2.8	8.6	2.7	3.2	3.1	3.0	2.3	6.1	14.5	4.1	2.6	3.7	1.2		3.9	1.3	1.5	3.4
BLANK	27	18	9	11	7	3	13	2	5	4	19	8	21	1	-	5	3	1	8
MEAN	3.68	3.65	3.91	3.59	3.84	3.86	3.61	3.56	3.92	3.90	3.70	3.65	3.87	2.63	2.33	2.97	3.98	2.97	3.59
STANDARD DEVIATION	1.08	1.10	0.91	1.10	1.10	1.10	1.10	1.09	0.90	0.93	1.08	1.08	0.98	1.07	1.57	1.13	1.01	1.20	1.06
STANDARD ERROR	0.02	0.02	0.04	0.02	0.04	0.05	0.03	0.04	0.05	0.08	0.02	0.03	0.02	0.12	0.37	0.05	0.03	0.08	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
		=====		=====		=====			=====		=====		=====				=====		
		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
BASE - TOTAL RESPONDING	3434	2944	490	2248	696	588	1648	708	345	145	2320	1114	2769	82	18	565	873	204	1935
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	828	701	127	501	200	179	377	145	94	33	570	258	773	5	2	48	314	21	384
	24.1	23.8	25.9	22.3	28.7	30.4	22.9	20.5	27.2	22.8	24.6	23.2	27.9	6.1	11.1	8.5	36.0	10.3	19.8
(4)	1029	882	147	701	181	150	514	218	102	45	651	378	910	4	-	115	281	37	617
	30.0	30.0	30.0	31.2	26.0	25.5	31.2	30.8	29.6	31.0	28.1	33.9	32.9	4.9		20.4	32.2	18.1	31.9
(3)	667	600	67	483	117	96	348	156	50	17	451	216	466	23	2	176	139	54	420
	19.4	20.4	13.7	21.5	16.8	16.3	21.1	22.0	14.5	11.7	19.4	19.4	16.8	28.0	11.1	31.2	15.9	26.5	21.7
(2)	305	283	22	230	53	46	161	76	20	2	212	93	168	19	3	115	55	44	185
	8.9	9.6	4.5	10.2	7.6	7.8	9.8	10.7	5.8	1.4	9.1	8.3	6.1	23.2	16.7	20.4	6.3	21.6	9.6
(1) VERY DISSATISFIED	165	159	6	131	28	26	88	45	3	3	107	58	69	24	10	62	21	39	97
	4.8	5.4	1.2	5.8	4.0	4.4	5.3	6.4	0.9	2.1	4.6	5.2	2.5	29.3	55.6	11.0	2.4	19.1	5.0
NOT APPLICABLE	440	319	121	202	117	91	160	68	76	45	329	111	383	7	1	49	63	9	232
	12.8	10.8	24.7	9.0	16.8	15.5	9.7	9.6	22.0	31.0	14.2	10.0	13.8	8.5	5.6	8.7	7.2	4.4	12.0
BLANK	28	18	10	12	6	3	13	2	6	4	23	5	21	1	-	6	2	2	11
MEAN	3.68	3.64	3.99	3.59	3.82	3.82	3.63	3.53	3.98	4.03	3.69	3.68	3.90	2.29	1.88	2.95	4.00	2.78	3.59
STANDARD DEVIATION	1.14	1.16	0.96	1.16	1.15	1.17	1.15	1.17	0.97	0.93	1.15	1.12	1.03	1.17	1.36	1.14	1.03	1.27	1.12
STANDARD ERROR	0.02	0.02	0.05	0.03	0.05	0.05	0.03	0.05	0.06	0.09	0.03	0.04	0.02	0.14	0.33	0.05	0.04	0.09	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

		WEEKDAY										OVERALL CALTRAIN EXPERIENCE								
		TIME PERIOD		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
BASE - TOTAL RESPONDING		3427 100.0	2949 100.0	478 100.0	2255 100.0	694 100.0	585 100.0	1656 100.0	708 100.0	343 100.0	135 100.0	2312 100.0	1115 100.0	2763 100.0	82 100.0	18 100.0	564 100.0	868 100.0	205 100.0	1933 100.0
(5)	VERY SATISFIED	1226 35.8	1005 34.1	221 46.2	731 32.4	274 39.5	231 39.5	550 33.2	224 31.6	161 46.9	60 44.4	851 36.8	375 33.6	1161 42.0	3 3.7	2 11.1	60 10.6	381 43.9	28 13.7	612 31.7
(4)		1341 39.1	1171 39.7	170 35.6	920 40.8	251 36.2	205 35.0	672 40.6	294 41.5	119 34.7	51 37.8	889 38.5	452 40.5	1167 42.2	12 14.6	- 28.7	162 28.7	363 41.8	44 21.5	804 41.6
(3)		583 17.0	531 18.0	52 10.9	428 19.0	103 14.8	93 15.9	305 18.4	133 18.8	40 11.7	12 8.9	385 16.7	198 17.8	346 12.5	30 36.6	1 5.6	206 36.5	95 10.9	62 30.2	372 19.2
(2)		170 5.0	155 5.3	15 3.1	122 5.4	33 4.8	28 4.8	81 4.9	46 6.5	12 3.5	3 2.2	109 4.7	61 5.5	46 1.7	22 26.8	3 16.7	99 17.6	22 2.5	42 20.5	98 5.1
(1)	VERY DISSATISFIED	60 1.8	55 1.9	5 1.0	37 1.6	18 2.6	17 2.9	31 1.9	7 1.0	3 0.9	2 1.5	39 1.7	21 1.9	10 0.4	15 18.3	11 61.1	24 4.3	2 0.2	27 13.2	28 1.4
NOT APPLICABLE		47 1.4	32 1.1	15 3.1	17 0.8	15 2.2	11 1.9	17 1.0	4 0.6	8 2.3	7 5.2	39 1.7	8 0.7	33 1.2	- 5.6	1 2.3	13 2.3	5 0.6	2 1.0	19 1.0
BLANK		35	13	22	5	8	6	5	2	8	14	31	4	27	1	-	7	7	1	13
MEAN		4.04	4.00	4.27	3.98	4.08	4.05	3.99	3.97	4.26	4.28	4.06	3.99	4.25	2.59	1.76	3.25	4.27	3.02	3.98
STANDARD DEVIATION		0.95	0.95	0.86	0.94	0.99	1.01	0.94	0.93	0.87	0.85	0.94	0.95	0.77	1.07	1.35	1.01	0.77	1.23	0.92
STANDARD ERROR		0.02	0.02	0.04	0.02	0.04	0.04	0.02	0.03	0.05	0.08	0.02	0.03	0.01	0.12	0.33	0.04	0.03	0.09	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

													OVERALL CALTRAIN EXPERIENCE						
	TIME PERIOD			WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====				CALTRAIN PERFORMANCE		
	=====			=====		=====			=====		=====		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
BASE - TOTAL RESPONDING	3448	2948	500	2255	693	583	1656	709	351	149	2330	1118	2786	83	18	561	874	206	1941
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1613	1368	245	1041	327	283	767	318	175	70	1070	543	1479	15	2	117	482	58	842
	46.8	46.4	49.0	46.2	47.2	48.5	46.3	44.9	49.9	47.0	45.9	48.6	53.1	18.1	11.1	20.9	55.1	28.2	43.4
(4)	1455	1254	201	971	283	238	700	316	141	60	980	475	1154	24	6	271	328	84	888
	42.2	42.5	40.2	43.1	40.8	40.8	42.3	44.6	40.2	40.3	42.1	42.5	41.4	28.9	33.3	48.3	37.5	40.8	45.7
(3)	332	284	48	215	69	51	168	65	30	18	249	83	137	36	6	153	56	51	193
	9.6	9.6	9.6	9.5	10.0	8.7	10.1	9.2	8.5	12.1	10.7	7.4	4.9	43.4	33.3	27.3	6.4	24.8	9.9
(2)	24	21	3	12	9	7	9	5	2	1	18	6	10	5	1	8	5	7	9
	0.7	0.7	0.6	0.5	1.3	1.2	0.5	0.7	0.6	0.7	0.8	0.5	0.4	6.0	5.6	1.4	0.6	3.4	0.5
(1) VERY DISSATISFIED	10	10	-	8	2	2	5	3	-	-	6	4	2	2	3	3	1	5	3
	0.3	0.3		0.4	0.3	0.3	0.3	0.4			0.3	0.4	0.1	2.4	16.7	0.5	0.1	2.4	0.2
NOT APPLICABLE	14	11	3	8	3	2	7	2	3	-	7	7	4	1	-	9	2	1	6
	0.4	0.4	0.6	0.4	0.4	0.3	0.4	0.3	0.9		0.3	0.6	0.1	1.2		1.6	0.2	0.5	0.3
BLANK	14	14	-	5	9	8	5	1	-	-	13	1	4	-	-	10	1	-	5
MEAN	4.35	4.34	4.38	4.35	4.34	4.36	4.34	4.33	4.41	4.34	4.33	4.39	4.47	3.55	3.17	3.89	4.47	3.89	4.32
STANDARD DEVIATION	0.71	0.71	0.68	0.70	0.73	0.72	0.71	0.71	0.67	0.71	0.72	0.68	0.61	0.94	1.25	0.76	0.65	0.94	0.68
STANDARD ERROR	0.01	0.01	0.03	0.01	0.03	0.03	0.02	0.03	0.04	0.06	0.01	0.02	0.01	0.10	0.29	0.03	0.02	0.07	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

		WEEKDAY										OVERALL CALTRAIN EXPERIENCE								
		TIME PERIOD					WEEKDAY SERVICE					BIKE CAR OR REGULAR CAR?		=====				CALTRAIN PERFORMANCE		
		TIME PERIOD		=====		=====			=====		=====		VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	=====			
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG					BIKE	IMPR	DECL	SAME
BASE - TOTAL RESPONDING		3450 100.0	2951 100.0	499 100.0	2255 100.0	696 100.0	585 100.0	1657 100.0	709 100.0	351 100.0	148 100.0	2332 100.0	1118 100.0	2788 100.0	83 100.0	18 100.0	561 100.0	874 100.0	206 100.0	1942 100.0
(5)	VERY SATISFIED	1049 30.4	857 29.0	192 38.5	615 27.3	242 34.8	202 34.5	474 28.6	181 25.5	134 38.2	58 39.2	721 30.9	328 29.3	1023 36.7	2 2.4	1 5.6	23 4.1	372 42.6	16 7.8	477 24.6
(4)		1823 52.8	1568 53.1	255 51.1	1221 54.1	347 49.9	298 50.9	874 52.7	396 55.9	188 53.6	67 45.3	1215 52.1	608 54.4	1678 60.2	7 8.4	-	138 24.6	442 50.6	68 33.0	1120 57.7
(3)		493 14.3	447 15.1	46 9.2	367 16.3	80 11.5	61 10.4	269 16.2	117 16.5	24 6.8	22 14.9	337 14.5	156 14.0	83 3.0	32 38.6	3 16.7	375 66.8	56 6.4	87 42.2	305 15.7
(2)		61 1.8	59 2.0	2 0.4	41 1.8	18 2.6	16 2.7	29 1.8	14 2.0	2 0.6	-	44 1.9	17 1.5	2 0.1	41 49.4	3 16.7	15 2.7	2 0.2	25 12.1	31 1.6
(1)	VERY DISSATISFIED	14 0.4	11 0.4	3 0.6	6 0.3	5 0.7	5 0.9	6 0.4	-	2 0.6	1 0.7	8 0.3	6 0.5	-	1 1.2	11 61.1	2 0.4	2 0.2	9 4.4	3 0.2
NOT APPLICABLE		10 0.3	9 0.3	1 0.2	5 0.2	4 0.6	3 0.5	5 0.3	1 0.1	1 0.3	-	7 0.3	3 0.3	2 0.1	-	-	8 1.4	-	1 0.5	6 0.3
BLANK		12	11	1	5	6	6	4	1	-	1	11	1	2	-	-	10	1	-	4
MEAN		4.11	4.09	4.27	4.07	4.16	4.16	4.08	4.05	4.29	4.22	4.12	4.11	4.34	2.61	1.72	3.30	4.35	3.28	4.05
STANDARD DEVIATION		0.74	0.74	0.69	0.73	0.78	0.78	0.74	0.71	0.67	0.75	0.74	0.73	0.54	0.76	1.13	0.61	0.63	0.93	0.69
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	0.08	0.27	0.03	0.02	0.07	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

Q18. HOW WOULD YOU RATE YOUR OVERALL CALTRAIN EXPERIENCE?

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
		=====		=====		=====			=====		=====		=====				=====		
		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
BASE - TOTAL RESPONDING	3422 100.0	2927 100.0	495 100.0	2235 100.0	692 100.0	582 100.0	1639 100.0	706 100.0	349 100.0	146 100.0	2316 100.0	1106 100.0	2790 100.0	83 100.0	18 100.0	531 100.0	865 100.0	206 100.0	1928 100.0
(5) VERY SATISFIED	902 26.4	738 25.2	164 33.1	516 23.1	222 32.1	187 32.1	399 24.3	152 21.5	119 34.1	45 30.8	641 27.7	261 23.6	902 32.3	-	-	-	336 38.8	10 4.9	407 21.1
(4)	1888 55.2	1615 55.2	273 55.2	1267 56.7	348 50.3	292 50.2	917 55.9	406 57.5	195 55.9	78 53.4	1239 53.5	649 58.7	1888 67.7	-	-	-	462 53.4	66 32.0	1143 59.3
(3)	516 15.1	468 16.0	48 9.7	375 16.8	93 13.4	75 12.9	271 16.5	122 17.3	27 7.7	21 14.4	358 15.5	158 14.3	-	-	-	516 97.2	61 7.1	83 40.3	326 16.9
(2)	83 2.4	78 2.7	5 1.0	60 2.7	18 2.6	17 2.9	37 2.3	24 3.4	4 1.1	1 0.7	54 2.3	29 2.6	-	83 100.0	-	-	4 0.5	33 16.0	41 2.1
(1) VERY DISSATISFIED	18 0.5	17 0.6	1 0.2	9 0.4	8 1.2	8 1.4	9 0.5	-	1 0.3	-	12 0.5	6 0.5	-	-	18 100.0	-	-	13 6.3	4 0.2
NOT APPLICABLE	15 0.4	11 0.4	4 0.8	8 0.4	3 0.4	3 0.5	6 0.4	2 0.3	3 0.9	1 0.7	12 0.5	3 0.3	-	-	-	15 2.8	2 0.2	1 0.5	7 0.4
BLANK	40	35	5	25	10	9	22	4	2	3	27	13	-	-	-	40	10	-	18
MEAN	4.05	4.02	4.21	4.00	4.10	4.09	4.02	3.97	4.23	4.15	4.06	4.02	4.32	2.00	1.00	3.00	4.31	3.13	3.99
STANDARD DEVIATION	0.75	0.76	0.67	0.74	0.81	0.83	0.74	0.73	0.66	0.68	0.76	0.73	0.47	0.00	0.00	0.00	0.62	0.96	0.70
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	0.00	0.00	0.00	0.02	0.07	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

Q19. HOW DID YOU PAY FOR THIS TRIP TODAY?

													OVERALL CALTRAIN EXPERIENCE							
			WEEKDAY TIME PERIOD								BIKE CAR OR REGULAR CAR?									
	TIME PERIOD		=====		WEEKDAY SERVICE				SAT. SVC.		=====		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		IMPR	DECL	SAME	
BASE - ALL RESPONDENTS	3397 100.0	2900 100.0	497 100.0	2215 100.0	685 100.0	577 100.0	1629 100.0	694 100.0	348 100.0	149 100.0	2300 100.0	1097 100.0	2734 100.0	83 100.0	18 100.0	562 100.0	862 100.0	202 100.0	1914 100.0	
CLIPPER CALTRAIN MONTHLY PASS	1249 36.8	1149 39.6	100 20.1	892 40.3	257 37.5	219 38.0	672 41.3	258 37.2	76 21.8	24 16.1	811 35.3	438 39.9	997 36.5	32 38.6	8 44.4	212 37.7	313 36.3	91 45.0	695 36.3	
ONE-WAY TICKET	574 16.9	452 15.6	122 24.5	327 14.8	125 18.2	108 18.7	215 13.2	129 18.6	88 25.3	34 22.8	413 18.0	161 14.7	465 17.0	18 21.7	2 11.1	89 15.8	159 18.4	28 13.9	308 16.1	
GO PASS	497 14.6	426 14.7	71 14.3	324 14.6	102 14.9	86 14.9	239 14.7	101 14.6	59 17.0	12 8.1	343 14.9	154 14.0	409 15.0	12 14.5	3 16.7	73 13.0	120 13.9	24 11.9	287 15.0	
CLIPPER E-CASH	435 12.8	364 12.6	71 14.3	265 12.0	99 14.5	74 12.8	201 12.3	89 12.8	48 13.8	23 15.4	301 13.1	134 12.2	347 12.7	9 10.8	2 11.1	77 13.7	101 11.7	23 11.4	267 13.9	
DAY PASS	432 12.7	322 11.1	110 22.1	259 11.7	63 9.2	61 10.6	180 11.0	81 11.7	58 16.7	52 34.9	301 13.1	131 11.9	361 13.2	5 6.0	1 5.6	65 11.6	121 14.0	22 10.9	227 11.9	
CLIPPER 8-RIDE TICKET	184 5.4	164 5.7	20 4.0	131 5.9	33 4.8	23 4.0	108 6.6	33 4.8	19 5.5	1 0.7	113 4.9	71 6.5	138 5.0	4 4.8	2 11.1	40 7.1	42 4.9	12 5.9	114 6.0	
OTHER (NOT SPECIFIED)	26 0.8	23 0.8	3 0.6	17 0.8	6 0.9	6 1.0	14 0.9	3 0.4	- 2.0	3 2.0	18 0.8	8 0.7	17 0.6	3 3.6	-	6 1.1	6 0.7	2 1.0	16 0.8	
BLANK/MULTIPLE RESPONSES	65	62	3	45	17	14	32	16	3	-	43	22	56	-	-	9	13	4	32	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

Q20. CURRENTLY, CLIPPER IS EVALUATING ITS SYSTEM AND DEVELOPING AN UPGRADE PLAN . . . WHAT ARE THE TOP 3 IMPROVEMENTS YOU WOULD LIKE TO SEE?
(MULTIPLE RESPONSES ACCEPTED) - CATEGORIES WITH ASTERISK (*) WRITTEN IN BY RESPONDENTS

	WEEKDAY TIME PERIOD												OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
	TIME PERIOD		WEEKDAY SERVICE		SAT. SVC.		BIKE CAR OR REGULAR CAR?		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 - ALL RESPONDENTS	2833 100.0	2455 100.0	378 100.0	1923 100.0	532 100.0	451 100.0	1406 100.0	598 100.0	270 100.0	108 100.0	1864 100.0	969 100.0	2265 100.0	75 100.0	16 100.0	477 100.0	716 100.0	181 100.0	1673 100.0
CLIPPER REAL TIME UPDATES TO MY ACCOUNT (INCL TO/FROM BANK)	1384 48.9	1231 50.1	153 40.5	992 51.6	239 44.9	207 45.9	728 51.8	296 49.5	103 38.1	50 46.3	898 48.2	486 50.2	1078 47.6	31 41.3	10 62.5	265 55.6	336 46.9	100 55.2	829 49.6
PRICING BASED ON # OF RIDES/MONTH (RIDE ACCUMULATOR)	1161 41.0	1030 42.0	131 34.7	811 42.2	219 41.2	191 42.4	582 41.4	257 43.0	92 34.1	39 36.1	745 40.0	416 42.9	915 40.4	36 48.0	4 25.0	206 43.2	291 40.6	81 44.8	687 41.1
AUTOMATIC ZONE UPGRADES	879 31.0	776 31.6	103 27.2	597 31.0	179 33.6	148 32.8	449 31.9	179 29.9	70 25.9	33 30.6	575 30.8	304 31.4	697 30.8	19 25.3	4 25.0	159 33.3	230 32.1	67 37.0	511 30.5
PRICING BASED ON # STATIONS TRAVELED	788 27.8	689 28.1	99 26.2	499 25.9	190 35.7	156 34.6	397 28.2	136 22.7	74 27.4	25 23.1	514 27.6	274 28.3	645 28.5	13 17.3	4 25.0	126 26.4	225 31.4	60 33.1	436 26.1
SATISFIED WITH THE CURRENT SYSTEM	701 24.7	559 22.8	142 37.6	422 21.9	137 25.8	112 24.8	305 21.7	142 23.7	105 38.9	37 34.3	488 26.2	213 22.0	612 27.0	10 13.3	1 6.3	78 16.4	202 28.2	26 14.4	417 24.9
SIMPLIFY/IMPROVE FARE PAYMENT SYSTEM - E.G. FLAT RATE/PAYMENT OPTIONS/PASS LENGTH/ AUTORENEW*	155 5.5	141 5.7	14 3.7	122 6.3	19 3.6	16 3.5	89 6.3	36 6.0	12 4.4	2 1.9	89 4.8	66 6.8	109 4.8	8 10.7	1 6.3	37 7.8	32 4.5	17 9.4	97 5.8
WIFI/ADD TRAINS/REDUCE CROWDING/OTHER NON-FARE- RELATED COMMENT*	112 4.0	102 4.2	10 2.6	78 4.1	24 4.5	21 4.7	53 3.8	28 4.7	8 3.0	2 1.9	79 4.2	33 3.4	79 3.5	4 5.3	1 6.3	28 5.9	22 3.1	10 5.5	63 3.8
SHOULD NEVER HAVE TO TAG OFF/USE GPS/RFID*	87 3.1	87 3.5	-	74 3.8	13 2.4	11 2.4	56 4.0	20 3.3	-	-	50 2.7	37 3.8	58 2.6	6 8.0	3 18.8	20 4.2	16 2.2	10 5.5	56 3.3
ALLOW TAG ON/TAG OFF IN OTHER WAYS - E.G. ON BOARD TRAINS*	76 2.7	66 2.7	10 2.6	50 2.6	16 3.0	15 3.3	30 2.1	21 3.5	7 2.6	3 2.8	45 2.4	31 3.2	51 2.3	9 12.0	2 12.5	14 2.9	16 2.2	9 5.0	44 2.6
IMPROVE QUALITY OF CLIPPER CARD READERS AND EQUIPMENT*	70 2.5	65 2.6	5 1.3	48 2.5	17 3.2	18 4.0	37 2.6	10 1.7	3 1.1	2 1.9	39 2.1	31 3.2	44 1.9	3 4.0	2 12.5	21 4.4	19 2.7	6 3.3	41 2.5

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

Q20. CURRENTLY, CLIPPER IS EVALUATING ITS SYSTEM AND DEVELOPING AN UPGRADE PLAN . . . WHAT ARE THE TOP 3 IMPROVEMENTS YOU WOULD LIKE TO SEE?
(MULTIPLE RESPONSES ACCEPTED) - CATEGORIES WITH ASTERISK (*) WRITTEN IN BY RESPONDENTS

	WEEKDAY TIME PERIOD										OVERALL CALTRAIN EXPERIENCE									CALTRAIN PERFORMANCE		
	TIME PERIOD					WEEKDAY SERVICE					SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT			NTRAL NA/ BLANK				
	TIME PERIOD		OFF- PEAK			LOCAL			LIMITED		BULLET		LOCAL		BULLET		REG		BIKE	SATIS	DISSAT	VERY DISSAT
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	VERY DISSAT							
PROVIDE A MOBILE APP FOR FARE PAYMENT/TRACKING CLIPPER*	56 2.0	52 2.1	4 1.1	42 2.2	10 1.9	11 2.4	26 1.8	15 2.5	1 0.4	3 2.8	35 1.9	21 2.2	41 1.8	3 4.0	-	12 2.5	11 1.5	6 3.3	34 2.0			
CLIPPER SYSTEM TOO CONFUSING/AUTOLOAD DOESN'T WORK/IMPROVE WEBSITE*	31 1.1	31 1.3	-	27 1.4	4 0.8	4 0.9	19 1.4	8 1.3	-	-	20 1.1	11 1.1	21 0.9	2 2.7	-	8 1.7	7 1.0	5 2.8	17 1.0			
CHEAPER PRICING OVERALL/ REDUCE FARES/PROVIDE REBATES IN GENERAL*	31 1.1	28 1.1	3 0.8	21 1.1	7 1.3	7 1.6	13 0.9	8 1.3	3 1.1	-	23 1.2	8 0.8	24 1.1	2 2.7	-	5 1.0	5 0.7	2 1.1	23 1.4			
CONNECT CALTRAIN AND BART/OTHER CROSS-AGENCY DISCOUNTS*	26 0.9	24 1.0	2 0.5	19 1.0	5 0.9	3 0.7	18 1.3	3 0.5	1 0.4	1 0.9	20 1.1	6 0.6	20 0.9	-	-	6 1.3	6 0.8	-	13 0.8			
PROVIDE OTHER OUTLETS - NOT JUST WALGREEN'S*	24 0.8	20 0.8	4 1.1	16 0.8	4 0.8	5 1.1	10 0.7	5 0.8	3 1.1	1 0.9	13 0.7	11 1.1	19 0.8	-	-	5 1.0	10 1.4	-	11 0.7			
ALLOW PAYMENT FOR PARKING VIA CLIPPER*	17 0.6	16 0.7	1 0.3	15 0.8	1 0.2	2 0.4	8 0.6	6 1.0	-	1 0.9	12 0.6	5 0.5	13 0.6	2 2.7	-	2 0.4	5 0.7	-	10 0.6			
STOP USING CLIPPER/ PROVIDE AN ALTERNATIVE*	13 0.5	13 0.5	-	12 0.6	1 0.2	1 0.2	11 0.8	1 0.2	-	-	6 0.3	7 0.7	10 0.4	2 2.7	-	1 0.2	5 0.7	-	7 0.4			
DISCOUNTS/REDUCED RATES(NOT NECESSARILY CLIPPER RELATED)*	13 0.5	12 0.5	1 0.3	8 0.4	4 0.8	4 0.9	6 0.4	2 0.3	-	1 0.9	10 0.5	3 0.3	10 0.4	-	-	3 0.6	2 0.3	2 1.1	8 0.5			
DON'T KNOW/NOT FAMILIAR W/CLIPPER*	12 0.4	6 0.2	6 1.6	6 0.3	-	-	4 0.3	2 0.3	3 1.1	3 2.8	12 0.6	-	11 0.5	-	-	1 0.2	4 0.6	1 0.6	5 0.3			
DO NOT PENALIZE RIDERS FOR CLIPPER EQUIP/CARD PROBLEMS*	9 0.3	8 0.3	1 0.3	7 0.4	1 0.2	1 0.2	2 0.1	5 0.8	1 0.4	-	7 0.4	2 0.2	3 0.1	2 2.7	2 12.5	2 0.4	-	3 1.7	6 0.4			
IMPROVE MESSAGING ABOUT CLIPPER*	9 0.3	8 0.3	1 0.3	7 0.4	1 0.2	1 0.2	4 0.3	3 0.5	-	1 0.9	5 0.3	4 0.4	6 0.3	-	-	3 0.6	1 0.1	-	6 0.4			

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

Q20. CURRENTLY, CLIPPER IS EVALUATING ITS SYSTEM AND DEVELOPING AN UPGRADE PLAN . . . WHAT ARE THE TOP 3 IMPROVEMENTS YOU WOULD LIKE TO SEE?
(MULTIPLE RESPONSES ACCEPTED) - CATEGORIES WITH ASTERISK (*) WRITTEN IN BY RESPONDENTS

	WEEKDAY TIME PERIOD										BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
	TIME PERIOD		WEEKDAY SERVICE		SAT. SVC.				VERY/ SMWHT	SMWHT	VERY	NTRAL NA/ BLANK							
	=====		=====		=====		=====		=====	=====	=====	=====	=====						
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK	IMPR	DECL	SAME
BETTER REMINDERS TO TAG*	7 0.2	5 0.2	2 0.5	3 0.2	2 0.4	2 0.4	2 0.1	1 0.2	- 1.9	2 1.9	5 0.3	2 0.2	5 0.2	-	-	2 0.4	-	-	6 0.4
PROVIDE DISCOUNT FOR USING CLIPPER*	4 0.1	2 0.1	2 0.5	2 0.1	-	-	1 0.1	1 0.2	- 1.9	2 1.9	3 0.2	1 0.1	3 0.1	-	-	1 0.2	1 0.1	-	3 0.2
PROVIDE REMINDER FOR LOW CLIPPER CASH*	3 0.1	2 0.1	1 0.3	2 0.1	-	-	1 0.1	1 0.2	- 0.9	1 0.9	3 0.2	-	2 0.1	-	-	1 0.2	-	-	2 0.1
BLANK	629	507	122	337	170	140	255	112	81	41	479	150	525	8	2	94	159	25	273

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

Q21. HAS CALTRAIN PERFORMANCE IMPROVED OR DECLINED OVER THE PAST YEAR?

													OVERALL CALTRAIN EXPERIENCE						
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====				CALTRAIN PERFORMANCE			
			VERY/SMWHT																
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	VERY DISSAT	NTRAL NA/ BLANK	IMPR	DECL	SAME
BASE - ALL RESPONDENTS	3027 100.0	2609 100.0	418 100.0	2019 100.0	590 100.0	497 100.0	1472 100.0	640 100.0	296 100.0	122 100.0	2034 100.0	993 100.0	2424 100.0	78 100.0	17 100.0	508 100.0	875 100.0	206 100.0	1946 100.0
IMPROVED	875 28.9	731 28.0	144 34.4	555 27.5	176 29.8	147 29.6	432 29.3	152 23.8	101 34.1	43 35.2	596 29.3	279 28.1	798 32.9	4 5.1	-	73 14.4	875 100.0	-	-
DECLINED	206 6.8	193 7.4	13 3.1	149 7.4	44 7.5	38 7.6	108 7.3	47 7.3	11 3.7	2 1.6	143 7.0	63 6.3	76 3.1	33 42.3	13 76.5	84 16.5	-	206 100.0	-
STAYED THE SAME	1946 64.3	1685 64.6	261 62.4	1315 65.1	370 62.7	312 62.8	932 63.3	441 68.9	184 62.2	77 63.1	1295 63.7	651 65.6	1550 63.9	41 52.6	4 23.5	351 69.1	-	-	1946 100.0
MULTIPLE RESPONSES	1	1	-	1	-	-	-	1	-	-	1	-	-	-	-	1	-	-	-
BLANK	434	352	82	240	112	94	189	69	55	27	308	126	366	5	1	62	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

TOTAL	OVERALL CALTRAIN EXPERIENCE											CALTRAIN PERFORMANCE						
	TIME PERIOD		WEEKDAY SERVICE		SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT		VERY NA/BLANK							
	=====		=====		=====		=====		=====		=====							
	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK	IMPR	DECL	SAME
3377 100.0	2891 100.0	486 100.0	2220 100.0	671 100.0	565 100.0	1627 100.0	699 100.0	341 100.0	145 100.0	2281 100.0	1096 100.0	2720 100.0	82 100.0	18 100.0	557 100.0	856 100.0	206 100.0	1919 100.0
853 25.3	755 26.1	98 20.2	591 26.6	164 24.4	146 25.8	406 25.0	203 29.0	69 20.2	29 20.0	544 23.8	309 28.2	667 24.5	30 36.6	4 22.2	152 27.3	181 21.1	67 32.5	512 26.7
422 12.5	332 11.5	90 18.5	256 11.5	76 11.3	59 10.4	122 7.5	151 21.6	41 12.0	49 33.8	299 13.1	123 11.2	356 13.1	6 7.3	4 22.2	56 10.1	113 13.2	17 8.3	234 12.2
320 9.5	299 10.3	21 4.3	229 10.3	70 10.4	51 9.0	156 9.6	92 13.2	13 3.8	8 5.5	219 9.6	101 9.2	263 9.7	8 9.8	-	49 8.8	89 10.4	16 7.8	189 9.8
286 8.5	241 8.3	45 9.3	170 7.7	71 10.6	62 11.0	124 7.6	55 7.9	22 6.5	23 15.9	178 7.8	108 9.9	238 8.8	5 6.1	2 11.1	41 7.4	80 9.3	12 5.8	156 8.1
200 5.9	165 5.7	35 7.2	130 5.9	35 5.2	28 5.0	116 7.1	21 3.0	27 7.9	8 5.5	151 6.6	49 4.5	154 5.7	6 7.3	1 5.6	39 7.0	40 4.7	16 7.8	115 6.0
155 4.6	137 4.7	18 3.7	114 5.1	23 3.4	20 3.5	96 5.9	21 3.0	11 3.2	7 4.8	112 4.9	43 3.9	119 4.4	2 2.4	-	34 6.1	47 5.5	12 5.8	81 4.2
136 4.0	111 3.8	25 5.1	75 3.4	36 5.4	28 5.0	68 4.2	15 2.1	19 5.6	6 4.1	98 4.3	38 3.5	111 4.1	3 3.7	4 22.2	18 3.2	42 4.9	14 6.8	67 3.5
133 3.9	99 3.4	34 7.0	69 3.1	30 4.5	23 4.1	38 2.3	38 5.4	24 7.0	10 6.9	103 4.5	30 2.7	103 3.8	5 6.1	-	25 4.5	31 3.6	6 2.9	75 3.9
101 3.0	83 2.9	18 3.7	66 3.0	17 2.5	16 2.8	64 3.9	3 0.4	14 4.1	4 2.8	68 3.0	33 3.0	85 3.1	3 3.7	-	13 2.3	26 3.0	5 2.4	57 3.0
83 2.5	83 2.9	-	78 3.5	5 0.7	4 0.7	34 2.1	45 6.4	-	-	31 1.4	52 4.7	62 2.3	4 4.9	-	17 3.1	17 2.0	6 2.9	51 2.7
80 2.4	77 2.7	3 0.6	69 3.1	8 1.2	9 1.6	28 1.7	40 5.7	3 0.9	-	53 2.3	27 2.5	56 2.1	5 6.1	-	19 3.4	23 2.7	7 3.4	41 2.1
78 2.3	66 2.3	12 2.5	46 2.1	20 3.0	11 1.9	52 3.2	3 0.4	12 3.5	-	57 2.5	21 1.9	65 2.4	-	-	13 2.3	17 2.0	2 1.0	46 2.4
72 2.1	64 2.2	8 1.6	52 2.3	12 1.8	11 1.9	52 3.2	1 0.1	8 2.3	-	36 1.6	36 3.3	58 2.1	1 1.2	-	13 2.3	16 1.9	2 1.0	48 2.5

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

	WEEKDAY											OVERALL CALTRAIN EXPERIENCE										
	TIME PERIOD			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	NA/BLANK	IMPR	DECL	SAME			
CALIFORNIA AVE.	69 2.0	62 2.1	7 1.4	42 1.9	20 3.0	17 3.0	44 2.7	1 0.1	7 2.1	-	48 2.1	21 1.9	61 2.2	-	1 5.6	7 1.3	15 1.8	3 1.5	40 2.1			
SAN CARLOS	67 2.0	57 2.0	10 2.1	47 2.1	10 1.5	6 1.1	51 3.1	-	10 2.9	-	41 1.8	26 2.4	56 2.1	1 1.2	-	10 1.8	20 2.3	8 3.9	34 1.8			
BURLINGAME	62 1.8	52 1.8	10 2.1	38 1.7	14 2.1	14 2.5	37 2.3	1 0.1	10 2.9	-	44 1.9	18 1.6	52 1.9	1 1.2	1 5.6	8 1.4	20 2.3	3 1.5	33 1.7			
SANTA CLARA	59 1.7	55 1.9	4 0.8	33 1.5	22 3.3	21 3.7	34 2.1	-	4 1.2	-	50 2.2	9 0.8	51 1.9	-	-	8 1.4	17 2.0	-	31 1.6			
SAN BRUNO	48 1.4	39 1.3	9 1.9	27 1.2	12 1.8	16 2.8	22 1.4	1 0.1	9 2.6	-	28 1.2	20 1.8	42 1.5	1 1.2	1 5.6	4 0.7	21 2.5	3 1.5	17 0.9			
SAN ANTONIO	44 1.3	32 1.1	12 2.5	24 1.1	8 1.2	4 0.7	28 1.7	-	12 3.5	-	39 1.7	5 0.5	40 1.5	-	-	4 0.7	7 0.8	1 0.5	35 1.8			
BELMONT	32 0.9	21 0.7	11 2.3	9 0.4	12 1.8	11 1.9	10 0.6	-	11 3.2	-	21 0.9	11 1.0	26 1.0	-	-	6 1.1	9 1.1	3 1.5	16 0.8			
BAYSHORE	12 0.4	5 0.2	7 1.4	3 0.1	2 0.3	2 0.4	3 0.2	-	7 2.1	-	10 0.4	2 0.2	10 0.4	1 1.2	-	1 0.2	2 0.2	1 0.5	8 0.4			
MORGAN HILL	12 0.4	12 0.4	-	12 0.5	-	-	8 0.5	4 0.6	-	-	10 0.4	2 0.2	7 0.3	-	-	5 0.9	4 0.5	1 0.5	7 0.4			
SO. SAN FRANCISCO	11 0.3	9 0.3	2 0.4	8 0.4	1 0.1	2 0.4	6 0.4	1 0.1	1 0.3	1 0.7	9 0.4	2 0.2	8 0.3	-	-	3 0.5	5 0.6	-	6 0.3			
HAYWARD PARK	10 0.3	9 0.3	1 0.2	7 0.3	2 0.3	3 0.5	6 0.4	-	1 0.3	-	7 0.3	3 0.3	8 0.3	-	-	2 0.4	3 0.4	-	6 0.3			
GILROY	10 0.3	10 0.3	-	10 0.5	-	-	9 0.6	1 0.1	-	-	9 0.4	1 0.1	7 0.3	-	-	3 0.5	5 0.6	-	4 0.2			
BLOSSOM HILL	8 0.2	8 0.3	-	8 0.4	-	-	6 0.4	2 0.3	-	-	6 0.3	2 0.2	5 0.2	-	-	3 0.5	2 0.2	-	4 0.2			
BROADWAY	5 0.1	-	5 1.0	-	-	-	-	-	5 1.5	-	2 0.1	3 0.3	4 0.1	-	-	1 0.2	1 0.1	-	3 0.2			

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

	TIME PERIOD			WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				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
SAN MARTIN	4 0.1	4 0.1	-	4 0.2	-	-	4 0.2	-	-	-	4 0.2	-	3 0.1	-	-	1 0.2	2 0.2	1 0.5	1 0.1
CAPITOL	3 0.1	3 0.1	-	3 0.1	-	-	3 0.2	-	-	-	3 0.1	-	2 0.1	-	-	1 0.2	1 0.1	-	1 0.1
ATHERTON	1 *	-	1 0.2	-	-	-	-	-	1 0.3	-	-	1 0.1	1 *	-	-	-	-	-	-
COLLEGE PARK	1 *	1 *	-	-	1 0.1	1 0.2	-	-	-	-	1 *	-	-	-	-	1 0.2	-	-	1 0.1
BLANK/OTHER NON-RESPONSE	85	71	14	40	31	26	34	11	10	4	62	23	70	1	-	14	19	-	27

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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

TOTAL	OVERALL CALTRAIN EXPERIENCE										CALTRAIN PERFORMANCE							
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT	SMWHT	VERY	NTRAL	IMPR	DECL	SAME
	=====		=====		=====			=====		=====		SATIS	DISSAT	DISSAT	NA/BLANK			
	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE							
3366 100.0	2882 100.0	484 100.0	2209 100.0	673 100.0	567 100.0	1623 100.0	692 100.0	338 100.0	146 100.0	2273 100.0	1093 100.0	2714 100.0	82 100.0	18 100.0	552 100.0	850 100.0	204 100.0	1917 100.0
1022 30.4	828 28.7	194 40.1	646 29.2	182 27.0	152 26.8	453 27.9	223 32.2	107 31.7	87 59.6	709 31.2	313 28.6	815 30.0	29 35.4	4 22.2	174 31.5	242 28.5	73 35.8	572 29.8
447 13.3	400 13.9	47 9.7	344 15.6	56 8.3	56 9.9	216 13.3	128 18.5	38 11.2	9 6.2	318 14.0	129 11.8	373 13.7	9 11.0	-	65 11.8	117 13.8	19 9.3	256 13.4
253 7.5	215 7.5	38 7.9	176 8.0	39 5.8	36 6.3	115 7.1	64 9.2	35 10.4	3 2.1	164 7.2	89 8.1	199 7.3	8 9.8	2 11.1	44 8.0	64 7.5	15 7.4	144 7.5
229 6.8	191 6.6	38 7.9	134 6.1	57 8.5	44 7.8	73 4.5	74 10.7	27 8.0	11 7.5	176 7.7	53 4.8	194 7.1	1 1.2	2 11.1	32 5.8	56 6.6	11 5.4	132 6.9
160 4.8	143 5.0	17 3.5	117 5.3	26 3.9	24 4.2	104 6.4	15 2.2	15 4.4	2 1.4	101 4.4	59 5.4	116 4.3	5 6.1	-	39 7.1	40 4.7	16 7.8	89 4.6
158 4.7	134 4.6	24 5.0	80 3.6	54 8.0	35 6.2	54 3.3	45 6.5	14 4.1	10 6.8	114 5.0	44 4.0	135 5.0	2 2.4	1 5.6	20 3.6	44 5.2	3 1.5	99 5.2
150 4.5	126 4.4	24 5.0	88 4.0	38 5.6	32 5.6	62 3.8	32 4.6	16 4.7	8 5.5	97 4.3	53 4.8	124 4.6	5 6.1	2 11.1	19 3.4	37 4.4	13 6.4	86 4.5
142 4.2	126 4.4	16 3.3	92 4.2	34 5.1	27 4.8	82 5.1	17 2.5	9 2.7	7 4.8	78 3.4	64 5.9	115 4.2	6 7.3	1 5.6	20 3.6	40 4.7	9 4.4	74 3.9
114 3.4	91 3.2	23 4.8	69 3.1	22 3.3	16 2.8	66 4.1	9 1.3	16 4.7	7 4.8	64 2.8	50 4.6	92 3.4	1 1.2	-	21 3.8	34 4.0	4 2.0	68 3.5
105 3.1	98 3.4	7 1.4	76 3.4	22 3.3	21 3.7	74 4.6	3 0.4	7 2.1	-	54 2.4	51 4.7	79 2.9	2 2.4	1 5.6	23 4.2	22 2.6	7 3.4	58 3.0
86 2.6	81 2.8	5 1.0	67 3.0	14 2.1	15 2.6	17 1.0	49 7.1	5 1.5	-	27 1.2	59 5.4	69 2.5	2 2.4	1 5.6	14 2.5	19 2.2	6 2.9	55 2.9
77 2.3	69 2.4	8 1.7	52 2.4	17 2.5	15 2.6	54 3.3	-	8 2.4	-	46 2.0	31 2.8	61 2.2	1 1.2	-	15 2.7	17 2.0	4 2.0	51 2.7
72 2.1	65 2.3	7 1.4	46 2.1	19 2.8	15 2.6	43 2.6	7 1.0	7 2.1	-	50 2.2	22 2.0	56 2.1	3 3.7	2 11.1	11 2.0	16 1.9	6 2.9	40 2.1

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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/ 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
BURLINGAME	56 1.7	51 1.8	5 1.0	28 1.3	23 3.4	17 3.0	34 2.1	-	5 1.5	-	38 1.7	18 1.6	46 1.7	1 1.2	-	9 1.6	17 2.0	3 1.5	27 1.4
TAMMEN	47 1.4	47 1.6	-	41 1.9	6 0.9	4 0.7	19 1.2	24 3.5	-	-	43 1.9	4 0.4	34 1.3	3 3.7	-	10 1.8	16 1.9	7 3.4	19 1.0
SAN ANTONIO	39 1.2	32 1.1	7 1.4	24 1.1	8 1.2	7 1.2	24 1.5	1 0.1	7 2.1	-	23 1.0	16 1.5	31 1.1	1 1.2	-	7 1.3	9 1.1	1 0.5	23 1.2
BELMONT	36 1.1	33 1.1	3 0.6	14 0.6	19 2.8	16 2.8	17 1.0	-	3 0.9	-	28 1.2	8 0.7	31 1.1	-	1 5.6	4 0.7	12 1.4	1 0.5	22 1.1
LAWRENCE	35 1.0	34 1.2	1 0.2	28 1.3	6 0.9	8 1.4	25 1.5	1 0.1	1 0.3	-	25 1.1	10 0.9	30 1.1	1 1.2	-	4 0.7	10 1.2	1 0.5	20 1.0
SAN BRUNO	31 0.9	24 0.8	7 1.4	15 0.7	9 1.3	6 1.1	18 1.1	-	7 2.1	-	24 1.1	7 0.6	27 1.0	-	-	4 0.7	11 1.3	-	17 0.9
SANTA CLARA	31 0.9	27 0.9	4 0.8	15 0.7	12 1.8	12 2.1	15 0.9	-	4 1.2	-	24 1.1	7 0.6	28 1.0	-	-	3 0.5	11 1.3	-	16 0.8
SO. SAN FRANCISCO	25 0.7	23 0.8	2 0.4	19 0.9	4 0.6	4 0.7	19 1.2	-	1 0.3	1 0.7	23 1.0	2 0.2	18 0.7	-	-	7 1.3	4 0.5	2 1.0	17 0.9
MORGAN HILL	12 0.4	12 0.4	-	12 0.5	-	-	12 0.7	-	-	-	12 0.5	-	10 0.4	-	-	2 0.4	2 0.2	-	10 0.5
HAYWARD PARK	11 0.3	6 0.2	5 1.0	3 0.1	3 0.4	2 0.4	4 0.2	-	4 1.2	1 0.7	8 0.4	3 0.3	9 0.3	-	-	2 0.4	4 0.5	-	7 0.4
GILROY	8 0.2	8 0.3	-	8 0.4	-	-	8 0.5	-	-	-	8 0.4	-	5 0.2	1 1.2	1 5.6	1 0.2	1 0.1	1 0.5	6 0.3
BAYSHORE	6 0.2	6 0.2	-	5 0.2	1 0.1	1 0.2	5 0.3	-	-	-	5 0.2	1 0.1	4 0.1	-	-	2 0.4	1 0.1	-	4 0.2
CAPITOL	6 0.2	5 0.2	1 0.2	5 0.2	-	-	5 0.3	-	1 0.3	-	6 0.3	-	5 0.2	1 1.2	-	-	2 0.2	-	2 0.1
BROADWAY	3 0.1	2 0.1	1 0.2	-	2 0.3	2 0.4	-	-	1 0.3	-	3 0.1	-	3 0.1	-	-	-	1 0.1	1 0.5	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

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		
	=====			=====		=====			=====		=====		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
BLOSSOM HILL	3 0.1	3 0.1	-	3 0.1	-	-	3 0.2	-	-	-	3 0.1	-	3 0.1	-	-	-	-	1 0.5	2 0.1
SAN MARTIN	2 0.1	2 0.1	-	2 0.1	-	-	2 0.1	-	-	-	2 0.1	-	2 0.1	-	-	-	1 0.1	-	1 0.1
BLANK	96	80	16	51	29	24	38	18	13	3	70	26	76	1	-	19	25	2	29

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

TRAIN NUMBER

TRAIN NUMBER	OVERALL CALTRAIN EXPERIENCE																		
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT		SMWHT DISSAT		VERY DISSAT		NTRAL NA/BLANK	
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	DISSAT	BLANK	IMPR	DECL
BASE - ALL RESPONDENTS	3462 100.0	2962 100.0	500 100.0	2260 100.0	702 100.0	591 100.0	1661 100.0	710 100.0	351 100.0	149 100.0	2343 100.0	1119 100.0	2790 100.0	83 100.0	18 100.0	571 100.0	875 100.0	206 100.0	1946 100.0
268	170 4.9	170 5.7	-	170 7.5	-	-	170 10.2	-	-	-	170 7.3	-	130 4.7	5 6.0	1 5.6	34 6.0	43 4.9	14 6.8	91 4.7
217	159 4.6	159 5.4	-	159 7.0	-	-	159 9.6	-	-	-	159 6.8	-	122 4.4	4 4.8	1 5.6	32 5.6	50 5.7	11 5.3	80 4.1
233	140 4.0	140 4.7	-	140 6.2	-	-	140 8.4	-	-	-	-	140 12.5	117 4.2	2 2.4	2 11.1	19 3.3	38 4.3	9 4.4	76 3.9
225	130 3.8	130 4.4	-	130 5.8	-	-	130 7.8	-	-	-	130 5.5	-	94 3.4	3 3.6	1 5.6	32 5.6	24 2.7	15 7.3	78 4.0
381	120 3.5	120 4.1	-	120 5.3	-	-	-	120 16.9	-	-	-	120 10.7	101 3.6	2 2.4	-	17 3.0	30 3.4	3 1.5	76 3.9
313	118 3.4	118 4.0	-	118 5.2	-	-	-	118 16.6	-	-	118 5.0	-	95 3.4	1 1.2	-	22 3.9	29 3.3	8 3.9	70 3.6
190	115 3.3	115 3.9	-	-	115 16.4	115 19.5	-	-	-	-	115 4.9	-	87 3.1	3 3.6	2 11.1	23 4.0	32 3.7	12 5.8	55 2.8
262	110 3.2	110 3.7	-	110 4.9	-	-	110 6.6	-	-	-	110 4.7	-	85 3.0	2 2.4	-	23 4.0	32 3.7	10 4.9	61 3.1
282	110 3.2	110 3.7	-	110 4.9	-	-	110 6.6	-	-	-	-	110 9.8	85 3.0	3 3.6	1 5.6	21 3.7	27 3.1	9 4.4	68 3.5
376	107 3.1	107 3.6	-	107 4.7	-	-	-	107 15.1	-	-	107 4.6	-	73 2.6	11 13.3	-	23 4.0	20 2.3	13 6.3	68 3.5
801	106 3.1	-	106 21.2	-	-	-	-	-	-	106 71.1	106 4.5	-	88 3.2	-	-	18 3.2	31 3.5	1 0.5	50 2.6
195	102 2.9	102 3.4	-	-	102 14.5	102 17.3	-	-	-	-	102 4.4	-	82 2.9	3 3.6	1 5.6	16 2.8	14 1.6	6 2.9	63 3.2
324	95 2.7	95 3.2	-	95 4.2	-	-	-	95 13.4	-	-	95 4.1	-	68 2.4	3 3.6	-	24 4.2	14 1.6	5 2.4	63 3.2

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

TRAIN NUMBER

TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
	=====		=====		=====			=====		=====		=====				=====		
	TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
	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
257	91 2.6	91 3.1	-	- 13.0	-	91 5.5	-	-	-	91 3.9	-	75 2.7	2 2.4	-	14 2.5	27 3.1	6 2.9	48 2.5
360	91 2.6	91 3.1	-	91 4.0	-	-	- 12.8	-	-	91 3.9	-	81 2.9	-	-	10 1.8	21 2.4	2 1.0	55 2.8
267	88 2.5	88 3.0	-	88 3.9	-	-	88 5.3	-	-	-	88 7.9	68 2.4	2 2.4	-	18 3.2	30 3.4	3 1.5	46 2.4
273	86 2.5	86 2.9	-	86 3.8	-	-	86 5.2	-	-	86 3.7	-	68 2.4	1 1.2	-	17 3.0	22 2.5	4 1.9	45 2.3
192	85 2.5	85 2.9	-	- 12.1	85 14.4	-	-	-	-	85 3.6	-	70 2.5	4 4.8	-	11 1.9	17 1.9	6 2.9	47 2.4
288	81 2.3	81 2.7	-	81 3.6	-	-	81 4.9	-	-	-	81 7.2	59 2.1	8 9.6	1 5.6	13 2.3	16 1.8	11 5.3	44 2.3
329	80 2.3	80 2.7	-	80 3.5	-	-	- 11.3	-	-	-	80 7.1	59 2.1	4 4.8	-	17 3.0	12 1.4	11 5.3	52 2.7
207	79 2.3	79 2.7	-	79 3.5	-	-	79 4.8	-	-	79 3.4	-	66 2.4	2 2.4	-	11 1.9	19 2.2	3 1.5	51 2.6
216	79 2.3	79 2.7	-	79 3.5	-	-	79 4.8	-	-	79 3.4	-	63 2.3	1 1.2	1 5.6	14 2.5	21 2.4	2 1.0	51 2.6
220	77 2.2	77 2.6	-	77 3.4	-	-	77 4.6	-	-	-	77 6.9	65 2.3	-	-	12 2.1	15 1.7	2 1.0	48 2.5
143	70 2.0	70 2.4	-	- 10.0	70 11.8	-	-	-	-	70 3.0	-	52 1.9	2 2.4	2 11.1	14 2.5	18 2.1	5 2.4	33 1.7
441	70 2.0	- 14.0	70	-	-	-	-	70 19.9	-	70 3.0	-	59 2.1	1 1.2	1 5.6	9 1.6	23 2.6	4 1.9	37 1.9
438	69 2.0	- 13.8	69	-	-	-	-	69 19.7	-	69 2.9	-	60 2.2	2 2.4	-	7 1.2	15 1.7	2 1.0	37 1.9
151	60 1.7	60 2.0	-	- 8.5	60 10.2	-	-	-	-	60 2.6	-	54 1.9	1 1.2	-	5 0.9	15 1.7	3 1.5	31 1.6

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

TRAIN NUMBER

TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
	=====		=====		=====			=====		=====		=====				=====		
	TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE				CALTRAIN PERFORMANCE		
	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
277	59 1.7	59 2.0	-	59 2.6	-	-	59 3.6	-	-	-	59 5.3	49 1.8	-	-	10 1.8	18 2.1	3 1.5	32 1.6
432	59 1.7	- 11.8	59	-	-	-	-	59 16.8	-	59 2.5	-	55 2.0	1 1.2	-	3 0.5	19 2.2	1 0.5	31 1.6
206	56 1.6	56 1.9	-	56 2.5	-	-	56 3.4	-	-	56 2.4	-	49 1.8	-	1 5.6	6 1.1	17 1.9	1 0.5	33 1.7
230	54 1.6	54 1.8	-	54 2.4	-	-	54 3.3	-	-	-	54 4.8	43 1.5	1 1.2	-	10 1.8	10 1.1	3 1.5	30 1.5
421	54 1.6	- 10.8	54	-	-	-	-	54 15.4	-	-	54 4.8	52 1.9	-	-	2 0.4	15 1.7	-	31 1.6
254	52 1.5	52 1.8	-	-	52 7.4	-	52 3.1	-	-	52 2.2	-	44 1.6	-	-	8 1.4	15 1.7	1 0.5	27 1.4
433	51 1.5	- 10.2	51	-	-	-	-	51 14.5	-	51 2.2	-	45 1.6	-	-	6 1.1	18 2.1	-	23 1.2
332	50 1.4	50 1.7	-	50 2.2	-	-	-	50 7.0	-	50 2.1	-	41 1.5	2 2.4	-	7 1.2	15 1.7	4 1.9	27 1.4
385	49 1.4	49 1.7	-	49 2.2	-	-	-	49 6.9	-	-	49 4.4	40 1.4	1 1.2	-	8 1.4	11 1.3	1 0.5	30 1.5
150	48 1.4	48 1.6	-	-	48 6.8	48 8.1	-	-	-	-	48 4.3	42 1.5	3 3.6	-	3 0.5	11 1.3	3 1.5	28 1.4
424	48 1.4	- 9.6	48	-	-	-	-	48 13.7	-	48 2.0	-	43 1.5	-	-	5 0.9	11 1.3	4 1.9	25 1.3
142	44 1.3	44 1.5	-	-	44 6.3	44 7.4	-	-	-	-	44 3.9	33 1.2	-	2 11.1	9 1.6	13 1.5	2 1.0	23 1.2
804	43 1.2	- 8.6	43	-	-	-	-	-	43 28.9	-	43 3.8	35 1.3	1 1.2	-	7 1.2	12 1.4	1 0.5	27 1.4
289	40 1.2	40 1.4	-	40 1.8	-	-	40 2.4	-	-	-	40 3.6	34 1.2	1 1.2	-	5 0.9	8 0.9	1 0.5	23 1.2

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

TRAIN NUMBER

TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE							CALTRAIN PERFORMANCE		
	=====		=====		=====			=====		=====		=====							=====		
	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	IMPR	DECL	SAME			
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----			
197	35 1.0	35 1.2	-	- 5.0	35 5.9	-	-	-	-	35 1.5	-	31 1.1	-	1 5.6	3 0.5	14 1.6	-	15 0.8			
102	18 0.5	18 0.6	-	18 0.8	- 3.0	18	-	-	-	-	18 1.6	16 0.6	-	-	2 0.4	10 1.1	-	7 0.4			
101	14 0.4	14 0.5	-	14 0.6	- 2.4	14	-	-	-	-	14 1.3	12 0.4	1 1.2	-	1 0.2	3 0.3	1 0.5	10 0.5			

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

TYPE OF SERVICE

													OVERALL CALTRAIN EXPERIENCE							
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?						CALTRAIN PERFORMANCE				
			VERY/SMWHT									NTRAL NA/ BLANK								
			PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	BLANK	IMPR	DECL	SAME		
	TOTAL	WKDAY	SAT																	
BASE - ALL RESPONDENTS	3462 100.0	2962 100.0	500 100.0	2260 100.0	702 100.0	591 100.0	1661 100.0	710 100.0	351 100.0	149 100.0	2343 100.0	1119 100.0	2790 100.0	83 100.0	18 100.0	571 100.0	875 100.0	206 100.0	1946 100.0	
LOCAL	942 27.2	591 20.0	351 70.2	32 1.4	559 79.6	591 100.0	-	-	351 100.0	-	764 32.6	178 15.9	793 28.4	21 25.3	9 50.0	119 20.8	248 28.3	49 23.8	496 25.5	
LIMITED	1661 48.0	1661 56.1	-	1518 67.2	143 20.4	-	1661 100.0	-	-	-	1012 43.2	649 58.0	1316 47.2	37 44.6	9 50.0	299 52.4	432 49.4	108 52.4	932 47.9	
BULLET	859 24.8	710 24.0	149 29.8	710 31.4	-	-	-	710 100.0	-	149 100.0	567 24.2	292 26.1	681 24.4	25 30.1	-	153 26.8	195 22.3	49 23.8	518 26.6	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

STRATA

TOTAL											OVERALL CALTRAIN EXPERIENCE								
	TIME PERIOD		WEEKDAY		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?						CALTRAIN PERFORMANCE			
			TIME PERIOD																
			PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	IMPR	DECL	SAME	
	WKDAY	SAT																	
3462 100.0	2962 100.0	500 100.0	2260 100.0	702 100.0	591 100.0	1661 100.0	710 100.0	351 100.0	149 100.0	2343 100.0	1119 100.0	2790 100.0	83 100.0	18 100.0	571 100.0	875 100.0	206 100.0	1946 100.0	
2260 65.3	2260 76.3	- 100.0	2260 100.0	- 100.0	32 5.4	1518 91.4	710 100.0	- 100.0	- 100.0	1330 56.8	930 83.1	1783 63.9	60 72.3	9 50.0	408 71.5	555 63.4	149 72.3	1315 67.6	
702 20.3	702 23.7	- 100.0	- 100.0	702 100.0	559 94.6	143 8.6	- 100.0	- 100.0	- 100.0	610 26.0	92 8.2	570 20.4	18 21.7	8 44.4	106 18.6	176 20.1	44 21.4	370 19.0	
500 14.4	- 100.0	500 100.0	- 100.0	- 100.0	- 100.0	- 100.0	- 100.0	351 100.0	149 100.0	403 17.2	97 8.7	437 15.7	5 6.0	1 5.6	57 10.0	144 16.5	13 6.3	261 13.4	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

DIRECTION

TOTAL											OVERALL CALTRAIN EXPERIENCE							
	TIME PERIOD		WEEKDAY		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====				CALTRAIN PERFORMANCE		
			TIME PERIOD									VERY//						
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	
	WEEKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	IMPR	DECL	SAME
3462	2962	500	2260	702	591	1661	710	351	149	2343	1119	2790	83	18	571	875	206	1946
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1801	1520	281	1162	358	281	872	367	175	106	1157	644	1463	33	9	296	469	98	1000
52.0	51.3	56.2	51.4	51.0	47.5	52.5	51.7	49.9	71.1	49.4	57.6	52.4	39.8	50.0	51.8	53.6	47.6	51.4
1661	1442	219	1098	344	310	789	343	176	43	1186	475	1327	50	9	275	406	108	946
48.0	48.7	43.8	48.6	49.0	52.5	47.5	48.3	50.1	28.9	50.6	42.4	47.6	60.2	50.0	48.2	46.4	52.4	48.6

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2014

BIKE CAR

												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
BASE - ALL RESPONDENTS	3462 100.0	2962 100.0	500 100.0	2260 100.0	702 100.0	591 100.0	1661 100.0	710 100.0	351 100.0	149 100.0	2343 100.0	1119 100.0	2790 100.0	83 100.0	18 100.0	571 100.0	875 100.0	206 100.0	1946 100.0
BIKE CAR	1119 32.3	1022 34.5	97 19.4	930 41.2	92 13.1	124 21.0	649 39.1	249 35.1	54 15.4	43 28.9	- 100.0	1119 100.0	910 32.6	29 34.9	6 33.3	174 30.5	279 31.9	63 30.6	651 33.5
REGULAR TRAIN CAR	2343 67.7	1940 65.5	403 80.6	1330 58.8	610 86.9	467 79.0	1012 60.9	461 64.9	297 84.6	106 71.1	2343 100.0	-	1880 67.4	54 65.1	12 66.7	397 69.5	596 68.1	143 69.4	1295 66.5