



CALTRAIN ONBOARD SURVEY 2015

Statistical Tables

Corey, Canapary & Galanis
August 2015

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE							
		TIME PERIOD			TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR		=====			
		=====			=====			=====			=====		REGULAR CAR?		VERY/	SMWHT	VERY	NTRAL
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK	
BASE - TOTAL RESPONDING		3341	2856	485	2252	604	517	1596	743	337	148	2187	1154	2463	117	41	720	
		100.0	100.0	100.0	100.0	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	1017	855	162	656	199	173	475	207	116	46	665	352	883	11	7	116	
		30.4	29.9	33.4	29.1	32.9	33.5	29.8	27.9	34.4	31.1	30.4	30.5	35.9	9.4	17.1	16.1	
(4)		1439	1234	205	1007	227	190	704	340	146	59	922	517	1123	40	14	262	
		43.1	43.2	42.3	44.7	37.6	36.8	44.1	45.8	43.3	39.9	42.2	44.8	45.6	34.2	34.1	36.4	
(3)		639	551	88	430	121	105	304	142	58	30	430	209	343	42	12	242	
		19.1	19.3	18.1	19.1	20.0	20.3	19.0	19.1	17.2	20.3	19.7	18.1	13.9	35.9	29.3	33.6	
(2)		136	121	15	94	27	24	65	32	9	6	91	45	57	18	2	59	
		4.1	4.2	3.1	4.2	4.5	4.6	4.1	4.3	2.7	4.1	4.2	3.9	2.3	15.4	4.9	8.2	
(1)	VERY DISSATISFIED	64	55	9	35	20	17	29	9	4	5	50	14	32	4	5	23	
		1.9	1.9	1.9	1.6	3.3	3.3	1.8	1.2	1.2	3.4	2.3	1.2	1.3	3.4	12.2	3.2	
NOT APPLICABLE		46	40	6	30	10	8	19	13	4	2	29	17	25	2	1	18	
		1.4	1.4	1.2	1.3	1.7	1.5	1.2	1.7	1.2	1.4	1.3	1.5	1.0	1.7	2.4	2.5	
BLANK		15	14	1	12	2	2	10	2	1	-	10	5	10	-	-	5	
MEAN		3.97	3.96	4.04	3.97	3.94	3.94	3.97	3.96	4.08	3.92	3.96	4.01	4.14	3.31	3.40	3.55	
STANDARD DEVIATION		0.92	0.92	0.90	0.89	1.01	1.02	0.91	0.87	0.86	1.00	0.94	0.87	0.83	0.97	1.22	0.97	
STANDARD ERROR		0.02	0.02	0.04	0.02	0.04	0.05	0.02	0.03	0.05	0.08	0.02	0.03	0.02	0.09	0.19	0.04	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3341 100.0	1087 100.0	1170 100.0	1051 100.0	1737 100.0	604 100.0	324 100.0	603 100.0
(5) VERY SATISFIED	1017 30.4	382 35.1	355 30.3	268 25.5	495 28.5	165 27.3	106 32.7	217 36.0
(4)	1439 43.1	458 42.1	502 42.9	467 44.4	769 44.3	264 43.7	145 44.8	237 39.3
(3)	639 19.1	173 15.9	234 20.0	225 21.4	339 19.5	131 21.7	55 17.0	104 17.2
(2)	136 4.1	33 3.0	49 4.2	52 4.9	79 4.5	26 4.3	9 2.8	19 3.2
(1) VERY DISSATISFIED	64 1.9	20 1.8	21 1.8	23 2.2	34 2.0	7 1.2	4 1.2	18 3.0
NOT APPLICABLE	46 1.4	21 1.9	9 0.8	16 1.5	21 1.2	11 1.8	5 1.5	8 1.3
BLANK	15	1	5	8	7	3	1	3
MEAN	3.97	4.08	3.97	3.87	3.94	3.93	4.07	4.04
STANDARD DEVIATION	0.92	0.90	0.92	0.93	0.92	0.88	0.85	0.97
STANDARD ERROR	0.02	0.03	0.03	0.03	0.02	0.04	0.05	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE							
		TIME PERIOD			TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====			
		=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL		
		TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/BLANK	
BASE - TOTAL RESPONDING		3330	2849	481	2249	600	514	1592	743	335	146	2179	1151	2458	116	41	715	
		100.0	100.0	100.0	100.0	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	1321	1104	217	854	250	213	627	264	158	59	864	457	1137	15	14	155	
		39.7	38.8	45.1	38.0	41.7	41.4	39.4	35.5	47.2	40.4	39.7	39.7	46.3	12.9	34.1	21.7	
(4)		1233	1088	145	883	205	175	624	289	103	42	801	432	896	43	13	281	
		37.0	38.2	30.1	39.3	34.2	34.0	39.2	38.9	30.7	28.8	36.8	37.5	36.5	37.1	31.7	39.3	
(3)		422	366	56	285	81	74	196	96	33	23	280	142	199	38	4	181	
		12.7	12.8	11.6	12.7	13.5	14.4	12.3	12.9	9.9	15.8	12.8	12.3	8.1	32.8	9.8	25.3	
(2)		61	53	8	43	10	11	24	18	4	4	44	17	21	9	2	29	
		1.8	1.9	1.7	1.9	1.7	2.1	1.5	2.4	1.2	2.7	2.0	1.5	0.9	7.8	4.9	4.1	
(1)	VERY DISSATISFIED	21	17	4	12	5	4	11	2	2	2	16	5	6	1	2	12	
		0.6	0.6	0.8	0.5	0.8	0.8	0.7	0.3	0.6	1.4	0.7	0.4	0.2	0.9	4.9	1.7	
NOT APPLICABLE		272	221	51	172	49	37	110	74	35	16	174	98	199	10	6	57	
		8.2	7.8	10.6	7.6	8.2	7.2	6.9	10.0	10.4	11.0	8.0	8.5	8.1	8.6	14.6	8.0	
BLANK		26	21	5	15	6	5	14	2	3	2	18	8	15	1	-	10	
MEAN		4.23	4.22	4.31	4.22	4.24	4.22	4.24	4.19	4.37	4.17	4.22	4.25	4.39	3.58	4.00	3.82	
STANDARD DEVIATION		0.81	0.81	0.84	0.80	0.83	0.85	0.79	0.80	0.78	0.93	0.82	0.78	0.71	0.87	1.14	0.91	
STANDARD ERROR		0.01	0.02	0.04	0.02	0.04	0.04	0.02	0.03	0.05	0.08	0.02	0.02	0.01	0.08	0.19	0.04	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3330 100.0	1080 100.0	1168 100.0	1049 100.0	1729 100.0	605 100.0	323 100.0	601 100.0
(5) VERY SATISFIED	1321 39.7	472 43.7	453 38.8	382 36.4	679 39.3	218 36.0	141 43.7	247 41.1
(4)	1233 37.0	366 33.9	440 37.7	420 40.0	685 39.6	235 38.8	105 32.5	195 32.4
(3)	422 12.7	111 10.3	163 14.0	141 13.4	212 12.3	90 14.9	46 14.2	61 10.1
(2)	61 1.8	10 0.9	29 2.5	18 1.7	36 2.1	11 1.8	4 1.2	6 1.0
(1) VERY DISSATISFIED	21 0.6	7 0.6	6 0.5	8 0.8	10 0.6	4 0.7	-	7 1.2
NOT APPLICABLE	272 8.2	114 10.6	77 6.6	80 7.6	107 6.2	47 7.8	27 8.4	85 14.1
BLANK	26	8	7	10	15	2	2	5
MEAN	4.23	4.33	4.20	4.19	4.23	4.17	4.29	4.30
STANDARD DEVIATION	0.81	0.78	0.83	0.81	0.80	0.82	0.78	0.82
STANDARD ERROR	0.01	0.02	0.03	0.03	0.02	0.03	0.05	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

		WEEKDAY								OVERALL CALTRAIN EXPERIENCE							
		TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====				
													VERY/ SMWHT	SMWHT	VERY	NTRAL	
																	SATIS
TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE						
BASE - TOTAL RESPONDING		3330	2850	480	2248	602	517	1593	740	333	147	2178	1152	2458	115	41	716
		100.0	100.0	100.0	100.0	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	972	808	164	595	213	185	441	182	117	47	647	325	859	6	10	97
		29.2	28.4	34.2	26.5	35.4	35.8	27.7	24.6	35.1	32.0	29.7	28.2	34.9	5.2	24.4	13.5
(4)		1109	955	154	769	186	158	540	257	109	45	738	371	864	28	13	204
		33.3	33.5	32.1	34.2	30.9	30.6	33.9	34.7	32.7	30.6	33.9	32.2	35.2	24.3	31.7	28.5
(3)		802	700	102	569	131	117	395	188	66	36	507	295	495	40	9	258
		24.1	24.6	21.3	25.3	21.8	22.6	24.8	25.4	19.8	24.5	23.3	25.6	20.1	34.8	22.0	36.0
(2)		224	200	24	165	35	28	106	66	18	6	143	81	106	21	2	95
		6.7	7.0	5.0	7.3	5.8	5.4	6.7	8.9	5.4	4.1	6.6	7.0	4.3	18.3	4.9	13.3
(1)	VERY DISSATISFIED	62	56	6	47	9	9	37	10	2	4	44	18	17	12	4	29
		1.9	2.0	1.3	2.1	1.5	1.7	2.3	1.4	0.6	2.7	2.0	1.6	0.7	10.4	9.8	4.1
NOT APPLICABLE		161	131	30	103	28	20	74	37	21	9	99	62	117	8	3	33
		4.8	4.6	6.3	4.6	4.7	3.9	4.6	5.0	6.3	6.1	4.5	5.4	4.8	7.0	7.3	4.6
BLANK		26	20	6	16	4	2	13	5	5	1	19	7	15	2	-	9
MEAN		3.85	3.83	3.99	3.79	3.97	3.97	3.82	3.76	4.03	3.91	3.87	3.83	4.04	2.95	3.61	3.36
STANDARD DEVIATION		1.00	1.00	0.96	1.00	0.99	1.00	1.01	0.99	0.94	1.02	1.00	0.99	0.91	1.07	1.24	1.02
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	0.10	0.20	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

	TOTAL	HOW LONG RIDING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3330 100.0	1080 100.0	1169 100.0	1048 100.0	1735 100.0	604 100.0	321 100.0	598 100.0
(5) VERY SATISFIED	972 29.2	357 33.1	324 27.7	278 26.5	481 27.7	164 27.2	100 31.2	198 33.1
(4)	1109 33.3	343 31.8	387 33.1	368 35.1	592 34.1	207 34.3	96 29.9	200 33.4
(3)	802 24.1	235 21.8	300 25.7	259 24.7	418 24.1	159 26.3	79 24.6	126 21.1
(2)	224 6.7	55 5.1	86 7.4	82 7.8	135 7.8	39 6.5	22 6.9	24 4.0
(1) VERY DISSATISFIED	62 1.9	17 1.6	19 1.6	26 2.5	34 2.0	9 1.5	7 2.2	11 1.8
NOT APPLICABLE	161 4.8	73 6.8	53 4.5	35 3.3	75 4.3	26 4.3	17 5.3	39 6.5
BLANK	26	8	6	11	9	3	4	8
MEAN	3.85	3.96	3.82	3.78	3.81	3.83	3.86	3.98
STANDARD DEVIATION	1.00	0.98	0.99	1.02	1.01	0.97	1.03	0.96
STANDARD ERROR	0.02	0.03	0.03	0.03	0.02	0.04	0.06	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE							
		TIME PERIOD			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	
BASE - TOTAL RESPONDING		3338 100.0	2857 100.0	481 100.0	2253 100.0	604 100.0	518 100.0	1596 100.0	743 100.0	335 100.0	146 100.0	2185 100.0	1153 100.0	2462 100.0	116 100.0	41 100.0	719 100.0	
(5)	VERY SATISFIED	936 28.0	755 26.4	181 37.6	537 23.8	218 36.1	184 35.5	408 25.6	163 21.9	129 38.5	52 35.6	625 28.6	311 27.0	834 33.9	6 5.2	9 22.0	87 12.1	
(4)		1001 30.0	846 29.6	155 32.2	677 30.0	169 28.0	153 29.5	472 29.6	221 29.7	109 32.5	46 31.5	657 30.1	344 29.8	768 31.2	24 20.7	11 26.8	198 27.5	
(3)		723 21.7	652 22.8	71 14.8	530 23.5	122 20.2	103 19.9	364 22.8	185 24.9	47 14.0	24 16.4	467 21.4	256 22.2	475 19.3	34 29.3	10 24.4	204 28.4	
(2)		283 8.5	250 8.8	33 6.9	205 9.1	45 7.5	40 7.7	135 8.5	75 10.1	23 6.9	10 6.8	178 8.1	105 9.1	137 5.6	23 19.8	6 14.6	117 16.3	
(1)	VERY DISSATISFIED	130 3.9	118 4.1	12 2.5	100 4.4	18 3.0	14 2.7	75 4.7	29 3.9	6 1.8	6 4.1	80 3.7	50 4.3	55 2.2	19 16.4	4 9.8	52 7.2	
NOT APPLICABLE		265 7.9	236 8.3	29 6.0	204 9.1	32 5.3	24 4.6	142 8.9	70 9.4	21 6.3	8 5.5	178 8.1	87 7.5	193 7.8	10 8.6	1 2.4	61 8.5	
BLANK		18	13	5	11	2	1	10	2	3	2	12	6	11	1	-	6	
MEAN		3.76	3.71	4.02	3.66	3.92	3.92	3.69	3.62	4.06	3.93	3.78	3.71	3.96	2.76	3.38	3.23	
STANDARD DEVIATION		1.11	1.11	1.04	1.11	1.09	1.07	1.13	1.10	1.01	1.11	1.10	1.13	1.02	1.16	1.27	1.13	
STANDARD ERROR		0.02	0.02	0.05	0.02	0.05	0.05	0.03	0.04	0.06	0.09	0.02	0.03	0.02	0.11	0.20	0.04	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3338 100.0	1086 100.0	1168 100.0	1051 100.0	1734 100.0	605 100.0	322 100.0	605 100.0
(5) VERY SATISFIED	936 28.0	340 31.3	298 25.5	286 27.2	422 24.3	145 24.0	99 30.7	240 39.7
(4)	1001 30.0	321 29.6	339 29.0	330 31.4	515 29.7	191 31.6	84 26.1	195 32.2
(3)	723 21.7	233 21.5	265 22.7	220 20.9	400 23.1	143 23.6	71 22.0	95 15.7
(2)	283 8.5	86 7.9	106 9.1	88 8.4	159 9.2	43 7.1	42 13.0	35 5.8
(1) VERY DISSATISFIED	130 3.9	39 3.6	57 4.9	33 3.1	84 4.8	21 3.5	8 2.5	14 2.3
NOT APPLICABLE	265 7.9	67 6.2	103 8.8	94 8.9	154 8.9	62 10.2	18 5.6	26 4.3
BLANK	18	2	7	8	10	2	3	1
MEAN	3.76	3.82	3.67	3.78	3.65	3.73	3.74	4.06
STANDARD DEVIATION	1.11	1.10	1.14	1.08	1.13	1.06	1.13	1.02
STANDARD ERROR	0.02	0.03	0.03	0.03	0.03	0.05	0.06	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE							
		TIME PERIOD			TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====			
		=====		=====		=====			=====		=====		VERY/	SMWHT	VERY	NTRAL		
		TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/BLANK	
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
BASE - TOTAL RESPONDING		3332	2850	482	2250	600	513	1600	737	335	147	2180	1152	2456	117	41	718	
		100.0	100.0	100.0	100.0	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	700	570	130	418	152	125	328	117	95	35	471	229	633	4	6	57	
		21.0	20.0	27.0	18.6	25.3	24.4	20.5	15.9	28.4	23.8	21.6	19.9	25.8	3.4	14.6	7.9	
(4)		875	743	132	601	142	126	424	193	90	42	579	296	723	20	9	123	
		26.3	26.1	27.4	26.7	23.7	24.6	26.5	26.2	26.9	28.6	26.6	25.7	29.4	17.1	22.0	17.1	
(3)		723	651	72	532	119	105	371	175	49	23	446	277	511	21	8	183	
		21.7	22.8	14.9	23.6	19.8	20.5	23.2	23.7	14.6	15.6	20.5	24.0	20.8	17.9	19.5	25.5	
(2)		423	381	42	320	61	48	215	118	32	10	281	142	222	29	5	167	
		12.7	13.4	8.7	14.2	10.2	9.4	13.4	16.0	9.6	6.8	12.9	12.3	9.0	24.8	12.2	23.3	
(1)	VERY DISSATISFIED	312	298	14	262	36	29	188	81	7	7	198	114	114	39	11	148	
		9.4	10.5	2.9	11.6	6.0	5.7	11.8	11.0	2.1	4.8	9.1	9.9	4.6	33.3	26.8	20.6	
NOT APPLICABLE		299	207	92	117	90	80	74	53	62	30	205	94	253	4	2	40	
		9.0	7.3	19.1	5.2	15.0	15.6	4.6	7.2	18.5	20.4	9.4	8.2	10.3	3.4	4.9	5.6	
BLANK		24	20	4	14	6	6	6	8	3	1	17	7	17	-	-	7	
MEAN		3.40	3.34	3.83	3.28	3.61	3.62	3.32	3.21	3.86	3.75	3.43	3.36	3.70	2.30	2.85	2.67	
STANDARD DEVIATION		1.26	1.27	1.12	1.28	1.22	1.20	1.29	1.25	1.10	1.15	1.27	1.26	1.14	1.22	1.46	1.24	
STANDARD ERROR		0.02	0.02	0.06	0.03	0.05	0.06	0.03	0.05	0.07	0.11	0.03	0.04	0.02	0.11	0.23	0.05	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3332 100.0	1082 100.0	1163 100.0	1054 100.0	1730 100.0	605 100.0	322 100.0	603 100.0
(5) VERY SATISFIED	700 21.0	277 25.6	221 19.0	197 18.7	336 19.4	111 18.3	79 24.5	156 25.9
(4)	875 26.3	291 26.9	286 24.6	293 27.8	467 27.0	164 27.1	87 27.0	148 24.5
(3)	723 21.7	187 17.3	272 23.4	251 23.8	377 21.8	159 26.3	80 24.8	90 14.9
(2)	423 12.7	93 8.6	183 15.7	144 13.7	271 15.7	94 15.5	29 9.0	24 4.0
(1) VERY DISSATISFIED	312 9.4	69 6.4	138 11.9	104 9.9	232 13.4	57 9.4	11 3.4	12 2.0
NOT APPLICABLE	299 9.0	165 15.2	63 5.4	65 6.2	47 2.7	20 3.3	36 11.2	173 28.7
BLANK	24	6	12	5	14	2	3	3
MEAN	3.40	3.67	3.24	3.34	3.24	3.30	3.68	3.96
STANDARD DEVIATION	1.26	1.22	1.29	1.24	1.32	1.22	1.10	1.02
STANDARD ERROR	0.02	0.04	0.04	0.04	0.03	0.05	0.07	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

											OVERALL CALTRAIN EXPERIENCE						
		TIME PERIOD		WEEKDAY		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====				
				TIME PERIOD									VERY/ SMWHT	SMWHT	VERY	NTRAL	
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING		3333	2852	481	2251	601	516	1593	743	334	147	2184	1149	2462	116	41	714
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5)	VERY SATISFIED	784	628	156	447	181	154	340	134	110	46	536	248	726	2	7	49
		23.5	22.0	32.4	19.9	30.1	29.8	21.3	18.0	32.9	31.3	24.5	21.6	29.5	1.7	17.1	6.9
(4)		1643	1420	223	1160	260	225	800	395	161	62	1054	589	1429	16	14	184
		49.3	49.8	46.4	51.5	43.3	43.6	50.2	53.2	48.2	42.2	48.3	51.3	58.0	13.8	34.1	25.8
(3)		750	672	78	534	138	118	377	177	48	30	489	261	272	51	8	419
		22.5	23.6	16.2	23.7	23.0	22.9	23.7	23.8	14.4	20.4	22.4	22.7	11.0	44.0	19.5	58.7
(2)		114	99	15	86	13	11	60	28	11	4	82	32	17	41	4	52
		3.4	3.5	3.1	3.8	2.2	2.1	3.8	3.8	3.3	2.7	3.8	2.8	0.7	35.3	9.8	7.3
(1)	VERY DISSATISFIED	29	25	4	18	7	6	12	7	1	3	17	12	8	5	7	9
		0.9	0.9	0.8	0.8	1.2	1.2	0.8	0.9	0.3	2.0	0.8	1.0	0.3	4.3	17.1	1.3
NOT APPLICABLE		13	8	5	6	2	2	4	2	3	2	6	7	10	1	1	1
		0.4	0.3	1.0	0.3	0.3	0.4	0.3	0.3	0.9	1.4	0.3	0.6	0.4	0.9	2.4	0.1
BLANK		23	18	5	13	5	3	13	2	4	1	13	10	11	1	-	11
MEAN		3.92	3.89	4.08	3.86	3.99	3.99	3.88	3.84	4.11	3.99	3.92	3.90	4.16	2.73	3.25	3.30
STANDARD DEVIATION		0.82	0.81	0.83	0.80	0.85	0.85	0.81	0.79	0.79	0.91	0.83	0.80	0.66	0.82	1.35	0.75
STANDARD ERROR		0.01	0.02	0.04	0.02	0.03	0.04	0.02	0.03	0.04	0.08	0.02	0.02	0.01	0.08	0.21	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3333 100.0	1084 100.0	1167 100.0	1049 100.0	1728 100.0	605 100.0	322 100.0	605 100.0
(5) VERY SATISFIED	784 23.5	315 29.1	248 21.3	214 20.4	330 19.1	128 21.2	89 27.6	212 35.0
(4)	1643 49.3	539 49.7	576 49.4	514 49.0	884 51.2	295 48.8	159 49.4	282 46.6
(3)	750 22.5	183 16.9	291 24.9	266 25.4	428 24.8	159 26.3	58 18.0	88 14.5
(2)	114 3.4	28 2.6	40 3.4	44 4.2	67 3.9	20 3.3	9 2.8	11 1.8
(1) VERY DISSATISFIED	29 0.9	11 1.0	12 1.0	6 0.6	16 0.9	3 0.5	4 1.2	6 1.0
NOT APPLICABLE	13 0.4	8 0.7	-	5 0.5	3 0.2	-	3 0.9	6 1.0
BLANK	23	4	8	10	16	2	3	1
MEAN	3.92	4.04	3.86	3.85	3.84	3.87	4.00	4.14
STANDARD DEVIATION	0.82	0.81	0.82	0.81	0.81	0.80	0.83	0.80
STANDARD ERROR	0.01	0.02	0.02	0.03	0.02	0.03	0.05	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q7. RATING OF CALTRAIN ONBOARD TRAINS - COURTESY OF CONDUCTORS

		WEEKDAY									BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE				
		TIME PERIOD		WEEKDAY SERVICE		SAT. SVC.		VERY/ SMWHT	SMWHT	VERY			NTRAL				
		=====		=====		=====		=====		=====	=====	=====	=====				
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
BASE - TOTAL RESPONDING		3336	2853	483	2250	603	516	1598	739	335	148	2181	1155	2460	117	41	718
		100.0	100.0	100.0	100.0	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	1495	1278	217	1002	276	240	725	313	151	66	981	514	1283	22	12	178
		44.8	44.8	44.9	44.5	45.8	46.5	45.4	42.4	45.1	44.6	45.0	44.5	52.2	18.8	29.3	24.8
(4)		1202	1058	144	858	200	172	600	286	96	48	797	405	880	31	10	281
		36.0	37.1	29.8	38.1	33.2	33.3	37.5	38.7	28.7	32.4	36.5	35.1	35.8	26.5	24.4	39.1
(3)		433	363	70	285	78	67	198	98	53	17	268	165	192	36	10	195
		13.0	12.7	14.5	12.7	12.9	13.0	12.4	13.3	15.8	11.5	12.3	14.3	7.8	30.8	24.4	27.2
(2)		85	71	14	55	16	13	40	18	6	8	53	32	24	20	5	36
		2.5	2.5	2.9	2.4	2.7	2.5	2.5	2.4	1.8	5.4	2.4	2.8	1.0	17.1	12.2	5.0
(1)	VERY DISSATISFIED	31	25	6	16	9	5	15	5	4	2	16	15	12	6	4	9
		0.9	0.9	1.2	0.7	1.5	1.0	0.9	0.7	1.2	1.4	0.7	1.3	0.5	5.1	9.8	1.3
NOT APPLICABLE		90	58	32	34	24	19	20	19	25	7	66	24	69	2	-	19
		2.7	2.0	6.6	1.5	4.0	3.7	1.3	2.6	7.5	4.7	3.0	2.1	2.8	1.7		2.6
BLANK		20	17	3	14	3	3	8	6	3	-	16	4	13	-	-	7
MEAN		4.25	4.25	4.22	4.25	4.24	4.27	4.25	4.23	4.24	4.19	4.26	4.21	4.42	3.37	3.51	3.83
STANDARD DEVIATION		0.85	0.84	0.91	0.83	0.90	0.86	0.84	0.83	0.89	0.96	0.83	0.89	0.72	1.14	1.31	0.91
STANDARD ERROR		0.01	0.02	0.04	0.02	0.04	0.04	0.02	0.03	0.05	0.08	0.02	0.03	0.01	0.11	0.20	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q7. RATING OF CALTRAIN ONBOARD TRAINS - COURTESY OF CONDUCTORS

	TOTAL	HOW LONG RIDING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3336 100.0	1078 100.0	1172 100.0	1054 100.0	1733 100.0	606 100.0	325 100.0	600 100.0
(5) VERY SATISFIED	1495 44.8	505 46.8	537 45.8	436 41.4	769 44.4	255 42.1	150 46.2	286 47.7
(4)	1202 36.0	374 34.7	426 36.3	395 37.5	656 37.9	229 37.8	118 36.3	179 29.8
(3)	433 13.0	119 11.0	153 13.1	157 14.9	232 13.4	91 15.0	36 11.1	66 11.0
(2)	85 2.5	14 1.3	30 2.6	38 3.6	44 2.5	19 3.1	6 1.8	11 1.8
(1) VERY DISSATISFIED	31 0.9	6 0.6	11 0.9	13 1.2	16 0.9	8 1.3	1 0.3	5 0.8
NOT APPLICABLE	90 2.7	60 5.6	15 1.3	15 1.4	16 0.9	4 0.7	14 4.3	53 8.8
BLANK	20	10	3	5	11	1	-	6
MEAN	4.25	4.33	4.25	4.16	4.23	4.17	4.32	4.33
STANDARD DEVIATION	0.85	0.78	0.85	0.90	0.85	0.89	0.78	0.83
STANDARD ERROR	0.01	0.02	0.02	0.03	0.02	0.04	0.04	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE							
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR		=====						
		=====		=====	=====			=====		REGULAR CAR??		VERY/	SMWHT	VERY	NTRAL			
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK	

BASE - TOTAL RESPONDING		3335	2853	482	2252	601	516	1598	739	334	148	2181	1154	2458	116	41	720	
		100.0	100.0	100.0	100.0	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	1662	1416	246	1106	310	268	813	335	170	76	1079	583	1411	27	11	213	
		49.8	49.6	51.0	49.1	51.6	51.9	50.9	45.3	50.9	51.4	49.5	50.5	57.4	23.3	26.8	29.6	
(4)		1206	1066	140	869	197	168	597	301	97	43	804	402	830	44	16	316	
		36.2	37.4	29.0	38.6	32.8	32.6	37.4	40.7	29.0	29.1	36.9	34.8	33.8	37.9	39.0	43.9	
(3)		293	243	50	193	50	45	128	70	31	19	184	109	116	32	8	137	
		8.8	8.5	10.4	8.6	8.3	8.7	8.0	9.5	9.3	12.8	8.4	9.4	4.7	27.6	19.5	19.0	
(2)		40	35	5	29	6	5	21	9	2	3	26	14	10	7	3	20	
		1.2	1.2	1.0	1.3	1.0	1.0	1.3	1.2	0.6	2.0	1.2	1.2	0.4	6.0	7.3	2.8	
(1)	VERY DISSATISFIED	15	12	3	8	4	3	9	-	1	2	6	9	2	4	2	7	
		0.4	0.4	0.6	0.4	0.7	0.6	0.6		0.3	1.4	0.3	0.8	0.1	3.4	4.9	1.0	
NOT APPLICABLE		119	81	38	47	34	27	30	24	33	5	82	37	89	2	1	27	
		3.6	2.8	7.9	2.1	5.7	5.2	1.9	3.2	9.9	3.4	3.8	3.2	3.6	1.7	2.4	3.8	
BLANK		21	17	4	12	5	3	8	6	4	-	16	5	15	1	-	5	
MEAN		4.39	4.38	4.40	4.38	4.42	4.42	4.39	4.35	4.44	4.31	4.39	4.38	4.54	3.73	3.78	4.02	
STANDARD DEVIATION		0.74	0.73	0.78	0.73	0.75	0.75	0.74	0.71	0.73	0.88	0.72	0.78	0.62	1.01	1.10	0.84	
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	0.09	0.17	0.03	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3335 100.0	1081 100.0	1171 100.0	1051 100.0	1734 100.0	606 100.0	324 100.0	600 100.0
(5) VERY SATISFIED	1662 49.8	551 51.0	604 51.6	488 46.4	889 51.3	281 46.4	165 50.9	290 48.3
(4)	1206 36.2	365 33.8	421 36.0	413 39.3	654 37.7	252 41.6	106 32.7	174 29.0
(3)	293 8.8	77 7.1	105 9.0	107 10.2	142 8.2	53 8.7	36 11.1	54 9.0
(2)	40 1.2	9 0.8	15 1.3	15 1.4	18 1.0	10 1.7	2 0.6	8 1.3
(1) VERY DISSATISFIED	15 0.4	5 0.5	2 0.2	7 0.7	8 0.5	1 0.2	-	5 0.8
NOT APPLICABLE	119 3.6	74 6.8	24 2.0	21 2.0	23 1.3	9 1.5	15 4.6	69 11.5
BLANK	21	7	4	8	10	1	1	6
MEAN	4.39	4.44	4.40	4.32	4.40	4.34	4.40	4.39
STANDARD DEVIATION	0.74	0.72	0.72	0.77	0.73	0.72	0.72	0.80
STANDARD ERROR	0.01	0.02	0.02	0.02	0.02	0.03	0.04	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

		WEEKDAY									BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE				
		TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		REGULAR CAR?	BIKE	=====					
		=====		OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET			VERY/ SMWHT	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK		
		TOTAL	WKDAY													SAT	PEAK
BASE - TOTAL RESPONDING		3331	2852	479	2250	602	515	1596	741	332	147	2180	1151	2460	117	41	713
		100.0	100.0	100.0	100.0	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	1224	1054	170	835	219	193	615	246	123	47	796	428	1052	15	10	147
		36.7	37.0	35.5	37.1	36.4	37.5	38.5	33.2	37.0	32.0	36.5	37.2	42.8	12.8	24.4	20.6
(4)		1127	992	135	797	195	159	553	280	93	42	742	385	824	41	16	246
		33.8	34.8	28.2	35.4	32.4	30.9	34.6	37.8	28.0	28.6	34.0	33.4	33.5	35.0	39.0	34.5
(3)		513	428	85	332	96	79	246	103	54	31	312	201	269	38	8	198
		15.4	15.0	17.7	14.8	15.9	15.3	15.4	13.9	16.3	21.1	14.3	17.5	10.9	32.5	19.5	27.8
(2)		99	78	21	55	23	21	36	21	15	6	68	31	50	10	-	39
		3.0	2.7	4.4	2.4	3.8	4.1	2.3	2.8	4.5	4.1	3.1	2.7	2.0	8.5		5.5
(1)	VERY DISSATISFIED	32	25	7	14	11	9	14	2	4	3	23	9	18	2	3	9
		1.0	0.9	1.5	0.6	1.8	1.7	0.9	0.3	1.2	2.0	1.1	0.8	0.7	1.7	7.3	1.3
NOT APPLICABLE		336	275	61	217	58	54	132	89	43	18	239	97	247	11	4	74
		10.1	9.6	12.7	9.6	9.6	10.5	8.3	12.0	13.0	12.2	11.0	8.4	10.0	9.4	9.8	10.4
BLANK		25	18	7	14	4	4	10	4	6	1	17	8	13	-	-	12
MEAN		4.14	4.15	4.05	4.17	4.08	4.10	4.17	4.15	4.09	3.96	4.14	4.13	4.28	3.54	3.81	3.76
STANDARD DEVIATION		0.89	0.87	0.98	0.85	0.96	0.97	0.86	0.82	0.97	1.00	0.89	0.88	0.82	0.92	1.10	0.92
STANDARD ERROR		0.02	0.02	0.05	0.02	0.04	0.05	0.02	0.03	0.06	0.09	0.02	0.03	0.02	0.09	0.18	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

	TOTAL	HOW LONG RIDING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3331 100.0	1078 100.0	1168 100.0	1052 100.0	1731 100.0	603 100.0	324 100.0	602 100.0
(5) VERY SATISFIED	1224 36.7	406 37.7	441 37.8	363 34.5	686 39.6	203 33.7	109 33.6	201 33.4
(4)	1127 33.8	323 30.0	399 34.2	400 38.0	608 35.1	224 37.1	102 31.5	176 29.2
(3)	513 15.4	160 14.8	174 14.9	170 16.2	248 14.3	99 16.4	56 17.3	93 15.4
(2)	99 3.0	30 2.8	38 3.3	28 2.7	40 2.3	18 3.0	9 2.8	27 4.5
(1) VERY DISSATISFIED	32 1.0	13 1.2	11 0.9	7 0.7	13 0.8	3 0.5	3 0.9	12 2.0
NOT APPLICABLE	336 10.1	146 13.5	105 9.0	84 8.0	136 7.9	56 9.3	45 13.9	93 15.4
BLANK	25	10	7	7	13	4	1	4
MEAN	4.14	4.16	4.15	4.12	4.20	4.11	4.09	4.04
STANDARD DEVIATION	0.89	0.92	0.89	0.85	0.85	0.85	0.90	1.00
STANDARD ERROR	0.02	0.03	0.03	0.03	0.02	0.04	0.05	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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?		=====				
													VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	
TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE						
BASE - TOTAL RESPONDING		3340	2856	484	2252	604	517	1599	740	336	148	2183	1157	2465	116	41	718
		100.0	100.0	100.0	100.0	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	1168	979	189	752	227	196	543	240	138	51	733	435	1004	17	12	135
		35.0	34.3	39.0	33.4	37.6	37.9	34.0	32.4	41.1	34.5	33.6	37.6	40.7	14.7	29.3	18.8
(4)		1339	1155	184	927	228	192	650	313	122	62	900	439	1061	36	11	231
		40.1	40.4	38.0	41.2	37.7	37.1	40.7	42.3	36.3	41.9	41.2	37.9	43.0	31.0	26.8	32.2
(3)		618	541	77	436	105	93	308	140	55	22	407	211	318	41	9	250
		18.5	18.9	15.9	19.4	17.4	18.0	19.3	18.9	16.4	14.9	18.6	18.2	12.9	35.3	22.0	34.8
(2)		127	111	16	84	27	23	56	32	11	5	87	40	39	20	6	62
		3.8	3.9	3.3	3.7	4.5	4.4	3.5	4.3	3.3	3.4	4.0	3.5	1.6	17.2	14.6	8.6
(1)	VERY DISSATISFIED	23	17	6	11	6	5	8	4	4	2	16	7	5	2	3	13
		0.7	0.6	1.2	0.5	1.0	1.0	0.5	0.5	1.2	1.4	0.7	0.6	0.2	1.7	7.3	1.8
NOT APPLICABLE		65	53	12	42	11	8	34	11	6	6	40	25	38	-	-	27
		1.9	1.9	2.5	1.9	1.8	1.5	2.1	1.5	1.8	4.1	1.8	2.2	1.5			3.8
BLANK		16	14	2	12	2	2	7	5	2	-	14	2	8	1	-	7
MEAN		4.07	4.06	4.13	4.05	4.08	4.08	4.06	4.03	4.15	4.09	4.05	4.11	4.24	3.40	3.56	3.60
STANDARD DEVIATION		0.87	0.87	0.89	0.86	0.91	0.91	0.85	0.86	0.90	0.88	0.87	0.87	0.75	0.99	1.27	0.96
STANDARD ERROR		0.02	0.02	0.04	0.02	0.04	0.04	0.02	0.03	0.05	0.07	0.02	0.03	0.02	0.09	0.20	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3340	1081	1168	1058	1737	601	325	604
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	1168	412	407	335	617	173	120	225
	35.0	38.1	34.8	31.7	35.5	28.8	36.9	37.3
(4)	1339	425	463	442	692	263	124	242
	40.1	39.3	39.6	41.8	39.8	43.8	38.2	40.1
(3)	618	185	232	194	322	123	60	98
	18.5	17.1	19.9	18.3	18.5	20.5	18.5	16.2
(2)	127	37	42	46	72	22	12	18
	3.8	3.4	3.6	4.3	4.1	3.7	3.7	3.0
(1) VERY DISSATISFIED	23	4	4	14	11	5	-	5
	0.7	0.4	0.3	1.3	0.6	0.8		0.8
NOT APPLICABLE	65	18	20	27	23	15	9	16
	1.9	1.7	1.7	2.6	1.3	2.5	2.8	2.6
BLANK	16	7	7	1	7	6	-	2
MEAN	4.07	4.13	4.07	4.01	4.07	3.98	4.11	4.13
STANDARD DEVIATION	0.87	0.85	0.85	0.90	0.88	0.86	0.84	0.86
STANDARD ERROR	0.02	0.03	0.03	0.03	0.02	0.04	0.05	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE						
		TIME PERIOD		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
BASE - TOTAL RESPONDING		3341	2861	480	2258	603	516	1602	743	332	148	2188	1153	2465	117	41	718
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5)	VERY SATISFIED	921	754	167	560	194	163	417	174	118	49	597	324	821	8	6	86
		27.6	26.4	34.8	24.8	32.2	31.6	26.0	23.4	35.5	33.1	27.3	28.1	33.3	6.8	14.6	12.0
(4)		1314	1125	189	910	215	181	643	301	135	54	851	463	1071	23	7	213
		39.3	39.3	39.4	40.3	35.7	35.1	40.1	40.5	40.7	36.5	38.9	40.2	43.4	19.7	17.1	29.7
(3)		817	723	94	591	132	119	410	194	60	34	543	274	468	47	13	289
		24.5	25.3	19.6	26.2	21.9	23.1	25.6	26.1	18.1	23.0	24.8	23.8	19.0	40.2	31.7	40.3
(2)		199	182	17	136	46	41	84	57	11	6	137	62	74	24	9	92
		6.0	6.4	3.5	6.0	7.6	7.9	5.2	7.7	3.3	4.1	6.3	5.4	3.0	20.5	22.0	12.8
(1)	VERY DISSATISFIED	60	53	7	43	10	9	30	14	5	2	39	21	14	11	5	30
		1.8	1.9	1.5	1.9	1.7	1.7	1.9	1.9	1.5	1.4	1.8	1.8	0.6	9.4	12.2	4.2
NOT APPLICABLE		30	24	6	18	6	3	18	3	3	3	21	9	17	4	1	8
		0.9	0.8	1.3	0.8	1.0	0.6	1.1	0.4	0.9	2.0	1.0	0.8	0.7	3.4	2.4	1.1
BLANK		15	9	6	6	3	3	4	2	6	-	9	6	8	-	-	7
MEAN		3.86	3.83	4.04	3.81	3.90	3.87	3.84	3.76	4.06	3.98	3.84	3.88	4.07	2.94	3.00	3.33
STANDARD DEVIATION		0.95	0.96	0.91	0.94	1.00	1.01	0.94	0.96	0.90	0.93	0.96	0.94	0.83	1.05	1.24	0.99
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	0.10	0.20	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3341	1082	1172	1055	1739	605	323	603
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	921	365	297	246	437	134	105	220
	27.6	33.7	25.3	23.3	25.1	22.1	32.5	36.5
(4)	1314	423	462	422	688	246	122	237
	39.3	39.1	39.4	40.0	39.6	40.7	37.8	39.3
(3)	817	226	306	277	439	175	81	105
	24.5	20.9	26.1	26.3	25.2	28.9	25.1	17.4
(2)	199	49	73	74	117	41	13	25
	6.0	4.5	6.2	7.0	6.7	6.8	4.0	4.1
(1) VERY DISSATISFIED	60	6	28	25	45	6	-	5
	1.8	0.6	2.4	2.4	2.6	1.0		0.8
NOT APPLICABLE	30	13	6	11	13	3	2	11
	0.9	1.2	0.5	1.0	0.7	0.5	0.6	1.8
BLANK	15	6	3	4	5	2	2	3
MEAN	3.86	4.02	3.80	3.76	3.79	3.77	3.99	4.08
STANDARD DEVIATION	0.95	0.89	0.97	0.97	0.98	0.91	0.86	0.89
STANDARD ERROR	0.02	0.03	0.03	0.03	0.02	0.04	0.05	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q12. RATING OF CALTRAIN ONBOARD - CLEANLINESS OF ONBOARD RESTROOMS

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE						
		TIME PERIOD				WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR		=====				
		TIME PERIOD		=====		=====			=====		REGULAR CAR?		VERY/	SMWHT	VERY	NTRAL	
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING		3295	2826	469	2229	597	509	1581	736	325	144	2160	1135	2429	117	41	708
		100.0	100.0	100.0	100.0	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	380	306	74	221	85	71	180	55	51	23	240	140	335	3	2	40
		11.5	10.8	15.8	9.9	14.2	13.9	11.4	7.5	15.7	16.0	11.1	12.3	13.8	2.6	4.9	5.6
(4)		613	542	71	431	111	87	312	143	46	25	388	225	526	7	4	76
		18.6	19.2	15.1	19.3	18.6	17.1	19.7	19.4	14.2	17.4	18.0	19.8	21.7	6.0	9.8	10.7
(3)		729	644	85	511	133	117	367	160	55	30	466	263	481	25	7	216
		22.1	22.8	18.1	22.9	22.3	23.0	23.2	21.7	16.9	20.8	21.6	23.2	19.8	21.4	17.1	30.5
(2)		367	337	30	273	64	55	185	97	22	8	221	146	201	29	5	132
		11.1	11.9	6.4	12.2	10.7	10.8	11.7	13.2	6.8	5.6	10.2	12.9	8.3	24.8	12.2	18.6
(1)	VERY DISSATISFIED	193	167	26	130	37	31	85	51	19	7	131	62	77	29	10	77
		5.9	5.9	5.5	5.8	6.2	6.1	5.4	6.9	5.8	4.9	6.1	5.5	3.2	24.8	24.4	10.9
NOT APPLICABLE		1013	830	183	663	167	148	452	230	132	51	714	299	809	24	13	167
		30.7	29.4	39.0	29.7	28.0	29.1	28.6	31.3	40.6	35.4	33.1	26.3	33.3	20.5	31.7	23.6
BLANK		61	44	17	35	9	10	25	9	13	4	37	24	44	-	-	17
MEAN		3.27	3.24	3.48	3.22	3.33	3.31	3.28	3.11	3.46	3.53	3.27	3.28	3.52	2.20	2.39	2.76
STANDARD DEVIATION		1.17	1.15	1.24	1.14	1.20	1.20	1.14	1.14	1.27	1.18	1.17	1.15	1.09	1.07	1.31	1.09
STANDARD ERROR		0.02	0.03	0.07	0.03	0.06	0.06	0.03	0.05	0.09	0.12	0.03	0.04	0.03	0.11	0.25	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q12. RATING OF CALTRAIN ONBOARD - CLEANLINESS OF ONBOARD RESTROOMS

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3295 100.0	1065 100.0	1152 100.0	1045 100.0	1715 100.0	594 100.0	322 100.0	594 100.0
(5) VERY SATISFIED	380 11.5	135 12.7	131 11.4	108 10.3	173 10.1	62 10.4	34 10.6	94 15.8
(4)	613 18.6	201 18.9	218 18.9	187 17.9	353 20.6	93 15.7	68 21.1	85 14.3
(3)	729 22.1	182 17.1	278 24.1	258 24.7	414 24.1	149 25.1	69 21.4	82 13.8
(2)	367 11.1	82 7.7	147 12.8	135 12.9	209 12.2	84 14.1	26 8.1	43 7.2
(1) VERY DISSATISFIED	193 5.9	30 2.8	77 6.7	83 7.9	132 7.7	34 5.7	7 2.2	16 2.7
NOT APPLICABLE	1013 30.7	435 40.8	301 26.1	274 26.2	434 25.3	172 29.0	118 36.6	274 46.1
BLANK	61	23	23	14	29	13	3	12
MEAN	3.27	3.52	3.21	3.13	3.18	3.15	3.47	3.62
STANDARD DEVIATION	1.17	1.11	1.17	1.18	1.17	1.14	1.02	1.18
STANDARD ERROR	0.02	0.04	0.04	0.04	0.03	0.06	0.07	0.07

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE						
		TIME PERIOD		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
BASE - TOTAL RESPONDING		3315	2839	476	2241	598	511	1589	739	330	146	2170	1145	2451	115	41	708
		100.0	100.0	100.0	100.0	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	806	661	145	490	171	148	371	142	115	30	510	296	728	8	5	65
		24.3	23.3	30.5	21.9	28.6	29.0	23.3	19.2	34.8	20.5	23.5	25.9	29.7	7.0	12.2	9.2
(4)		1054	917	137	726	191	153	511	253	97	40	701	353	873	19	6	156
		31.8	32.3	28.8	32.4	31.9	29.9	32.2	34.2	29.4	27.4	32.3	30.8	35.6	16.5	14.6	22.0
(3)		836	726	110	594	132	115	418	193	64	46	540	296	548	33	13	242
		25.2	25.6	23.1	26.5	22.1	22.5	26.3	26.1	19.4	31.5	24.9	25.9	22.4	28.7	31.7	34.2
(2)		316	285	31	239	46	40	160	85	20	11	205	111	152	25	5	134
		9.5	10.0	6.5	10.7	7.7	7.8	10.1	11.5	6.1	7.5	9.4	9.7	6.2	21.7	12.2	18.9
(1)	VERY DISSATISFIED	175	159	16	131	28	26	94	39	12	4	126	49	55	30	7	83
		5.3	5.6	3.4	5.8	4.7	5.1	5.9	5.3	3.6	2.7	5.8	4.3	2.2	26.1	17.1	11.7
NOT APPLICABLE		128	91	37	61	30	29	35	27	22	15	88	40	95	-	5	28
		3.9	3.2	7.8	2.7	5.0	5.7	2.2	3.7	6.7	10.3	4.1	3.5	3.9		12.2	4.0
BLANK		41	31	10	23	8	8	17	6	8	2	27	14	22	2	-	17
MEAN		3.63	3.60	3.83	3.55	3.76	3.74	3.58	3.53	3.92	3.62	3.61	3.67	3.88	2.57	2.92	2.98
STANDARD DEVIATION		1.13	1.13	1.08	1.13	1.12	1.14	1.14	1.10	1.09	1.03	1.14	1.11	1.00	1.24	1.30	1.14
STANDARD ERROR		0.02	0.02	0.05	0.02	0.05	0.05	0.03	0.04	0.06	0.09	0.02	0.03	0.02	0.12	0.22	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

	TOTAL	HOW LONG RIDING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3315 100.0	1073 100.0	1164 100.0	1046 100.0	1723 100.0	604 100.0	320 100.0	597 100.0
(5) VERY SATISFIED	806 24.3	302 28.1	266 22.9	233 22.3	388 22.5	123 20.4	89 27.8	184 30.8
(4)	1054 31.8	330 30.8	395 33.9	321 30.7	557 32.3	215 35.6	101 31.6	166 27.8
(3)	836 25.2	243 22.6	301 25.9	281 26.9	444 25.8	164 27.2	87 27.2	123 20.6
(2)	316 9.5	85 7.9	111 9.5	118 11.3	179 10.4	71 11.8	25 7.8	36 6.0
(1) VERY DISSATISFIED	175 5.3	38 3.5	69 5.9	66 6.3	129 7.5	21 3.5	10 3.1	12 2.0
NOT APPLICABLE	128 3.9	75 7.0	22 1.9	27 2.6	26 1.5	10 1.7	8 2.5	76 12.7
BLANK	41	15	11	13	21	3	5	9
MEAN	3.63	3.77	3.59	3.53	3.53	3.59	3.75	3.91
STANDARD DEVIATION	1.13	1.09	1.12	1.15	1.17	1.05	1.06	1.03
STANDARD ERROR	0.02	0.03	0.03	0.04	0.03	0.04	0.06	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE						
		TIME PERIOD		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
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
BASE - TOTAL RESPONDING		3333	2852	481	2253	599	513	1597	742	334	147	2177	1156	2461	116	41	715
		100.0	100.0	100.0	100.0	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	748	615	133	473	142	120	359	136	97	36	472	276	678	7	5	58
		22.4	21.6	27.7	21.0	23.7	23.4	22.5	18.3	29.0	24.5	21.7	23.9	27.5	6.0	12.2	8.1
(4)		964	840	124	683	157	126	472	242	89	35	653	311	794	16	13	141
		28.9	29.5	25.8	30.3	26.2	24.6	29.6	32.6	26.6	23.8	30.0	26.9	32.3	13.8	31.7	19.7
(3)		749	671	78	549	122	110	379	182	47	31	477	272	461	35	8	245
		22.5	23.5	16.2	24.4	20.4	21.4	23.7	24.5	14.1	21.1	21.9	23.5	18.7	30.2	19.5	34.3
(2)		302	276	26	239	37	32	165	79	19	7	186	116	141	26	6	129
		9.1	9.7	5.4	10.6	6.2	6.2	10.3	10.6	5.7	4.8	8.5	10.0	5.7	22.4	14.6	18.0
(1)	VERY DISSATISFIED	210	199	11	167	32	27	123	49	6	5	146	64	72	29	7	102
		6.3	7.0	2.3	7.4	5.3	5.3	7.7	6.6	1.8	3.4	6.7	5.5	2.9	25.0	17.1	14.3
NOT APPLICABLE		360	251	109	142	109	98	99	54	76	33	243	117	315	3	2	40
		10.8	8.8	22.7	6.3	18.2	19.1	6.2	7.3	22.8	22.4	11.2	10.1	12.8	2.6	4.9	5.6
BLANK		23	18	5	11	7	6	9	3	4	1	20	3	12	1	-	10
MEAN		3.58	3.54	3.92	3.50	3.69	3.67	3.52	3.49	3.98	3.79	3.58	3.60	3.87	2.52	3.08	2.89
STANDARD DEVIATION		1.17	1.18	1.05	1.18	1.16	1.16	1.20	1.14	1.03	1.09	1.17	1.17	1.04	1.20	1.33	1.16
STANDARD ERROR		0.02	0.02	0.05	0.03	0.05	0.06	0.03	0.04	0.06	0.10	0.03	0.04	0.02	0.11	0.21	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3333	1081	1166	1053	1733	603	324	603
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	748	264	259	219	376	117	85	150
	22.4	24.4	22.2	20.8	21.7	19.4	26.2	24.9
(4)	964	301	369	288	535	191	94	132
	28.9	27.8	31.6	27.4	30.9	31.7	29.0	21.9
(3)	749	199	268	272	409	160	72	95
	22.5	18.4	23.0	25.8	23.6	26.5	22.2	15.8
(2)	302	64	118	116	193	71	21	11
	9.1	5.9	10.1	11.0	11.1	11.8	6.5	1.8
(1) VERY DISSATISFIED	210	47	85	77	153	38	8	10
	6.3	4.3	7.3	7.3	8.8	6.3	2.5	1.7
NOT APPLICABLE	360	206	67	81	67	26	44	205
	10.8	19.1	5.7	7.7	3.9	4.3	13.6	34.0
BLANK	23	7	9	6	11	4	1	3
MEAN	3.58	3.77	3.55	3.47	3.47	3.48	3.81	4.01
STANDARD DEVIATION	1.17	1.12	1.18	1.19	1.22	1.14	1.04	0.98
STANDARD ERROR	0.02	0.04	0.04	0.04	0.03	0.05	0.06	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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?		=====				
													VERY/ SMWHT	SMWHT	VERY	NTRAL	
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING		3331	2851	480	2253	598	510	1603	738	332	148	2179	1152	2455	116	41	719
		100.0	100.0	100.0	100.0	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	961	772	189	569	203	174	407	191	133	56	631	330	861	10	10	80
		28.9	27.1	39.4	25.3	33.9	34.1	25.4	25.9	40.1	37.8	29.0	28.6	35.1	8.6	24.4	11.1
(4)		1311	1127	184	896	231	196	643	288	119	65	861	450	1090	26	11	184
		39.4	39.5	38.3	39.8	38.6	38.4	40.1	39.0	35.8	43.9	39.5	39.1	44.4	22.4	26.8	25.6
(3)		681	616	65	519	97	82	370	164	51	14	436	245	368	28	6	279
		20.4	21.6	13.5	23.0	16.2	16.1	23.1	22.2	15.4	9.5	20.0	21.3	15.0	24.1	14.6	38.8
(2)		239	222	17	184	38	35	125	62	14	3	158	81	71	33	4	131
		7.2	7.8	3.5	8.2	6.4	6.9	7.8	8.4	4.2	2.0	7.3	7.0	2.9	28.4	9.8	18.2
(1)	VERY DISSATISFIED	91	82	9	67	15	9	48	25	5	4	59	32	25	19	9	38
		2.7	2.9	1.9	3.0	2.5	1.8	3.0	3.4	1.5	2.7	2.7	2.8	1.0	16.4	22.0	5.3
NOT APPLICABLE		48	32	16	18	14	14	10	8	10	6	34	14	40	-	1	7
		1.4	1.1	3.3	0.8	2.3	2.7	0.6	1.1	3.0	4.1	1.6	1.2	1.6		2.4	1.0
BLANK		25	19	6	11	8	9	3	7	6	-	18	7	18	1	-	6
MEAN		3.86	3.81	4.14	3.77	3.97	3.99	3.78	3.76	4.12	4.17	3.86	3.85	4.11	2.78	3.23	3.19
STANDARD DEVIATION		1.01	1.02	0.92	1.02	1.00	0.98	1.01	1.04	0.93	0.90	1.01	1.01	0.84	1.21	1.51	1.03
STANDARD ERROR		0.02	0.02	0.04	0.02	0.04	0.04	0.03	0.04	0.05	0.08	0.02	0.03	0.02	0.11	0.24	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3331	1077	1171	1050	1739	607	322	592
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	961	369	306	274	438	132	109	251
	28.9	34.3	26.1	26.1	25.2	21.7	33.9	42.4
(4)	1311	434	440	431	671	265	130	229
	39.4	40.3	37.6	41.0	38.6	43.7	40.4	38.7
(3)	681	172	282	219	407	145	53	60
	20.4	16.0	24.1	20.9	23.4	23.9	16.5	10.1
(2)	239	62	92	80	151	47	22	15
	7.2	5.8	7.9	7.6	8.7	7.7	6.8	2.5
(1) VERY DISSATISFIED	91	11	44	35	65	16	5	4
	2.7	1.0	3.8	3.3	3.7	2.6	1.6	0.7
NOT APPLICABLE	48	29	7	11	7	2	3	33
	1.4	2.7	0.6	1.0	0.4	0.3	0.9	5.6
BLANK	25	11	4	9	5	-	3	14
MEAN	3.86	4.04	3.75	3.80	3.73	3.74	3.99	4.27
STANDARD DEVIATION	1.01	0.92	1.05	1.02	1.05	0.97	0.96	0.81
STANDARD ERROR	0.02	0.03	0.03	0.03	0.03	0.04	0.05	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE						
		TIME PERIOD		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
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
BASE - TOTAL RESPONDING		3343	2860	483	2257	603	516	1601	743	335	148	2186	1157	2466	116	41	720
		100.0	100.0	100.0	100.0	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	1499	1253	246	989	264	228	725	300	166	80	959	540	1298	19	10	172
		44.8	43.8	50.9	43.8	43.8	44.2	45.3	40.4	49.6	54.1	43.9	46.7	52.6	16.4	24.4	23.9
(4)		1347	1166	181	928	238	196	636	334	129	52	906	441	963	42	22	320
		40.3	40.8	37.5	41.1	39.5	38.0	39.7	45.0	38.5	35.1	41.4	38.1	39.1	36.2	53.7	44.4
(3)		397	351	46	275	76	69	187	95	33	13	256	141	163	31	7	196
		11.9	12.3	9.5	12.2	12.6	13.4	11.7	12.8	9.9	8.8	11.7	12.2	6.6	26.7	17.1	27.2
(2)		59	57	2	45	12	12	36	9	2	-	36	23	23	17	-	19
		1.8	2.0	0.4	2.0	2.0	2.3	2.2	1.2	0.6	-	1.6	2.0	0.9	14.7	-	2.6
(1)	VERY DISSATISFIED	22	19	3	11	8	6	10	3	2	1	16	6	4	7	2	9
		0.7	0.7	0.6	0.5	1.3	1.2	0.6	0.4	0.6	0.7	0.7	0.5	0.2	6.0	4.9	1.3
NOT APPLICABLE		19	14	5	9	5	5	7	2	3	2	13	6	15	-	-	4
		0.6	0.5	1.0	0.4	0.8	1.0	0.4	0.3	0.9	1.4	0.6	0.5	0.6	-	-	0.6
BLANK		13	10	3	7	3	3	5	2	3	-	11	2	7	1	-	5
MEAN		4.28	4.26	4.39	4.26	4.23	4.23	4.27	4.24	4.37	4.44	4.27	4.29	4.44	3.42	3.93	3.88
STANDARD DEVIATION		0.79	0.80	0.73	0.79	0.85	0.85	0.80	0.75	0.74	0.71	0.79	0.80	0.67	1.11	0.93	0.85
STANDARD ERROR		0.01	0.01	0.03	0.02	0.03	0.04	0.02	0.03	0.04	0.06	0.02	0.02	0.01	0.10	0.15	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3343 100.0	1084 100.0	1170 100.0	1056 100.0	1739 100.0	605 100.0	323 100.0	603 100.0
(5) VERY SATISFIED	1499 44.8	508 46.9	513 43.8	464 43.9	768 44.2	252 41.7	149 46.1	294 48.8
(4)	1347 40.3	420 38.7	471 40.3	447 42.3	716 41.2	259 42.8	122 37.8	229 38.0
(3)	397 11.9	116 10.7	156 13.3	118 11.2	204 11.7	73 12.1	46 14.2	63 10.4
(2)	59 1.8	18 1.7	24 2.1	15 1.4	33 1.9	16 2.6	4 1.2	4 0.7
(1) VERY DISSATISFIED	22 0.7	7 0.6	4 0.3	10 0.9	15 0.9	3 0.5	-	3 0.5
NOT APPLICABLE	19 0.6	15 1.4	2 0.2	2 0.2	3 0.2	2 0.3	2 0.6	10 1.7
BLANK	13	4	5	3	5	2	2	3
MEAN	4.28	4.31	4.25	4.27	4.26	4.23	4.30	4.36
STANDARD DEVIATION	0.79	0.78	0.79	0.79	0.80	0.80	0.76	0.74
STANDARD ERROR	0.01	0.02	0.02	0.02	0.02	0.03	0.04	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE						
		TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR		=====				
		=====		=====		=====			=====		REGULAR CAR?		VERY/	SMWHT	VERY	NTRAL	
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING		3329	2850	479	2249	601	514	1594	742	332	147	2180	1149	2467	117	41	704
		100.0	100.0	100.0	100.0	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	873	722	151	532	190	161	399	162	108	43	556	317	830	2	8	33
		26.2	25.3	31.5	23.7	31.6	31.3	25.0	21.8	32.5	29.3	25.5	27.6	33.6	1.7	19.5	4.7
(4)		1718	1467	251	1163	304	260	807	400	176	75	1135	583	1503	21	16	178
		51.6	51.5	52.4	51.7	50.6	50.6	50.6	53.9	53.0	51.0	52.1	50.7	60.9	17.9	39.0	25.3
(3)		621	557	64	464	93	83	327	147	42	22	411	210	123	33	6	459
		18.7	19.5	13.4	20.6	15.5	16.1	20.5	19.8	12.7	15.0	18.9	18.3	5.0	28.2	14.6	65.2
(2)		96	85	11	75	10	8	47	30	6	5	66	30	6	56	4	30
		2.9	3.0	2.3	3.3	1.7	1.6	2.9	4.0	1.8	3.4	3.0	2.6	0.2	47.9	9.8	4.3
(1)	VERY DISSATISFIED	17	16	1	13	3	1	12	3	-	1	9	8	5	5	7	-
		0.5	0.6	0.2	0.6	0.5	0.2	0.8	0.4		0.7	0.4	0.7	0.2	4.3	17.1	
NOT APPLICABLE		4	3	1	2	1	1	2	-	-	1	3	1	-	-	-	4
		0.1	0.1	0.2	0.1	0.2	0.2	0.1			0.7	0.1	0.1				0.6
BLANK		27	20	7	15	5	5	12	3	6	1	17	10	6	-	-	21
MEAN		4.00	3.98	4.13	3.95	4.11	4.12	3.96	3.93	4.16	4.05	3.99	4.02	4.28	2.65	3.34	3.31
STANDARD DEVIATION		0.78	0.79	0.74	0.79	0.76	0.74	0.80	0.78	0.71	0.80	0.78	0.79	0.58	0.88	1.37	0.63
STANDARD ERROR		0.01	0.01	0.03	0.02	0.03	0.03	0.02	0.03	0.04	0.07	0.02	0.02	0.01	0.08	0.21	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3329 100.0	1080 100.0	1167 100.0	1052 100.0	1736 100.0	603 100.0	322 100.0	601 100.0
(5) VERY SATISFIED	873 26.2	349 32.3	266 22.8	248 23.6	399 23.0	130 21.6	89 27.6	230 38.3
(4)	1718 51.6	547 50.6	610 52.3	549 52.2	904 52.1	323 53.6	176 54.7	289 48.1
(3)	621 18.7	160 14.8	247 21.2	207 19.7	363 20.9	129 21.4	47 14.6	69 11.5
(2)	96 2.9	16 1.5	38 3.3	41 3.9	59 3.4	19 3.2	8 2.5	7 1.2
(1) VERY DISSATISFIED	17 0.5	5 0.5	6 0.5	6 0.6	10 0.6	2 0.3	1 0.3	4 0.7
NOT APPLICABLE	4 0.1	3 0.3	-	1 0.1	1 0.1	-	1 0.3	2 0.3
BLANK	27	8	8	7	8	4	3	5
MEAN	4.00	4.13	3.94	3.94	3.94	3.93	4.07	4.23
STANDARD DEVIATION	0.78	0.75	0.78	0.80	0.79	0.76	0.74	0.75
STANDARD ERROR	0.01	0.02	0.02	0.02	0.02	0.03	0.04	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q18. HOW WOULD YOU RATE YOUR OVERALL CALTRAIN EXPERIENCE?

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE						
		TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====				
													VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	
TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE						
BASE - TOTAL RESPONDING		3296	2822	474	2224	598	511	1577	734	328	146	2158	1138	2473	117	41	665
		100.0	100.0	100.0	100.0	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	787	639	148	469	170	143	361	135	107	41	501	286	787	-	-	-
		23.9	22.6	31.2	21.1	28.4	28.0	22.9	18.4	32.6	28.1	23.2	25.1	31.8			
(4)		1686	1444	242	1149	295	259	794	391	164	78	1119	567	1686	-	-	-
		51.2	51.2	51.1	51.7	49.3	50.7	50.3	53.3	50.0	53.4	51.9	49.8	68.2			
(3)		651	582	69	481	101	85	328	169	47	22	438	213	-	-	-	651
		19.8	20.6	14.6	21.6	16.9	16.6	20.8	23.0	14.3	15.1	20.3	18.7				97.9
(2)		117	108	9	90	18	13	66	29	7	2	68	49	-	117	-	-
		3.5	3.8	1.9	4.0	3.0	2.5	4.2	4.0	2.1	1.4	3.2	4.3		100.0		
(1)	VERY DISSATISFIED	41	39	2	29	10	7	23	9	1	1	23	18	-	-	41	-
		1.2	1.4	0.4	1.3	1.7	1.4	1.5	1.2	0.3	0.7	1.1	1.6			100.0	
NOT APPLICABLE		14	10	4	6	4	4	5	1	2	2	9	5	-	-	-	14
		0.4	0.4	0.8	0.3	0.7	0.8	0.3	0.1	0.6	1.4	0.4	0.4				2.1
BLANK		60	48	12	40	8	8	29	11	10	2	39	21	-	-	-	60
MEAN		3.93	3.90	4.12	3.87	4.01	4.02	3.89	3.84	4.13	4.08	3.93	3.93	4.32	2.00	1.00	3.00
STANDARD DEVIATION		0.83	0.84	0.75	0.83	0.85	0.82	0.85	0.81	0.76	0.74	0.81	0.87	0.47	0.00	0.00	0.00
STANDARD ERROR		0.01	0.02	0.03	0.02	0.04	0.04	0.02	0.03	0.04	0.06	0.02	0.03	0.01	0.00	0.00	0.00

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q18. HOW WOULD YOU RATE YOUR OVERALL CALTRAIN EXPERIENCE?

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3296 100.0	1071 100.0	1158 100.0	1039 100.0	1718 100.0	597 100.0	321 100.0	594 100.0
(5) VERY SATISFIED	787 23.9	301 28.1	247 21.3	229 22.0	354 20.6	122 20.4	79 24.6	207 34.8
(4)	1686 51.2	560 52.3	601 51.9	514 49.5	869 50.6	318 53.3	171 53.3	301 50.7
(3)	651 19.8	163 15.2	255 22.0	226 21.8	388 22.6	129 21.6	55 17.1	69 11.6
(2)	117 3.5	27 2.5	45 3.9	45 4.3	72 4.2	21 3.5	13 4.0	8 1.3
(1) VERY DISSATISFIED	41 1.2	12 1.1	8 0.7	21 2.0	31 1.8	4 0.7	1 0.3	5 0.8
NOT APPLICABLE	14 0.4	8 0.7	2 0.2	4 0.4	4 0.2	3 0.5	2 0.6	4 0.7
BLANK	60	17	17	20	26	10	4	12
MEAN	3.93	4.05	3.89	3.86	3.84	3.90	3.98	4.18
STANDARD DEVIATION	0.83	0.80	0.80	0.88	0.86	0.78	0.78	0.75
STANDARD ERROR	0.01	0.02	0.02	0.03	0.02	0.03	0.04	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19A.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . CLOTH SEATS

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE						
		TIME PERIOD		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
BASE - TOTAL RESPONDING		3136	2684	452	2118	566	485	1499	700	318	134	2058	1078	2322	112	41	661
		100.0	100.0	100.0	100.0	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 IMPORTANT	354	285	69	190	95	72	160	53	52	17	222	132	281	4	13	56
		11.3	10.6	15.3	9.0	16.8	14.8	10.7	7.6	16.4	12.7	10.8	12.2	12.1	3.6	31.7	8.5
(4)		399	327	72	260	67	61	181	85	52	20	280	119	300	12	9	78
		12.7	12.2	15.9	12.3	11.8	12.6	12.1	12.1	16.4	14.9	13.6	11.0	12.9	10.7	22.0	11.8
(3)		658	584	74	466	118	105	310	169	55	19	423	235	461	17	5	175
		21.0	21.8	16.4	22.0	20.8	21.6	20.7	24.1	17.3	14.2	20.6	21.8	19.9	15.2	12.2	26.5
(2)		502	448	54	361	87	75	246	127	40	14	337	165	374	27	4	97
		16.0	16.7	11.9	17.0	15.4	15.5	16.4	18.1	12.6	10.4	16.4	15.3	16.1	24.1	9.8	14.7
(1)	NOT AT ALL IMPORTANT	1003	878	125	725	153	130	517	231	83	42	653	350	743	47	10	203
		32.0	32.7	27.7	34.2	27.0	26.8	34.5	33.0	26.1	31.3	31.7	32.5	32.0	42.0	24.4	30.7
NOT APPLICABLE		220	162	58	116	46	42	85	35	36	22	143	77	163	5	-	52
		7.0	6.0	12.8	5.5	8.1	8.7	5.7	5.0	11.3	16.4	6.9	7.1	7.0	4.5		7.9
BLANK		220	186	34	146	40	34	107	45	20	14	139	81	151	5	-	64
MEAN		2.52	2.48	2.76	2.42	2.74	2.71	2.45	2.40	2.82	2.61	2.52	2.52	2.54	2.06	3.27	2.49
STANDARD DEVIATION		1.39	1.37	1.50	1.34	1.46	1.43	1.38	1.29	1.49	1.51	1.39	1.41	1.41	1.18	1.60	1.31
STANDARD ERROR		0.03	0.03	0.08	0.03	0.06	0.07	0.04	0.05	0.09	0.14	0.03	0.04	0.03	0.11	0.25	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19A.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . CLOTH SEATS

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3136 100.0	1012 100.0	1103 100.0	1001 100.0	1630 100.0	570 100.0	311 100.0	571 100.0
(5) VERY IMPORTANT	354 11.3	143 14.1	104 9.4	104 10.4	160 9.8	54 9.5	47 15.1	80 14.0
(4)	399 12.7	147 14.5	130 11.8	120 12.0	186 11.4	74 13.0	55 17.7	78 13.7
(3)	658 21.0	230 22.7	226 20.5	194 19.4	360 22.1	111 19.5	53 17.0	120 21.0
(2)	502 16.0	147 14.5	184 16.7	168 16.8	257 15.8	100 17.5	52 16.7	85 14.9
(1) NOT AT ALL IMPORTANT	1003 32.0	266 26.3	380 34.5	356 35.6	574 35.2	196 34.4	83 26.7	143 25.0
NOT APPLICABLE	220 7.0	79 7.8	79 7.2	59 5.9	93 5.7	35 6.1	21 6.8	65 11.4
BLANK	220	76	72	58	114	37	14	35
MEAN	2.52	2.74	2.41	2.41	2.42	2.42	2.76	2.74
STANDARD DEVIATION	1.39	1.41	1.36	1.38	1.36	1.36	1.45	1.42
STANDARD ERROR	0.03	0.05	0.04	0.05	0.03	0.06	0.09	0.06

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19B.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . VINYL SEATS

		WEEKDAY									BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE				
		TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		REGULAR CAR?	=====					
		=====		=====		=====			=====		=====	VERY/	SMWHT	VERY	NTRAL		
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING		3171	2718	453	2153	565	484	1525	709	316	137	2074	1097	2339	112	41	679
		100.0	100.0	100.0	100.0	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 IMPORTANT	1022	870	152	680	190	157	495	218	108	44	678	344	794	26	19	183
		32.2	32.0	33.6	31.6	33.6	32.4	32.5	30.7	34.2	32.1	32.7	31.4	33.9	23.2	46.3	27.0
(4)		697	603	94	468	135	118	333	152	62	32	462	235	528	28	8	133
		22.0	22.2	20.8	21.7	23.9	24.4	21.8	21.4	19.6	23.4	22.3	21.4	22.6	25.0	19.5	19.6
(3)		623	548	75	444	104	91	298	159	60	15	401	222	429	20	7	167
		19.6	20.2	16.6	20.6	18.4	18.8	19.5	22.4	19.0	10.9	19.3	20.2	18.3	17.9	17.1	24.6
(2)		300	265	35	212	53	48	139	78	27	8	206	94	211	15	2	72
		9.5	9.7	7.7	9.8	9.4	9.9	9.1	11.0	8.5	5.8	9.9	8.6	9.0	13.4	4.9	10.6
(1)	NOT AT ALL IMPORTANT	356	305	51	255	50	43	187	75	33	18	217	139	252	18	4	82
		11.2	11.2	11.3	11.8	8.8	8.9	12.3	10.6	10.4	13.1	10.5	12.7	10.8	16.1	9.8	12.1
NOT APPLICABLE		173	127	46	94	33	27	73	27	26	20	110	63	125	5	1	42
		5.5	4.7	10.2	4.4	5.8	5.6	4.8	3.8	8.2	14.6	5.3	5.7	5.3	4.5	2.4	6.2
BLANK		185	152	33	111	41	35	81	36	22	11	123	62	134	5	-	46
MEAN		3.58	3.57	3.64	3.54	3.68	3.65	3.56	3.53	3.64	3.65	3.60	3.53	3.63	3.27	3.90	3.41
STANDARD DEVIATION		1.36	1.35	1.38	1.36	1.30	1.30	1.38	1.33	1.36	1.43	1.34	1.38	1.35	1.41	1.34	1.35
STANDARD ERROR		0.02	0.03	0.07	0.03	0.06	0.06	0.04	0.05	0.08	0.13	0.03	0.04	0.03	0.14	0.21	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19B.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . VINYL SEATS

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3171 100.0	1013 100.0	1124 100.0	1014 100.0	1655 100.0	577 100.0	314 100.0	573 100.0
(5) VERY IMPORTANT	1022 32.2	284 28.0	371 33.0	363 35.8	569 34.4	184 31.9	90 28.7	163 28.4
(4)	697 22.0	238 23.5	237 21.1	220 21.7	355 21.5	142 24.6	69 22.0	122 21.3
(3)	623 19.6	216 21.3	214 19.0	186 18.3	330 19.9	109 18.9	56 17.8	118 20.6
(2)	300 9.5	91 9.0	102 9.1	104 10.3	145 8.8	57 9.9	36 11.5	53 9.2
(1) NOT AT ALL IMPORTANT	356 11.2	113 11.2	137 12.2	103 10.2	183 11.1	61 10.6	47 15.0	62 10.8
NOT APPLICABLE	173 5.5	71 7.0	63 5.6	38 3.7	73 4.4	24 4.2	16 5.1	55 9.6
BLANK	185	75	51	45	89	30	11	33
MEAN	3.58	3.52	3.57	3.65	3.62	3.60	3.40	3.52
STANDARD DEVIATION	1.36	1.33	1.38	1.35	1.35	1.33	1.43	1.34
STANDARD ERROR	0.02	0.04	0.04	0.04	0.03	0.06	0.08	0.06

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19C.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . HIGH-BACK SEATS

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE						
		TIME PERIOD		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
BASE - TOTAL RESPONDING		3182	2726	456	2159	567	483	1528	715	321	135	2087	1095	2351	111	40	680
		100.0	100.0	100.0	100.0	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 IMPORTANT	1276	1084	192	853	231	191	588	305	140	52	856	420	1011	27	9	229
		40.1	39.8	42.1	39.5	40.7	39.5	38.5	42.7	43.6	38.5	41.0	38.4	43.0	24.3	22.5	33.7
(4)		897	775	122	615	160	142	415	218	85	37	611	286	689	28	4	176
		28.2	28.4	26.8	28.5	28.2	29.4	27.2	30.5	26.5	27.4	29.3	26.1	29.3	25.2	10.0	25.9
(3)		491	440	51	346	94	84	255	101	38	13	309	182	324	21	5	141
		15.4	16.1	11.2	16.0	16.6	17.4	16.7	14.1	11.8	9.6	14.8	16.6	13.8	18.9	12.5	20.7
(2)		156	135	21	103	32	25	79	31	14	7	96	60	96	16	6	38
		4.9	5.0	4.6	4.8	5.6	5.2	5.2	4.3	4.4	5.2	4.6	5.5	4.1	14.4	15.0	5.6
(1)	NOT AT ALL IMPORTANT	216	186	30	155	31	26	125	35	23	7	127	89	131	14	15	56
		6.8	6.8	6.6	7.2	5.5	5.4	8.2	4.9	7.2	5.2	6.1	8.1	5.6	12.6	37.5	8.2
NOT APPLICABLE		146	106	40	87	19	15	66	25	21	19	88	58	100	5	1	40
		4.6	3.9	8.8	4.0	3.4	3.1	4.3	3.5	6.5	14.1	4.2	5.3	4.3	4.5	2.5	5.9
BLANK		174	144	30	105	39	36	78	30	17	13	110	64	122	6	1	45
MEAN		3.94	3.93	4.02	3.92	3.96	3.96	3.86	4.05	4.02	4.03	3.99	3.86	4.05	3.36	2.64	3.76
STANDARD DEVIATION		1.19	1.19	1.20	1.20	1.16	1.14	1.24	1.11	1.21	1.16	1.16	1.25	1.13	1.36	1.63	1.24
STANDARD ERROR		0.02	0.02	0.06	0.03	0.05	0.05	0.03	0.04	0.07	0.11	0.03	0.04	0.02	0.13	0.26	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19C.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . HIGH-BACK SEATS

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3182 100.0	1029 100.0	1120 100.0	1015 100.0	1656 100.0	581 100.0	316 100.0	579 100.0
(5) VERY IMPORTANT	1276 40.1	429 41.7	452 40.4	390 38.4	647 39.1	244 42.0	132 41.8	232 40.1
(4)	897 28.2	276 26.8	315 28.1	305 30.0	469 28.3	173 29.8	91 28.8	160 27.6
(3)	491 15.4	157 15.3	174 15.5	152 15.0	271 16.4	90 15.5	38 12.0	79 13.6
(2)	156 4.9	37 3.6	62 5.5	56 5.5	83 5.0	26 4.5	20 6.3	25 4.3
(1) NOT AT ALL IMPORTANT	216 6.8	68 6.6	72 6.4	74 7.3	120 7.2	26 4.5	27 8.5	37 6.4
NOT APPLICABLE	146 4.6	62 6.0	45 4.0	38 3.7	66 4.0	22 3.8	8 2.5	46 7.9
BLANK	174	59	55	44	88	26	9	27
MEAN	3.94	3.99	3.94	3.90	3.91	4.04	3.91	3.98
STANDARD DEVIATION	1.19	1.18	1.19	1.21	1.21	1.10	1.26	1.18
STANDARD ERROR	0.02	0.04	0.04	0.04	0.03	0.05	0.07	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19D.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . LOW-BACK SEATS

		WEEKDAY									BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE				
		TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		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
BASE - TOTAL RESPONDING		3053	2613	440	2061	552	470	1460	683	309	131	1996	1057	2246	109	41	657
		100.0	100.0	100.0	100.0	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 IMPORTANT	375	310	65	205	105	83	171	56	52	13	243	132	275	12	15	73
		12.3	11.9	14.8	9.9	19.0	17.7	11.7	8.2	16.8	9.9	12.2	12.5	12.2	11.0	36.6	11.1
(4)		316	262	54	182	80	65	141	56	35	19	209	107	244	6	4	62
		10.4	10.0	12.3	8.8	14.5	13.8	9.7	8.2	11.3	14.5	10.5	10.1	10.9	5.5	9.8	9.4
(3)		659	585	74	476	109	97	321	167	54	20	418	241	459	22	7	171
		21.6	22.4	16.8	23.1	19.7	20.6	22.0	24.5	17.5	15.3	20.9	22.8	20.4	20.2	17.1	26.0
(2)		583	503	80	406	97	81	287	135	58	22	399	184	435	31	6	111
		19.1	19.2	18.2	19.7	17.6	17.2	19.7	19.8	18.8	16.8	20.0	17.4	19.4	28.4	14.6	16.9
(1)	NOT AT ALL IMPORTANT	895	783	112	656	127	114	438	231	78	34	589	306	663	30	9	193
		29.3	30.0	25.5	31.8	23.0	24.3	30.0	33.8	25.2	26.0	29.5	28.9	29.5	27.5	22.0	29.4
NOT APPLICABLE		225	170	55	136	34	30	102	38	32	23	138	87	170	8	-	47
		7.4	6.5	12.5	6.6	6.2	6.4	7.0	5.6	10.4	17.6	6.9	8.2	7.6	7.3		7.2
BLANK		303	257	46	203	54	49	146	62	29	17	201	102	227	8	-	68
MEAN		2.54	2.51	2.69	2.42	2.88	2.82	2.50	2.33	2.73	2.58	2.53	2.56	2.53	2.40	3.24	2.53
STANDARD DEVIATION		1.38	1.37	1.45	1.32	1.46	1.45	1.36	1.28	1.47	1.40	1.38	1.38	1.39	1.30	1.61	1.34
STANDARD ERROR		0.03	0.03	0.07	0.03	0.06	0.07	0.04	0.05	0.09	0.13	0.03	0.04	0.03	0.13	0.25	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19D.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . LOW-BACK SEATS

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3053	981	1079	975	1600	553	294	559
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY IMPORTANT	375	126	122	120	185	54	46	73
	12.3	12.8	11.3	12.3	11.6	9.8	15.6	13.1
(4)	316	101	114	99	145	68	40	56
	10.4	10.3	10.6	10.2	9.1	12.3	13.6	10.0
(3)	659	222	228	204	353	125	59	110
	21.6	22.6	21.1	20.9	22.1	22.6	20.1	19.7
(2)	583	174	211	197	317	102	51	108
	19.1	17.7	19.6	20.2	19.8	18.4	17.3	19.3
(1) NOT AT ALL IMPORTANT	895	264	333	296	499	168	84	141
	29.3	26.9	30.9	30.4	31.2	30.4	28.6	25.2
NOT APPLICABLE	225	94	71	59	101	36	14	71
	7.4	9.6	6.6	6.1	6.3	6.5	4.8	12.7
BLANK	303	107	96	84	144	54	31	47
MEAN	2.54	2.61	2.49	2.51	2.47	2.49	2.69	2.61
STANDARD DEVIATION	1.38	1.38	1.37	1.38	1.36	1.34	1.45	1.39
STANDARD ERROR	0.03	0.05	0.04	0.05	0.04	0.06	0.09	0.06

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19E.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . ONBOARD RESTROOMS

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE						
		TIME PERIOD		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
BASE - TOTAL RESPONDING		3237	2777	460	2199	578	497	1556	724	324	136	2120	1117	2391	114	41	691
		100.0	100.0	100.0	100.0	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 IMPORTANT	1777	1487	290	1150	337	289	812	386	212	78	1191	586	1365	56	21	335
		54.9	53.5	63.0	52.3	58.3	58.1	52.2	53.3	65.4	57.4	56.2	52.5	57.1	49.1	51.2	48.5
(4)		745	659	86	534	125	107	363	189	53	33	495	250	569	26	10	140
		23.0	23.7	18.7	24.3	21.6	21.5	23.3	26.1	16.4	24.3	23.3	22.4	23.8	22.8	24.4	20.3
(3)		437	397	40	325	72	66	238	93	31	9	264	173	275	16	5	141
		13.5	14.3	8.7	14.8	12.5	13.3	15.3	12.8	9.6	6.6	12.5	15.5	11.5	14.0	12.2	20.4
(2)		108	101	7	82	19	16	62	23	5	2	68	40	72	7	3	26
		3.3	3.6	1.5	3.7	3.3	3.2	4.0	3.2	1.5	1.5	3.2	3.6	3.0	6.1	7.3	3.8
(1)	NOT AT ALL IMPORTANT	81	68	13	58	10	8	45	15	9	4	51	30	49	6	1	25
		2.5	2.4	2.8	2.6	1.7	1.6	2.9	2.1	2.8	2.9	2.4	2.7	2.0	5.3	2.4	3.6
NOT APPLICABLE		89	65	24	50	15	11	36	18	14	10	51	38	61	3	1	24
		2.7	2.3	5.2	2.3	2.6	2.2	2.3	2.5	4.3	7.4	2.4	3.4	2.6	2.6	2.4	3.5
BLANK		119	93	26	65	28	22	50	21	14	12	77	42	82	3	-	34
MEAN		4.28	4.25	4.45	4.23	4.35	4.34	4.21	4.29	4.46	4.42	4.31	4.23	4.34	4.07	4.18	4.10
STANDARD DEVIATION		1.00	1.00	0.94	1.02	0.95	0.95	1.04	0.96	0.95	0.93	0.98	1.03	0.95	1.18	1.08	1.09
STANDARD ERROR		0.02	0.02	0.05	0.02	0.04	0.04	0.03	0.04	0.05	0.08	0.02	0.03	0.02	0.11	0.17	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19E.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . ONBOARD RESTROOMS

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3237 100.0	1042 100.0	1143 100.0	1034 100.0	1687 100.0	590 100.0	319 100.0	589 100.0
(5) VERY IMPORTANT	1777 54.9	556 53.4	588 51.4	626 60.5	904 53.6	301 51.0	193 60.5	348 59.1
(4)	745 23.0	239 22.9	277 24.2	226 21.9	406 24.1	152 25.8	63 19.7	116 19.7
(3)	437 13.5	136 13.1	188 16.4	108 10.4	245 14.5	80 13.6	33 10.3	71 12.1
(2)	108 3.3	37 3.6	38 3.3	32 3.1	63 3.7	28 4.7	10 3.1	5 0.8
(1) NOT AT ALL IMPORTANT	81 2.5	27 2.6	31 2.7	22 2.1	37 2.2	12 2.0	11 3.4	21 3.6
NOT APPLICABLE	89 2.7	47 4.5	21 1.8	20 1.9	32 1.9	17 2.9	9 2.8	28 4.8
BLANK	119	46	32	25	57	17	6	17
MEAN	4.28	4.27	4.21	4.38	4.25	4.23	4.35	4.36
STANDARD DEVIATION	1.00	1.01	1.02	0.95	0.99	1.00	1.03	0.99
STANDARD ERROR	0.02	0.03	0.03	0.03	0.02	0.04	0.06	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19F.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . ONBOARD BIKE CAPACITY

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		=====			
		WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - TOTAL RESPONDING	3176 100.0	2721 100.0	455 100.0	2150 100.0	571 100.0	489 100.0	1530 100.0	702 100.0	319 100.0	136 100.0	2072 100.0	1104 100.0	2346 100.0	112 100.0	39 100.0	679 100.0
(5) VERY IMPORTANT	1604 50.5	1355 49.8	249 54.7	1054 49.0	301 52.7	258 52.8	779 50.9	318 45.3	173 54.2	76 55.9	948 45.8	656 59.4	1258 53.6	38 33.9	13 33.3	295 43.4
(4)	596 18.8	505 18.6	91 20.0	393 18.3	112 19.6	99 20.2	268 17.5	138 19.7	64 20.1	27 19.9	427 20.6	169 15.3	439 18.7	25 22.3	11 28.2	121 17.8
(3)	391 12.3	346 12.7	45 9.9	279 13.0	67 11.7	56 11.5	214 14.0	76 10.8	33 10.3	12 8.8	269 13.0	122 11.1	244 10.4	19 17.0	4 10.3	124 18.3
(2)	136 4.3	123 4.5	13 2.9	100 4.7	23 4.0	19 3.9	63 4.1	41 5.8	9 2.8	4 2.9	103 5.0	33 3.0	86 3.7	10 8.9	2 5.1	38 5.6
(1) NOT AT ALL IMPORTANT	149 4.7	129 4.7	20 4.4	101 4.7	28 4.9	24 4.9	61 4.0	44 6.3	12 3.8	8 5.9	110 5.3	39 3.5	91 3.9	8 7.1	8 20.5	42 6.2
NOT APPLICABLE	300 9.4	263 9.7	37 8.1	223 10.4	40 7.0	33 6.7	145 9.5	85 12.1	28 8.8	9 6.6	215 10.4	85 7.7	228 9.7	12 10.7	1 2.6	59 8.7
BLANK	180	149	31	114	35	30	76	43	19	12	125	55	127	5	2	46
MEAN	4.17	4.15	4.28	4.14	4.20	4.20	4.18	4.05	4.30	4.25	4.08	4.34	4.27	3.75	3.50	3.95
STANDARD DEVIATION	1.15	1.16	1.09	1.16	1.14	1.14	1.12	1.24	1.06	1.15	1.19	1.06	1.09	1.28	1.54	1.24
STANDARD ERROR	0.02	0.02	0.05	0.03	0.05	0.05	0.03	0.05	0.06	0.10	0.03	0.03	0.02	0.13	0.25	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19F.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . ONBOARD BIKE CAPACITY

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3176 100.0	1020 100.0	1117 100.0	1021 100.0	1646 100.0	584 100.0	314 100.0	582 100.0
(5) VERY IMPORTANT	1604 50.5	511 50.1	576 51.6	511 50.0	829 50.4	284 48.6	174 55.4	286 49.1
(4)	596 18.8	202 19.8	201 18.0	190 18.6	313 19.0	105 18.0	59 18.8	110 18.9
(3)	391 12.3	115 11.3	144 12.9	129 12.6	194 11.8	85 14.6	31 9.9	76 13.1
(2)	136 4.3	45 4.4	45 4.0	44 4.3	77 4.7	24 4.1	11 3.5	21 3.6
(1) NOT AT ALL IMPORTANT	149 4.7	41 4.0	48 4.3	58 5.7	83 5.0	24 4.1	8 2.5	34 5.8
NOT APPLICABLE	300 9.4	106 10.4	103 9.2	89 8.7	150 9.1	62 10.6	31 9.9	55 9.5
BLANK	180	68	58	38	98	23	11	24
MEAN	4.17	4.20	4.20	4.13	4.16	4.15	4.34	4.13
STANDARD DEVIATION	1.15	1.12	1.13	1.19	1.17	1.13	1.01	1.19
STANDARD ERROR	0.02	0.04	0.04	0.04	0.03	0.05	0.06	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19G.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . INTERIOR ELECTRONIC SIGN

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		=====			
		WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - TOTAL RESPONDING	3199 100.0	2743 100.0	456 100.0	2170 100.0	573 100.0	492 100.0	1536 100.0	715 100.0	318 100.0	138 100.0	2095 100.0	1104 100.0	2363 100.0	115 100.0	40 100.0	681 100.0
(5) VERY IMPORTANT	1553 48.5	1280 46.7	273 59.9	984 45.3	296 51.7	243 49.4	710 46.2	327 45.7	190 59.7	83 60.1	1037 49.5	516 46.7	1195 50.6	42 36.5	17 42.5	299 43.9
(4)	855 26.7	765 27.9	90 19.7	602 27.7	163 28.4	143 29.1	418 27.2	204 28.5	66 20.8	24 17.4	570 27.2	285 25.8	632 26.7	35 30.4	4 10.0	184 27.0
(3)	462 14.4	404 14.7	58 12.7	342 15.8	62 10.8	54 11.0	240 15.6	110 15.4	39 12.3	19 13.8	294 14.0	168 15.2	327 13.8	17 14.8	10 25.0	108 15.9
(2)	137 4.3	130 4.7	7 1.5	111 5.1	19 3.3	21 4.3	76 4.9	33 4.6	4 1.3	3 2.2	84 4.0	53 4.8	93 3.9	8 7.0	-	36 5.3
(1) NOT AT ALL IMPORTANT	133 4.2	122 4.4	11 2.4	103 4.7	19 3.3	17 3.5	72 4.7	33 4.6	9 2.8	2 1.4	74 3.5	59 5.3	75 3.2	11 9.6	9 22.5	38 5.6
NOT APPLICABLE	59 1.8	42 1.5	17 3.7	28 1.3	14 2.4	14 2.8	20 1.3	8 1.1	10 3.1	7 5.1	36 1.7	23 2.1	41 1.7	2 1.7	-	16 2.3
BLANK	157	127	30	94	33	27	70	30	20	10	102	55	110	2	1	44
MEAN	4.13	4.09	4.38	4.05	4.25	4.20	4.07	4.07	4.38	4.40	4.17	4.06	4.20	3.79	3.50	4.01
STANDARD DEVIATION	1.09	1.10	0.95	1.12	1.01	1.04	1.12	1.11	0.96	0.93	1.05	1.15	1.03	1.28	1.59	1.16
STANDARD ERROR	0.02	0.02	0.05	0.02	0.04	0.05	0.03	0.04	0.05	0.08	0.02	0.03	0.02	0.12	0.25	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19G.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . INTERIOR ELECTRONIC SIGN

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3199 100.0	1029 100.0	1135 100.0	1017 100.0	1665 100.0	585 100.0	316 100.0	582 100.0
(5) VERY IMPORTANT	1553 48.5	522 50.7	534 47.0	490 48.2	756 45.4	282 48.2	167 52.8	320 55.0
(4)	855 26.7	298 29.0	298 26.3	256 25.2	462 27.7	154 26.3	93 29.4	139 23.9
(3)	462 14.4	117 11.4	182 16.0	160 15.7	257 15.4	88 15.0	34 10.8	75 12.9
(2)	137 4.3	33 3.2	52 4.6	50 4.9	84 5.0	30 5.1	12 3.8	9 1.5
(1) NOT AT ALL IMPORTANT	133 4.2	34 3.3	50 4.4	47 4.6	82 4.9	23 3.9	8 2.5	18 3.1
NOT APPLICABLE	59 1.8	25 2.4	19 1.7	14 1.4	24 1.4	8 1.4	2 0.6	21 3.6
BLANK	157	59	40	42	79	22	9	24
MEAN	4.13	4.24	4.09	4.09	4.05	4.11	4.27	4.31
STANDARD DEVIATION	1.09	1.01	1.11	1.12	1.13	1.09	0.98	0.98
STANDARD ERROR	0.02	0.03	0.03	0.04	0.03	0.05	0.06	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19H.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . INTERIOR ELECTRONIC DISPLAY

													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
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE				
BASE - TOTAL RESPONDING	3202 100.0	2748 100.0	454 100.0	2176 100.0	572 100.0	489 100.0	1540 100.0	719 100.0	322 100.0	132 100.0	2095 100.0	1107 100.0	2363 100.0	115 100.0	41 100.0	683 100.0
(5) VERY IMPORTANT	641 20.0	512 18.6	129 28.4	368 16.9	144 25.2	111 22.7	290 18.8	111 15.4	91 28.3	38 28.8	418 20.0	223 20.1	511 21.6	15 13.0	6 14.6	109 16.0
(4)	428 13.4	364 13.2	64 14.1	274 12.6	90 15.7	80 16.4	198 12.9	86 12.0	51 15.8	13 9.8	284 13.6	144 13.0	312 13.2	18 15.7	5 12.2	93 13.6
(3)	624 19.5	540 19.7	84 18.5	425 19.5	115 20.1	99 20.2	304 19.7	137 19.1	55 17.1	29 22.0	389 18.6	235 21.2	445 18.8	17 14.8	9 22.0	153 22.4
(2)	477 14.9	432 15.7	45 9.9	362 16.6	70 12.2	63 12.9	250 16.2	119 16.6	35 10.9	10 7.6	305 14.6	172 15.5	349 14.8	26 22.6	3 7.3	99 14.5
(1) NOT AT ALL IMPORTANT	933 29.1	822 29.9	111 24.4	682 31.3	140 24.5	123 25.2	453 29.4	246 34.2	76 23.6	35 26.5	636 30.4	297 26.8	673 28.5	36 31.3	17 41.5	207 30.3
NOT APPLICABLE	99 3.1	78 2.8	21 4.6	65 3.0	13 2.3	13 2.7	45 2.9	20 2.8	14 4.3	7 5.3	63 3.0	36 3.3	73 3.1	3 2.6	1 2.4	22 3.2
BLANK	154	122	32	88	34	30	66	26	16	16	102	52	110	2	-	42
MEAN	2.80	2.74	3.13	2.66	3.05	2.99	2.75	2.57	3.15	3.07	2.78	2.84	2.84	2.55	2.50	2.69
STANDARD DEVIATION	1.51	1.49	1.57	1.48	1.52	1.51	1.49	1.47	1.56	1.59	1.52	1.49	1.53	1.43	1.52	1.45
STANDARD ERROR	0.03	0.03	0.08	0.03	0.06	0.07	0.04	0.06	0.09	0.14	0.03	0.05	0.03	0.13	0.24	0.06

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19H.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . INTERIOR ELECTRONIC DISPLAY

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3202 100.0	1030 100.0	1133 100.0	1021 100.0	1674 100.0	581 100.0	318 100.0	581 100.0
(5) VERY IMPORTANT	641 20.0	227 22.0	215 19.0	194 19.0	321 19.2	91 15.7	84 26.4	127 21.9
(4)	428 13.4	156 15.1	148 13.1	123 12.0	204 12.2	86 14.8	50 15.7	82 14.1
(3)	624 19.5	190 18.4	234 20.7	196 19.2	320 19.1	112 19.3	50 15.7	135 23.2
(2)	477 14.9	156 15.1	158 13.9	160 15.7	257 15.4	95 16.4	43 13.5	76 13.1
(1) NOT AT ALL IMPORTANT	933 29.1	260 25.2	351 31.0	319 31.2	535 32.0	174 29.9	84 26.4	135 23.2
NOT APPLICABLE	99 3.1	41 4.0	27 2.4	29 2.8	37 2.2	23 4.0	7 2.2	26 4.5
BLANK	154	58	42	38	70	26	7	25
MEAN	2.80	2.93	2.75	2.71	2.71	2.69	3.02	2.98
STANDARD DEVIATION	1.51	1.51	1.50	1.51	1.51	1.46	1.57	1.48
STANDARD ERROR	0.03	0.05	0.05	0.05	0.04	0.06	0.09	0.06

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19I.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . EXTERIOR ELECTRONIC SIGNS

		WEEKDAY									OVERALL CALTRAIN EXPERIENCE						
		TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR		=====				
		=====		=====		=====			=====		REGULAR CAR?		VERY/	SMWHT	VERY	NTRAL	
		TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING		3207	2754	453	2179	575	492	1542	720	320	133	2102	1105	2370	114	40	683
		100.0	100.0	100.0	100.0	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 IMPORTANT	1358	1122	236	866	256	206	638	278	170	66	921	437	1070	40	15	233
		42.3	40.7	52.1	39.7	44.5	41.9	41.4	38.6	53.1	49.6	43.8	39.5	45.1	35.1	37.5	34.1
(4)		755	672	83	531	141	128	357	187	66	17	508	247	545	26	8	176
		23.5	24.4	18.3	24.4	24.5	26.0	23.2	26.0	20.6	12.8	24.2	22.4	23.0	22.8	20.0	25.8
(3)		545	482	63	394	88	77	286	119	38	25	337	208	371	17	7	150
		17.0	17.5	13.9	18.1	15.3	15.7	18.5	16.5	11.9	18.8	16.0	18.8	15.7	14.9	17.5	22.0
(2)		199	182	17	147	35	35	99	48	10	7	118	81	135	18	3	43
		6.2	6.6	3.8	6.7	6.1	7.1	6.4	6.7	3.1	5.3	5.6	7.3	5.7	15.8	7.5	6.3
(1)	NOT AT ALL	262	228	34	188	40	35	119	74	23	11	168	94	187	10	5	60
IMPORTANT		8.2	8.3	7.5	8.6	7.0	7.1	7.7	10.3	7.2	8.3	8.0	8.5	7.9	8.8	12.5	8.8
NOT APPLICABLE		88	68	20	53	15	11	43	14	13	7	50	38	62	3	2	21
		2.7	2.5	4.4	2.4	2.6	2.2	2.8	1.9	4.1	5.3	2.4	3.4	2.6	2.6	5.0	3.1
BLANK		149	116	33	85	31	27	64	25	18	15	95	54	103	3	1	42
MEAN		3.88	3.85	4.09	3.82	3.96	3.90	3.86	3.77	4.14	3.95	3.92	3.80	3.94	3.61	3.66	3.72
STANDARD DEVIATION		1.27	1.27	1.25	1.28	1.23	1.24	1.26	1.32	1.21	1.32	1.25	1.29	1.26	1.36	1.42	1.26
STANDARD ERROR		0.02	0.02	0.06	0.03	0.05	0.06	0.03	0.05	0.07	0.12	0.03	0.04	0.03	0.13	0.23	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q19I.PLEASE RATE EACH OF THE FOLLOWING AMENITIES TO BE INCLUDED ON THE NEW TRAINS WHERE 5=VERY IMPORTANT AND 1=NOT AT ALL IMPORTANT. . . EXTERIOR ELECTRONIC SIGNS

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDING	3207 100.0	1026 100.0	1138 100.0	1026 100.0	1676 100.0	583 100.0	312 100.0	585 100.0
(5) VERY IMPORTANT	1358 42.3	461 44.9	447 39.3	446 43.5	698 41.6	230 39.5	140 44.9	270 46.2
(4)	755 23.5	236 23.0	255 22.4	259 25.2	407 24.3	143 24.5	68 21.8	130 22.2
(3)	545 17.0	164 16.0	217 19.1	160 15.6	282 16.8	112 19.2	53 17.0	88 15.0
(2)	199 6.2	57 5.6	83 7.3	59 5.8	121 7.2	33 5.7	14 4.5	28 4.8
(1) NOT AT ALL IMPORTANT	262 8.2	74 7.2	115 10.1	72 7.0	133 7.9	53 9.1	31 9.9	42 7.2
NOT APPLICABLE	88 2.7	34 3.3	21 1.8	30 2.9	35 2.1	12 2.1	6 1.9	27 4.6
BLANK	149	62	37	33	68	24	13	21
MEAN	3.88	3.96	3.75	3.95	3.86	3.81	3.89	4.00
STANDARD DEVIATION	1.27	1.24	1.33	1.22	1.27	1.28	1.31	1.23
STANDARD ERROR	0.02	0.04	0.04	0.04	0.03	0.05	0.07	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q20. HOW LONG HAVE YOU BEEN RIDING CALTRAIN?

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		=====			
		WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - ALL RESPONDENTS	3322 100.0	2842 100.0	480 100.0	2247 100.0	595 100.0	511 100.0	1590 100.0	741 100.0	333 100.0	147 100.0	2178 100.0	1144 100.0	2452 100.0	117 100.0	41 100.0	712 100.0
THIS IS MY FIRST TRIP	162 4.9	92 3.2	70 14.6	47 2.1	45 7.6	41 8.0	34 2.1	17 2.3	51 15.3	19 12.9	115 5.3	47 4.1	133 5.4	2 1.7	2 4.9	25 3.5
LESS THAN 6 MONTHS	514 15.5	434 15.3	80 16.7	334 14.9	100 16.8	88 17.2	218 13.7	128 17.3	48 14.4	32 21.8	354 16.3	160 14.0	427 17.4	8 6.8	4 9.8	75 10.5
6 MONTHS TO LESS THAN 1 YEAR	412 12.4	373 13.1	39 8.1	300 13.4	73 12.3	65 12.7	215 13.5	93 12.6	23 6.9	16 10.9	275 12.6	137 12.0	301 12.3	17 14.5	6 14.6	88 12.4
1 YEAR TO LESS THAN 2 YEARS	538 16.2	472 16.6	66 13.8	394 17.5	78 13.1	70 13.7	271 17.0	131 17.7	43 12.9	23 15.6	352 16.2	186 16.3	395 16.1	14 12.0	5 12.2	124 17.4
2 YEARS TO LESS THAN 4 YEARS	637 19.2	568 20.0	69 14.4	473 21.1	95 16.0	81 15.9	326 20.5	161 21.7	47 14.1	22 15.0	417 19.1	220 19.2	453 18.5	31 26.5	3 7.3	150 21.1
4 YEARS OR MORE	1059 31.9	903 31.8	156 32.5	699 31.1	204 34.3	166 32.5	526 33.1	211 28.5	121 36.3	35 23.8	665 30.5	394 34.4	743 30.3	45 38.5	21 51.2	250 35.1
NO ANSWER	34	28	6	17	11	8	16	4	5	1	19	15	21	-	-	13

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q20. HOW LONG HAVE YOU BEEN RIDING CALTRAIN?

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - ALL RESPONDENTS	3322 100.0	1088 100.0	1175 100.0	1059 100.0	1743 100.0	606 100.0	323 100.0	605 100.0
THIS IS MY FIRST TRIP	162 4.9	162 14.9	-	-	6 0.3	4 0.7	10 3.1	118 19.5
LESS THAN 6 MONTHS	514 15.5	514 47.2	-	-	273 15.7	71 11.7	69 21.4	96 15.9
6 MONTHS TO LESS THAN 1 YEAR	412 12.4	412 37.9	-	-	245 14.1	76 12.5	37 11.5	52 8.6
1 YEAR TO LESS THAN 2 YEARS	538 16.2	-	538 45.8	-	308 17.7	99 16.3	54 16.7	72 11.9
2 YEARS TO LESS THAN 4 YEARS	637 19.2	-	637 54.2	-	370 21.2	135 22.3	53 16.4	78 12.9
4 YEARS OR MORE	1059 31.9	-	-	1059 100.0	541 31.0	221 36.5	100 31.0	189 31.2
NO ANSWER	34	-	-	-	1	1	2	1

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q21. HOW OFTEN DO YOU USUALLY RIDE CALTRAIN?

											OVERALL CALTRAIN EXPERIENCE					
	TIME PERIOD		WEEKDAY		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR		=====				
			=====		=====			=====		REGULAR CAR?		VERY/		=====		
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - TOTAL RESPONDENTS	3282 100.0	2813 100.0	469 100.0	2231 100.0	582 100.0	499 100.0	1577 100.0	737 100.0	326 100.0	143 100.0	2157 100.0	1125 100.0	2421 100.0	114 100.0	41 100.0	706 100.0
6 TO 7 DAYS/WEEK	225 6.9	181 6.4	44 9.4	141 6.3	40 6.9	35 7.0	112 7.1	34 4.6	33 10.1	11 7.7	133 6.2	92 8.2	161 6.7	9 7.9	7 17.1	48 6.8
5 DAYS/WEEK	1519 46.3	1467 52.2	52 11.1	1276 57.2	191 32.8	169 33.9	892 56.6	406 55.1	40 12.3	12 8.4	988 45.8	531 47.2	1062 43.9	63 55.3	24 58.5	370 52.4
4 DAYS/WEEK	332 10.1	313 11.1	19 4.1	265 11.9	48 8.2	39 7.8	178 11.3	96 13.0	14 4.3	5 3.5	228 10.6	104 9.2	241 10.0	14 12.3	3 7.3	74 10.5
3 DAYS/WEEK	275 8.4	243 8.6	32 6.8	191 8.6	52 8.9	44 8.8	135 8.6	64 8.7	23 7.1	9 6.3	177 8.2	98 8.7	199 8.2	7 6.1	1 2.4	68 9.6
2 DAYS/WEEK	202 6.2	149 5.3	53 11.3	105 4.7	44 7.6	32 6.4	80 5.1	37 5.0	38 11.7	15 10.5	136 6.3	66 5.9	155 6.4	10 8.8	1 2.4	36 5.1
1 DAY/WEEK	123 3.7	78 2.8	45 9.6	52 2.3	26 4.5	19 3.8	39 2.5	20 2.7	25 7.7	20 14.0	79 3.7	44 3.9	95 3.9	3 2.6	-	25 3.5
1-3 DAYS/MONTH	238 7.3	153 5.4	85 18.1	80 3.6	73 12.5	64 12.8	59 3.7	30 4.1	54 16.6	31 21.7	149 6.9	89 7.9	199 8.2	3 2.6	1 2.4	35 5.0
LESS THAN ONCE A MONTH	368 11.2	229 8.1	139 29.6	121 5.4	108 18.6	97 19.4	82 5.2	50 6.8	99 30.4	40 28.0	267 12.4	101 9.0	309 12.8	5 4.4	4 9.8	50 7.1
NO ANSWER	74	57	17	33	24	20	29	8	12	5	40	34	52	3	-	19

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

Q21. HOW OFTEN DO YOU USUALLY RIDE CALTRAIN?

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - TOTAL RESPONDENTS	3282 100.0	1057 100.0	1169 100.0	1051 100.0	1744 100.0	607 100.0	325 100.0	606 100.0
6 TO 7 DAYS/WEEK	225 6.9	69 6.5	69 5.9	87 8.3	225 12.9	-	-	-
5 DAYS/WEEK	1519 46.3	455 43.0	609 52.1	454 43.2	1519 87.1	-	-	-
4 DAYS/WEEK	332 10.1	84 7.9	128 10.9	119 11.3	-	332 54.7	-	-
3 DAYS/WEEK	275 8.4	67 6.3	106 9.1	102 9.7	-	275 45.3	-	-
2 DAYS/WEEK	202 6.2	63 6.0	68 5.8	70 6.7	-	-	202 62.2	-
1 DAY/WEEK	123 3.7	53 5.0	39 3.3	30 2.9	-	-	123 37.8	-
1-3 DAYS/MONTH	238 7.3	76 7.2	71 6.1	91 8.7	-	-	-	238 39.3
LESS THAN ONCE A MONTH	368 11.2	190 18.0	79 6.8	98 9.3	-	-	-	368 60.7
NO ANSWER	74	31	6	8	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

TRAIN NUMBER

	WEEKDAY										OVERALL CALTRAIN EXPERIENCE					
	TIME PERIOD				WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR		=====				
	TIME PERIOD		=====		=====			=====		REGULAR CAR?		VERY/		NTRAL		
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/ BLANK
BASE - ALL RESPONDENTS	3356 100.0	2870 100.0	486 100.0	2264 100.0	606 100.0	519 100.0	1606 100.0	745 100.0	338 100.0	148 100.0	2197 100.0	1159 100.0	2473 100.0	117 100.0	41 100.0	725 100.0
268	187 5.6	187 6.5	-	187 8.3	-	-	187 11.6	-	-	-	187 8.5	-	138 5.6	7 6.0	2 4.9	40 5.5
217	167 5.0	167 5.8	-	167 7.4	-	-	167 10.4	-	-	-	167 7.6	-	128 5.2	5 4.3	1 2.4	33 4.6
329	130 3.9	130 4.5	-	130 5.7	-	-	-	130 17.4	-	-	130 5.9	-	83 3.4	7 6.0	2 4.9	38 5.2
376	126 3.8	126 4.4	-	126 5.6	-	-	-	126 16.9	-	-	126 5.7	-	75 3.0	6 5.1	1 2.4	44 6.1
313	121 3.6	121 4.2	-	121 5.3	-	-	-	121 16.2	-	-	121 5.5	-	92 3.7	2 1.7	2 4.9	25 3.4
225	113 3.4	113 3.9	-	113 5.0	-	-	113 7.0	-	-	-	-	113 9.7	81 3.3	8 6.8	2 4.9	22 3.0
282	109 3.2	109 3.8	-	109 4.8	-	-	109 6.8	-	-	-	-	109 9.4	64 2.6	7 6.0	1 2.4	37 5.1
220	103 3.1	103 3.6	-	103 4.5	-	-	103 6.4	-	-	-	103 4.7	-	74 3.0	3 2.6	-	26 3.6
233	103 3.1	103 3.6	-	103 4.5	-	-	103 6.4	-	-	-	103 4.7	-	70 2.8	2 1.7	4 9.8	27 3.7
288	101 3.0	101 3.5	-	101 4.5	-	-	101 6.3	-	-	-	-	101 8.7	67 2.7	8 6.8	1 2.4	25 3.4
804	100 3.0	-	100 20.6	-	-	-	-	-	-	100 67.6	100 4.6	-	80 3.2	2 1.7	1 2.4	17 2.3
190	98 2.9	98 3.4	-	-	98 16.2	98 18.9	-	-	-	-	98 4.5	-	63 2.5	3 2.6	2 4.9	30 4.1
360	89 2.7	89 3.1	-	89 3.9	-	-	-	89 11.9	-	-	-	89 7.7	62 2.5	5 4.3	3 7.3	19 2.6

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

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	
	=====		=====		=====			=====		=====		=====				=====		=====		=====	
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE									
207	88 2.6	88 3.1	-	88 3.9	-	-	88 5.5	-	-	-	-	88 7.6	72 2.9	2 1.7	-	14 1.9					
262	88 2.6	88 3.1	-	88 3.9	-	-	88 5.5	-	-	-	88 4.0	-	65 2.6	2 1.7	-	21 2.9					
385	85 2.5	85 3.0	-	85 3.8	-	-	-	85 11.4	-	-	85 3.9	-	57 2.3	4 3.4	-	24 3.3					
230	80 2.4	80 2.8	-	80 3.5	-	-	80 5.0	-	-	-	80 3.6	-	61 2.5	2 1.7	-	17 2.3					
433	77 2.3	-	77 15.8	-	-	-	-	-	77 22.8	-	-	77 6.6	65 2.6	2 1.7	-	10 1.4					
192	72 2.1	72 2.5	-	-	72 11.9	72 13.9	-	-	-	-	-	72 6.2	58 2.3	3 2.6	1 2.4	10 1.4					
441	72 2.1	-	72 14.8	-	-	-	-	-	72 21.3	-	72 3.3	-	55 2.2	1 0.9	-	16 2.2					
143	70 2.1	70 2.4	-	-	70 11.6	70 13.5	-	-	-	-	70 3.2	-	54 2.2	3 2.6	1 2.4	12 1.7					
216	69 2.1	69 2.4	-	69 3.0	-	-	69 4.3	-	-	-	-	69 6.0	49 2.0	4 3.4	6 14.6	10 1.4					
277	69 2.1	69 2.4	-	69 3.0	-	-	69 4.3	-	-	-	-	69 6.0	47 1.9	3 2.6	-	19 2.6					
254	68 2.0	68 2.4	-	-	68 11.2	-	68 4.2	-	-	-	68 3.1	-	48 1.9	5 4.3	3 7.3	12 1.7					
332	68 2.0	68 2.4	-	68 3.0	-	-	-	68 9.1	-	-	68 3.1	-	55 2.2	2 1.7	1 2.4	10 1.4					
267	67 2.0	67 2.3	-	67 3.0	-	-	67 4.2	-	-	-	67 3.0	-	42 1.7	1 0.9	-	24 3.3					
381	65 1.9	65 2.3	-	65 2.9	-	-	-	65 8.7	-	-	65 3.0	-	56 2.3	2 1.7	-	7 1.0					

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

TRAIN NUMBER

	WEEKDAY										OVERALL CALTRAIN EXPERIENCE					
	TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR		=====				
	=====		=====		=====			=====		REGULAR CAR?		VERY/	SMWHT	VERY	NTRAL	
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
324	61 1.8	61 2.1	-	61 2.7	-	-	-	61 8.2	-	-	-	61 5.3	46 1.9	1 0.9	-	14 1.9
273	60 1.8	60 2.1	-	60 2.7	-	-	60 3.7	-	-	-	-	60 5.2	46 1.9	3 2.6	-	11 1.5
438	60 1.8	-	60 12.3	-	-	-	-	-	60 17.8	-	60 2.7	-	49 2.0	4 3.4	-	7 1.0
142	54 1.6	54 1.9	-	-	54 8.9	54 10.4	-	-	-	-	-	54 4.7	43 1.7	-	1 2.4	10 1.4
150	54 1.6	54 1.9	-	-	54 8.9	54 10.4	-	-	-	-	54 2.5	-	47 1.9	1 0.9	-	6 0.8
195	54 1.6	54 1.9	-	-	54 8.9	54 10.4	-	-	-	-	54 2.5	-	43 1.7	1 0.9	-	10 1.4
432	53 1.6	-	53 10.9	-	-	-	-	-	53 15.7	-	-	53 4.6	40 1.6	-	-	13 1.8
151	52 1.5	52 1.8	-	-	52 8.6	52 10.0	-	-	-	-	52 2.4	-	43 1.7	1 0.9	1 2.4	7 1.0
206	50 1.5	50 1.7	-	50 2.2	-	-	50 3.1	-	-	-	50 2.3	-	39 1.6	2 1.7	-	9 1.2
801	48 1.4	-	48 9.9	-	-	-	-	-	-	48 32.4	-	48 4.1	39 1.6	-	-	9 1.2
197	42 1.3	42 1.5	-	-	42 6.9	42 8.1	-	-	-	-	42 1.9	-	33 1.3	-	-	9 1.2
257	42 1.3	42 1.5	-	-	42 6.9	-	42 2.6	-	-	-	-	42 3.6	33 1.3	1 0.9	1 2.4	7 1.0
289	42 1.3	42 1.5	-	42 1.9	-	-	42 2.6	-	-	-	-	42 3.6	31 1.3	1 0.9	2 4.9	8 1.1
421	39 1.2	-	39 8.0	-	-	-	-	-	39 11.5	-	39 1.8	-	30 1.2	-	1 2.4	8 1.1

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

TRAIN NUMBER

											OVERALL CALTRAIN EXPERIENCE					
	TIME PERIOD		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
424	37 1.1	-	37 7.6	-	-	-	-	-	37 10.9	-	37 1.7	-	32 1.3	-	-	5 0.7
101	12 0.4	12 0.4	-	12 0.5	-	12 2.3	-	-	-	-	-	12 1.0	10 0.4	1 0.9	-	1 0.1
102	11 0.3	11 0.4	-	11 0.5	-	11 2.1	-	-	-	-	11 0.5	-	8 0.3	-	1 2.4	2 0.3

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

TRAIN NUMBER

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - ALL RESPONDENTS	3356 100.0	1088 100.0	1175 100.0	1059 100.0	1744 100.0	607 100.0	325 100.0	606 100.0
268	187 5.6	54 5.0	70 6.0	62 5.9	133 7.6	37 6.1	8 2.5	7 1.2
217	167 5.0	47 4.3	63 5.4	57 5.4	106 6.1	41 6.8	6 1.8	13 2.1
329	130 3.9	49 4.5	42 3.6	37 3.5	82 4.7	29 4.8	6 1.8	11 1.8
376	126 3.8	43 4.0	48 4.1	35 3.3	70 4.0	28 4.6	8 2.5	19 3.1
313	121 3.6	32 2.9	52 4.4	37 3.5	84 4.8	21 3.5	8 2.5	7 1.2
225	113 3.4	31 2.8	49 4.2	33 3.1	84 4.8	26 4.3	2 0.6	1 0.2
282	109 3.2	24 2.2	47 4.0	37 3.5	70 4.0	14 2.3	4 1.2	17 2.8
220	103 3.1	36 3.3	40 3.4	27 2.5	63 3.6	24 4.0	9 2.8	7 1.2
233	103 3.1	38 3.5	39 3.3	26 2.5	67 3.8	16 2.6	12 3.7	7 1.2
288	101 3.0	32 2.9	40 3.4	28 2.6	59 3.4	21 3.5	5 1.5	14 2.3
804	100 3.0	48 4.4	30 2.6	22 2.1	15 0.9	9 1.5	21 6.5	52 8.6
190	98 2.9	45 4.1	30 2.6	22 2.1	48 2.8	14 2.3	8 2.5	27 4.5
360	89 2.7	17 1.6	26 2.2	44 4.2	51 2.9	19 3.1	6 1.8	11 1.8
207	88 2.6	21 1.9	31 2.6	36 3.4	60 3.4	20 3.3	3 0.9	3 0.5

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

TRAIN NUMBER

	HOW LONG RIDIING				HOW OFTEN RIDE			
	TOTAL	<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
262	88 2.6	25 2.3	36 3.1	25 2.4	54 3.1	11 1.8	10 3.1	11 1.8
385	85 2.5	31 2.8	34 2.9	20 1.9	50 2.9	14 2.3	10 3.1	10 1.7
230	80 2.4	25 2.3	32 2.7	23 2.2	49 2.8	19 3.1	9 2.8	3 0.5
433	77 2.3	34 3.1	14 1.2	28 2.6	17 1.0	5 0.8	17 5.2	35 5.8
192	72 2.1	21 1.9	27 2.3	24 2.3	36 2.1	14 2.3	7 2.2	14 2.3
441	72 2.1	22 2.0	30 2.6	19 1.8	20 1.1	6 1.0	15 4.6	28 4.6
143	70 2.1	23 2.1	23 2.0	23 2.2	19 1.1	13 2.1	5 1.5	29 4.8
216	69 2.1	25 2.3	21 1.8	22 2.1	46 2.6	15 2.5	4 1.2	2 0.3
277	69 2.1	17 1.6	27 2.3	21 2.0	26 1.5	16 2.6	12 3.7	11 1.8
254	68 2.0	22 2.0	19 1.6	25 2.4	26 1.5	15 2.5	13 4.0	11 1.8
332	68 2.0	26 2.4	26 2.2	16 1.5	33 1.9	17 2.8	11 3.4	7 1.2
267	67 2.0	17 1.6	27 2.3	21 2.0	42 2.4	10 1.6	5 1.5	7 1.2
381	65 1.9	22 2.0	31 2.6	12 1.1	28 1.6	20 3.3	7 2.2	10 1.7
324	61 1.8	18 1.7	33 2.8	10 0.9	42 2.4	12 2.0	1 0.3	5 0.8
273	60 1.8	16 1.5	20 1.7	24 2.3	35 2.0	8 1.3	6 1.8	11 1.8

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

TRAIN NUMBER

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
438	60 1.8	19 1.7	14 1.2	26 2.5	10 0.6	7 1.2	7 2.2	36 5.9
142	54 1.6	20 1.8	16 1.4	17 1.6	21 1.2	11 1.8	5 1.5	14 2.3
150	54 1.6	20 1.8	14 1.2	16 1.5	16 0.9	9 1.5	6 1.8	18 3.0
195	54 1.6	21 1.9	14 1.2	18 1.7	24 1.4	4 0.7	6 1.8	19 3.1
432	53 1.6	22 2.0	12 1.0	18 1.7	9 0.5	8 1.3	13 4.0	19 3.1
151	52 1.5	21 1.9	12 1.0	19 1.8	9 0.5	10 1.6	7 2.2	22 3.6
206	50 1.5	14 1.3	11 0.9	25 2.4	35 2.0	12 2.0	-	3 0.5
801	48 1.4	19 1.7	15 1.3	13 1.2	8 0.5	5 0.8	14 4.3	19 3.1
197	42 1.3	16 1.5	9 0.8	17 1.6	15 0.9	6 1.0	5 1.5	16 2.6
257	42 1.3	9 0.8	9 0.8	23 2.2	17 1.0	4 0.7	8 2.5	11 1.8
289	42 1.3	14 1.3	16 1.4	11 1.0	32 1.8	4 0.7	3 0.9	2 0.3
421	39 1.2	11 1.0	13 1.1	15 1.4	13 0.7	5 0.8	7 2.2	14 2.3
424	37 1.1	14 1.3	7 0.6	15 1.4	4 0.2	6 1.0	4 1.2	21 3.5
101	12 0.4	4 0.4	3 0.3	5 0.5	10 0.6	-	-	1 0.2
102	11 0.3	3 0.3	3 0.3	5 0.5	6 0.3	2 0.3	2 0.6	1 0.2

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

TYPE OF SERVICE

	OVERALL CALTRAIN EXPERIENCE															
	TIME PERIOD		WEEKDAY		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====				
			=====		=====			=====		=====		VERY/			NTRAL	
	=====		=====		=====			=====		=====		SMWHT	SMWHT	VERY	NA/	
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK
BASE - ALL RESPONDENTS	3356	2870	486	2264	606	519	1606	745	338	148	2197	1159	2473	117	41	725
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
LOCAL	857	519	338	23	496	519	-	-	338	-	589	268	673	20	8	156
	25.5	18.1	69.5	1.0	81.8	100.0			100.0		26.8	23.1	27.2	17.1	19.5	21.5
LIMITED	1606	1606	-	1496	110	-	1606	-	-	-	913	693	1155	66	23	362
	47.9	56.0		66.1	18.2		100.0				41.6	59.8	46.7	56.4	56.1	49.9
BULLET	893	745	148	745	-	-	-	745	-	148	695	198	645	31	10	207
	26.6	26.0	30.5	32.9				100.0		100.0	31.6	17.1	26.1	26.5	24.4	28.6

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

TYPE OF SERVICE

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - ALL RESPONDENTS	3356 100.0	1088 100.0	1175 100.0	1059 100.0	1744 100.0	607 100.0	325 100.0	606 100.0
LOCAL	857 25.5	316 29.0	241 20.5	287 27.1	277 15.9	120 19.8	114 35.1	314 51.8
LIMITED	1606 47.9	467 42.9	597 50.8	526 49.7	1004 57.6	313 51.6	119 36.6	141 23.3
BULLET	893 26.6	305 28.0	337 28.7	246 23.2	463 26.5	174 28.7	92 28.3	151 24.9

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

STRATA

											OVERALL CALTRAIN EXPERIENCE					
			WEEKDAY							BIKE CAR OR						
	TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		REGULAR CAR?		VERY/		NTRAL		
	=====		=====		=====			=====		=====		SMWHT		NA/		
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK
BASE - ALL RESPONDENTS	3356 100.0	2870 100.0	486 100.0	2264 100.0	606 100.0	519 100.0	1606 100.0	745 100.0	338 100.0	148 100.0	2197 100.0	1159 100.0	2473 100.0	117 100.0	41 100.0	725 100.0
WEEKDAY PEAK	2264 67.5	2264 78.9	-	2264 100.0	-	23 4.4	1496 93.2	745 100.0	-	-	1451 66.0	813 70.1	1618 65.4	90 76.9	29 70.7	527 72.7
WEEKDAY OFF-PEAK	606 18.1	606 21.1	-	-	606 100.0	496 95.6	110 6.8	-	-	-	438 19.9	168 14.5	465 18.8	18 15.4	10 24.4	113 15.6
WEEKEND	486 14.5	-	486 100.0	-	-	-	-	-	338 100.0	148 100.0	308 14.0	178 15.4	390 15.8	9 7.7	2 4.9	85 11.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

STRATA

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - ALL RESPONDENTS	3356 100.0	1088 100.0	1175 100.0	1059 100.0	1744 100.0	607 100.0	325 100.0	606 100.0
WEEKDAY PEAK	2264 67.5	681 62.6	867 73.8	699 66.0	1417 81.3	456 75.1	157 48.3	201 33.2
WEEKDAY OFF-PEAK	606 18.1	218 20.0	173 14.7	204 19.3	231 13.2	100 16.5	70 21.5	181 29.9
WEEKEND	486 14.5	189 17.4	135 11.5	156 14.7	96 5.5	51 8.4	98 30.2	224 37.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

DIRECTION

												OVERALL CALTRAIN EXPERIENCE				
			WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?						
	TIME PERIOD		=====		=====			=====		=====		=====		=====		
	=====		=====		=====			=====		=====		=====		=====		
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - ALL RESPONDENTS	3356	2870	486	2264	606	519	1606	745	338	148	2197	1159	2473	117	41	725
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
NORTH	1618	1382	236	1122	260	230	751	401	188	48	1067	551	1210	50	17	341
	48.2	48.2	48.6	49.6	42.9	44.3	46.8	53.8	55.6	32.4	48.6	47.5	48.9	42.7	41.5	47.0
SOUTH	1738	1488	250	1142	346	289	855	344	150	100	1130	608	1263	67	24	384
	51.8	51.8	51.4	50.4	57.1	55.7	53.2	46.2	44.4	67.6	51.4	52.5	51.1	57.3	58.5	53.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

DIRECTION

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - ALL RESPONDENTS	3356 100.0	1088 100.0	1175 100.0	1059 100.0	1744 100.0	607 100.0	325 100.0	606 100.0
NORTH	1618 48.2	515 47.3	573 48.8	515 48.6	848 48.6	283 46.6	164 50.5	287 47.4
SOUTH	1738 51.8	573 52.7	602 51.2	544 51.4	896 51.4	324 53.4	161 49.5	319 52.6

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

BIKE CAR

											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
											REGULAR CAR?		=====			
													VERY/	SMWHT	VERY	NTRAL
	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
		WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET						
BASE - ALL RESPONDENTS	3356	2870	486	2264	606	519	1606	745	338	148	2197	1159	2473	117	41	725
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
BIKE CAR	1159	981	178	813	168	138	693	150	130	48	-	1159	853	49	18	239
	34.5	34.2	36.6	35.9	27.7	26.6	43.2	20.1	38.5	32.4		100.0	34.5	41.9	43.9	33.0
REGULAR TRAIN CAR	2197	1889	308	1451	438	381	913	595	208	100	2197	-	1620	68	23	486
	65.5	65.8	63.4	64.1	72.3	73.4	56.8	79.9	61.5	67.6	100.0		65.5	58.1	56.1	67.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

BIKE CAR

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
BASE - ALL RESPONDENTS	3356 100.0	1088 100.0	1175 100.0	1059 100.0	1744 100.0	607 100.0	325 100.0	606 100.0
BIKE CAR	1159 34.5	344 31.6	406 34.6	394 37.2	623 35.7	202 33.3	110 33.8	190 31.4
REGULAR TRAIN CAR	2197 65.5	744 68.4	769 65.4	665 62.8	1121 64.3	405 66.7	215 66.2	416 68.6

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

LANGUAGE

	WEEKDAY											OVERALL CALTRAIN EXPERIENCE				
	TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR		=====				
			=====		=====			=====		REGULAR CAR?		=====				
	TOTAL	=====		PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
		WKDAY	SAT													
ENGLISH	3356	2870	486	2264	606	519	1606	745	338	148	2197	1159	2473	117	41	725
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
ENGLISH	3342	2857	485	2258	599	512	1600	745	337	148	2191	1151	2462	117	41	722
	99.6	99.5	99.8	99.7	98.8	98.7	99.6	100.0	99.7	100.0	99.7	99.3	99.6	100.0	100.0	99.6
SPANISH	14	13	1	6	7	7	6	-	1	-	6	8	11	-	-	3
	0.4	0.5	0.2	0.3	1.2	1.3	0.4		0.3		0.3	0.7	0.4			0.4

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2015

LANGUAGE

	TOTAL	HOW LONG RIDIING			HOW OFTEN RIDE			
		<1YR	1-4YRS	4+YRS	5-7/WEEK	3-4/WEEK	1-2/WEEK	<1/WEEK
	3356	1088	1175	1059	1744	607	325	606
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
ENGLISH	3342	1085	1168	1055	1737	603	322	606
	99.6	99.7	99.4	99.6	99.6	99.3	99.1	100.0
SPANISH	14	3	7	4	7	4	3	-
	0.4	0.3	0.6	0.4	0.4	0.7	0.9	