



Caltrain Onboard 2016

STATISTICAL TABLES

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		=====			
		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	4078 100.0	3368 100.0	710 100.0	2729 100.0	639 100.0	557 100.0	2056 100.0	755 100.0	492 100.0	218 100.0	3254 100.0	824 100.0	3180 100.0	120 100.0	37 100.0	741 100.0
(5) VERY SATISFIED	1202 29.5	945 28.1	257 36.2	721 26.4	224 35.1	202 36.3	541 26.3	202 26.8	183 37.2	74 33.9	941 28.9	261 31.7	1091 34.3	17 14.2	8 21.6	86 11.6
(4)	1779 43.6	1493 44.3	286 40.3	1239 45.4	254 39.7	215 38.6	928 45.1	350 46.4	202 41.1	84 38.5	1447 44.5	332 40.3	1453 45.7	42 35.0	7 18.9	277 37.4
(3)	773 19.0	646 19.2	127 17.9	542 19.9	104 16.3	92 16.5	408 19.8	146 19.3	82 16.7	45 20.6	607 18.7	166 20.1	455 14.3	36 30.0	8 21.6	274 37.0
(2)	149 3.7	132 3.9	17 2.4	108 4.0	24 3.8	24 4.3	76 3.7	32 4.2	10 2.0	7 3.2	113 3.5	36 4.4	61 1.9	18 15.0	4 10.8	66 8.9
(1) VERY DISSATISFIED	75 1.8	71 2.1	4 0.6	58 2.1	13 2.0	9 1.6	52 2.5	10 1.3	3 0.6	1 0.5	67 2.1	8 1.0	45 1.4	5 4.2	7 18.9	18 2.4
NOT APPLICABLE	100 2.5	81 2.4	19 2.7	61 2.2	20 3.1	15 2.7	51 2.5	15 2.0	12 2.4	7 3.2	79 2.4	21 2.5	75 2.4	2 1.7	3 8.1	20 2.7
BLANK	19	14	5	12	2	1	12	1	5	-	18	1	13	-	-	6
MEAN	3.98	3.95	4.12	3.92	4.05	4.06	3.91	3.95	4.15	4.06	3.97	4.00	4.12	3.41	3.15	3.48
STANDARD DEVIATION	0.90	0.91	0.83	0.91	0.93	0.93	0.92	0.87	0.82	0.86	0.91	0.90	0.83	1.05	1.46	0.91
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	0.10	0.25	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4078	20	19	45	74	72	53	85	81	51	57	56	63	126	177	209	160	59	129	63	58	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1202	10	7	9	30	26	17	28	30	15	30	14	17	29	47	64	37	10	29	19	20	47	27
	29.5	50.0	36.8	20.0	40.5	36.1	32.1	32.9	37.0	29.4	52.6	25.0	27.0	23.0	26.6	30.6	23.1	16.9	22.5	30.2	34.5	32.0	24.5
(4)	1779	8	6	16	32	26	20	35	30	25	17	27	29	68	82	75	83	29	67	29	24	47	58
	43.6	40.0	31.6	35.6	43.2	36.1	37.7	41.2	37.0	49.0	29.8	48.2	46.0	54.0	46.3	35.9	51.9	49.2	51.9	46.0	41.4	32.0	52.7
(3)	773	1	4	13	8	16	11	12	12	7	8	12	13	24	33	44	29	14	22	9	8	33	17
	19.0	5.0	21.1	28.9	10.8	22.2	20.8	14.1	14.8	13.7	14.0	21.4	20.6	19.0	18.6	21.1	18.1	23.7	17.1	14.3	13.8	22.4	15.5
(2)	149	-	2	2	2	2	3	6	4	1	2	2	1	2	6	10	5	4	7	2	-	11	4
	3.7		10.5	4.4	2.7	2.8	5.7	7.1	4.9	2.0	3.5	3.6	1.6	1.6	3.4	4.8	3.1	6.8	5.4	3.2		7.5	3.6
(1) VERY DISSATISFIED	75	1	-	3	1	1	-	1	1	1	-	-	1	-	6	9	4	-	1	3	2	6	1
	1.8	5.0		6.7	1.4	1.4		1.2	1.2	2.0			1.6		3.4	4.3	2.5		0.8	4.8	3.4	4.1	0.9
NOT APPLICABLE	100	-	-	2	1	1	2	3	4	2	-	1	2	3	3	7	2	2	3	1	4	3	3
	2.5			4.4	1.4	1.4	3.8	3.5	4.9	3.9		1.8	3.2	2.4	1.7	3.3	1.3	3.4	2.3	1.6	6.9	2.0	2.7
BLANK	19	-	-	-	-	-	-	-	-	-	1	2	-	-	-	-	1	-	2	-	1	-	-
MEAN	3.98	4.30	3.95	3.60	4.21	4.04	4.00	4.01	4.09	4.06	4.32	3.96	3.98	4.01	3.91	3.87	3.91	3.79	3.92	3.95	4.11	3.82	3.99
STANDARD DEVIATION	0.90	0.98	1.03	1.09	0.85	0.92	0.89	0.95	0.93	0.85	0.85	0.79	0.85	0.71	0.95	1.06	0.88	0.82	0.84	1.02	0.92	1.10	0.81
STANDARD ERROR	0.01	0.22	0.24	0.17	0.10	0.11	0.13	0.10	0.11	0.12	0.11	0.11	0.11	0.06	0.07	0.07	0.07	0.11	0.07	0.13	0.13	0.09	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4078	202	105	106	109	122	55	78	87	78	82	131	139	90	70	40	93	71	104	100	84	114	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1202	43	24	31	23	33	27	18	25	21	25	35	31	30	17	19	25	27	38	33	41	43	31
	29.5	21.3	22.9	29.2	21.1	27.0	49.1	23.1	28.7	26.9	30.5	26.7	22.3	33.3	24.3	47.5	26.9	38.0	36.5	33.0	48.8	37.7	29.8
(4)	1779	100	40	48	48	56	18	43	44	34	33	60	62	36	38	15	45	23	43	45	31	46	38
	43.6	49.5	38.1	45.3	44.0	45.9	32.7	55.1	50.6	43.6	40.2	45.8	44.6	40.0	54.3	37.5	48.4	32.4	41.3	45.0	36.9	40.4	36.5
(3)	773	39	28	21	31	23	8	14	15	15	19	24	34	17	8	6	14	15	18	19	10	17	28
	19.0	19.3	26.7	19.8	28.4	18.9	14.5	17.9	17.2	19.2	23.2	18.3	24.5	18.9	11.4	15.0	15.1	21.1	17.3	19.0	11.9	14.9	26.9
(2)	149	8	6	1	4	3	-	1	1	6	3	7	9	2	3	-	4	2	3	-	1	3	4
	3.7	4.0	5.7	0.9	3.7	2.5		1.3	1.1	7.7	3.7	5.3	6.5	2.2	4.3		4.3	2.8	2.9		1.2	2.6	3.8
(1) VERY DISSATISFIED	75	11	4	-	2	2	-	1	-	2	-	3	1	1	2	-	-	-	1	2	-	1	-
	1.8	5.4	3.8		1.8	1.6		1.3		2.6		2.3	0.7	1.1	2.9				1.0	2.0		0.9	
NOT APPLICABLE	100	1	3	5	1	5	2	1	2	-	2	2	2	4	2	-	5	4	1	1	1	4	3
	2.5	0.5	2.9	4.7	0.9	4.1	3.6	1.3	2.3		2.4	1.5	1.4	4.4	2.9		5.4	5.6	1.0	1.0	1.2	3.5	2.9
BLANK	19	-	1	2	3	-	-	-	-	-	-	1	-	-	-	-	1	3	1	-	-	-	-
MEAN	3.98	3.78	3.73	4.08	3.80	3.98	4.36	3.99	4.09	3.85	4.00	3.91	3.82	4.07	3.96	4.33	4.03	4.12	4.11	4.08	4.35	4.15	3.95
STANDARD DEVIATION	0.90	1.01	1.02	0.74	0.88	0.86	0.74	0.77	0.72	0.99	0.84	0.94	0.88	0.86	0.90	0.73	0.79	0.86	0.86	0.84	0.74	0.85	0.86
STANDARD ERROR	0.01	0.07	0.10	0.07	0.09	0.08	0.10	0.09	0.08	0.11	0.09	0.08	0.08	0.09	0.11	0.12	0.08	0.11	0.08	0.08	0.08	0.08	0.09

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		=====			
		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	4076 100.0	3365 100.0	711 100.0	2729 100.0	636 100.0	553 100.0	2059 100.0	753 100.0	493 100.0	218 100.0	3255 100.0	821 100.0	3175 100.0	120 100.0	37 100.0	744 100.0
(5) VERY SATISFIED	1561 38.3	1262 37.5	299 42.1	983 36.0	279 43.9	247 44.7	747 36.3	268 35.6	222 45.0	77 35.3	1252 38.5	309 37.6	1411 44.4	20 16.7	9 24.3	121 16.3
(4)	1528 37.5	1292 38.4	236 33.2	1075 39.4	217 34.1	187 33.8	824 40.0	281 37.3	156 31.6	80 36.7	1229 37.8	299 36.4	1174 37.0	41 34.2	9 24.3	304 40.9
(3)	434 10.6	351 10.4	83 11.7	300 11.0	51 8.0	47 8.5	224 10.9	80 10.6	56 11.4	27 12.4	339 10.4	95 11.6	223 7.0	30 25.0	7 18.9	174 23.4
(2)	72 1.8	60 1.8	12 1.7	44 1.6	16 2.5	14 2.5	35 1.7	11 1.5	8 1.6	4 1.8	50 1.5	22 2.7	32 1.0	9 7.5	2 5.4	29 3.9
(1) VERY DISSATISFIED	19 0.5	17 0.5	2 0.3	16 0.6	1 0.2	1 0.2	14 0.7	2 0.3	2 0.4	-	18 0.6	1 0.1	7 0.2	1 0.8	6 16.2	5 0.7
NOT APPLICABLE	462 11.3	383 11.4	79 11.1	311 11.4	72 11.3	57 10.3	215 10.4	111 14.7	49 9.9	30 13.8	367 11.3	95 11.6	328 10.3	19 15.8	4 10.8	111 14.9
BLANK	21	17	4	12	5	5	9	3	4	-	17	4	18	-	-	3
MEAN	4.26	4.25	4.29	4.23	4.34	4.34	4.22	4.25	4.32	4.22	4.26	4.23	4.39	3.69	3.39	3.80
STANDARD DEVIATION	0.78	0.78	0.79	0.78	0.77	0.78	0.79	0.76	0.80	0.77	0.78	0.80	0.70	0.92	1.43	0.83
STANDARD ERROR	0.01	0.01	0.03	0.02	0.03	0.04	0.02	0.03	0.04	0.06	0.01	0.03	0.01	0.09	0.25	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4076	20	19	45	72	72	53	84	81	51	56	58	63	125	175	209	161	58	130	63	59	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1561	11	8	12	39	26	18	36	45	22	30	26	23	43	64	68	60	20	45	27	24	55	38
	38.3	55.0	42.1	26.7	54.2	36.1	34.0	42.9	55.6	43.1	53.6	44.8	36.5	34.4	36.6	32.5	37.3	34.5	34.6	42.9	40.7	37.4	34.5
(4)	1528	7	3	17	20	28	21	29	21	22	19	17	32	59	73	72	63	18	55	20	20	50	47
	37.5	35.0	15.8	37.8	27.8	38.9	39.6	34.5	25.9	43.1	33.9	29.3	50.8	47.2	41.7	34.4	39.1	31.0	42.3	31.7	33.9	34.0	42.7
(3)	434	1	5	4	4	7	6	8	3	4	5	5	6	9	14	33	16	8	18	5	5	22	10
	10.6	5.0	26.3	8.9	5.6	9.7	11.3	9.5	3.7	7.8	8.9	8.6	9.5	7.2	8.0	15.8	9.9	13.8	13.8	7.9	8.5	15.0	9.1
(2)	72	-	2	1	1	1	2	3	2	1	1	1	-	1	-	7	7	2	4	4	-	1	3
	1.8		10.5	2.2	1.4	1.4	3.8	3.6	2.5	2.0	1.8	1.7		0.8		3.3	4.3	3.4	3.1	6.3		0.7	2.7
(1) VERY DISSATISFIED	19	-	-	-	-	-	-	-	1	-	-	1	-	1	1	3	-	-	-	-	-	-	2
	0.5								1.2			1.7		0.8	0.6	1.4							1.8
NOT APPLICABLE	462	1	1	11	8	10	6	8	9	2	1	8	2	12	23	26	15	10	8	7	10	19	10
	11.3	5.0	5.3	24.4	11.1	13.9	11.3	9.5	11.1	3.9	1.8	13.8	3.2	9.6	13.1	12.4	9.3	17.2	6.2	11.1	16.9	12.9	9.1
BLANK	21	-	-	-	2	-	-	1	-	-	2	-	-	1	2	-	-	1	1	-	-	-	-
MEAN	4.26	4.53	3.94	4.18	4.52	4.27	4.17	4.29	4.49	4.33	4.42	4.32	4.28	4.26	4.31	4.07	4.21	4.17	4.16	4.25	4.39	4.24	4.16
STANDARD DEVIATION	0.78	0.61	1.11	0.76	0.69	0.73	0.82	0.81	0.82	0.72	0.74	0.89	0.64	0.72	0.69	0.92	0.82	0.86	0.79	0.90	0.67	0.76	0.87
STANDARD ERROR	0.01	0.14	0.26	0.13	0.09	0.09	0.12	0.09	0.10	0.10	0.10	0.13	0.08	0.07	0.06	0.07	0.07	0.12	0.07	0.12	0.10	0.07	0.09

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4076	201	105	108	110	122	55	78	87	78	82	130	138	90	70	40	93	73	103	100	84	114	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1561	71	29	34	36	50	34	26	33	24	36	52	35	35	27	22	34	31	50	41	44	39	38
	38.3	35.3	27.6	31.5	32.7	41.0	61.8	33.3	37.9	30.8	43.9	40.0	25.4	38.9	38.6	55.0	36.6	42.5	48.5	41.0	52.4	34.2	36.5
(4)	1528	97	47	52	47	40	15	34	33	30	23	48	57	26	30	11	32	17	39	37	20	44	36
	37.5	48.3	44.8	48.1	42.7	32.8	27.3	43.6	37.9	38.5	28.0	36.9	41.3	28.9	42.9	27.5	34.4	23.3	37.9	37.0	23.8	38.6	34.6
(3)	434	16	16	9	19	12	1	9	4	15	8	6	23	11	4	5	12	14	7	9	9	15	12
	10.6	8.0	15.2	8.3	17.3	9.8	1.8	11.5	4.6	19.2	9.8	4.6	16.7	12.2	5.7	12.5	12.9	19.2	6.8	9.0	10.7	13.2	11.5
(2)	72	1	-	-	2	2	-	-	1	1	-	3	4	-	2	1	2	1	1	2	1	3	1
	1.8	0.5			1.8	1.6			1.1	1.3		2.3	2.9		2.9	2.5	2.2	1.4	1.0	2.0	1.2	2.6	1.0
(1) VERY DISSATISFIED	19	2	1	1	-	1	1	-	-	-	-	1	-	1	-	-	-	1	-	-	1	-	-
	0.5	1.0	1.0	0.9		0.8	1.8					0.8		1.1				1.4			1.2		
NOT APPLICABLE	462	14	12	12	6	17	4	9	16	8	15	20	19	17	7	1	13	9	6	11	9	13	17
	11.3	7.0	11.4	11.1	5.5	13.9	7.3	11.5	18.4	10.3	18.3	15.4	13.8	18.9	10.0	2.5	14.0	12.3	5.8	11.0	10.7	11.4	16.3
BLANK	21	1	1	-	2	-	-	-	-	-	-	2	1	-	-	-	1	1	2	-	-	-	-
MEAN	4.26	4.25	4.11	4.23	4.13	4.30	4.59	4.25	4.38	4.10	4.42	4.34	4.03	4.29	4.30	4.38	4.23	4.19	4.42	4.31	4.40	4.18	4.28
STANDARD DEVIATION	0.78	0.72	0.76	0.70	0.77	0.82	0.73	0.67	0.66	0.78	0.70	0.78	0.79	0.82	0.73	0.81	0.80	0.94	0.67	0.75	0.85	0.79	0.74
STANDARD ERROR	0.01	0.05	0.08	0.07	0.08	0.08	0.10	0.08	0.08	0.09	0.09	0.07	0.07	0.10	0.09	0.13	0.09	0.12	0.07	0.08	0.10	0.08	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		=====			
		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	4073 100.0	3362 100.0	711 100.0	2722 100.0	640 100.0	557 100.0	2054 100.0	751 100.0	493 100.0	218 100.0	3250 100.0	823 100.0	3176 100.0	120 100.0	37 100.0	740 100.0
(5) VERY SATISFIED	1155 28.4	914 27.2	241 33.9	709 26.0	205 32.0	177 31.8	533 25.9	204 27.2	176 35.7	65 29.8	916 28.2	239 29.0	1049 33.0	13 10.8	13 35.1	80 10.8
(4)	1392 34.2	1176 35.0	216 30.4	965 35.5	211 33.0	174 31.2	751 36.6	251 33.4	149 30.2	67 30.7	1118 34.4	274 33.3	1177 37.1	27 22.5	2 5.4	186 25.1
(3)	953 23.4	802 23.9	151 21.2	662 24.3	140 21.9	129 23.2	501 24.4	172 22.9	104 21.1	47 21.6	780 24.0	173 21.0	613 19.3	42 35.0	6 16.2	292 39.5
(2)	254 6.2	209 6.2	45 6.3	174 6.4	35 5.5	34 6.1	117 5.7	58 7.7	30 6.1	15 6.9	195 6.0	59 7.2	131 4.1	22 18.3	5 13.5	96 13.0
(1) VERY DISSATISFIED	66 1.6	51 1.5	15 2.1	38 1.4	13 2.0	13 2.3	26 1.3	12 1.6	9 1.8	6 2.8	49 1.5	17 2.1	23 0.7	11 9.2	8 21.6	24 3.2
NOT APPLICABLE	253 6.2	210 6.2	43 6.0	174 6.4	36 5.6	30 5.4	126 6.1	54 7.2	25 5.1	18 8.3	192 5.9	61 7.4	183 5.8	5 4.2	3 8.1	62 8.4
BLANK	24	20	4	19	1	1	14	5	4	-	22	2	17	-	-	7
MEAN	3.87	3.85	3.93	3.84	3.93	3.89	3.85	3.83	3.97	3.85	3.87	3.86	4.04	3.08	3.21	3.30
STANDARD DEVIATION	0.98	0.97	1.03	0.96	1.00	1.02	0.94	1.00	1.01	1.06	0.97	1.02	0.89	1.13	1.65	0.97
STANDARD ERROR	0.02	0.02	0.04	0.02	0.04	0.04	0.02	0.04	0.05	0.07	0.02	0.04	0.02	0.10	0.28	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4073	20	19	45	73	72	53	85	81	51	58	57	63	123	175	208	160	58	131	63	59	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1155	7	7	18	25	23	21	22	21	15	18	14	18	26	40	47	28	10	29	23	19	41	30
	28.4	35.0	36.8	40.0	34.2	31.9	39.6	25.9	25.9	29.4	31.0	24.6	28.6	21.1	22.9	22.6	17.5	17.2	22.1	36.5	32.2	27.9	27.3
(4)	1392	6	5	13	23	28	13	21	26	20	19	17	27	50	72	81	57	24	53	25	23	47	36
	34.2	30.0	26.3	28.9	31.5	38.9	24.5	24.7	32.1	39.2	32.8	29.8	42.9	40.7	41.1	38.9	35.6	41.4	40.5	39.7	39.0	32.0	32.7
(3)	953	6	4	9	18	11	13	29	17	7	15	17	10	31	41	55	50	14	30	9	12	38	32
	23.4	30.0	21.1	20.0	24.7	15.3	24.5	34.1	21.0	13.7	25.9	29.8	15.9	25.2	23.4	26.4	31.3	24.1	22.9	14.3	20.3	25.9	29.1
(2)	254	1	2	2	2	4	4	4	7	5	3	4	6	5	7	9	14	3	10	3	1	11	7
	6.2	5.0	10.5	4.4	2.7	5.6	7.5	4.7	8.6	9.8	5.2	7.0	9.5	4.1	4.0	4.3	8.8	5.2	7.6	4.8	1.7	7.5	6.4
(1) VERY DISSATISFIED	66	-	-	-	2	1	2	3	3	1	1	2	1	1	3	-	-	-	-	-	-	-	2
	1.6				2.7	1.4	3.8	3.5	3.7	2.0	1.7	3.5	1.6	0.8	1.7								1.8
NOT APPLICABLE	253	-	1	3	3	5	-	6	7	3	2	3	1	10	12	16	11	7	9	3	4	10	3
	6.2		5.3	6.7	4.1	6.9		7.1	8.6	5.9	3.4	5.3	1.6	8.1	6.9	7.7	6.9	12.1	6.9	4.8	6.8	6.8	2.7
BLANK	24	-	-	-	1	-	-	-	-	-	-	1	-	3	2	1	1	1	-	-	-	-	-
MEAN	3.87	3.95	3.94	4.12	3.96	4.01	3.89	3.70	3.74	3.90	3.89	3.69	3.89	3.84	3.85	3.86	3.66	3.80	3.83	4.13	4.09	3.86	3.79
STANDARD DEVIATION	0.98	0.94	1.06	0.92	1.00	0.95	1.14	1.05	1.10	1.04	0.98	1.06	0.99	0.86	0.90	0.84	0.89	0.83	0.89	0.85	0.80	0.94	0.99
STANDARD ERROR	0.02	0.21	0.25	0.14	0.12	0.12	0.16	0.12	0.13	0.15	0.13	0.14	0.13	0.08	0.07	0.06	0.07	0.12	0.08	0.11	0.11	0.08	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4073	201	105	108	109	122	55	78	86	78	81	130	138	90	70	40	92	73	104	100	84	114	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1155	54	33	30	34	40	17	15	21	21	24	45	33	25	20	11	25	26	36	41	37	34	31
	28.4	26.9	31.4	27.8	31.2	32.8	30.9	19.2	24.4	26.9	29.6	34.6	23.9	27.8	28.6	27.5	27.2	35.6	34.6	41.0	44.0	29.8	29.8
(4)	1392	76	31	36	34	42	20	31	35	25	18	48	40	31	23	18	22	26	29	32	22	39	28
	34.2	37.8	29.5	33.3	31.2	34.4	36.4	39.7	40.7	32.1	22.2	36.9	29.0	34.4	32.9	45.0	23.9	35.6	27.9	32.0	26.2	34.2	26.9
(3)	953	46	26	30	28	24	8	23	17	21	19	25	33	20	14	9	28	14	23	13	17	23	24
	23.4	22.9	24.8	27.8	25.7	19.7	14.5	29.5	19.8	26.9	23.5	19.2	23.9	22.2	20.0	22.5	30.4	19.2	22.1	13.0	20.2	20.2	23.1
(2)	254	11	6	3	7	8	2	5	6	10	6	5	12	6	8	1	11	3	9	4	2	5	10
	6.2	5.5	5.7	2.8	6.4	6.6	3.6	6.4	7.0	12.8	7.4	3.8	8.7	6.7	11.4	2.5	12.0	4.1	8.7	4.0	2.4	4.4	9.6
(1) VERY DISSATISFIED	66	6	5	2	3	1	-	1	3	1	2	-	3	2	-	1	1	1	2	3	1	3	3
	1.6	3.0	4.8	1.9	2.8	0.8	-	1.3	3.5	1.3	2.5	-	2.2	2.2	-	2.5	1.1	1.4	1.9	3.0	1.2	2.6	2.9
NOT APPLICABLE	253	8	4	7	3	7	8	3	4	-	12	7	17	6	5	-	5	3	5	7	5	10	8
	6.2	4.0	3.8	6.5	2.8	5.7	14.5	3.8	4.7	-	14.8	5.4	12.3	6.7	7.1	-	5.4	4.1	4.8	7.0	6.0	8.8	7.7
BLANK	24	1	1	-	3	-	-	-	1	-	1	2	1	-	-	-	2	1	1	-	-	-	-
MEAN	3.87	3.83	3.80	3.88	3.84	3.97	4.11	3.72	3.79	3.71	3.81	4.08	3.73	3.85	3.85	3.93	3.68	4.04	3.89	4.12	4.16	3.92	3.77
STANDARD DEVIATION	0.98	1.00	1.11	0.94	1.04	0.96	0.84	0.91	1.03	1.05	1.10	0.86	1.05	1.01	1.00	0.92	1.06	0.94	1.07	1.02	0.94	1.00	1.11
STANDARD ERROR	0.02	0.07	0.11	0.09	0.10	0.09	0.12	0.10	0.11	0.12	0.13	0.08	0.10	0.11	0.12	0.14	0.11	0.11	0.11	0.11	0.11	0.10	0.11

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		=====			
		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	4082 100.0	3372 100.0	710 100.0	2734 100.0	638 100.0	555 100.0	2063 100.0	754 100.0	492 100.0	218 100.0	3259 100.0	823 100.0	3182 100.0	120 100.0	37 100.0	743 100.0
(5) VERY SATISFIED	1197 29.3	910 27.0	287 40.4	675 24.7	235 36.8	199 35.9	528 25.6	183 24.3	212 43.1	75 34.4	946 29.0	251 30.5	1093 34.3	11 9.2	9 24.3	84 11.3
(4)	1241 30.4	1035 30.7	206 29.0	856 31.3	179 28.1	156 28.1	661 32.0	218 28.9	138 28.0	68 31.2	1003 30.8	238 28.9	1029 32.3	23 19.2	3 8.1	186 25.0
(3)	824 20.2	706 20.9	118 16.6	595 21.8	111 17.4	101 18.2	432 20.9	173 22.9	78 15.9	40 18.3	648 19.9	176 21.4	559 17.6	37 30.8	5 13.5	223 30.0
(2)	302 7.4	252 7.5	50 7.0	203 7.4	49 7.7	40 7.2	160 7.8	52 6.9	30 6.1	20 9.2	230 7.1	72 8.7	167 5.2	21 17.5	8 21.6	106 14.3
(1) VERY DISSATISFIED	142 3.5	121 3.6	21 3.0	98 3.6	23 3.6	18 3.2	63 3.1	40 5.3	15 3.0	6 2.8	111 3.4	31 3.8	54 1.7	21 17.5	8 21.6	59 7.9
NOT APPLICABLE	376 9.2	348 10.3	28 3.9	307 11.2	41 6.4	41 7.4	219 10.6	88 11.7	19 3.9	9 4.1	321 9.8	55 6.7	280 8.8	7 5.8	4 10.8	85 11.4
BLANK	15	10	5	7	3	3	5	2	5	-	13	2	11	-	-	4
MEAN	3.82	3.78	4.01	3.74	3.93	3.93	3.78	3.68	4.06	3.89	3.83	3.79	4.01	2.84	2.91	3.20
STANDARD DEVIATION	1.09	1.09	1.08	1.08	1.12	1.10	1.06	1.13	1.07	1.09	1.08	1.12	0.98	1.23	1.57	1.13
STANDARD ERROR	0.02	0.02	0.04	0.02	0.05	0.05	0.02	0.04	0.05	0.08	0.02	0.04	0.02	0.12	0.27	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4082	20	19	45	73	72	52	85	81	51	57	58	63	126	177	208	161	59	131	63	59	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1197	9	8	16	25	25	23	22	22	22	27	16	13	36	44	46	28	8	31	27	26	39	31
	29.3	45.0	42.1	35.6	34.2	34.7	44.2	25.9	27.2	43.1	47.4	27.6	20.6	28.6	24.9	22.1	17.4	13.6	23.7	42.9	44.1	26.5	28.2
(4)	1241	3	6	13	30	22	15	21	22	14	10	17	25	40	61	56	62	16	54	19	13	48	31
	30.4	15.0	31.6	28.9	41.1	30.6	28.8	24.7	27.2	27.5	17.5	29.3	39.7	31.7	34.5	26.9	38.5	27.1	41.2	30.2	22.0	32.7	28.2
(3)	824	5	3	10	9	15	5	19	15	9	11	14	14	24	29	55	44	15	21	7	11	28	21
	20.2	25.0	15.8	22.2	12.3	20.8	9.6	22.4	18.5	17.6	19.3	24.1	22.2	19.0	16.4	26.4	27.3	25.4	16.0	11.1	18.6	19.0	19.1
(2)	302	1	-	1	3	3	3	10	14	1	4	1	5	7	17	15	16	9	10	5	5	12	5
	7.4	5.0	-	2.2	4.1	4.2	5.8	11.8	17.3	2.0	7.0	1.7	7.9	5.6	9.6	7.2	9.9	15.3	7.6	7.9	8.5	8.2	4.5
(1) VERY DISSATISFIED	142	-	-	2	3	2	2	3	3	2	1	1	1	1	3	6	4	2	2	4	1	4	5
	3.5	-	-	4.4	4.1	2.8	3.8	3.5	3.7	3.9	1.8	1.7	1.6	0.8	1.7	2.9	2.5	3.4	1.5	6.3	1.7	2.7	4.5
NOT APPLICABLE	376	2	2	3	3	5	4	10	5	3	4	9	5	18	23	30	7	9	13	1	3	16	17
	9.2	10.0	10.5	6.7	4.1	6.9	7.7	11.8	6.2	5.9	7.0	15.5	7.9	14.3	13.0	14.4	4.3	15.3	9.9	1.6	5.1	10.9	15.5
BLANK	15	-	-	-	1	-	1	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-
MEAN	3.82	4.11	4.29	3.95	4.01	3.97	4.13	3.65	3.61	4.10	4.09	3.94	3.76	3.95	3.82	3.68	3.61	3.38	3.86	3.97	4.04	3.81	3.84
STANDARD DEVIATION	1.09	1.02	0.77	1.08	1.03	1.03	1.10	1.16	1.20	1.06	1.10	0.94	0.96	0.95	1.03	1.05	0.99	1.09	0.96	1.21	1.09	1.06	1.12
STANDARD ERROR	0.02	0.24	0.19	0.17	0.12	0.13	0.16	0.13	0.14	0.15	0.15	0.13	0.13	0.09	0.08	0.08	0.08	0.15	0.09	0.15	0.15	0.09	0.12

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4082	200	106	108	112	121	54	78	87	78	82	131	139	90	69	40	92	72	104	100	84	114	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1197	58	23	27	22	37	16	22	16	19	21	44	23	24	14	19	27	30	50	49	37	35	40
	29.3	29.0	21.7	25.0	19.6	30.6	29.6	28.2	18.4	24.4	25.6	33.6	16.5	26.7	20.3	47.5	29.3	41.7	48.1	49.0	44.0	30.7	38.5
(4)	1241	65	32	30	45	31	16	28	27	21	25	37	35	23	22	10	23	20	33	26	26	40	28
	30.4	32.5	30.2	27.8	40.2	25.6	29.6	35.9	31.0	26.9	30.5	28.2	25.2	25.6	31.9	25.0	25.0	27.8	31.7	26.0	31.0	35.1	26.9
(3)	824	34	24	27	27	24	13	14	20	18	16	26	51	14	14	7	22	14	13	11	11	19	21
	20.2	17.0	22.6	25.0	24.1	19.8	24.1	17.9	23.0	23.1	19.5	19.8	36.7	15.6	20.3	17.5	23.9	19.4	12.5	11.0	13.1	16.7	20.2
(2)	302	11	8	11	9	12	2	6	3	7	5	11	9	4	7	4	8	3	5	6	4	11	9
	7.4	5.5	7.5	10.2	8.0	9.9	3.7	7.7	3.4	9.0	6.1	8.4	6.5	4.4	10.1	10.0	8.7	4.2	4.8	6.0	4.8	9.6	8.7
(1) VERY DISSATISFIED	142	8	6	5	5	4	1	1	6	1	2	5	10	9	6	-	7	3	-	2	3	5	1
	3.5	4.0	5.7	4.6	4.5	3.3	1.9	1.3	6.9	1.3	2.4	3.8	7.2	10.0	8.7	-	7.6	4.2	-	2.0	3.6	4.4	1.0
NOT APPLICABLE	376	24	13	8	4	13	6	7	15	12	13	8	11	16	6	-	5	2	3	6	3	4	5
	9.2	12.0	12.3	7.4	3.6	10.7	11.1	9.0	17.2	15.4	15.9	6.1	7.9	17.8	8.7	-	5.4	2.8	2.9	6.0	3.6	3.5	4.8
BLANK	15	2	-	-	-	1	1	-	-	-	-	1	-	-	1	-	2	2	1	-	-	-	-
MEAN	3.82	3.88	3.62	3.63	3.65	3.79	3.92	3.90	3.61	3.76	3.84	3.85	3.41	3.66	3.49	4.10	3.63	4.01	4.27	4.21	4.11	3.81	3.98
STANDARD DEVIATION	1.09	1.08	1.14	1.14	1.04	1.14	0.99	0.99	1.13	1.04	1.04	1.13	1.10	1.32	1.23	1.03	1.24	1.10	0.87	1.03	1.06	1.13	1.04
STANDARD ERROR	0.02	0.08	0.12	0.11	0.10	0.11	0.14	0.12	0.13	0.13	0.12	0.10	0.10	0.15	0.15	0.16	0.13	0.13	0.09	0.11	0.12	0.11	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		=====			
		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	4070 100.0	3364 100.0	706 100.0	2731 100.0	633 100.0	553 100.0	2059 100.0	752 100.0	489 100.0	217 100.0	3250 100.0	820 100.0	3169 100.0	120 100.0	37 100.0	744 100.0
(5) VERY SATISFIED	846 20.8	635 18.9	211 29.9	475 17.4	160 25.3	143 25.9	368 17.9	124 16.5	168 34.4	43 19.8	670 20.6	176 21.5	783 24.7	7 5.8	6 16.2	50 6.7
(4)	1084 26.6	919 27.3	165 23.4	756 27.7	163 25.8	139 25.1	575 27.9	205 27.3	111 22.7	54 24.9	864 26.6	220 26.8	931 29.4	18 15.0	6 16.2	129 17.3
(3)	919 22.6	792 23.5	127 18.0	673 24.6	119 18.8	110 19.9	526 25.5	156 20.7	91 18.6	36 16.6	753 23.2	166 20.2	664 21.0	24 20.0	6 16.2	225 30.2
(2)	513 12.6	470 14.0	43 6.1	410 15.0	60 9.5	50 9.0	303 14.7	117 15.6	34 7.0	9 4.1	434 13.4	79 9.6	301 9.5	31 25.8	3 8.1	178 23.9
(1) VERY DISSATISFIED	262 6.4	234 7.0	28 4.0	196 7.2	38 6.0	36 6.5	143 6.9	55 7.3	11 2.2	17 7.8	208 6.4	54 6.6	107 3.4	33 27.5	13 35.1	109 14.7
NOT APPLICABLE	446 11.0	314 9.3	132 18.7	221 8.1	93 14.7	75 13.6	144 7.0	95 12.6	74 15.1	58 26.7	321 9.9	125 15.2	383 12.1	7 5.8	3 8.1	53 7.1
BLANK	27	18	9	10	8	5	9	4	8	1	22	5	24	-	-	3
MEAN	3.48	3.41	3.85	3.36	3.64	3.63	3.38	3.34	3.94	3.61	3.46	3.55	3.71	2.42	2.68	2.76
STANDARD DEVIATION	1.20	1.19	1.14	1.19	1.21	1.22	1.18	1.21	1.09	1.24	1.20	1.20	1.10	1.24	1.57	1.14
STANDARD ERROR	0.02	0.02	0.05	0.02	0.05	0.06	0.03	0.05	0.05	0.10	0.02	0.05	0.02	0.12	0.27	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4070	20	19	45	72	72	52	85	81	51	56	58	63	125	176	209	161	59	130	63	56	147	109
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	846	4	7	10	19	24	15	21	16	16	11	14	11	19	32	41	18	6	21	16	12	31	19
	20.8	20.0	36.8	22.2	26.4	33.3	28.8	24.7	19.8	31.4	19.6	24.1	17.5	15.2	18.2	19.6	11.2	10.2	16.2	25.4	21.4	21.1	17.4
(4)	1084	6	5	11	21	12	19	14	18	11	22	20	18	38	50	62	50	14	37	22	13	35	30
	26.6	30.0	26.3	24.4	29.2	16.7	36.5	16.5	22.2	21.6	39.3	34.5	28.6	30.4	28.4	29.7	31.1	23.7	28.5	34.9	23.2	23.8	27.5
(3)	919	6	3	10	11	16	5	20	18	12	9	9	23	34	39	52	42	17	38	10	8	38	26
	22.6	30.0	15.8	22.2	15.3	22.2	9.6	23.5	22.2	23.5	16.1	15.5	36.5	27.2	22.2	24.9	26.1	28.8	29.2	15.9	14.3	25.9	23.9
(2)	513	2	-	3	6	6	1	12	15	3	2	7	6	21	27	33	34	11	20	7	5	25	15
	12.6	10.0		6.7	8.3	8.3	1.9	14.1	18.5	5.9	3.6	12.1	9.5	16.8	15.3	15.8	21.1	18.6	15.4	11.1	8.9	17.0	13.8
(1) VERY DISSATISFIED	262	1	2	3	6	5	4	6	4	4	1	5	2	10	15	9	12	4	2	4	1	11	12
	6.4	5.0	10.5	6.7	8.3	6.9	7.7	7.1	4.9	7.8	1.8	8.6	3.2	8.0	8.5	4.3	7.5	6.8	1.5	6.3	1.8	7.5	11.0
NOT APPLICABLE	446	1	2	8	9	9	8	12	10	5	11	3	3	3	13	12	5	7	12	4	17	7	7
	11.0	5.0	10.5	17.8	12.5	12.5	15.4	14.1	12.3	9.8	19.6	5.2	4.8	2.4	7.4	5.7	3.1	11.9	9.2	6.3	30.4	4.8	6.4
BLANK	27	-	-	-	2	-	1	-	-	-	2	-	-	1	1	-	-	-	1	-	3	-	1
MEAN	3.48	3.53	3.88	3.59	3.65	3.70	3.91	3.44	3.38	3.70	3.89	3.56	3.50	3.29	3.35	3.47	3.18	3.13	3.47	3.66	3.77	3.36	3.28
STANDARD DEVIATION	1.20	1.12	1.32	1.21	1.27	1.29	1.18	1.29	1.21	1.26	0.91	1.26	1.02	1.17	1.23	1.13	1.13	1.12	1.03	1.20	1.11	1.23	1.26
STANDARD ERROR	0.02	0.26	0.32	0.20	0.16	0.16	0.18	0.15	0.14	0.19	0.14	0.17	0.13	0.11	0.10	0.08	0.09	0.16	0.09	0.16	0.18	0.10	0.12

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4070	201	106	108	112	121	55	78	87	78	82	131	138	89	69	40	91	73	104	100	81	114	103
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	846	35	21	15	12	30	15	10	7	9	17	24	27	21	9	9	22	27	46	27	37	26	17
	20.8	17.4	19.8	13.9	10.7	24.8	27.3	12.8	8.0	11.5	20.7	18.3	19.6	23.6	13.0	22.5	24.2	37.0	44.2	27.0	45.7	22.8	16.5
(4)	1084	53	31	35	26	28	13	28	23	22	22	38	36	18	18	8	16	18	27	27	15	27	27
	26.6	26.4	29.2	32.4	23.2	23.1	23.6	35.9	26.4	28.2	26.8	29.0	26.1	20.2	26.1	20.0	17.6	24.7	26.0	27.0	18.5	23.7	26.2
(3)	919	60	26	28	41	22	13	15	17	20	17	24	29	16	18	13	19	10	16	23	10	20	16
	22.6	29.9	24.5	25.9	36.6	18.2	23.6	19.2	19.5	25.6	20.7	18.3	21.0	18.0	26.1	32.5	20.9	13.7	15.4	23.0	12.3	17.5	15.5
(2)	513	20	15	16	18	16	7	8	18	13	15	10	22	16	15	5	11	4	1	7	6	6	3
	12.6	10.0	14.2	14.8	16.1	13.2	12.7	10.3	20.7	16.7	18.3	7.6	15.9	18.0	21.7	12.5	12.1	5.5	1.0	7.0	7.4	5.3	2.9
(1) VERY DISSATISFIED	262	18	7	7	10	12	2	7	7	6	5	7	11	7	5	-	1	3	2	2	3	4	13
	6.4	9.0	6.6	6.5	8.9	9.9	3.6	9.0	8.0	7.7	6.1	5.3	8.0	7.9	7.2		1.1	4.1	1.9	2.0	3.7	3.5	12.6
NOT APPLICABLE	446	15	6	7	5	13	5	10	15	8	6	28	13	11	4	5	22	11	12	14	10	31	27
	11.0	7.5	5.7	6.5	4.5	10.7	9.1	12.8	17.2	10.3	7.3	21.4	9.4	12.4	5.8	12.5	24.2	15.1	11.5	14.0	12.3	27.2	26.2
BLANK	27	1	-	-	-	1	-	-	-	-	-	1	1	1	1	-	3	1	1	-	3	-	1
MEAN	3.48	3.36	3.44	3.35	3.11	3.44	3.64	3.38	3.07	3.21	3.41	3.60	3.37	3.38	3.17	3.60	3.68	4.00	4.24	3.81	4.08	3.78	3.42
STANDARD DEVIATION	1.20	1.19	1.18	1.13	1.11	1.33	1.17	1.18	1.17	1.15	1.22	1.15	1.25	1.32	1.17	1.03	1.13	1.15	0.93	1.05	1.18	1.12	1.35
STANDARD ERROR	0.02	0.09	0.12	0.11	0.11	0.13	0.17	0.14	0.14	0.14	0.14	0.11	0.11	0.15	0.14	0.17	0.14	0.15	0.10	0.11	0.14	0.12	0.15

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		=====			
		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	4083 100.0	3374 100.0	709 100.0	2735 100.0	639 100.0	557 100.0	2063 100.0	754 100.0	491 100.0	218 100.0	3258 100.0	825 100.0	3182 100.0	120 100.0	37 100.0	744 100.0
(5) VERY SATISFIED	971 23.8	741 22.0	230 32.4	556 20.3	185 29.0	159 28.5	426 20.6	156 20.7	171 34.8	59 27.1	771 23.7	200 24.2	928 29.2	8 6.7	5 13.5	30 4.0
(4)	2065 50.6	1744 51.7	321 45.3	1435 52.5	309 48.4	269 48.3	1085 52.6	390 51.7	225 45.8	96 44.0	1660 51.0	405 49.1	1850 58.1	24 20.0	6 16.2	185 24.9
(3)	890 21.8	758 22.5	132 18.6	634 23.2	124 19.4	114 20.5	467 22.6	177 23.5	81 16.5	51 23.4	712 21.9	178 21.6	377 11.8	49 40.8	6 16.2	458 61.6
(2)	120 2.9	100 3.0	20 2.8	87 3.2	13 2.0	10 1.8	65 3.2	25 3.3	12 2.4	8 3.7	92 2.8	28 3.4	17 0.5	35 29.2	8 21.6	60 8.1
(1) VERY DISSATISFIED	24 0.6	20 0.6	4 0.6	15 0.5	5 0.8	4 0.7	12 0.6	4 0.5	- 1.8	4 1.8	11 0.3	13 1.6	2 0.1	4 3.3	11 29.7	7 0.9
NOT APPLICABLE	13 0.3	11 0.3	2 0.3	8 0.3	3 0.5	1 0.2	8 0.4	2 0.3	2 0.4	- 0.4	12 0.4	1 0.1	8 0.3	- 0.3	1 2.7	4 0.5
BLANK	14	8	6	6	2	1	5	2	6	-	14	-	11	-	-	3
MEAN	3.94	3.92	4.07	3.89	4.03	4.02	3.90	3.89	4.13	3.91	3.95	3.91	4.16	2.98	2.61	3.23
STANDARD DEVIATION	0.79	0.78	0.82	0.78	0.80	0.79	0.78	0.78	0.77	0.90	0.77	0.85	0.64	0.95	1.44	0.69
STANDARD ERROR	0.01	0.01	0.03	0.01	0.03	0.03	0.02	0.03	0.03	0.06	0.01	0.03	0.01	0.09	0.24	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4083	20	19	45	74	72	53	84	81	51	58	58	63	126	176	209	161	59	131	63	58	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	971	7	7	14	19	20	16	21	19	14	22	16	12	28	36	41	25	6	26	20	20	33	24
	23.8	35.0	36.8	31.1	25.7	27.8	30.2	25.0	23.5	27.5	37.9	27.6	19.0	22.2	20.5	19.6	15.5	10.2	19.8	31.7	34.5	22.4	21.8
(4)	2065	9	7	18	40	38	29	37	34	31	26	25	38	67	97	98	88	37	72	29	27	70	60
	50.6	45.0	36.8	40.0	54.1	52.8	54.7	44.0	42.0	60.8	44.8	43.1	60.3	53.2	55.1	46.9	54.7	62.7	55.0	46.0	46.6	47.6	54.5
(3)	890	4	5	12	15	11	6	24	25	4	8	14	11	29	36	59	40	11	28	9	10	38	21
	21.8	20.0	26.3	26.7	20.3	15.3	11.3	28.6	30.9	7.8	13.8	24.1	17.5	23.0	20.5	28.2	24.8	18.6	21.4	14.3	17.2	25.9	19.1
(2)	120	-	-	-	-	3	-	2	3	1	1	1	1	2	7	7	7	3	5	3	-	4	5
	2.9					4.2		2.4	3.7	2.0	1.7	1.7	1.6	1.6	4.0	3.3	4.3	5.1	3.8	4.8		2.7	4.5
(1) VERY DISSATISFIED	24	-	-	-	-	-	2	-	-	1	1	2	1	-	-	1	1	2	-	1	-	1	-
	0.6						3.8			2.0	1.7	3.4	1.6			0.5	0.6	3.4		1.6		0.7	
NOT APPLICABLE	13	-	-	1	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	1	1	1	-
	0.3			2.2												1.4				1.6	1.7	0.7	
BLANK	14	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-
MEAN	3.94	4.15	4.11	4.05	4.05	4.04	4.08	3.92	3.85	4.10	4.16	3.90	3.94	3.96	3.92	3.83	3.80	3.71	3.91	4.03	4.18	3.89	3.94
STANDARD DEVIATION	0.79	0.75	0.81	0.78	0.68	0.78	0.87	0.79	0.82	0.78	0.85	0.95	0.76	0.72	0.75	0.80	0.77	0.85	0.75	0.90	0.71	0.81	0.77
STANDARD ERROR	0.01	0.17	0.19	0.12	0.08	0.09	0.12	0.09	0.09	0.11	0.11	0.12	0.10	0.06	0.06	0.06	0.06	0.11	0.07	0.11	0.09	0.07	0.07

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4083	201	104	108	112	122	55	78	87	78	82	130	139	90	70	40	92	72	105	98	84	114	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	971	37	24	21	15	24	18	16	14	15	19	39	19	24	10	14	25	27	35	36	34	37	22
	23.8	18.4	23.1	19.4	13.4	19.7	32.7	20.5	16.1	19.2	23.2	30.0	13.7	26.7	14.3	35.0	27.2	37.5	33.3	36.7	40.5	32.5	21.2
(4)	2065	112	45	66	57	65	32	44	57	36	43	61	71	37	41	15	41	30	54	48	37	50	46
	50.6	55.7	43.3	61.1	50.9	53.3	58.2	56.4	65.5	46.2	52.4	46.9	51.1	41.1	58.6	37.5	44.6	41.7	51.4	49.0	44.0	43.9	44.2
(3)	890	46	29	19	36	26	5	16	13	25	16	24	41	25	17	10	21	14	13	11	12	23	28
	21.8	22.9	27.9	17.6	32.1	21.3	9.1	20.5	14.9	32.1	19.5	18.5	29.5	27.8	24.3	25.0	22.8	19.4	12.4	11.2	14.3	20.2	26.9
(2)	120	3	5	2	3	7	-	1	2	1	4	6	6	3	2	1	4	1	3	3	-	3	5
	2.9	1.5	4.8	1.9	2.7	5.7	-	1.3	2.3	1.3	4.9	4.6	4.3	3.3	2.9	2.5	4.3	1.4	2.9	3.1	-	2.6	4.8
(1) VERY DISSATISFIED	24	2	1	-	-	-	-	-	-	1	-	-	2	1	-	-	-	-	-	-	-	1	3
	0.6	1.0	1.0	-	-	-	-	-	-	1.3	-	-	1.4	1.1	-	-	-	-	-	-	-	0.9	2.9
NOT APPLICABLE	13	1	-	-	1	-	-	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	0.3	0.5	-	-	0.9	-	-	1.3	1.1	-	-	-	-	-	-	-	1.1	-	-	-	1.2	-	-
BLANK	14	1	2	-	-	-	-	-	-	-	-	2	-	-	-	-	2	2	-	2	-	-	-
MEAN	3.94	3.90	3.83	3.98	3.76	3.87	4.24	3.97	3.97	3.81	3.94	4.02	3.71	3.89	3.84	4.05	3.96	4.15	4.15	4.19	4.27	4.04	3.76
STANDARD DEVIATION	0.79	0.75	0.88	0.67	0.72	0.79	0.61	0.69	0.64	0.81	0.79	0.82	0.81	0.88	0.69	0.85	0.83	0.78	0.74	0.76	0.70	0.85	0.94
STANDARD ERROR	0.01	0.05	0.09	0.06	0.07	0.07	0.08	0.08	0.07	0.09	0.09	0.07	0.07	0.09	0.08	0.13	0.09	0.09	0.07	0.08	0.08	0.08	0.09

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q7. RATING OF CALTRAIN ONBOARD TRAINS - COURTESY OF CONDUCTORS

	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	4086 100.0	3374 100.0	712 100.0	2736 100.0	638 100.0	557 100.0	2063 100.0	754 100.0	496 100.0	216 100.0	3266 100.0	820 100.0	3183 100.0	120 100.0	37 100.0	746 100.0
(5) VERY SATISFIED	2042 50.0	1653 49.0	389 54.6	1330 48.6	323 50.6	280 50.3	1009 48.9	364 48.3	292 58.9	97 44.9	1679 51.4	363 44.3	1825 57.3	27 22.5	13 35.1	177 23.7
(4)	1428 34.9	1210 35.9	218 30.6	995 36.4	215 33.7	186 33.4	745 36.1	279 37.0	136 27.4	82 38.0	1130 34.6	298 36.3	1067 33.5	51 42.5	10 27.0	300 40.2
(3)	419 10.3	357 10.6	62 8.7	295 10.8	62 9.7	54 9.7	230 11.1	73 9.7	45 9.1	17 7.9	320 9.8	99 12.1	194 6.1	23 19.2	6 16.2	196 26.3
(2)	69 1.7	62 1.8	7 1.0	51 1.9	11 1.7	12 2.2	33 1.6	17 2.3	4 0.8	3 1.4	51 1.6	18 2.2	17 0.5	11 9.2	3 8.1	38 5.1
(1) VERY DISSATISFIED	23 0.6	17 0.5	6 0.8	12 0.4	5 0.8	4 0.7	7 0.3	6 0.8	4 0.8	2 0.9	17 0.5	6 0.7	5 0.2	4 3.3	4 10.8	10 1.3
NOT APPLICABLE	105 2.6	75 2.2	30 4.2	53 1.9	22 3.4	21 3.8	39 1.9	15 2.0	15 3.0	15 6.9	69 2.1	36 4.4	75 2.4	4 3.3	1 2.7	25 3.4
BLANK	11	8	3	5	3	1	5	2	1	2	6	5	10	-	-	1
MEAN	4.36	4.34	4.43	4.33	4.36	4.35	4.34	4.32	4.47	4.34	4.38	4.27	4.51	3.74	3.69	3.83
STANDARD DEVIATION	0.78	0.78	0.77	0.78	0.80	0.81	0.77	0.81	0.77	0.78	0.77	0.82	0.65	1.03	1.35	0.91
STANDARD ERROR	0.01	0.01	0.03	0.02	0.03	0.03	0.02	0.03	0.03	0.05	0.01	0.03	0.01	0.10	0.22	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q7. RATING OF CALTRAIN ONBOARD TRAINS - COURTESY OF CONDUCTORS

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4086	20	19	45	74	72	52	85	81	51	58	58	62	126	177	209	161	59	131	63	57	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	2042	10	12	22	39	36	21	42	40	28	30	34	22	67	88	120	71	20	57	36	29	79	50
	50.0	50.0	63.2	48.9	52.7	50.0	40.4	49.4	49.4	54.9	51.7	58.6	35.5	53.2	49.7	57.4	44.1	33.9	43.5	57.1	50.9	53.7	45.5
(4)	1428	7	5	14	24	27	22	29	26	15	17	15	25	47	72	57	71	23	52	18	23	43	44
	34.9	35.0	26.3	31.1	32.4	37.5	42.3	34.1	32.1	29.4	29.3	25.9	40.3	37.3	40.7	27.3	44.1	39.0	39.7	28.6	40.4	29.3	40.0
(3)	419	3	1	5	6	6	4	8	10	4	7	6	11	11	13	19	13	11	17	7	5	20	12
	10.3	15.0	5.3	11.1	8.1	8.3	7.7	9.4	12.3	7.8	12.1	10.3	17.7	8.7	7.3	9.1	8.1	18.6	13.0	11.1	8.8	13.6	10.9
(2)	69	-	1	1	2	-	1	4	1	1	1	2	4	1	1	8	3	2	1	-	-	2	2
	1.7		5.3	2.2	2.7		1.9	4.7	1.2	2.0	1.7	3.4	6.5	0.8	0.6	3.8	1.9	3.4	0.8			1.4	1.8
(1) VERY DISSATISFIED	23	-	-	-	-	2	1	1	-	-	-	1	-	-	-	-	1	-	-	1	-	-	-
	0.6					2.8	1.9	1.2				1.7					0.6			1.6			
NOT APPLICABLE	105	-	-	3	3	1	3	1	4	3	3	-	-	-	3	5	2	3	4	1	-	3	2
	2.6			6.7	4.1	1.4	5.8	1.2	4.9	5.9	5.2				1.7	2.4	1.2	5.1	3.1	1.6		2.0	1.8
BLANK	11	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	2	-	-
MEAN	4.36	4.35	4.47	4.36	4.41	4.34	4.24	4.27	4.36	4.46	4.38	4.36	4.05	4.43	4.42	4.42	4.31	4.09	4.30	4.42	4.42	4.38	4.31
STANDARD DEVIATION	0.78	0.75	0.84	0.79	0.77	0.86	0.85	0.91	0.76	0.74	0.78	0.93	0.89	0.69	0.66	0.82	0.75	0.84	0.73	0.82	0.65	0.78	0.74
STANDARD ERROR	0.01	0.17	0.19	0.12	0.09	0.10	0.12	0.10	0.09	0.11	0.11	0.12	0.11	0.06	0.05	0.06	0.06	0.11	0.06	0.10	0.09	0.06	0.07

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q7. RATING OF CALTRAIN ONBOARD TRAINS - COURTESY OF CONDUCTORS

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4086	202	105	107	112	122	55	78	87	78	82	132	138	90	69	40	94	74	104	100	84	112	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	2042	87	46	56	52	61	34	39	45	34	44	75	49	52	26	18	58	44	62	62	48	55	42
	50.0	43.1	43.8	52.3	46.4	50.0	61.8	50.0	51.7	43.6	53.7	56.8	35.5	57.8	37.7	45.0	61.7	59.5	59.6	62.0	57.1	49.1	40.4
(4)	1428	84	44	33	42	39	13	28	35	33	24	45	53	27	34	17	24	17	29	26	23	35	47
	34.9	41.6	41.9	30.8	37.5	32.0	23.6	35.9	40.2	42.3	29.3	34.1	38.4	30.0	49.3	42.5	25.5	23.0	27.9	26.0	27.4	31.3	45.2
(3)	419	28	9	13	14	16	5	6	5	8	11	6	25	7	5	1	7	10	8	9	10	9	8
	10.3	13.9	8.6	12.1	12.5	13.1	9.1	7.7	5.7	10.3	13.4	4.5	18.1	7.8	7.2	2.5	7.4	13.5	7.7	9.0	11.9	8.0	7.7
(2)	69	1	1	1	3	1	-	1	1	2	2	4	5	1	1	1	1	1	-	-	1	2	1
	1.7	0.5	1.0	0.9	2.7	0.8		1.3	1.1	2.6	2.4	3.0	3.6	1.1	1.4	2.5	1.1	1.4			1.2	1.8	1.0
(1) VERY DISSATISFIED	23	1	1	2	-	-	-	1	-	1	1	1	-	1	1	1	-	-	3	-	-	-	2
	0.6	0.5	1.0	1.9				1.3		1.3	1.2	0.8		1.1	1.4	2.5			2.9				1.9
NOT APPLICABLE	105	1	4	2	1	5	3	3	1	-	-	1	6	2	2	2	4	2	2	3	2	11	4
	2.6	0.5	3.8	1.9	0.9	4.1	5.5	3.8	1.1			0.8	4.3	2.2	2.9	5.0	4.3	2.7	1.9	3.0	2.4	9.8	3.8
BLANK	11	-	1	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1	-	-	2	-
MEAN	4.36	4.27	4.32	4.33	4.29	4.37	4.56	4.37	4.44	4.24	4.32	4.44	4.11	4.45	4.24	4.32	4.54	4.44	4.44	4.55	4.44	4.42	4.26
STANDARD DEVIATION	0.78	0.75	0.76	0.87	0.79	0.75	0.67	0.80	0.66	0.84	0.89	0.79	0.84	0.79	0.78	0.87	0.69	0.79	0.87	0.66	0.76	0.74	0.81
STANDARD ERROR	0.01	0.05	0.08	0.09	0.08	0.07	0.09	0.09	0.07	0.10	0.10	0.07	0.07	0.08	0.10	0.14	0.07	0.09	0.09	0.07	0.08	0.07	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	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	4085 100.0	3372 100.0	713 100.0	2734 100.0	638 100.0	557 100.0	2061 100.0	754 100.0	496 100.0	217 100.0	3262 100.0	823 100.0	3185 100.0	120 100.0	37 100.0	743 100.0
(5) VERY SATISFIED	2192 53.7	1791 53.1	401 56.2	1435 52.5	356 55.8	314 56.4	1081 52.5	396 52.5	302 60.9	99 45.6	1782 54.6	410 49.8	1933 60.7	33 27.5	13 35.1	213 28.7
(4)	1411 34.5	1197 35.5	214 30.0	990 36.2	207 32.4	178 32.0	749 36.3	270 35.8	136 27.4	78 35.9	1124 34.5	287 34.9	1014 31.8	54 45.0	11 29.7	332 44.7
(3)	312 7.6	256 7.6	56 7.9	214 7.8	42 6.6	37 6.6	163 7.9	56 7.4	39 7.9	17 7.8	245 7.5	67 8.1	137 4.3	20 16.7	5 13.5	150 20.2
(2)	35 0.9	30 0.9	5 0.7	20 0.7	10 1.6	8 1.4	17 0.8	5 0.7	3 0.6	2 0.9	24 0.7	11 1.3	7 0.2	9 7.5	2 5.4	17 2.3
(1) VERY DISSATISFIED	7 0.2	4 0.1	3 0.4	3 0.1	1 0.2	- 0.2	4 0.2	- 0.2	2 0.4	1 0.5	5 0.2	2 0.2	1 *	- 8.1	3 8.1	3 0.4
NOT APPLICABLE	128 3.1	94 2.8	34 4.8	72 2.6	22 3.4	20 3.6	47 2.3	27 3.6	14 2.8	20 9.2	82 2.5	46 5.6	93 2.9	4 3.3	3 8.1	28 3.8
BLANK	12	10	2	7	3	1	7	2	1	1	10	2	8	-	-	4
MEAN	4.45	4.45	4.48	4.44	4.47	4.49	4.43	4.45	4.52	4.38	4.46	4.41	4.58	3.96	3.85	4.03
STANDARD DEVIATION	0.69	0.69	0.72	0.68	0.71	0.69	0.69	0.67	0.71	0.73	0.68	0.73	0.59	0.88	1.26	0.80
STANDARD ERROR	0.01	0.01	0.03	0.01	0.03	0.03	0.02	0.02	0.03	0.05	0.01	0.03	0.01	0.08	0.22	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4085	20	19	45	74	72	52	85	81	51	58	58	63	126	177	209	161	59	130	63	57	147	109
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	2192	12	14	28	40	39	21	45	48	31	36	28	30	70	92	117	81	28	69	36	32	77	54
	53.7	60.0	73.7	62.2	54.1	54.2	40.4	52.9	59.3	60.8	62.1	48.3	47.6	55.6	52.0	56.0	50.3	47.5	53.1	57.1	56.1	52.4	49.5
(4)	1411	8	3	12	26	27	24	30	23	11	14	23	26	47	72	65	64	20	43	19	21	48	43
	34.5	40.0	15.8	26.7	35.1	37.5	46.2	35.3	28.4	21.6	24.1	39.7	41.3	37.3	40.7	31.1	39.8	33.9	33.1	30.2	36.8	32.7	39.4
(3)	312	-	1	2	5	2	3	6	7	6	5	4	7	8	7	21	12	7	12	3	3	16	9
	7.6		5.3	4.4	6.8	2.8	5.8	7.1	8.6	11.8	8.6	6.9	11.1	6.3	4.0	10.0	7.5	11.9	9.2	4.8	5.3	10.9	8.3
(2)	35	-	1	-	-	2	2	1	2	-	-	2	-	-	1	2	1	-	-	2	1	1	-
	0.9		5.3			2.8	3.8	1.2	2.5			3.4			0.6	1.0	0.6			3.2	1.8	0.7	
(1) VERY DISSATISFIED	7	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-
	0.2											1.7								1.6			
NOT APPLICABLE	128	-	-	3	3	2	2	3	1	3	3	-	-	1	5	4	3	4	6	2	-	5	3
	3.1			6.7	4.1	2.8	3.8	3.5	1.2	5.9	5.2			0.8	2.8	1.9	1.9	6.8	4.6	3.2		3.4	2.8
BLANK	12	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	2	-	1
MEAN	4.45	4.60	4.58	4.62	4.49	4.47	4.28	4.45	4.46	4.52	4.56	4.29	4.37	4.50	4.48	4.45	4.42	4.38	4.46	4.43	4.47	4.42	4.42
STANDARD DEVIATION	0.69	0.50	0.84	0.58	0.63	0.70	0.76	0.69	0.76	0.71	0.66	0.88	0.68	0.62	0.61	0.72	0.66	0.71	0.67	0.87	0.68	0.72	0.65
STANDARD ERROR	0.01	0.11	0.19	0.09	0.07	0.08	0.11	0.08	0.09	0.10	0.09	0.12	0.09	0.06	0.05	0.05	0.05	0.10	0.06	0.11	0.09	0.06	0.06

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4085	202	105	108	110	122	55	78	87	78	82	132	139	89	69	40	94	74	105	100	83	113	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	2192	94	51	63	55	70	34	36	47	43	50	73	59	57	31	19	56	47	66	60	54	56	43
	53.7	46.5	48.6	58.3	50.0	57.4	61.8	46.2	54.0	55.1	61.0	55.3	42.4	64.0	44.9	47.5	59.6	63.5	62.9	60.0	65.1	49.6	41.3
(4)	1411	85	45	35	46	33	14	28	34	31	23	50	53	25	26	16	26	16	28	30	20	37	41
	34.5	42.1	42.9	32.4	41.8	27.0	25.5	35.9	39.1	39.7	28.0	37.9	38.1	28.1	37.7	40.0	27.7	21.6	26.7	30.0	24.1	32.7	39.4
(3)	312	16	5	7	8	14	4	10	6	4	5	4	15	5	7	4	7	8	8	5	7	9	8
	7.6	7.9	4.8	6.5	7.3	11.5	7.3	12.8	6.9	5.1	6.1	3.0	10.8	5.6	10.1	10.0	7.4	10.8	7.6	5.0	8.4	8.0	7.7
(2)	35	4	-	3	-	-	-	1	-	-	-	4	-	-	-	-	-	1	-	2	-	-	2
	0.9	2.0		2.8				1.3				3.0						1.4		2.0			1.9
(1) VERY DISSATISFIED	7	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
	0.2	0.5	1.0														1.1		1.0				1.0
NOT APPLICABLE	128	2	3	-	1	5	3	3	-	-	4	1	12	2	5	1	4	2	2	3	2	11	9
	3.1	1.0	2.9		0.9	4.1	5.5	3.8			4.9	0.8	8.6	2.2	7.2	2.5	4.3	2.7	1.9	3.0	2.4	9.7	8.7
BLANK	12	-	1	-	2	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	1	1	-
MEAN	4.45	4.34	4.42	4.46	4.43	4.48	4.58	4.32	4.47	4.50	4.58	4.47	4.35	4.60	4.38	4.38	4.51	4.51	4.53	4.53	4.58	4.46	4.29
STANDARD DEVIATION	0.69	0.75	0.68	0.74	0.63	0.70	0.64	0.76	0.63	0.60	0.61	0.70	0.68	0.60	0.68	0.67	0.74	0.75	0.73	0.69	0.65	0.66	0.80
STANDARD ERROR	0.01	0.05	0.07	0.07	0.06	0.06	0.09	0.09	0.07	0.07	0.07	0.06	0.06	0.06	0.08	0.11	0.08	0.09	0.07	0.07	0.07	0.06	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		=====			
		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	4068 100.0	3358 100.0	710 100.0	2721 100.0	637 100.0	554 100.0	2055 100.0	749 100.0	495 100.0	215 100.0	3252 100.0	816 100.0	3168 100.0	120 100.0	36 100.0	744 100.0
(5) VERY SATISFIED	1506 37.0	1228 36.6	278 39.2	983 36.1	245 38.5	211 38.1	758 36.9	259 34.6	201 40.6	77 35.8	1213 37.3	293 35.9	1344 42.4	26 21.7	10 27.8	126 16.9
(4)	1313 32.3	1097 32.7	216 30.4	895 32.9	202 31.7	177 31.9	695 33.8	225 30.0	148 29.9	68 31.6	1048 32.2	265 32.5	1022 32.3	30 25.0	6 16.7	255 34.3
(3)	647 15.9	537 16.0	110 15.5	452 16.6	85 13.3	77 13.9	321 15.6	139 18.6	75 15.2	35 16.3	523 16.1	124 15.2	399 12.6	28 23.3	9 25.0	211 28.4
(2)	112 2.8	81 2.4	31 4.4	62 2.3	19 3.0	16 2.9	48 2.3	17 2.3	19 3.8	12 5.6	82 2.5	30 3.7	47 1.5	12 10.0	3 8.3	50 6.7
(1) VERY DISSATISFIED	33 0.8	25 0.7	8 1.1	19 0.7	6 0.9	3 0.5	18 0.9	4 0.5	4 0.8	4 1.9	25 0.8	8 1.0	9 0.3	8 6.7	5 13.9	11 1.5
NOT APPLICABLE	457 11.2	390 11.6	67 9.4	310 11.4	80 12.6	70 12.6	215 10.5	105 14.0	48 9.7	19 8.8	361 11.1	96 11.8	347 11.0	16 13.3	3 8.3	91 12.2
BLANK	29	24	5	20	4	4	13	7	2	3	20	9	25	-	1	3
MEAN	4.15	4.15	4.13	4.15	4.19	4.19	4.16	4.11	4.17	4.03	4.16	4.12	4.29	3.52	3.39	3.67
STANDARD DEVIATION	0.88	0.87	0.95	0.86	0.89	0.86	0.87	0.88	0.92	1.00	0.88	0.91	0.79	1.21	1.41	0.93
STANDARD ERROR	0.01	0.02	0.04	0.02	0.04	0.04	0.02	0.03	0.04	0.07	0.02	0.03	0.01	0.12	0.25	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4068	20	19	45	74	72	50	84	81	51	58	58	63	123	175	209	160	59	130	63	59	147	108
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1506	9	7	20	29	23	21	33	31	18	20	25	23	55	52	77	54	12	44	27	23	62	38
	37.0	45.0	36.8	44.4	39.2	31.9	42.0	39.3	38.3	35.3	34.5	43.1	36.5	44.7	29.7	36.8	33.8	20.3	33.8	42.9	39.0	42.2	35.2
(4)	1313	7	9	13	20	28	17	20	24	21	18	17	27	39	76	60	66	18	50	24	17	54	36
	32.3	35.0	47.4	28.9	27.0	38.9	34.0	23.8	29.6	41.2	31.0	29.3	42.9	31.7	43.4	28.7	41.3	30.5	38.5	38.1	28.8	36.7	33.3
(3)	647	2	1	7	15	12	6	12	7	6	9	9	9	17	20	37	26	13	17	6	5	23	18
	15.9	10.0	5.3	15.6	20.3	16.7	12.0	14.3	8.6	11.8	15.5	15.5	14.3	13.8	11.4	17.7	16.3	22.0	13.1	9.5	8.5	15.6	16.7
(2)	112	1	-	2	2	1	1	4	2	1	2	1	2	1	1	5	4	3	3	2	2	-	3
	2.8	5.0		4.4	2.7	1.4	2.0	4.8	2.5	2.0	3.4	1.7	3.2	0.8	0.6	2.4	2.5	5.1	2.3	3.2	3.4		2.8
(1) VERY DISSATISFIED	33	-	-	-	-	2	-	-	1	-	-	1	-	1	1	1	1	-	1	-	3	-	1
	0.8					2.8			1.2			1.7		0.8	0.6	0.5	0.6		0.8		5.1		0.9
NOT APPLICABLE	457	1	2	3	8	6	5	15	16	5	9	5	2	10	25	29	9	13	15	4	9	8	12
	11.2	5.0	10.5	6.7	10.8	8.3	10.0	17.9	19.8	9.8	15.5	8.6	3.2	8.1	14.3	13.9	5.6	22.0	11.5	6.3	15.3	5.4	11.1
BLANK	29	-	-	-	-	-	3	1	-	-	-	-	-	3	2	-	1	-	1	-	-	-	2
MEAN	4.15	4.26	4.35	4.21	4.15	4.05	4.29	4.19	4.26	4.22	4.14	4.21	4.16	4.29	4.18	4.15	4.11	3.85	4.16	4.29	4.10	4.28	4.11
STANDARD DEVIATION	0.88	0.87	0.61	0.90	0.88	0.94	0.79	0.93	0.89	0.76	0.87	0.93	0.80	0.82	0.73	0.88	0.83	0.89	0.83	0.79	1.13	0.73	0.89
STANDARD ERROR	0.01	0.20	0.15	0.14	0.11	0.12	0.12	0.11	0.11	0.11	0.12	0.13	0.10	0.08	0.06	0.07	0.07	0.13	0.08	0.10	0.16	0.06	0.09

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4068	201	105	108	112	121	54	78	86	78	82	131	136	88	70	40	93	73	105	100	84	112	103
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1506	64	37	45	48	47	25	26	24	26	29	52	52	32	18	13	36	34	44	34	40	37	40
	37.0	31.8	35.2	41.7	42.9	38.8	46.3	33.3	27.9	33.3	35.4	39.7	38.2	36.4	25.7	32.5	38.7	46.6	41.9	34.0	47.6	33.0	38.8
(4)	1313	64	32	33	37	33	12	29	23	24	22	44	32	25	26	17	26	18	32	29	26	40	28
	32.3	31.8	30.5	30.6	33.0	27.3	22.2	37.2	26.7	30.8	26.8	33.6	23.5	28.4	37.1	42.5	28.0	24.7	30.5	29.0	31.0	35.7	27.2
(3)	647	36	21	16	13	30	5	19	19	18	10	17	26	21	9	8	15	10	17	16	9	21	14
	15.9	17.9	20.0	14.8	11.6	24.8	9.3	24.4	22.1	23.1	12.2	13.0	19.1	23.9	12.9	20.0	16.1	13.7	16.2	16.0	10.7	18.8	13.6
(2)	112	7	4	4	2	3	1	1	2	2	2	3	5	1	1	2	4	1	2	6	4	6	6
	2.8	3.5	3.8	3.7	1.8	2.5	1.9	1.3	2.3	2.6	2.4	2.3	3.7	1.1	1.4	5.0	4.3	1.4	1.9	6.0	4.8	5.4	5.8
(1) VERY DISSATISFIED	33	4	1	1	1	1	-	-	-	1	1	-	1	-	1	-	1	2	1	-	-	1	3
	0.8	2.0	1.0	0.9	0.9	0.8				1.3	1.2		0.7		1.4		1.1	2.7	1.0			0.9	2.9
NOT APPLICABLE	457	26	10	9	11	7	11	3	18	7	18	15	20	9	15	-	11	8	9	15	5	7	12
	11.2	12.9	9.5	8.3	9.8	5.8	20.4	3.8	20.9	9.0	22.0	11.5	14.7	10.2	21.4		11.8	11.0	8.6	15.0	6.0	6.3	11.7
BLANK	29	1	1	-	-	1	1	-	1	-	-	1	3	2	-	-	1	1	-	-	-	2	1
MEAN	4.15	4.01	4.05	4.18	4.28	4.07	4.42	4.07	4.01	4.01	4.19	4.25	4.11	4.11	4.07	4.03	4.12	4.25	4.21	4.07	4.29	4.01	4.05
STANDARD DEVIATION	0.88	0.97	0.94	0.92	0.84	0.93	0.79	0.81	0.87	0.93	0.92	0.80	0.96	0.85	0.86	0.86	0.96	0.98	0.88	0.94	0.86	0.94	1.08
STANDARD ERROR	0.01	0.07	0.10	0.09	0.08	0.09	0.12	0.09	0.11	0.11	0.12	0.07	0.09	0.10	0.12	0.14	0.11	0.12	0.09	0.10	0.10	0.09	0.11

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	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	4089 100.0	3378 100.0	711 100.0	2739 100.0	639 100.0	556 100.0	2066 100.0	756 100.0	494 100.0	217 100.0	3266 100.0	823 100.0	3188 100.0	120 100.0	37 100.0	744 100.0
(5) VERY SATISFIED	1457 35.6	1165 34.5	292 41.1	919 33.6	246 38.5	219 39.4	682 33.0	264 34.9	208 42.1	84 38.7	1178 36.1	279 33.9	1339 42.0	19 15.8	10 27.0	89 12.0
(4)	1671 40.9	1412 41.8	259 36.4	1158 42.3	254 39.7	221 39.7	877 42.4	314 41.5	178 36.0	81 37.3	1313 40.2	358 43.5	1347 42.3	45 37.5	10 27.0	269 36.2
(3)	713 17.4	594 17.6	119 16.7	496 18.1	98 15.3	78 14.0	383 18.5	133 17.6	82 16.6	37 17.1	574 17.6	139 16.9	391 12.3	34 28.3	6 16.2	282 37.9
(2)	144 3.5	117 3.5	27 3.8	93 3.4	24 3.8	22 4.0	67 3.2	28 3.7	20 4.0	7 3.2	119 3.6	25 3.0	58 1.8	15 12.5	3 8.1	68 9.1
(1) VERY DISSATISFIED	31 0.8	25 0.7	6 0.8	22 0.8	3 0.5	4 0.7	17 0.8	4 0.5	- 2.8	6 2.8	22 0.7	9 1.1	8 0.3	3 2.5	7 18.9	13 1.7
NOT APPLICABLE	73 1.8	65 1.9	8 1.1	51 1.9	14 2.2	12 2.2	40 1.9	13 1.7	6 1.2	2 0.9	60 1.8	13 1.6	45 1.4	4 3.3	1 2.7	23 3.1
BLANK	8	4	4	2	2	2	2	-	3	1	6	2	5	-	-	3
MEAN	4.09	4.08	4.14	4.06	4.15	4.16	4.06	4.08	4.18	4.07	4.09	4.08	4.26	3.53	3.36	3.49
STANDARD DEVIATION	0.86	0.86	0.89	0.86	0.85	0.87	0.85	0.85	0.85	0.97	0.86	0.86	0.76	1.00	1.48	0.89
STANDARD ERROR	0.01	0.01	0.03	0.02	0.03	0.04	0.02	0.03	0.04	0.07	0.02	0.03	0.01	0.09	0.25	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4089	20	19	45	74	72	52	84	81	51	58	58	63	126	176	209	161	59	131	63	59	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1457	12	9	19	28	22	17	30	33	20	29	25	12	45	51	73	51	15	45	22	26	49	31
	35.6	60.0	47.4	42.2	37.8	30.6	32.7	35.7	40.7	39.2	50.0	43.1	19.0	35.7	29.0	34.9	31.7	25.4	34.4	34.9	44.1	33.3	28.2
(4)	1671	7	9	12	31	33	22	33	29	23	22	19	39	49	78	82	78	30	53	25	24	62	53
	40.9	35.0	47.4	26.7	41.9	45.8	42.3	39.3	35.8	45.1	37.9	32.8	61.9	38.9	44.3	39.2	48.4	50.8	40.5	39.7	40.7	42.2	48.2
(3)	713	-	-	6	13	12	12	13	12	4	6	12	9	26	33	37	23	11	26	11	9	27	21
	17.4			13.3	17.6	16.7	23.1	15.5	14.8	7.8	10.3	20.7	14.3	20.6	18.8	17.7	14.3	18.6	19.8	17.5	15.3	18.4	19.1
(2)	144	-	-	6	2	3	1	3	2	4	1	1	2	2	7	4	7	2	4	2	-	6	3
	3.5			13.3	2.7	4.2	1.9	3.6	2.5	7.8	1.7	1.7	3.2	1.6	4.0	1.9	4.3	3.4	3.1	3.2		4.1	2.7
(1) VERY DISSATISFIED	31	-	1	-	-	1	-	2	-	-	-	-	1	1	1	5	1	-	-	-	-	1	-
	0.8		5.3			1.4		2.4					1.6	0.8	0.6	2.4	0.6					0.7	
NOT APPLICABLE	73	1	-	2	-	1	-	3	5	-	-	1	-	3	6	8	1	1	3	3	-	2	2
	1.8	5.0		4.4		1.4		3.6	6.2			1.7		2.4	3.4	3.8	0.6	1.7	2.3	4.8		1.4	1.8
BLANK	8	-	-	-	-	-	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
MEAN	4.09	4.63	4.32	4.02	4.15	4.01	4.06	4.06	4.22	4.16	4.36	4.19	3.94	4.10	4.01	4.06	4.07	4.00	4.09	4.12	4.29	4.05	4.04
STANDARD DEVIATION	0.86	0.50	0.95	1.08	0.81	0.89	0.80	0.95	0.81	0.88	0.74	0.83	0.78	0.84	0.85	0.92	0.83	0.77	0.82	0.83	0.72	0.87	0.77
STANDARD ERROR	0.01	0.11	0.22	0.16	0.09	0.11	0.11	0.11	0.09	0.12	0.10	0.11	0.10	0.08	0.06	0.07	0.07	0.10	0.07	0.11	0.09	0.07	0.07

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4089	202	105	108	112	122	55	78	87	78	82	132	139	90	70	40	93	74	104	99	84	113	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1457	67	33	38	39	35	25	26	29	28	33	50	36	37	25	15	29	32	46	40	46	41	43
	35.6	33.2	31.4	35.2	34.8	28.7	45.5	33.3	33.3	35.9	40.2	37.9	25.9	41.1	35.7	37.5	31.2	43.2	44.2	40.4	54.8	36.3	41.3
(4)	1671	83	41	50	41	50	20	30	43	28	33	47	68	36	29	16	36	21	41	41	23	43	38
	40.9	41.1	39.0	46.3	36.6	41.0	36.4	38.5	49.4	35.9	40.2	35.6	48.9	40.0	41.4	40.0	38.7	28.4	39.4	41.4	27.4	38.1	36.5
(3)	713	41	25	14	27	23	8	17	10	16	9	28	29	13	11	9	19	13	14	15	12	22	15
	17.4	20.3	23.8	13.0	24.1	18.9	14.5	21.8	11.5	20.5	11.0	21.2	20.9	14.4	15.7	22.5	20.4	17.6	13.5	15.2	14.3	19.5	14.4
(2)	144	6	2	6	3	9	1	4	1	5	4	4	5	2	3	-	5	7	2	3	3	2	5
	3.5	3.0	1.9	5.6	2.7	7.4	1.8	5.1	1.1	6.4	4.9	3.0	3.6	2.2	4.3	-	5.4	9.5	1.9	3.0	3.6	1.8	4.8
(1) VERY DISSATISFIED	31	5	1	-	-	1	-	1	-	-	-	1	-	2	-	-	-	-	-	-	-	4	2
	0.8	2.5	1.0	-	-	0.8	-	1.3	-	-	-	0.8	-	2.2	-	-	-	-	-	-	-	3.5	1.9
NOT APPLICABLE	73	-	3	-	2	4	1	-	4	1	3	2	1	-	2	-	4	1	1	-	-	1	1
	1.8	-	2.9	-	1.8	3.3	1.8	-	4.6	1.3	3.7	1.5	0.7	-	2.9	-	4.3	1.4	1.0	-	-	0.9	1.0
BLANK	8	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1	-	1	-
MEAN	4.09	4.00	4.01	4.11	4.05	3.92	4.28	3.97	4.20	4.03	4.20	4.08	3.98	4.16	4.12	4.15	4.00	4.07	4.27	4.19	4.33	4.03	4.12
STANDARD DEVIATION	0.86	0.94	0.86	0.84	0.84	0.94	0.79	0.94	0.69	0.92	0.84	0.89	0.79	0.91	0.84	0.77	0.88	1.00	0.77	0.80	0.85	0.98	0.96
STANDARD ERROR	0.01	0.07	0.09	0.08	0.08	0.09	0.11	0.11	0.08	0.10	0.09	0.08	0.07	0.10	0.10	0.12	0.09	0.12	0.08	0.08	0.09	0.09	0.09

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		=====			
		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	4083 100.0	3371 100.0	712 100.0	2734 100.0	637 100.0	555 100.0	2060 100.0	756 100.0	494 100.0	218 100.0	3259 100.0	824 100.0	3186 100.0	119 100.0	37 100.0	741 100.0
(5) VERY SATISFIED	1163 28.5	894 26.5	269 37.8	685 25.1	209 32.8	182 32.8	519 25.2	193 25.5	199 40.3	70 32.1	934 28.7	229 27.8	1069 33.6	16 13.4	7 18.9	71 9.6
(4)	1622 39.7	1359 40.3	263 36.9	1132 41.4	227 35.6	200 36.0	851 41.3	308 40.7	176 35.6	87 39.9	1303 40.0	319 38.7	1394 43.8	31 26.1	6 16.2	191 25.8
(3)	922 22.6	788 23.4	134 18.8	646 23.6	142 22.3	119 21.4	483 23.4	186 24.6	92 18.6	42 19.3	728 22.3	194 23.5	576 18.1	32 26.9	5 13.5	309 41.7
(2)	270 6.6	245 7.3	25 3.5	209 7.6	36 5.7	35 6.3	150 7.3	60 7.9	18 3.6	7 3.2	216 6.6	54 6.6	103 3.2	26 21.8	5 13.5	136 18.4
(1) VERY DISSATISFIED	61 1.5	48 1.4	13 1.8	35 1.3	13 2.0	11 2.0	29 1.4	8 1.1	3 0.6	10 4.6	44 1.4	17 2.1	19 0.6	12 10.1	10 27.0	20 2.7
NOT APPLICABLE	45 1.1	37 1.1	8 1.1	27 1.0	10 1.6	8 1.4	28 1.4	1 0.1	6 1.2	2 0.9	34 1.0	11 1.3	25 0.8	2 1.7	4 10.8	14 1.9
BLANK	14	11	3	7	4	3	8	-	3	-	13	1	7	1	-	6
MEAN	3.88	3.84	4.07	3.82	3.93	3.93	3.83	3.82	4.13	3.93	3.89	3.85	4.07	3.11	2.85	3.22
STANDARD DEVIATION	0.95	0.95	0.94	0.94	0.99	0.99	0.94	0.94	0.89	1.03	0.95	0.98	0.84	1.20	1.56	0.95
STANDARD ERROR	0.01	0.02	0.04	0.02	0.04	0.04	0.02	0.03	0.04	0.07	0.02	0.03	0.01	0.11	0.27	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4083	20	19	45	74	72	52	85	81	49	58	58	63	126	177	209	161	59	130	63	58	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1163	10	8	19	27	18	18	24	19	14	25	20	10	28	43	59	37	12	29	21	24	33	23
	28.5	50.0	42.1	42.2	36.5	25.0	34.6	28.2	23.5	28.6	43.1	34.5	15.9	22.2	24.3	28.2	23.0	20.3	22.3	33.3	41.4	22.4	20.9
(4)	1622	8	9	12	28	21	19	30	31	21	21	21	33	55	82	73	75	23	62	20	24	58	52
	39.7	40.0	47.4	26.7	37.8	29.2	36.5	35.3	38.3	42.9	36.2	36.2	52.4	43.7	46.3	34.9	46.6	39.0	47.7	31.7	41.4	39.5	47.3
(3)	922	2	-	8	16	22	10	21	23	8	9	9	13	33	33	47	33	18	28	16	9	41	29
	22.6	10.0		17.8	21.6	30.6	19.2	24.7	28.4	16.3	15.5	15.5	20.6	26.2	18.6	22.5	20.5	30.5	21.5	25.4	15.5	27.9	26.4
(2)	270	-	2	3	1	7	3	7	6	4	2	7	5	7	15	17	13	6	9	2	1	12	6
	6.6		10.5	6.7	1.4	9.7	5.8	8.2	7.4	8.2	3.4	12.1	7.9	5.6	8.5	8.1	8.1	10.2	6.9	3.2	1.7	8.2	5.5
(1) VERY DISSATISFIED	61	-	-	1	2	2	1	2	1	2	-	1	1	1	2	5	1	-	1	2	-	1	-
	1.5			2.2	2.7	2.8	1.9	2.4	1.2	4.1		1.7	1.6	0.8	1.1	2.4	0.6		0.8	3.2		0.7	
NOT APPLICABLE	45	-	-	2	-	2	1	1	1	-	1	-	1	2	2	8	2	-	1	2	-	2	-
	1.1			4.4		2.8	1.9	1.2	1.2		1.7		1.6	1.6	1.1	3.8	1.2		0.8	3.2		1.4	
BLANK	14	-	-	-	-	-	1	-	-	2	-	-	-	-	-	-	-	-	1	-	1	-	-
MEAN	3.88	4.40	4.21	4.05	4.04	3.66	3.98	3.80	3.76	3.84	4.21	3.90	3.74	3.82	3.85	3.82	3.84	3.69	3.84	3.92	4.22	3.76	3.84
STANDARD DEVIATION	0.95	0.68	0.92	1.07	0.94	1.06	0.99	1.03	0.94	1.07	0.84	1.07	0.89	0.87	0.93	1.03	0.90	0.91	0.88	1.02	0.77	0.92	0.82
STANDARD ERROR	0.01	0.15	0.21	0.16	0.11	0.13	0.14	0.11	0.11	0.15	0.11	0.14	0.11	0.08	0.07	0.07	0.07	0.12	0.08	0.13	0.10	0.08	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4083	201	105	107	111	121	54	78	87	78	82	132	139	90	70	40	94	74	102	100	84	114	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1163	46	30	23	25	34	22	24	24	18	23	40	28	24	12	18	30	27	46	37	41	36	34
	28.5	22.9	28.6	21.5	22.5	28.1	40.7	30.8	27.6	23.1	28.0	30.3	20.1	26.7	17.1	45.0	31.9	36.5	45.1	37.0	48.8	31.6	32.7
(4)	1622	81	41	46	45	45	15	31	37	28	32	49	55	36	40	12	40	25	35	37	27	47	40
	39.7	40.3	39.0	43.0	40.5	37.2	27.8	39.7	42.5	35.9	39.0	37.1	39.6	40.0	57.1	30.0	42.6	33.8	34.3	37.0	32.1	41.2	38.5
(3)	922	51	26	27	27	29	14	19	24	21	20	32	41	17	12	9	18	16	18	19	12	22	20
	22.6	25.4	24.8	25.2	24.3	24.0	25.9	24.4	27.6	26.9	24.4	24.2	29.5	18.9	17.1	22.5	19.1	21.6	17.6	19.0	14.3	19.3	19.2
(2)	270	16	6	6	9	10	3	3	2	9	7	8	14	11	6	1	5	3	2	3	4	2	5
	6.6	8.0	5.7	5.6	8.1	8.3	5.6	3.8	2.3	11.5	8.5	6.1	10.1	12.2	8.6	2.5	5.3	4.1	2.0	3.0	4.8	1.8	4.8
(1) VERY DISSATISFIED	61	3	2	4	2	3	-	1	-	2	-	3	-	2	-	-	-	2	1	-	-	6	4
	1.5	1.5	1.9	3.7	1.8	2.5	-	1.3	-	2.6	-	2.3	-	2.2	-	-	-	2.7	1.0	-	-	5.3	3.8
NOT APPLICABLE	45	4	-	1	3	-	-	-	-	-	-	-	1	-	-	-	1	1	-	4	-	1	1
	1.1	2.0	-	0.9	2.7	-	-	-	-	-	-	-	0.7	-	-	-	1.1	1.4	-	4.0	-	0.9	1.0
BLANK	14	1	1	1	1	1	1	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-
MEAN	3.88	3.77	3.87	3.74	3.76	3.80	4.04	3.95	3.95	3.65	3.87	3.87	3.70	3.77	3.83	4.18	4.02	3.99	4.21	4.13	4.25	3.93	3.92
STANDARD DEVIATION	0.95	0.95	0.96	0.99	0.97	1.02	0.95	0.91	0.81	1.04	0.93	0.99	0.91	1.05	0.82	0.87	0.86	1.01	0.87	0.84	0.88	1.03	1.04
STANDARD ERROR	0.01	0.07	0.09	0.10	0.09	0.09	0.13	0.10	0.09	0.12	0.10	0.09	0.08	0.11	0.10	0.14	0.09	0.12	0.09	0.09	0.10	0.10	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q12. RATING OF CALTRAIN ONBOARD - CLEANLINESS OF ONBOARD RESTROOMS

	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	4046 100.0	3339 100.0	707 100.0	2705 100.0	634 100.0	551 100.0	2044 100.0	744 100.0	492 100.0	215 100.0	3231 100.0	815 100.0	3153 100.0	119 100.0	37 100.0	737 100.0
(5) VERY SATISFIED	465 11.5	345 10.3	120 17.0	249 9.2	96 15.1	84 15.2	189 9.2	72 9.7	90 18.3	30 14.0	361 11.2	104 12.8	437 13.9	5 4.2	3 8.1	20 2.7
(4)	720 17.8	579 17.3	141 19.9	463 17.1	116 18.3	101 18.3	352 17.2	126 16.9	102 20.7	39 18.1	583 18.0	137 16.8	629 19.9	13 10.9	5 13.5	73 9.9
(3)	829 20.5	717 21.5	112 15.8	598 22.1	119 18.8	102 18.5	457 22.4	158 21.2	76 15.4	36 16.7	658 20.4	171 21.0	614 19.5	29 24.4	4 10.8	182 24.7
(2)	497 12.3	428 12.8	69 9.8	342 12.6	86 13.6	74 13.4	244 11.9	110 14.8	46 9.3	23 10.7	386 11.9	111 13.6	295 9.4	27 22.7	4 10.8	171 23.2
(1) VERY DISSATISFIED	226 5.6	190 5.7	36 5.1	154 5.7	36 5.7	32 5.8	123 6.0	35 4.7	24 4.9	12 5.6	177 5.5	49 6.0	99 3.1	22 18.5	9 24.3	96 13.0
NOT APPLICABLE	1309 32.4	1080 32.3	229 32.4	899 33.2	181 28.5	158 28.7	679 33.2	243 32.7	154 31.3	75 34.9	1066 33.0	243 29.8	1079 34.2	23 19.3	12 32.4	195 26.5
BLANK	51	43	8	36	7	7	24	12	5	3	41	10	40	1	-	10
MEAN	3.26	3.20	3.50	3.17	3.33	3.33	3.18	3.18	3.56	3.37	3.26	3.24	3.49	2.50	2.56	2.54
STANDARD DEVIATION	1.18	1.16	1.22	1.14	1.23	1.23	1.15	1.14	1.22	1.23	1.17	1.20	1.11	1.14	1.47	1.05
STANDARD ERROR	0.02	0.02	0.06	0.03	0.06	0.06	0.03	0.05	0.07	0.10	0.03	0.05	0.02	0.12	0.29	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q12. RATING OF CALTRAIN ONBOARD - CLEANLINESS OF ONBOARD RESTROOMS

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4046	19	19	45	72	72	51	84	81	51	57	57	62	121	171	208	158	59	130	63	58	147	109
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	465	4	6	6	12	13	8	10	9	7	9	7	4	12	8	27	12	5	7	11	11	19	8
	11.5	21.1	31.6	13.3	16.7	18.1	15.7	11.9	11.1	13.7	15.8	12.3	6.5	9.9	4.7	13.0	7.6	8.5	5.4	17.5	19.0	12.9	7.3
(4)	720	6	6	6	17	12	8	15	14	7	10	9	14	18	21	39	28	6	22	15	12	20	19
	17.8	31.6	31.6	13.3	23.6	16.7	15.7	17.9	17.3	13.7	17.5	15.8	22.6	14.9	12.3	18.8	17.7	10.2	16.9	23.8	20.7	13.6	17.4
(3)	829	4	1	10	12	13	11	18	15	11	7	10	18	20	37	33	39	14	30	13	9	39	25
	20.5	21.1	5.3	22.2	16.7	18.1	21.6	21.4	18.5	21.6	12.3	17.5	29.0	16.5	21.6	15.9	24.7	23.7	23.1	20.6	15.5	26.5	22.9
(2)	497	3	-	6	7	10	6	10	13	9	10	5	7	9	14	31	23	11	13	8	7	17	15
	12.3	15.8		13.3	9.7	13.9	11.8	11.9	16.0	17.6	17.5	8.8	11.3	7.4	8.2	14.9	14.6	18.6	10.0	12.7	12.1	11.6	13.8
(1) VERY DISSATISFIED	226	-	1	1	3	4	6	3	7	4	3	5	1	7	10	21	12	4	4	4	1	8	4
	5.6		5.3	2.2	4.2	5.6	11.8	3.6	8.6	7.8	5.3	8.8	1.6	5.8	5.8	10.1	7.6	6.8	3.1	6.3	1.7	5.4	3.7
NOT APPLICABLE	1309	2	5	16	21	20	12	28	23	13	18	21	18	55	81	57	44	19	54	12	18	44	38
	32.4	10.5	26.3	35.6	29.2	27.8	23.5	33.3	28.4	25.5	31.6	36.8	29.0	45.5	47.4	27.4	27.8	32.2	41.5	19.0	31.0	29.9	34.9
BLANK	51	1	-	-	2	-	2	1	-	-	1	1	1	5	6	1	3	-	1	-	1	-	1
MEAN	3.26	3.65	4.14	3.34	3.55	3.38	3.15	3.34	3.09	3.11	3.31	3.22	3.30	3.29	3.03	3.13	3.04	2.93	3.20	3.41	3.63	3.24	3.17
STANDARD DEVIATION	1.18	1.06	1.10	1.14	1.17	1.27	1.35	1.13	1.26	1.27	1.30	1.31	0.93	1.22	1.10	1.31	1.14	1.16	1.01	1.22	1.15	1.17	1.07
STANDARD ERROR	0.02	0.26	0.29	0.21	0.16	0.18	0.22	0.15	0.17	0.21	0.21	0.22	0.14	0.15	0.12	0.11	0.11	0.18	0.12	0.17	0.18	0.11	0.13

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q12. RATING OF CALTRAIN ONBOARD - CLEANLINESS OF ONBOARD RESTROOMS

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4046	202	105	108	111	120	55	77	87	78	82	129	136	87	68	40	93	74	105	98	82	112	103
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	465	11	9	6	10	12	10	11	6	5	5	16	9	16	4	5	7	11	25	22	20	17	13
	11.5	5.4	8.6	5.6	9.0	10.0	18.2	14.3	6.9	6.4	6.1	12.4	6.6	18.4	5.9	12.5	7.5	14.9	23.8	22.4	24.4	15.2	12.6
(4)	720	44	20	17	18	26	4	17	9	17	15	20	13	12	23	7	21	19	24	15	16	18	21
	17.8	21.8	19.0	15.7	16.2	21.7	7.3	22.1	10.3	21.8	18.3	15.5	9.6	13.8	33.8	17.5	22.6	25.7	22.9	15.3	19.5	16.1	20.4
(3)	829	43	24	37	33	22	11	18	19	12	18	23	43	16	9	6	20	8	14	11	17	22	14
	20.5	21.3	22.9	34.3	29.7	18.3	20.0	23.4	21.8	15.4	22.0	17.8	31.6	18.4	13.2	15.0	21.5	10.8	13.3	11.2	20.7	19.6	13.6
(2)	497	28	10	17	16	9	4	12	12	9	16	15	23	15	8	6	9	8	9	11	3	16	7
	12.3	13.9	9.5	15.7	14.4	7.5	7.3	15.6	13.8	11.5	19.5	11.6	16.9	17.2	11.8	15.0	9.7	10.8	8.6	11.2	3.7	14.3	6.8
(1) VERY DISSATISFIED	226	12	4	5	8	10	3	1	4	6	4	6	7	4	3	3	7	6	4	2	2	6	6
	5.6	5.9	3.8	4.6	7.2	8.3	5.5	1.3	4.6	7.7	4.9	4.7	5.1	4.6	4.4	7.5	7.5	8.1	3.8	2.0	2.4	5.4	5.8
NOT APPLICABLE	1309	64	38	26	26	41	23	18	37	29	24	49	41	24	21	13	29	22	29	37	24	33	42
	32.4	31.7	36.2	24.1	23.4	34.2	41.8	23.4	42.5	37.2	29.3	38.0	30.1	27.6	30.9	32.5	31.2	29.7	27.6	37.8	29.3	29.5	40.8
BLANK	51	-	1	-	1	2	-	1	-	-	-	3	3	3	2	-	1	-	-	2	2	2	1
MEAN	3.26	3.10	3.30	3.02	3.07	3.27	3.44	3.42	3.02	3.12	3.02	3.31	2.94	3.33	3.36	3.19	3.19	3.40	3.75	3.72	3.84	3.30	3.46
STANDARD DEVIATION	1.18	1.09	1.07	0.98	1.12	1.23	1.32	1.07	1.12	1.20	1.08	1.21	1.03	1.27	1.07	1.30	1.15	1.30	1.19	1.23	1.07	1.23	1.23
STANDARD ERROR	0.02	0.09	0.13	0.11	0.12	0.14	0.23	0.14	0.16	0.17	0.14	0.14	0.11	0.16	0.16	0.25	0.14	0.18	0.14	0.16	0.14	0.14	0.16

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	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	4073 100.0	3365 100.0	708 100.0	2728 100.0	637 100.0	555 100.0	2057 100.0	753 100.0	493 100.0	215 100.0	3254 100.0	819 100.0	3177 100.0	119 100.0	37 100.0	740 100.0
(5) VERY SATISFIED	987 24.2	775 23.0	212 29.9	599 22.0	176 27.6	153 27.6	461 22.4	161 21.4	159 32.3	53 24.7	790 24.3	197 24.1	909 28.6	9 7.6	7 18.9	62 8.4
(4)	1406 34.5	1185 35.2	221 31.2	974 35.7	211 33.1	180 32.4	721 35.1	284 37.7	161 32.7	60 27.9	1142 35.1	264 32.2	1232 38.8	20 16.8	5 13.5	149 20.1
(3)	947 23.3	801 23.8	146 20.6	659 24.2	142 22.3	126 22.7	492 23.9	183 24.3	98 19.9	48 22.3	756 23.2	191 23.3	656 20.6	27 22.7	8 21.6	256 34.6
(2)	413 10.1	351 10.4	62 8.8	298 10.9	53 8.3	44 7.9	231 11.2	76 10.1	40 8.1	22 10.2	328 10.1	85 10.4	195 6.1	37 31.1	7 18.9	174 23.5
(1) VERY DISSATISFIED	161 4.0	138 4.1	23 3.2	122 4.5	16 2.5	18 3.2	87 4.2	33 4.4	10 2.0	13 6.0	126 3.9	35 4.3	55 1.7	22 18.5	8 21.6	76 10.3
NOT APPLICABLE	159 3.9	115 3.4	44 6.2	76 2.8	39 6.1	34 6.1	65 3.2	16 2.1	25 5.1	19 8.8	112 3.4	47 5.7	130 4.1	4 3.4	2 5.4	23 3.1
BLANK	24	17	7	13	4	3	11	3	4	3	18	6	16	1	-	7
MEAN	3.68	3.65	3.81	3.61	3.80	3.78	3.62	3.63	3.90	3.60	3.68	3.65	3.90	2.63	2.89	2.93
STANDARD DEVIATION	1.09	1.08	1.09	1.09	1.04	1.07	1.09	1.07	1.04	1.19	1.08	1.11	0.96	1.20	1.45	1.10
STANDARD ERROR	0.02	0.02	0.04	0.02	0.04	0.05	0.02	0.04	0.05	0.08	0.02	0.04	0.02	0.11	0.25	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4073	20	19	45	74	72	53	84	81	51	56	57	63	126	176	208	160	59	131	63	58	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	987	9	6	12	20	19	15	22	21	14	15	20	16	28	35	50	25	11	27	20	18	33	28
	24.2	45.0	31.6	26.7	27.0	26.4	28.3	26.2	25.9	27.5	26.8	35.1	25.4	22.2	19.9	24.0	15.6	18.6	20.6	31.7	31.0	22.4	25.5
(4)	1406	4	7	11	27	25	17	32	21	18	18	21	18	47	69	62	65	21	54	22	20	47	29
	34.5	20.0	36.8	24.4	36.5	34.7	32.1	38.1	25.9	35.3	32.1	36.8	28.6	37.3	39.2	29.8	40.6	35.6	41.2	34.9	34.5	32.0	26.4
(3)	947	5	2	13	15	17	10	15	24	13	12	8	19	23	41	47	41	13	28	12	11	36	38
	23.3	25.0	10.5	28.9	20.3	23.6	18.9	17.9	29.6	25.5	21.4	14.0	30.2	18.3	23.3	22.6	25.6	22.0	21.4	19.0	19.0	24.5	34.5
(2)	413	1	-	3	6	4	7	7	9	3	4	2	7	19	19	26	21	9	13	6	4	19	11
	10.1	5.0		6.7	8.1	5.6	13.2	8.3	11.1	5.9	7.1	3.5	11.1	15.1	10.8	12.5	13.1	15.3	9.9	9.5	6.9	12.9	10.0
(1) VERY DISSATISFIED	161	1	2	1	3	2	-	3	3	1	2	5	2	8	7	12	6	2	5	-	1	7	3
	4.0	5.0	10.5	2.2	4.1	2.8		3.6	3.7	2.0	3.6	8.8	3.2	6.3	4.0	5.8	3.8	3.4	3.8		1.7	4.8	2.7
NOT APPLICABLE	159	-	2	5	3	5	4	5	3	2	5	1	1	1	5	11	2	3	4	3	4	5	1
	3.9		10.5	11.1	4.1	6.9	7.5	6.0	3.7	3.9	8.9	1.8	1.6	0.8	2.8	5.3	1.3	5.1	3.1	4.8	6.9	3.4	0.9
BLANK	24	-	-	-	-	-	-	1	-	-	2	1	-	-	1	1	1	-	-	-	1	-	-
MEAN	3.68	3.95	3.88	3.75	3.77	3.82	3.82	3.80	3.62	3.84	3.78	3.88	3.63	3.54	3.62	3.57	3.52	3.54	3.67	3.93	3.93	3.56	3.62
STANDARD DEVIATION	1.09	1.19	1.27	1.06	1.08	1.01	1.03	1.07	1.12	0.99	1.08	1.21	1.09	1.18	1.06	1.18	1.03	1.09	1.05	0.97	1.01	1.13	1.06
STANDARD ERROR	0.02	0.27	0.31	0.17	0.13	0.12	0.15	0.12	0.13	0.14	0.15	0.16	0.14	0.11	0.08	0.08	0.08	0.15	0.09	0.13	0.14	0.10	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

		TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
BASE - TOTAL RESPONDING		4073	202	106	107	110	119	55	78	87	78	82	131	138	89	70	40	93	74	103	100	83	114	101
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	987	44	20	24	17	31	14	16	9	14	16	45	21	30	10	14	26	21	41	28	29	31	22
		24.2	21.8	18.9	22.4	15.5	26.1	25.5	20.5	10.3	17.9	19.5	34.4	15.2	33.7	14.3	35.0	28.0	28.4	39.8	28.0	34.9	27.2	21.8
(4)		1406	70	39	38	39	45	15	30	41	21	35	45	55	27	30	10	27	25	37	33	29	31	29
		34.5	34.7	36.8	35.5	35.5	37.8	27.3	38.5	47.1	26.9	42.7	34.4	39.9	30.3	42.9	25.0	29.0	33.8	35.9	33.0	34.9	27.2	28.7
(3)		947	51	31	24	29	24	16	21	26	22	22	23	34	18	17	10	21	11	14	26	16	26	22
		23.3	25.2	29.2	22.4	26.4	20.2	29.1	26.9	29.9	28.2	26.8	17.6	24.6	20.2	24.3	25.0	22.6	14.9	13.6	26.0	19.3	22.8	21.8
(2)		413	21	7	15	18	12	2	5	5	15	5	12	17	11	6	4	10	11	4	6	5	7	15
		10.1	10.4	6.6	14.0	16.4	10.1	3.6	6.4	5.7	19.2	6.1	9.2	12.3	12.4	8.6	10.0	10.8	14.9	3.9	6.0	6.0	6.1	14.9
(1)	VERY DISSATISFIED	161	9	5	3	6	2	4	5	3	6	3	3	9	-	4	1	2	2	2	2	1	5	8
		4.0	4.5	4.7	2.8	5.5	1.7	7.3	6.4	3.4	7.7	3.7	2.3	6.5		5.7	2.5	2.2	2.7	1.9	2.0	1.2	4.4	7.9
NOT APPLICABLE		159	7	4	3	1	5	4	1	3	-	1	3	2	3	3	1	7	4	5	5	3	14	5
		3.9	3.5	3.8	2.8	0.9	4.2	7.3	1.3	3.4		1.2	2.3	1.4	3.4	4.3	2.5	7.5	5.4	4.9	5.0	3.6	12.3	5.0
BLANK		24	-	-	1	2	3	-	-	-	-	-	1	1	1	-	-	1	-	2	-	1	-	3
MEAN		3.68	3.61	3.61	3.63	3.39	3.80	3.65	3.61	3.57	3.28	3.69	3.91	3.46	3.88	3.54	3.82	3.76	3.74	4.13	3.83	4.00	3.76	3.44
STANDARD DEVIATION		1.09	1.09	1.04	1.08	1.11	1.01	1.16	1.09	0.90	1.19	0.98	1.06	1.10	1.03	1.05	1.12	1.08	1.14	0.95	1.00	0.97	1.12	1.24
STANDARD ERROR		0.02	0.08	0.10	0.11	0.11	0.10	0.16	0.12	0.10	0.14	0.11	0.09	0.09	0.11	0.13	0.18	0.12	0.14	0.10	0.10	0.11	0.11	0.13

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		=====			
		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	4073 100.0	3365 100.0	708 100.0	2730 100.0	635 100.0	552 100.0	2061 100.0	752 100.0	494 100.0	214 100.0	3255 100.0	818 100.0	3172 100.0	120 100.0	37 100.0	744 100.0
(5) VERY SATISFIED	981 24.1	779 23.2	202 28.5	622 22.8	157 24.7	135 24.5	480 23.3	164 21.8	156 31.6	46 21.5	796 24.5	185 22.6	896 28.2	15 12.5	8 21.6	62 8.3
(4)	1239 30.4	1061 31.5	178 25.1	880 32.2	181 28.5	156 28.3	664 32.2	241 32.0	136 27.5	42 19.6	1007 30.9	232 28.4	1057 33.3	19 15.8	5 13.5	158 21.2
(3)	809 19.9	687 20.4	122 17.2	570 20.9	117 18.4	106 19.2	430 20.9	151 20.1	86 17.4	36 16.8	663 20.4	146 17.8	541 17.1	24 20.0	5 13.5	239 32.1
(2)	376 9.2	334 9.9	42 5.9	289 10.6	45 7.1	39 7.1	221 10.7	74 9.8	27 5.5	15 7.0	300 9.2	76 9.3	182 5.7	35 29.2	5 13.5	154 20.7
(1) VERY DISSATISFIED	156 3.8	143 4.2	13 1.8	123 4.5	20 3.1	22 4.0	83 4.0	38 5.1	7 1.4	6 2.8	128 3.9	28 3.4	50 1.6	23 19.2	12 32.4	71 9.5
NOT APPLICABLE	512 12.6	361 10.7	151 21.3	246 9.0	115 18.1	94 17.0	183 8.9	84 11.2	82 16.6	69 32.2	361 11.1	151 18.5	446 14.1	4 3.3	2 5.4	60 8.1
BLANK	24	17	7	11	6	6	7	4	3	4	17	7	21	-	-	3
MEAN	3.71	3.67	3.92	3.64	3.79	3.75	3.66	3.63	3.99	3.74	3.71	3.70	3.94	2.72	2.77	2.98
STANDARD DEVIATION	1.11	1.12	1.04	1.12	1.08	1.11	1.11	1.14	1.00	1.14	1.11	1.12	0.98	1.31	1.61	1.11
STANDARD ERROR	0.02	0.02	0.04	0.02	0.05	0.05	0.03	0.04	0.05	0.09	0.02	0.04	0.02	0.12	0.27	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4073	19	19	45	72	72	53	84	80	51	57	58	63	125	176	209	160	59	130	63	58	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	981	3	5	13	16	15	17	16	18	15	17	19	16	35	37	58	31	10	29	17	13	33	31
	24.1	15.8	26.3	28.9	22.2	20.8	32.1	19.0	22.5	29.4	29.8	32.8	25.4	28.0	21.0	27.8	19.4	16.9	22.3	27.0	22.4	22.4	28.2
(4)	1239	9	6	11	22	22	16	25	17	15	13	18	22	42	56	64	61	19	45	24	16	43	31
	30.4	47.4	31.6	24.4	30.6	30.6	30.2	29.8	21.3	29.4	22.8	31.0	34.9	33.6	31.8	30.6	38.1	32.2	34.6	38.1	27.6	29.3	28.2
(3)	809	5	1	8	15	10	11	19	16	13	8	9	15	28	38	39	29	12	29	10	7	34	21
	19.9	26.3	5.3	17.8	20.8	13.9	20.8	22.6	20.0	25.5	14.0	15.5	23.8	22.4	21.6	18.7	18.1	20.3	22.3	15.9	12.1	23.1	19.1
(2)	376	-	1	4	4	10	1	6	12	1	-	7	7	9	21	25	26	8	12	4	3	22	13
	9.2		5.3	8.9	5.6	13.9	1.9	7.1	15.0	2.0		12.1	11.1	7.2	11.9	12.0	16.3	13.6	9.2	6.3	5.2	15.0	11.8
(1) VERY DISSATISFIED	156	1	2	1	3	4	-	5	2	2	2	3	1	6	6	8	6	1	2	1	-	5	6
	3.8	5.3	10.5	2.2	4.2	5.6		6.0	2.5	3.9	3.5	5.2	1.6	4.8	3.4	3.8	3.8	1.7	1.5	1.6		3.4	5.5
NOT APPLICABLE	512	1	4	8	12	11	8	13	15	5	17	2	2	5	18	15	7	9	13	7	19	10	8
	12.6	5.3	21.1	17.8	16.7	15.3	15.1	15.5	18.8	9.8	29.8	3.4	3.2	4.0	10.2	7.2	4.4	15.3	10.0	11.1	32.8	6.8	7.3
BLANK	24	1	-	-	2	-	-	1	1	-	1	-	-	1	1	-	1	-	1	-	1	-	-
MEAN	3.71	3.72	3.73	3.84	3.73	3.56	4.09	3.58	3.57	3.87	4.08	3.77	3.74	3.76	3.61	3.72	3.56	3.58	3.74	3.93	4.00	3.56	3.67
STANDARD DEVIATION	1.11	0.96	1.39	1.12	1.09	1.22	0.85	1.14	1.17	1.05	1.05	1.21	1.03	1.11	1.10	1.15	1.11	1.05	1.00	0.97	0.92	1.13	1.21
STANDARD ERROR	0.02	0.23	0.36	0.18	0.14	0.16	0.13	0.14	0.15	0.15	0.17	0.16	0.13	0.10	0.09	0.08	0.09	0.15	0.09	0.13	0.15	0.10	0.12

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4073	202	106	107	112	121	55	78	87	78	82	131	138	89	69	40	94	73	105	100	82	113	101
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	981	43	23	23	17	30	15	13	13	13	26	32	24	31	12	12	24	27	43	25	25	30	16
	24.1	21.3	21.7	21.5	15.2	24.8	27.3	16.7	14.9	16.7	31.7	24.4	17.4	34.8	17.4	30.0	25.5	37.0	41.0	25.0	30.5	26.5	15.8
(4)	1239	65	32	37	34	39	16	27	31	26	23	39	51	20	24	13	19	12	38	28	26	20	22
	30.4	32.2	30.2	34.6	30.4	32.2	29.1	34.6	35.6	33.3	28.0	29.8	37.0	22.5	34.8	32.5	20.2	16.4	36.2	28.0	31.7	17.7	21.8
(3)	809	47	27	21	34	22	8	15	24	23	15	22	27	14	11	7	25	13	8	21	12	22	14
	19.9	23.3	25.5	19.6	30.4	18.2	14.5	19.2	27.6	29.5	18.3	16.8	19.6	15.7	15.9	17.5	26.6	17.8	7.6	21.0	14.6	19.5	13.9
(2)	376	16	12	11	11	7	7	9	4	7	9	8	18	11	8	2	7	6	3	5	4	5	10
	9.2	7.9	11.3	10.3	9.8	5.8	12.7	11.5	4.6	9.0	11.0	6.1	13.0	12.4	11.6	5.0	7.4	8.2	2.9	5.0	4.9	4.4	9.9
(1) VERY DISSATISFIED	156	16	2	4	8	6	2	5	4	3	4	4	9	2	7	1	1	1	2	2	-	1	5
	3.8	7.9	1.9	3.7	7.1	5.0	3.6	6.4	4.6	3.8	4.9	3.1	6.5	2.2	10.1	2.5	1.1	1.4	1.9	2.0		0.9	5.0
NOT APPLICABLE	512	15	10	11	8	17	7	9	11	6	5	26	9	11	7	5	18	14	11	19	15	35	34
	12.6	7.4	9.4	10.3	7.1	14.0	12.7	11.5	12.6	7.7	6.1	19.8	6.5	12.4	10.1	12.5	19.1	19.2	10.5	19.0	18.3	31.0	33.7
BLANK	24	-	-	1	-	1	-	-	-	-	-	1	1	1	1	-	-	1	-	-	2	1	3
MEAN	3.71	3.55	3.65	3.67	3.39	3.77	3.73	3.49	3.59	3.54	3.75	3.83	3.49	3.86	3.42	3.94	3.76	3.98	4.24	3.85	4.07	3.94	3.51
STANDARD DEVIATION	1.11	1.18	1.05	1.09	1.12	1.12	1.18	1.16	1.01	1.03	1.19	1.07	1.15	1.17	1.26	1.03	1.04	1.12	0.90	1.01	0.89	1.02	1.22
STANDARD ERROR	0.02	0.09	0.11	0.11	0.11	0.11	0.17	0.14	0.12	0.12	0.14	0.10	0.10	0.13	0.16	0.17	0.12	0.15	0.09	0.11	0.11	0.12	0.15

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		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	4064 100.0	3362 100.0	702 100.0	2728 100.0	634 100.0	553 100.0	2059 100.0	750 100.0	492 100.0	210 100.0	3250 100.0	814 100.0	3170 100.0	118 100.0	37 100.0	739 100.0
(5) VERY SATISFIED	1403 34.5	1111 33.0	292 41.6	872 32.0	239 37.7	214 38.7	660 32.1	237 31.6	198 40.2	94 44.8	1102 33.9	301 37.0	1313 41.4	12 10.2	6 16.2	72 9.7
(4)	1606 39.5	1361 40.5	245 34.9	1135 41.6	226 35.6	185 33.5	859 41.7	317 42.3	173 35.2	72 34.3	1314 40.4	292 35.9	1360 42.9	28 23.7	6 16.2	212 28.7
(3)	740 18.2	624 18.6	116 16.5	518 19.0	106 16.7	101 18.3	383 18.6	140 18.7	87 17.7	29 13.8	606 18.6	134 16.5	384 12.1	27 22.9	5 13.5	324 43.8
(2)	166 4.1	148 4.4	18 2.6	119 4.4	29 4.6	25 4.5	93 4.5	30 4.0	13 2.6	5 2.4	123 3.8	43 5.3	48 1.5	29 24.6	2 5.4	87 11.8
(1) VERY DISSATISFIED	67 1.6	60 1.8	7 1.0	51 1.9	9 1.4	7 1.3	36 1.7	17 2.3	4 0.8	3 1.4	45 1.4	22 2.7	2 0.1	22 18.6	17 45.9	26 3.5
NOT APPLICABLE	82 2.0	58 1.7	24 3.4	33 1.2	25 3.9	21 3.8	28 1.4	9 1.2	17 3.5	7 3.3	60 1.8	22 2.7	63 2.0	-	1 2.7	18 2.4
BLANK	33	20	13	13	7	5	9	6	5	8	22	11	23	2	-	8
MEAN	4.03	4.00	4.18	3.99	4.08	4.08	3.99	3.98	4.15	4.23	4.04	4.02	4.27	2.82	2.50	3.30
STANDARD DEVIATION	0.92	0.93	0.88	0.93	0.94	0.95	0.93	0.94	0.87	0.89	0.90	1.01	0.74	1.27	1.61	0.93
STANDARD ERROR	0.01	0.02	0.03	0.02	0.04	0.04	0.02	0.03	0.04	0.06	0.02	0.04	0.01	0.12	0.27	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4064	20	19	45	72	72	52	85	81	51	56	58	63	126	177	209	161	59	128	63	57	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1403	11	7	16	26	29	20	28	32	18	27	21	20	52	49	74	35	15	35	18	25	50	40
	34.5	55.0	36.8	35.6	36.1	40.3	38.5	32.9	39.5	35.3	48.2	36.2	31.7	41.3	27.7	35.4	21.7	25.4	27.3	28.6	43.9	34.0	36.4
(4)	1606	5	7	14	25	17	23	35	21	18	20	23	29	56	76	73	79	25	63	28	25	59	44
	39.5	25.0	36.8	31.1	34.7	23.6	44.2	41.2	25.9	35.3	35.7	39.7	46.0	44.4	42.9	34.9	49.1	42.4	49.2	44.4	43.9	40.1	40.0
(3)	740	4	4	10	16	13	6	15	17	11	5	8	9	16	37	46	36	12	22	8	5	30	22
	18.2	20.0	21.1	22.2	22.2	18.1	11.5	17.6	21.0	21.6	8.9	13.8	14.3	12.7	20.9	22.0	22.4	20.3	17.2	12.7	8.8	20.4	20.0
(2)	166	-	-	1	4	7	2	3	7	1	-	4	3	2	11	11	8	5	4	4	-	6	3
	4.1			2.2	5.6	9.7	3.8	3.5	8.6	2.0		6.9	4.8	1.6	6.2	5.3	5.0	8.5	3.1	6.3		4.1	2.7
(1) VERY DISSATISFIED	67	-	-	-	-	3	1	1	1	-	1	2	2	-	3	2	2	-	1	2	-	2	1
	1.6					4.2	1.9	1.2	1.2		1.8	3.4	3.2		1.7	1.0	1.2		0.8	3.2		1.4	0.9
NOT APPLICABLE	82	-	1	4	1	3	-	3	3	3	3	-	-	-	1	3	1	2	3	3	2	-	-
	2.0		5.3	8.9	1.4	4.2		3.5	3.7	5.9	5.4				0.6	1.4	0.6	3.4	2.3	4.8	3.5		
BLANK	33	-	-	-	2	-	1	-	-	-	2	-	-	-	-	-	-	-	3	-	2	-	-
MEAN	4.03	4.35	4.17	4.10	4.03	3.90	4.13	4.05	3.97	4.10	4.36	3.98	3.98	4.25	3.89	4.00	3.86	3.88	4.02	3.93	4.36	4.01	4.08
STANDARD DEVIATION	0.92	0.81	0.79	0.86	0.91	1.19	0.91	0.89	1.06	0.83	0.81	1.05	0.98	0.74	0.94	0.94	0.86	0.91	0.81	1.01	0.65	0.91	0.87
STANDARD ERROR	0.01	0.18	0.19	0.13	0.11	0.14	0.13	0.10	0.12	0.12	0.11	0.14	0.12	0.07	0.07	0.07	0.07	0.12	0.07	0.13	0.09	0.08	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4064	200	105	108	111	122	55	77	87	78	82	128	139	90	69	40	93	74	103	99	83	110	100
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1403	55	34	42	20	55	20	24	21	21	25	56	39	34	17	15	29	37	34	41	42	56	38
	34.5	27.5	32.4	38.9	18.0	45.1	36.4	31.2	24.1	26.9	30.5	43.8	28.1	37.8	24.6	37.5	31.2	50.0	33.0	41.4	50.6	50.9	38.0
(4)	1606	90	42	41	48	33	25	36	41	32	42	51	50	28	37	17	35	19	39	36	27	39	33
	39.5	45.0	40.0	38.0	43.2	27.0	45.5	46.8	47.1	41.0	51.2	39.8	36.0	31.1	53.6	42.5	37.6	25.7	37.9	36.4	32.5	35.5	33.0
(3)	740	37	23	17	31	17	7	14	20	17	11	19	31	18	10	5	21	13	22	15	11	11	18
	18.2	18.5	21.9	15.7	27.9	13.9	12.7	18.2	23.0	21.8	13.4	14.8	22.3	20.0	14.5	12.5	22.6	17.6	21.4	15.2	13.3	10.0	18.0
(2)	166	10	2	5	7	6	2	2	4	3	3	1	10	5	2	2	3	3	3	2	-	2	3
	4.1	5.0	1.9	4.6	6.3	4.9	3.6	2.6	4.6	3.8	3.7	0.8	7.2	5.6	2.9	5.0	3.2	4.1	2.9	2.0		1.8	3.0
(1) VERY DISSATISFIED	67	5	2	2	3	7	-	-	1	3	1	-	9	1	2	-	-	1	3	-	-	-	3
	1.6	2.5	1.9	1.9	2.7	5.7			1.1	3.8	1.2		6.5	1.1	2.9			1.4	2.9				3.0
NOT APPLICABLE	82	3	2	1	2	4	1	1	-	2	-	1	-	4	1	1	5	1	2	5	3	2	5
	2.0	1.5	1.9	0.9	1.8	3.3	1.8	1.3		2.6		0.8		4.4	1.4	2.5	5.4	1.4	1.9	5.1	3.6	1.8	5.0
BLANK	33	2	1	-	1	-	-	1	-	-	-	4	-	-	1	-	1	-	2	1	1	4	4
MEAN	4.03	3.91	4.01	4.08	3.69	4.04	4.17	4.08	3.89	3.86	4.06	4.28	3.72	4.03	3.96	4.15	4.02	4.21	3.97	4.23	4.39	4.38	4.05
STANDARD DEVIATION	0.92	0.95	0.90	0.95	0.94	1.16	0.80	0.78	0.87	1.00	0.84	0.74	1.14	0.98	0.89	0.84	0.84	0.97	0.97	0.80	0.72	0.75	1.00
STANDARD ERROR	0.01	0.07	0.09	0.09	0.09	0.11	0.11	0.09	0.09	0.12	0.09	0.07	0.10	0.11	0.11	0.14	0.09	0.11	0.10	0.08	0.08	0.07	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	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	4085 100.0	3377 100.0	708 100.0	2737 100.0	640 100.0	557 100.0	2064 100.0	756 100.0	495 100.0	213 100.0	3266 100.0	819 100.0	3186 100.0	120 100.0	37 100.0	742 100.0
(5) VERY SATISFIED	1888 46.2	1538 45.5	350 49.4	1228 44.9	310 48.4	274 49.2	914 44.3	350 46.3	247 49.9	103 48.4	1511 46.3	377 46.0	1703 53.5	24 20.0	8 21.6	153 20.6
(4)	1670 40.9	1424 42.2	246 34.7	1181 43.1	243 38.0	208 37.3	898 43.5	318 42.1	167 33.7	79 37.1	1347 41.2	323 39.4	1286 40.4	54 45.0	11 29.7	319 43.0
(3)	413 10.1	319 9.4	94 13.3	258 9.4	61 9.5	50 9.0	199 9.6	70 9.3	67 13.5	27 12.7	326 10.0	87 10.6	161 5.1	27 22.5	6 16.2	219 29.5
(2)	72 1.8	61 1.8	11 1.6	48 1.8	13 2.0	12 2.2	35 1.7	14 1.9	10 2.0	1 0.5	53 1.6	19 2.3	18 0.6	12 10.0	4 10.8	38 5.1
(1) VERY DISSATISFIED	14 0.3	13 0.4	1 0.1	9 0.3	4 0.6	3 0.5	9 0.4	1 0.1	1 0.2	-	9 0.3	5 0.6	2 0.1	3 2.5	5 13.5	4 0.5
NOT APPLICABLE	28 0.7	22 0.7	6 0.8	13 0.5	9 1.4	10 1.8	9 0.4	3 0.4	3 0.6	3 1.4	20 0.6	8 1.0	16 0.5	-	3 8.1	9 1.2
BLANK	12	5	7	4	1	1	4	-	2	5	6	6	7	-	-	5
MEAN	4.32	4.32	4.33	4.31	4.33	4.35	4.30	4.33	4.32	4.35	4.32	4.29	4.47	3.70	3.38	3.79
STANDARD DEVIATION	0.75	0.75	0.77	0.74	0.79	0.78	0.75	0.73	0.80	0.72	0.74	0.80	0.63	0.98	1.37	0.85
STANDARD ERROR	0.01	0.01	0.03	0.01	0.03	0.03	0.02	0.03	0.04	0.05	0.01	0.03	0.01	0.09	0.24	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4085	20	19	45	74	72	53	85	81	51	57	58	63	126	176	209	161	59	131	63	59	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1888	13	11	24	31	34	24	42	36	28	31	25	27	58	75	94	60	22	56	30	30	63	56
	46.2	65.0	57.9	53.3	41.9	47.2	45.3	49.4	44.4	54.9	54.4	43.1	42.9	46.0	42.6	45.0	37.3	37.3	42.7	47.6	50.8	42.9	50.9
(4)	1670	6	6	12	35	25	22	36	29	14	23	23	33	54	86	82	82	27	56	23	24	59	43
	40.9	30.0	31.6	26.7	47.3	34.7	41.5	42.4	35.8	27.5	40.4	39.7	52.4	42.9	48.9	39.2	50.9	45.8	42.7	36.5	40.7	40.1	39.1
(3)	413	1	-	6	8	8	3	5	13	4	2	5	2	12	11	24	18	7	17	8	4	22	9
	10.1	5.0		13.3	10.8	11.1	5.7	5.9	16.0	7.8	3.5	8.6	3.2	9.5	6.3	11.5	11.2	11.9	13.0	12.7	6.8	15.0	8.2
(2)	72	-	1	2	-	2	2	-	1	3	1	2	1	2	2	4	-	3	1	1	1	3	2
	1.8		5.3	4.4		2.8	3.8		1.2	5.9	1.8	3.4	1.6	1.6	1.1	1.9		5.1	0.8	1.6	1.7	2.0	1.8
(1) VERY DISSATISFIED	14	-	-	-	-	1	2	-	-	-	-	1	-	-	1	1	1	-	1	1	-	-	-
	0.3					1.4	3.8					1.7			0.6	0.5	0.6		0.8	1.6			
NOT APPLICABLE	28	-	1	1	-	2	-	2	2	2	-	2	-	-	1	4	-	-	-	-	-	-	-
	0.7		5.3	2.2		2.8		2.4	2.5	3.9		3.4			0.6	1.9							
BLANK	12	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-
MEAN	4.32	4.60	4.50	4.32	4.31	4.27	4.21	4.45	4.27	4.37	4.47	4.23	4.37	4.33	4.33	4.29	4.24	4.15	4.26	4.27	4.41	4.24	4.39
STANDARD DEVIATION	0.75	0.60	0.79	0.88	0.66	0.88	0.99	0.61	0.78	0.88	0.66	0.89	0.63	0.72	0.70	0.79	0.70	0.83	0.77	0.87	0.70	0.78	0.72
STANDARD ERROR	0.01	0.13	0.19	0.13	0.08	0.11	0.14	0.07	0.09	0.13	0.09	0.12	0.08	0.06	0.05	0.05	0.05	0.11	0.07	0.11	0.09	0.06	0.07

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4085	201	106	108	111	122	54	78	87	78	82	132	139	90	70	40	94	73	105	100	83	112	101
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1888	79	46	55	46	59	33	26	42	35	49	71	59	45	23	22	43	38	50	48	46	55	48
	46.2	39.3	43.4	50.9	41.4	48.4	61.1	33.3	48.3	44.9	59.8	53.8	42.4	50.0	32.9	55.0	45.7	52.1	47.6	48.0	55.4	49.1	47.5
(4)	1670	96	48	48	54	44	16	44	39	29	27	45	56	36	42	11	34	27	36	36	23	42	37
	40.9	47.8	45.3	44.4	48.6	36.1	29.6	56.4	44.8	37.2	32.9	34.1	40.3	40.0	60.0	27.5	36.2	37.0	34.3	36.0	27.7	37.5	36.6
(3)	413	18	11	4	11	12	4	7	5	12	5	12	17	8	4	6	14	7	18	13	9	13	14
	10.1	9.0	10.4	3.7	9.9	9.8	7.4	9.0	5.7	15.4	6.1	9.1	12.2	8.9	5.7	15.0	14.9	9.6	17.1	13.0	10.8	11.6	13.9
(2)	72	6	-	1	-	5	1	1	-	2	1	4	6	-	-	1	2	1	1	2	3	-	1
	1.8	3.0	-	0.9	-	4.1	1.9	1.3	-	2.6	1.2	3.0	4.3	-	-	2.5	2.1	1.4	1.0	2.0	3.6	-	1.0
(1) VERY DISSATISFIED	14	2	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-
	0.3	1.0	0.9	-	-	-	-	-	-	-	-	-	0.7	-	-	-	-	-	-	-	1.2	-	-
NOT APPLICABLE	28	-	-	-	-	2	-	-	1	-	-	-	-	1	1	-	1	-	-	1	1	2	1
	0.7	-	-	-	-	1.6	-	-	1.1	-	-	-	-	1.1	1.4	-	1.1	-	-	1.0	1.2	1.8	1.0
BLANK	12	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	2	3
MEAN	4.32	4.21	4.30	4.45	4.32	4.31	4.50	4.22	4.43	4.24	4.51	4.39	4.19	4.42	4.28	4.35	4.27	4.40	4.29	4.31	4.34	4.38	4.32
STANDARD DEVIATION	0.75	0.81	0.73	0.62	0.65	0.82	0.72	0.66	0.60	0.81	0.67	0.78	0.87	0.65	0.57	0.83	0.80	0.72	0.78	0.78	0.91	0.69	0.75
STANDARD ERROR	0.01	0.06	0.07	0.06	0.06	0.07	0.10	0.07	0.07	0.09	0.07	0.07	0.07	0.07	0.07	0.13	0.08	0.08	0.08	0.08	0.10	0.07	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q17. RATING OF CALTRAIN ONBOARD TRAINS - EVERYTHING CONSIDERED, HOW WOULD YOU RATE YOUR ONBOARD EXPERIENCE ON 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 - TOTAL RESPONDING	4072 100.0	3367 100.0	705 100.0	2728 100.0	639 100.0	557 100.0	2060 100.0	750 100.0	491 100.0	214 100.0	3251 100.0	821 100.0	3191 100.0	120 100.0	37 100.0	724 100.0
(5) VERY SATISFIED	1182 29.0	923 27.4	259 36.7	706 25.9	217 34.0	184 33.0	542 26.3	197 26.3	195 39.7	64 29.9	954 29.3	228 27.8	1146 35.9	7 5.8	4 10.8	25 3.5
(4)	2142 52.6	1802 53.5	340 48.2	1487 54.5	315 49.3	278 49.9	1131 54.9	393 52.4	230 46.8	110 51.4	1725 53.1	417 50.8	1921 60.2	30 25.0	5 13.5	186 25.7
(3)	633 15.5	534 15.9	99 14.0	448 16.4	86 13.5	76 13.6	329 16.0	129 17.2	62 12.6	37 17.3	492 15.1	141 17.2	121 3.8	32 26.7	5 13.5	475 65.6
(2)	88 2.2	83 2.5	5 0.7	69 2.5	14 2.2	13 2.3	47 2.3	23 3.1	3 0.6	2 0.9	61 1.9	27 3.3	3 0.1	50 41.7	7 18.9	28 3.9
(1) VERY DISSATISFIED	19 0.5	18 0.5	1 0.1	13 0.5	5 0.8	4 0.7	8 0.4	6 0.8	- 0.5	1 0.5	12 0.4	7 0.9	- 0.8	1 0.8	15 40.5	3 0.4
NOT APPLICABLE	8 0.2	7 0.2	1 0.1	5 0.2	2 0.3	2 0.4	3 0.1	2 0.3	1 0.2	- 0.2	7 0.2	1 0.1	- 0.1	- 0.1	1 2.7	7 1.0
BLANK	25	15	10	13	2	1	8	6	6	4	21	4	2	-	-	23
MEAN	4.08	4.05	4.21	4.03	4.14	4.13	4.05	4.01	4.26	4.09	4.09	4.01	4.32	2.93	2.33	3.28
STANDARD DEVIATION	0.75	0.76	0.71	0.75	0.78	0.78	0.74	0.79	0.69	0.74	0.74	0.81	0.55	0.97	1.43	0.61
STANDARD ERROR	0.01	0.01	0.03	0.01	0.03	0.03	0.02	0.03	0.03	0.05	0.01	0.03	0.01	0.09	0.24	0.02

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4072	20	19	45	73	72	53	85	81	51	58	58	63	126	176	207	160	59	131	63	58	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1182	9	6	15	21	21	16	25	27	20	24	20	15	38	54	59	28	6	33	20	28	39	32
	29.0	45.0	31.6	33.3	28.8	29.2	30.2	29.4	33.3	39.2	41.4	34.5	23.8	30.2	30.7	28.5	17.5	10.2	25.2	31.7	48.3	26.5	29.1
(4)	2142	9	10	20	44	34	27	46	32	27	29	27	36	74	90	102	101	39	78	31	25	76	61
	52.6	45.0	52.6	44.4	60.3	47.2	50.9	54.1	39.5	52.9	50.0	46.6	57.1	58.7	51.1	49.3	63.1	66.1	59.5	49.2	43.1	51.7	55.5
(3)	633	2	3	9	8	11	8	10	19	3	3	8	8	14	28	37	28	10	18	10	5	29	16
	15.5	10.0	15.8	20.0	11.0	15.3	15.1	11.8	23.5	5.9	5.2	13.8	12.7	11.1	15.9	17.9	17.5	16.9	13.7	15.9	8.6	19.7	14.5
(2)	88	-	-	-	-	4	2	3	3	1	-	2	3	-	3	6	3	4	2	1	-	3	1
	2.2					5.6	3.8	3.5	3.7	2.0		3.4	4.8		1.7	2.9	1.9	6.8	1.5	1.6		2.0	0.9
(1) VERY DISSATISFIED	19	-	-	-	-	1	-	1	-	-	2	1	1	-	1	-	-	-	-	1	-	-	-
	0.5					1.4		1.2			3.4	1.7	1.6		0.6				1.6				
NOT APPLICABLE	8	-	-	1	-	1	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-
	0.2			2.2		1.4										1.4							
BLANK	25	-	-	-	1	-	-	-	-	-	-	-	-	-	1	2	1	-	-	-	1	-	-
MEAN	4.08	4.35	4.16	4.14	4.18	3.99	4.08	4.07	4.02	4.29	4.26	4.09	3.97	4.19	4.10	4.05	3.96	3.80	4.08	4.08	4.40	4.03	4.13
STANDARD DEVIATION	0.75	0.67	0.69	0.73	0.61	0.90	0.78	0.81	0.85	0.67	0.85	0.88	0.84	0.62	0.76	0.77	0.65	0.71	0.67	0.83	0.65	0.74	0.68
STANDARD ERROR	0.01	0.15	0.16	0.11	0.07	0.11	0.11	0.09	0.09	0.09	0.11	0.12	0.11	0.05	0.06	0.05	0.05	0.09	0.06	0.10	0.08	0.06	0.06

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

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

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4072	201	106	108	110	122	55	78	86	78	82	128	139	89	70	40	93	73	102	99	84	113	101
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1182	42	27	26	20	37	18	28	15	14	22	48	29	28	13	16	31	27	45	40	36	36	28
	29.0	20.9	25.5	24.1	18.2	30.3	32.7	35.9	17.4	17.9	26.8	37.5	20.9	31.5	18.6	40.0	33.3	37.0	44.1	40.4	42.9	31.9	27.7
(4)	2142	118	60	63	64	55	31	37	56	43	44	62	69	40	42	15	51	34	43	48	39	59	51
	52.6	58.7	56.6	58.3	58.2	45.1	56.4	47.4	65.1	55.1	53.7	48.4	49.6	44.9	60.0	37.5	54.8	46.6	42.2	48.5	46.4	52.2	50.5
(3)	633	33	14	18	25	23	5	13	12	16	15	13	32	17	11	9	11	10	13	11	8	17	20
	15.5	16.4	13.2	16.7	22.7	18.9	9.1	16.7	14.0	20.5	18.3	10.2	23.0	19.1	15.7	22.5	11.8	13.7	12.7	11.1	9.5	15.0	19.8
(2)	88	6	4	1	1	6	1	-	-	4	1	5	8	2	3	-	-	2	1	-	-	-	2
	2.2	3.0	3.8	0.9	0.9	4.9	1.8	-	-	5.1	1.2	3.9	5.8	2.2	4.3	-	-	2.7	1.0	-	-	-	2.0
(1) VERY DISSATISFIED	19	2	1	-	-	1	-	-	1	1	-	-	1	2	1	-	-	-	-	-	-	1	-
	0.5	1.0	0.9	-	-	0.8	-	-	1.2	1.3	-	-	0.7	2.2	1.4	-	-	-	-	-	-	0.9	-
NOT APPLICABLE	8	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	0.2	-	-	-	-	-	-	-	2.3	-	-	-	-	-	-	-	-	-	-	-	1.2	-	-
BLANK	25	1	-	-	2	-	-	-	1	-	-	4	-	1	-	-	1	1	3	1	-	1	3
MEAN	4.08	3.96	4.02	4.06	3.94	3.99	4.20	4.19	4.00	3.83	4.06	4.20	3.84	4.01	3.90	4.18	4.22	4.18	4.29	4.29	4.34	4.14	4.04
STANDARD DEVIATION	0.75	0.76	0.79	0.67	0.67	0.88	0.68	0.70	0.66	0.83	0.71	0.77	0.84	0.90	0.80	0.78	0.64	0.77	0.73	0.66	0.65	0.73	0.75
STANDARD ERROR	0.01	0.05	0.08	0.06	0.06	0.08	0.09	0.08	0.07	0.09	0.08	0.07	0.07	0.10	0.10	0.12	0.07	0.09	0.07	0.07	0.07	0.07	0.07

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q18. HOW WOULD YOU RATE YOUR OVERALL CALTRAIN EXPERIENCE?

	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
		=====		=====		=====			=====		=====		=====			
		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	4057 100.0	3357 100.0	700 100.0	2721 100.0	636 100.0	554 100.0	2053 100.0	750 100.0	488 100.0	212 100.0	3240 100.0	817 100.0	3193 100.0	120 100.0	37 100.0	707 100.0
(5) VERY SATISFIED	1069 26.3	830 24.7	239 34.1	632 23.2	198 31.1	167 30.1	487 23.7	176 23.5	170 34.8	69 32.5	850 26.2	219 26.8	1069 33.5	-	-	-
(4)	2124 52.4	1784 53.1	340 48.6	1476 54.2	308 48.4	276 49.8	1112 54.2	396 52.8	236 48.4	104 49.1	1716 53.0	408 49.9	2124 66.5	-	-	-
(3)	697 17.2	595 17.7	102 14.6	494 18.2	101 15.9	85 15.3	369 18.0	141 18.8	73 15.0	29 13.7	554 17.1	143 17.5	-	-	-	697 98.6
(2)	120 3.0	106 3.2	14 2.0	86 3.2	20 3.1	18 3.2	59 2.9	29 3.9	5 1.0	9 4.2	83 2.6	37 4.5	-	120 100.0	-	-
(1) VERY DISSATISFIED	37 0.9	33 1.0	4 0.6	26 1.0	7 1.1	6 1.1	21 1.0	6 0.8	3 0.6	1 0.5	28 0.9	9 1.1	-	-	37 100.0	-
NOT APPLICABLE	10 0.2	9 0.3	1 0.1	7 0.3	2 0.3	2 0.4	5 0.2	2 0.3	1 0.2	-	9 0.3	1 0.1	-	-	-	10 1.4
BLANK	40	25	15	20	5	4	15	6	9	6	32	8	-	-	-	40
MEAN	4.01	3.98	4.14	3.96	4.06	4.05	3.97	3.95	4.16	4.09	4.01	3.97	4.33	2.00	1.00	3.00
STANDARD DEVIATION	0.80	0.80	0.78	0.79	0.83	0.83	0.79	0.81	0.76	0.82	0.78	0.85	0.47	0.00	0.00	0.00
STANDARD ERROR	0.01	0.01	0.03	0.02	0.03	0.04	0.02	0.03	0.03	0.06	0.01	0.03	0.01	0.00	0.00	0.00

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q18. HOW WOULD YOU RATE YOUR OVERALL CALTRAIN EXPERIENCE?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - TOTAL RESPONDING	4057	20	19	45	74	72	53	84	81	50	56	58	63	125	176	206	159	59	131	63	58	147	109
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1069	9	7	16	19	19	17	22	21	13	24	22	14	38	38	53	26	5	32	21	26	37	30
	26.3	45.0	36.8	35.6	25.7	26.4	32.1	26.2	25.9	26.0	42.9	37.9	22.2	30.4	21.6	25.7	16.4	8.5	24.4	33.3	44.8	25.2	27.5
(4)	2124	10	10	18	44	33	28	43	35	29	26	21	39	72	103	96	100	38	72	27	25	77	56
	52.4	50.0	52.6	40.0	59.5	45.8	52.8	51.2	43.2	58.0	46.4	36.2	61.9	57.6	58.5	46.6	62.9	64.4	55.0	42.9	43.1	52.4	51.4
(3)	697	1	2	8	8	13	6	17	19	7	4	14	7	15	31	46	30	11	18	14	5	31	18
	17.2	5.0	10.5	17.8	10.8	18.1	11.3	20.2	23.5	14.0	7.1	24.1	11.1	12.0	17.6	22.3	18.9	18.6	13.7	22.2	8.6	21.1	16.5
(2)	120	-	-	2	2	4	1	2	6	1	-	-	2	-	3	7	3	5	6	-	2	2	2
	3.0			4.4	2.7	5.6	1.9	2.4	7.4	2.0			3.2		1.7	3.4	1.9	8.5	4.6		3.4	1.4	1.8
(1) VERY DISSATISFIED	37	-	-	-	1	2	1	-	-	-	2	1	1	-	1	2	-	-	2	1	-	-	3
	0.9				1.4	2.8	1.9				3.6	1.7	1.6		0.6	1.0			1.5	1.6			2.8
NOT APPLICABLE	10	-	-	1	-	1	-	-	-	-	-	-	-	-	-	2	-	-	1	-	-	-	-
	0.2			2.2		1.4										1.0			0.8				
BLANK	40	-	-	-	-	-	-	1	-	1	2	-	-	1	1	3	2	-	-	-	1	-	1
MEAN	4.01	4.40	4.26	4.09	4.05	3.89	4.11	4.01	3.88	4.08	4.25	4.09	4.00	4.18	3.99	3.94	3.94	3.73	3.97	4.06	4.29	4.01	3.99
STANDARD DEVIATION	0.80	0.60	0.65	0.86	0.77	0.96	0.82	0.75	0.89	0.70	0.88	0.88	0.78	0.63	0.72	0.84	0.65	0.74	0.84	0.84	0.77	0.72	0.88
STANDARD ERROR	0.01	0.13	0.15	0.13	0.09	0.11	0.11	0.08	0.10	0.10	0.12	0.12	0.10	0.06	0.05	0.06	0.05	0.10	0.07	0.11	0.10	0.06	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q18. HOW WOULD YOU RATE YOUR OVERALL CALTRAIN EXPERIENCE?

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	4057	199	106	108	110	121	55	78	86	78	82	129	139	88	70	39	93	72	103	99	82	112	100
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1069	36	26	23	16	30	14	23	15	16	20	47	22	25	8	13	26	24	38	34	35	43	26
	26.3	18.1	24.5	21.3	14.5	24.8	25.5	29.5	17.4	20.5	24.4	36.4	15.8	28.4	11.4	33.3	28.0	33.3	36.9	34.3	42.7	38.4	26.0
(4)	2124	112	52	63	65	59	35	42	47	40	48	63	68	43	45	17	53	34	44	54	34	54	50
	52.4	56.3	49.1	58.3	59.1	48.8	63.6	53.8	54.7	51.3	58.5	48.8	48.9	48.9	64.3	43.6	57.0	47.2	42.7	54.5	41.5	48.2	50.0
(3)	697	32	23	16	27	26	5	13	20	17	13	16	38	14	10	9	12	13	18	9	12	10	19
	17.2	16.1	21.7	14.8	24.5	21.5	9.1	16.7	23.3	21.8	15.9	12.4	27.3	15.9	14.3	23.1	12.9	18.1	17.5	9.1	14.6	8.9	19.0
(2)	120	14	3	6	2	2	-	-	2	4	1	3	10	3	6	-	2	-	2	1	-	4	5
	3.0	7.0	2.8	5.6	1.8	1.7			2.3	5.1	1.2	2.3	7.2	3.4	8.6		2.2		1.9	1.0		3.6	5.0
(1) VERY DISSATISFIED	37	5	2	-	-	2	1	-	-	1	-	-	1	3	1	-	-	1	1	1	-	1	-
	0.9	2.5	1.9			1.7	1.8			1.3			0.7	3.4	1.4			1.4	1.0	1.0		0.9	
NOT APPLICABLE	10	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	0.2					1.7			2.3												1.2		
BLANK	40	3	-	-	2	1	-	-	1	-	-	3	-	2	-	1	1	2	2	1	2	2	4
MEAN	4.01	3.80	3.92	3.95	3.86	3.95	4.11	4.13	3.89	3.85	4.06	4.19	3.72	3.95	3.76	4.10	4.11	4.11	4.13	4.20	4.28	4.20	3.97
STANDARD DEVIATION	0.80	0.90	0.86	0.77	0.67	0.83	0.71	0.67	0.71	0.85	0.67	0.74	0.84	0.95	0.82	0.75	0.70	0.80	0.84	0.73	0.71	0.81	0.81
STANDARD ERROR	0.01	0.06	0.08	0.07	0.06	0.08	0.10	0.08	0.08	0.10	0.07	0.07	0.07	0.10	0.10	0.12	0.07	0.09	0.08	0.07	0.08	0.08	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q19. WHEN CONSIDERING SERVICE ADJUSTMENTS, CALTRAIN MUST EVALUATE CERTAIN TRADEOFFS. PLEASE SELECT YOUR PREFERRED OPTION:

											OVERALL CALTRAIN EXPERIENCE					
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====				NTRAL NA/ BLANK
	TOTAL	WEEKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	
BASE - ALL RESPONDENTS	3825 100.0	3170 100.0	655 100.0	2584 100.0	586 100.0	510 100.0	1948 100.0	712 100.0	460 100.0	195 100.0	3062 100.0	763 100.0	2988 100.0	111 100.0	32 100.0	694 100.0
MORE FREQUENT SERVICE AT STATIONS (POSSIBILITY OF LONGER COMMUTE TIMES)	1454 38.0	1201 37.9	253 38.6	974 37.7	227 38.7	207 40.6	833 42.8	161 22.6	191 41.5	62 31.8	1202 39.3	252 33.0	1144 38.3	44 39.6	14 43.8	252 36.3
FASTER COMMUTE TIMES (POSSIBILITY OF LESS FREQUENT SERVICE AT STATIONS)	2371 62.0	1969 62.1	402 61.4	1610 62.3	359 61.3	303 59.4	1115 57.2	551 77.4	269 58.5	133 68.2	1860 60.7	511 67.0	1844 61.7	67 60.4	18 56.3	442 63.7
BLANK	272	212	60	157	55	48	120	44	37	23	210	62	205	9	5	53

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q19. WHEN CONSIDERING SERVICE ADJUSTMENTS, CALTRAIN MUST EVALUATE CERTAIN TRADEOFFS. PLEASE SELECT YOUR PREFERRED OPTION:

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
BASE - ALL RESPONDENTS	3825	19	18	40	66	68	47	80	77	44	51	53	61	120	168	194	153	56	126	59	54	137	105
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
MORE FREQUENT SERVICE AT STATIONS (POSSIBILITY OF LONGER COMMUTE TIMES)	1454	9	9	18	21	31	20	30	26	24	19	14	21	60	83	100	70	13	56	18	20	52	30
	38.0	47.4	50.0	45.0	31.8	45.6	42.6	37.5	33.8	54.5	37.3	26.4	34.4	50.0	49.4	51.5	45.8	23.2	44.4	30.5	37.0	38.0	28.6
FASTER COMMUTE TIMES (POSSIBILITY OF LESS FREQUENT SERVICE AT STATIONS)	2371	10	9	22	45	37	27	50	51	20	32	39	40	60	85	94	83	43	70	41	34	85	75
	62.0	52.6	50.0	55.0	68.2	54.4	57.4	62.5	66.2	45.5	62.7	73.6	65.6	50.0	50.6	48.5	54.2	76.8	55.6	69.5	63.0	62.0	71.4
BLANK	272	1	1	5	8	4	6	5	4	7	7	5	2	6	9	15	8	3	5	4	5	10	5

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q19. WHEN CONSIDERING SERVICE ADJUSTMENTS, CALTRAIN MUST EVALUATE CERTAIN TRADEOFFS. PLEASE SELECT YOUR PREFERRED OPTION:

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	3825	188	101	104	106	110	53	72	86	72	79	124	131	83	65	38	86	68	100	92	76	107	88
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
MORE FREQUENT SERVICE AT STATIONS (POSSIBILITY OF LONGER COMMUTE TIMES)	1454	72	70	46	46	41	21	19	14	15	9	28	33	25	18	17	38	26	26	41	43	35	27
	38.0	38.3	69.3	44.2	43.4	37.3	39.6	26.4	16.3	20.8	11.4	22.6	25.2	30.1	27.7	44.7	44.2	38.2	26.0	44.6	56.6	32.7	30.7
FASTER COMMUTE TIMES (POSSIBILITY OF LESS FREQUENT SERVICE AT STATIONS)	2371	116	31	58	60	69	32	53	72	57	70	96	98	58	47	21	48	42	74	51	33	72	61
	62.0	61.7	30.7	55.8	56.6	62.7	60.4	73.6	83.7	79.2	88.6	77.4	74.8	69.9	72.3	55.3	55.8	61.8	74.0	55.4	43.4	67.3	69.3
BLANK	272	14	5	4	6	12	2	6	1	6	3	8	8	7	5	2	8	6	5	8	8	7	16

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q20A. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCLING YOUR FIRST, SECOND, AND THIRD CHOICES - ABILITY TO PURCHASE CLIPPER PRODUCTS AT STATIONS.

	WEEKDAY SERVICE										BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		REG	BIKE	VERY/SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK	
	=====		=====		=====			=====								
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET						
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----						
BASE - ALL RESPONDENTS	3729	3103	626	2531	572	501	1904	698	441	185	2987	742	2913	115	26	675
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
FIRST CHOICE	611	483	128	384	99	95	297	91	92	36	480	131	490	15	4	102
	16.4	15.6	20.4	15.2	17.3	19.0	15.6	13.0	20.9	19.5	16.1	17.7	16.8	13.0	15.4	15.1
SECOND CHOICE	964	797	167	643	154	137	503	157	119	48	768	196	752	33	3	176
	25.9	25.7	26.7	25.4	26.9	27.3	26.4	22.5	27.0	25.9	25.7	26.4	25.8	28.7	11.5	26.1
THIRD CHOICE	2154	1823	331	1504	319	269	1104	450	230	101	1739	415	1671	67	19	397
	57.8	58.7	52.9	59.4	55.8	53.7	58.0	64.5	52.2	54.6	58.2	55.9	57.4	58.3	73.1	58.8
BLANK	368	279	89	210	69	57	164	58	56	33	285	83	280	5	11	72

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q20A. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCLING YOUR FIRST, SECOND, AND THIRD CHOICES - ABILITY TO PURCHASE CLIPPER PRODUCTS AT STATIONS.

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - ALL RESPONDENTS	3729 100.0	17 100.0	17 100.0	39 100.0	67 100.0	63 100.0	47 100.0	77 100.0	79 100.0	44 100.0	51 100.0	51 100.0	60 100.0	119 100.0	167 100.0	197 100.0	152 100.0	57 100.0	118 100.0	57 100.0	48 100.0	137 100.0	96 100.0
FIRST CHOICE	611 16.4	5 29.4	5 29.4	10 25.6	10 14.9	11 17.5	10 21.3	13 16.9	16 20.3	10 22.7	5 9.8	11 21.6	16 26.7	10 8.4	23 13.8	36 18.3	28 18.4	5 8.8	20 16.9	9 15.8	5 10.4	30 21.9	8 8.3
SECOND CHOICE	964 25.9	7 41.2	6 35.3	12 30.8	20 29.9	17 27.0	13 27.7	18 23.4	26 32.9	7 15.9	11 21.6	13 25.5	16 26.7	32 26.9	35 21.0	55 27.9	41 27.0	11 19.3	38 32.2	18 31.6	12 25.0	34 24.8	20 20.8
THIRD CHOICE	2154 57.8	5 29.4	6 35.3	17 43.6	37 55.2	35 55.6	24 51.1	46 59.7	37 46.8	27 61.4	35 68.6	27 52.9	28 46.7	77 64.7	109 65.3	106 53.8	83 54.6	41 71.9	60 50.8	30 52.6	31 64.6	73 53.3	68 70.8
BLANK	368	3	2	6	7	9	6	8	2	7	7	7	3	7	10	12	9	2	13	6	11	10	14

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q20A. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCLING YOUR FIRST, SECOND, AND THIRD CHOICES - ABILITY TO PURCHASE CLIPPER PRODUCTS AT STATIONS.

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	3729 100.0	183 100.0	95 100.0	106 100.0	106 100.0	106 100.0	49 100.0	70 100.0	83 100.0	77 100.0	80 100.0	118 100.0	126 100.0	82 100.0	62 100.0	36 100.0	79 100.0	69 100.0	93 100.0	89 100.0	75 100.0	97 100.0	88 100.0
FIRST CHOICE	611 16.4	27 14.8	19 20.0	16 15.1	10 9.4	16 15.1	8 16.3	16 22.9	11 13.3	10 13.0	3 3.8	13 11.0	18 14.3	10 12.2	10 16.1	9 25.0	19 24.1	18 26.1	15 16.1	12 13.5	19 25.3	20 20.6	16 18.2
SECOND CHOICE	964 25.9	47 25.7	29 30.5	33 31.1	30 28.3	33 31.1	6 12.2	14 20.0	17 20.5	24 31.2	15 18.8	33 28.0	30 23.8	13 15.9	11 17.7	8 22.2	29 36.7	21 30.4	26 28.0	16 18.0	19 25.3	28 28.9	20 22.7
THIRD CHOICE	2154 57.8	109 59.6	47 49.5	57 53.8	66 62.3	57 53.8	35 71.4	40 57.1	55 66.3	43 55.8	62 77.5	72 61.0	78 61.9	59 72.0	41 66.1	19 52.8	31 39.2	30 43.5	52 55.9	61 68.5	37 49.3	49 50.5	52 59.1
BLANK	368	19	11	2	6	16	6	8	4	1	2	14	13	8	8	4	15	5	12	11	9	17	16

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q20B. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCILING YOUR FIRST, SECOND, AND THIRD CHOICES - IMPROVED REAL TIME SCHEDULE INFORMATION AND SERVICE UPDATES, SUCH AS BETTER COMMUNICATION DURING DELAYS

	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 - ALL RESPONDENTS	3654	3045	609	2487	558	485	1875	685	424	185	2929	725	2857	108	25	664	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
FIRST CHOICE	1304	1117	187	928	189	163	731	223	132	55	1077	227	973	52	8	271	
	35.7	36.7	30.7	37.3	33.9	33.6	39.0	32.6	31.1	29.7	36.8	31.3	34.1	48.1	32.0	40.8	
SECOND CHOICE	1644	1341	303	1092	249	213	794	334	208	95	1299	345	1322	38	12	272	
	45.0	44.0	49.8	43.9	44.6	43.9	42.3	48.8	49.1	51.4	44.3	47.6	46.3	35.2	48.0	41.0	
THIRD CHOICE	706	587	119	467	120	109	350	128	84	35	553	153	562	18	5	121	
	19.3	19.3	19.5	18.8	21.5	22.5	18.7	18.7	19.8	18.9	18.9	21.1	19.7	16.7	20.0	18.2	
BLANK	443	337	106	254	83	73	193	71	73	33	343	100	336	12	12	83	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q20B. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCILING YOUR FIRST, SECOND, AND THIRD CHOICES - IMPROVED REAL TIME SCHEDULE INFORMATION AND SERVICE UPDATES, SUCH AS BETTER COMMUNICATION DURING DELAYS

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - ALL RESPONDENTS	3654	17	16	37	68	60	46	78	79	37	47	49	57	119	165	193	149	56	119	56	50	132	98
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
FIRST CHOICE	1304	9	3	17	26	28	17	17	19	14	13	18	27	63	70	74	62	12	37	19	19	54	41
	35.7	52.9	18.8	45.9	38.2	46.7	37.0	21.8	24.1	37.8	27.7	36.7	47.4	52.9	42.4	38.3	41.6	21.4	31.1	33.9	38.0	40.9	41.8
SECOND CHOICE	1644	4	7	14	23	22	20	44	36	17	26	17	25	37	65	86	60	36	48	24	23	57	44
	45.0	23.5	43.8	37.8	33.8	36.7	43.5	56.4	45.6	45.9	55.3	34.7	43.9	31.1	39.4	44.6	40.3	64.3	40.3	42.9	46.0	43.2	44.9
THIRD CHOICE	706	4	6	6	19	10	9	17	24	6	8	14	5	19	30	33	27	8	34	13	8	21	13
	19.3	23.5	37.5	16.2	27.9	16.7	19.6	21.8	30.4	16.2	17.0	28.6	8.8	16.0	18.2	17.1	18.1	14.3	28.6	23.2	16.0	15.9	13.3
BLANK	443	3	3	8	6	12	7	7	2	14	11	9	6	7	12	16	12	3	12	7	9	15	12

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q20B. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCILING YOUR FIRST, SECOND, AND THIRD CHOICES - IMPROVED REAL TIME SCHEDULE INFORMATION AND SERVICE UPDATES, SUCH AS BETTER COMMUNICATION DURING DELAYS

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	3654	181	97	104	103	97	50	68	81	76	80	114	123	80	63	36	78	59	89	89	73	99	86
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
FIRST CHOICE	1304	70	42	32	48	31	12	20	32	22	29	35	34	29	22	14	23	15	31	27	22	21	34
	35.7	38.7	43.3	30.8	46.6	32.0	24.0	29.4	39.5	28.9	36.3	30.7	27.6	36.3	34.9	38.9	29.5	25.4	34.8	30.3	30.1	21.2	39.5
SECOND CHOICE	1644	72	35	48	37	50	30	38	35	37	43	52	54	42	33	18	36	31	42	52	29	53	42
	45.0	39.8	36.1	46.2	35.9	51.5	60.0	55.9	43.2	48.7	53.8	45.6	43.9	52.5	52.4	50.0	46.2	52.5	47.2	58.4	39.7	53.5	48.8
THIRD CHOICE	706	39	20	24	18	16	8	10	14	17	8	27	35	9	8	4	19	13	16	10	22	25	10
	19.3	21.5	20.6	23.1	17.5	16.5	16.0	14.7	17.3	22.4	10.0	23.7	28.5	11.3	12.7	11.1	24.4	22.0	18.0	11.2	30.1	25.3	11.6
BLANK	443	21	9	4	9	25	5	10	6	2	2	18	16	10	7	4	16	15	16	11	11	15	18

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q20C. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCLING YOUR FIRST, SECOND, AND THIRD CHOICES - ONBOARD WI-FI

											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD			WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		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													
BASE - ALL RESPONDENTS	3651 100.0	3042 100.0	609 100.0	2477 100.0	565 100.0	493 100.0	1858 100.0	691 100.0	424 100.0	185 100.0	2912 100.0	739 100.0	2846 100.0	112 100.0	24 100.0	669 100.0
FIRST CHOICE	1871 51.2	1549 50.9	322 52.9	1250 50.5	299 52.9	255 51.7	902 48.5	392 56.7	224 52.8	98 53.0	1474 50.6	397 53.7	1500 52.7	47 42.0	16 66.7	308 46.0
SECOND CHOICE	1069 29.3	923 30.3	146 24.0	768 31.0	155 27.4	136 27.6	586 31.5	201 29.1	101 23.8	45 24.3	875 30.0	194 26.3	794 27.9	40 35.7	7 29.2	228 34.1
THIRD CHOICE	711 19.5	570 18.7	141 23.2	459 18.5	111 19.6	102 20.7	370 19.9	98 14.2	99 23.3	42 22.7	563 19.3	148 20.0	552 19.4	25 22.3	1 4.2	133 19.9
BLANK	446	340	106	264	76	65	210	65	73	33	360	86	347	8	13	78

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q20C. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCLING YOUR FIRST, SECOND, AND THIRD CHOICES - ONBOARD WI-FI

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
BASE - ALL RESPONDENTS	3651 100.0	16 100.0	17 100.0	37 100.0	70 100.0	60 100.0	48 100.0	77 100.0	78 100.0	39 100.0	51 100.0	51 100.0	58 100.0	119 100.0	159 100.0	193 100.0	144 100.0	57 100.0	116 100.0	59 100.0	46 100.0	129 100.0	96 100.0
FIRST CHOICE	1871 51.2	4 25.0	10 58.8	12 32.4	33 47.1	26 43.3	20 41.7	50 64.9	46 59.0	21 53.8	33 64.7	23 45.1	19 32.8	46 38.7	74 46.5	89 46.1	61 42.4	40 70.2	65 56.0	30 50.8	28 60.9	54 41.9	50 52.1
SECOND CHOICE	1069 29.3	5 31.3	3 17.6	12 32.4	24 34.3	21 35.0	16 33.3	14 18.2	16 20.5	13 33.3	12 23.5	22 43.1	16 27.6	51 42.9	62 39.0	53 27.5	50 34.7	9 15.8	32 27.6	15 25.4	12 26.1	40 31.0	33 34.4
THIRD CHOICE	711 19.5	7 43.8	4 23.5	13 35.1	13 18.6	13 21.7	12 25.0	13 16.9	16 20.5	5 12.8	6 11.8	6 11.8	23 39.7	22 18.5	23 14.5	51 26.4	33 22.9	8 14.0	19 16.4	14 23.7	6 13.0	35 27.1	13 13.5
BLANK	446	4	2	8	4	12	5	8	3	12	7	7	5	7	18	16	17	2	15	4	13	18	14

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q20C. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCILING YOUR FIRST, SECOND, AND THIRD CHOICES - ONBOARD WI-FI

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	3651 100.0	182 100.0	96 100.0	102 100.0	101 100.0	100 100.0	50 100.0	70 100.0	82 100.0	76 100.0	81 100.0	114 100.0	126 100.0	79 100.0	63 100.0	36 100.0	78 100.0	62 100.0	90 100.0	82 100.0	76 100.0	99 100.0	86 100.0
FIRST CHOICE	1871 51.2	91 50.0	36 37.5	58 56.9	50 49.5	57 57.0	31 62.0	34 48.6	41 50.0	45 59.2	49 60.5	73 64.0	75 59.5	43 54.4	32 50.8	14 38.9	42 53.8	34 54.8	48 53.3	51 62.2	35 46.1	61 61.6	37 43.0
SECOND CHOICE	1069 29.3	64 35.2	35 36.5	22 21.6	37 36.6	21 21.0	12 24.0	18 25.7	29 35.4	15 19.7	22 27.2	29 25.4	41 32.5	25 31.6	22 34.9	11 30.6	11 14.1	11 17.7	22 24.4	19 23.2	27 35.5	18 18.2	27 31.4
THIRD CHOICE	711 19.5	27 14.8	25 26.0	22 21.6	14 13.9	22 22.0	7 14.0	18 25.7	12 14.6	16 21.1	10 12.3	12 10.5	10 7.9	11 13.9	9 14.3	11 30.6	25 32.1	17 27.4	20 22.2	12 14.6	14 18.4	20 20.2	22 25.6
BLANK	446	20	10	6	11	22	5	8	5	2	1	18	13	11	7	4	16	12	15	18	8	15	18

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

*ALL 3 RANKED ONLY*Q20A. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCILING YOUR FIRST, SECOND, AND THIRD CHOICES - ABILITY TO PURCHASE CLIPPER PRODUCTS AT STATIONS.

											OVERALL CALTRAIN EXPERIENCE					
	TIME PERIOD		WEEKDAY		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====				
			TIME PERIOD									VERY/ SMWHT		SMWHT		VERY
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NTRAL NA/ BLANK
BASE - ALL RESPONDENTS WHO RANKED ALL 3 PRIORITIES	3484 100.0	2911 100.0	573 100.0	2382 100.0	529 100.0	461 100.0	1788 100.0	662 100.0	399 100.0	174 100.0	2787 100.0	697 100.0	2724 100.0	105 100.0	20 100.0	635 100.0
FIRST CHOICE	488 14.0	385 13.2	103 18.0	308 12.9	77 14.6	72 15.6	238 13.3	75 11.3	71 17.8	32 18.4	379 13.6	109 15.6	395 14.5	10 9.5	1 5.0	82 12.9
SECOND CHOICE	883 25.3	734 25.2	149 26.0	591 24.8	143 27.0	129 28.0	462 25.8	143 21.6	106 26.6	43 24.7	701 25.2	182 26.1	689 25.3	30 28.6	3 15.0	161 25.4
THIRD CHOICE	2113 60.6	1792 61.6	321 56.0	1483 62.3	309 58.4	260 56.4	1088 60.9	444 67.1	222 55.6	99 56.9	1707 61.2	406 58.2	1640 60.2	65 61.9	16 80.0	392 61.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

*ALL 3 RANKED ONLY*Q20A. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCILING YOUR FIRST, SECOND, AND THIRD CHOICES - ABILITY TO PURCHASE CLIPPER PRODUCTS AT STATIONS.

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - ALL RESPONDENTS WHO RANKED ALL 3 PRIORITIES	3484 100.0	15 100.0	16 100.0	34 100.0	65 100.0	57 100.0	42 100.0	74 100.0	77 100.0	34 100.0	47 100.0	47 100.0	54 100.0	117 100.0	156 100.0	188 100.0	140 100.0	56 100.0	109 100.0	54 100.0	45 100.0	128 100.0	93 100.0
FIRST CHOICE	488 14.0	3 20.0	4 25.0	7 20.6	9 13.8	7 12.3	9 21.4	11 14.9	14 18.2	4 11.8	4 8.5	9 19.1	11 20.4	9 7.7	20 12.8	31 16.5	22 15.7	5 8.9	12 11.0	8 14.8	4 8.9	23 18.0	7 7.5
SECOND CHOICE	883 25.3	7 46.7	6 37.5	11 32.4	19 29.2	16 28.1	10 23.8	18 24.3	26 33.8	6 17.6	10 21.3	11 23.4	15 27.8	31 26.5	31 19.9	52 27.7	36 25.7	11 19.6	38 34.9	17 31.5	10 22.2	32 25.0	19 20.4
THIRD CHOICE	2113 60.6	5 33.3	6 37.5	16 47.1	37 56.9	34 59.6	23 54.8	45 60.8	37 48.1	24 70.6	33 70.2	27 57.4	28 51.9	77 65.8	105 67.3	105 55.9	82 58.6	40 71.4	59 54.1	29 53.7	31 68.9	73 57.0	67 72.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

*ALL 3 RANKED ONLY*Q20A. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCCLING YOUR FIRST, SECOND, AND THIRD CHOICES - ABILITY TO PURCHASE CLIPPER PRODUCTS AT STATIONS.

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS WHO RANKED ALL 3 PRIORITIES	3484 100.0	171 100.0	91 100.0	101 100.0	97 100.0	94 100.0	47 100.0	65 100.0	80 100.0	76 100.0	79 100.0	108 100.0	120 100.0	76 100.0	58 100.0	34 100.0	72 100.0	58 100.0	83 100.0	80 100.0	72 100.0	93 100.0	81 100.0
FIRST CHOICE	488 14.0	22 12.9	18 19.8	14 13.9	5 5.2	10 10.6	8 17.0	15 23.1	9 11.3	9 11.8	3 3.8	9 8.3	15 12.5	8 10.5	7 12.1	9 26.5	14 19.4	11 19.0	11 13.3	9 11.3	17 23.6	18 19.4	14 17.3
SECOND CHOICE	883 25.3	41 24.0	26 28.6	32 31.7	27 27.8	27 28.7	6 12.8	11 16.9	17 21.3	24 31.6	14 17.7	29 26.9	28 23.3	10 13.2	10 17.2	6 17.6	29 40.3	18 31.0	23 27.7	12 15.0	18 25.0	26 28.0	17 21.0
THIRD CHOICE	2113 60.6	108 63.2	47 51.6	55 54.5	65 67.0	57 60.6	33 70.2	39 60.0	54 67.5	43 56.6	62 78.5	70 64.8	77 64.2	58 76.3	41 70.7	19 55.9	29 40.3	29 50.0	49 59.0	59 73.8	37 51.4	49 52.7	50 61.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

*ALL 3 RANKED ONLY*Q20B. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCILING YOUR FIRST, SECOND, AND THIRD CHOICES - IMPROVED REAL TIME SCHEDULE INFORMATION AND SERVICE UPDATES, SUCH AS BETTER COMMUNICATION DURING DELAYS

	WEEKDAY										OVERALL CALTRAIN EXPERIENCE						
	TIME PERIOD			TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR		=====			
	=====			=====			=====			=====		REGULAR CAR?		VERY/		=====	
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	VERY DISSAT	NTRAL NA/ BLANK	
BASE - ALL RESPONDENTS WHO RANKED ALL 3 PRIORITIES	3484 100.0	2911 100.0	573 100.0	2382 100.0	529 100.0	461 100.0	1788 100.0	662 100.0	399 100.0	174 100.0	2787 100.0	697 100.0	2724 100.0	105 100.0	20 100.0	635 100.0	
FIRST CHOICE	1220 35.0	1055 36.2	165 28.8	880 36.9	175 33.1	153 33.2	690 38.6	212 32.0	115 28.8	50 28.7	1005 36.1	215 30.8	904 33.2	51 48.6	6 30.0	259 40.8	
SECOND CHOICE	1576 45.2	1287 44.2	289 50.4	1050 44.1	237 44.8	202 43.8	760 42.5	325 49.1	200 50.1	89 51.1	1245 44.7	331 47.5	1269 46.6	37 35.2	11 55.0	259 40.8	
THIRD CHOICE	688 19.7	569 19.5	119 20.8	452 19.0	117 22.1	106 23.0	338 18.9	125 18.9	84 21.1	35 20.1	537 19.3	151 21.7	551 20.2	17 16.2	3 15.0	117 18.4	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

*ALL 3 RANKED ONLY*Q20B. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCCLING YOUR FIRST, SECOND, AND THIRD CHOICES - IMPROVED REAL TIME SCHEDULE INFORMATION AND SERVICE UPDATES, SUCH AS BETTER COMMUNICATION DURING DELAYS

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - ALL RESPONDENTS WHO RANKED ALL 3 PRIORITIES	3484 100.0	15 100.0	16 100.0	34 100.0	65 100.0	57 100.0	42 100.0	74 100.0	77 100.0	34 100.0	47 100.0	47 100.0	54 100.0	117 100.0	156 100.0	188 100.0	140 100.0	56 100.0	109 100.0	54 100.0	45 100.0	128 100.0	93 100.0
FIRST CHOICE	1220 35.0	8 53.3	3 18.8	16 47.1	24 36.9	26 45.6	15 35.7	15 20.3	19 24.7	14 41.2	13 27.7	18 38.3	25 46.3	62 53.0	65 41.7	70 37.2	60 42.9	12 21.4	36 33.0	19 35.2	14 31.1	51 39.8	37 39.8
SECOND CHOICE	1576 45.2	3 20.0	7 43.8	12 35.3	22 33.8	21 36.8	18 42.9	43 58.1	35 45.5	15 44.1	26 55.3	16 34.0	25 46.3	36 30.8	63 40.4	85 45.2	55 39.3	36 64.3	42 38.5	22 40.7	23 51.1	56 43.8	43 46.2
THIRD CHOICE	688 19.7	4 26.7	6 37.5	6 17.6	19 29.2	10 17.5	9 21.4	16 21.6	23 29.9	5 14.7	8 17.0	13 27.7	4 7.4	19 16.2	28 17.9	33 17.6	25 17.9	8 14.3	31 28.4	13 24.1	8 17.8	21 16.4	13 14.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

*ALL 3 RANKED ONLY*Q20B. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCCLING YOUR FIRST, SECOND, AND THIRD CHOICES - IMPROVED REAL TIME SCHEDULE INFORMATION AND SERVICE UPDATES, SUCH AS BETTER COMMUNICATION DURING DELAYS

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS WHO RANKED ALL 3 PRIORITIES	3484 100.0	171 100.0	91 100.0	101 100.0	97 100.0	94 100.0	47 100.0	65 100.0	80 100.0	76 100.0	79 100.0	108 100.0	120 100.0	76 100.0	58 100.0	34 100.0	72 100.0	58 100.0	83 100.0	80 100.0	72 100.0	93 100.0	81 100.0
FIRST CHOICE	1220 35.0	66 38.6	40 44.0	30 29.7	43 44.3	31 33.0	11 23.4	18 27.7	31 38.8	22 28.9	29 36.7	31 28.7	33 27.5	27 35.5	21 36.2	13 38.2	18 25.0	14 24.1	27 32.5	21 26.3	22 30.6	18 19.4	32 39.5
SECOND CHOICE	1576 45.2	68 39.8	31 34.1	47 46.5	36 37.1	47 50.0	29 61.7	37 56.9	35 43.8	37 48.7	43 54.4	50 46.3	52 43.3	42 55.3	29 50.0	17 50.0	35 48.6	31 53.4	40 48.2	49 61.3	28 38.9	50 53.8	39 48.1
THIRD CHOICE	688 19.7	37 21.6	20 22.0	24 23.8	18 18.6	16 17.0	7 14.9	10 15.4	14 17.5	17 22.4	7 8.9	27 25.0	35 29.2	7 9.2	8 13.8	4 11.8	19 26.4	13 22.4	16 19.3	10 12.5	22 30.6	25 26.9	10 12.3

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

*ALL 3 RANKED ONLY*Q20C. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCCLING YOUR FIRST, SECOND, AND THIRD CHOICES - ONBOARD WI-FI

											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 WHO RANKED ALL 3 PRIORITIES	3484 100.0	2911 100.0	573 100.0	2382 100.0	529 100.0	461 100.0	1788 100.0	662 100.0	399 100.0	174 100.0	2787 100.0	697 100.0	2724 100.0	105 100.0	20 100.0	635 100.0
FIRST CHOICE	1778 51.0	1473 50.6	305 53.2	1195 50.2	278 52.6	237 51.4	861 48.2	375 56.6	213 53.4	92 52.9	1404 50.4	374 53.7	1426 52.3	44 41.9	13 65.0	295 46.5
SECOND CHOICE	1025 29.4	890 30.6	135 23.6	741 31.1	149 28.2	130 28.2	566 31.7	194 29.3	93 23.3	42 24.1	841 30.2	184 26.4	766 28.1	38 36.2	6 30.0	215 33.9
THIRD CHOICE	681 19.5	548 18.8	133 23.2	446 18.7	102 19.3	94 20.4	361 20.2	93 14.0	93 23.3	40 23.0	542 19.4	139 19.9	532 19.5	23 21.9	1 5.0	125 19.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

*ALL 3 RANKED ONLY*Q20C. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCILING YOUR FIRST, SECOND, AND THIRD CHOICES - ONBOARD WI-FI

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - ALL RESPONDENTS WHO RANKED ALL 3 PRIORITIES	3484 100.0	15 100.0	16 100.0	34 100.0	65 100.0	57 100.0	42 100.0	74 100.0	77 100.0	34 100.0	47 100.0	47 100.0	54 100.0	117 100.0	156 100.0	188 100.0	140 100.0	56 100.0	109 100.0	54 100.0	45 100.0	128 100.0	93 100.0
FIRST CHOICE	1778 51.0	4 26.7	9 56.3	11 32.4	32 49.2	24 42.1	18 42.9	48 64.9	45 58.4	16 47.1	30 63.8	21 44.7	18 33.3	46 39.3	71 45.5	87 46.3	58 41.4	39 69.6	61 56.0	27 50.0	27 60.0	54 42.2	49 52.7
SECOND CHOICE	1025 29.4	5 33.3	3 18.8	11 32.4	24 36.9	20 35.1	14 33.3	13 17.6	16 20.8	13 38.2	11 23.4	20 42.6	14 25.9	50 42.7	62 39.7	51 27.1	49 35.0	9 16.1	29 26.6	15 27.8	12 26.7	40 31.3	31 33.3
THIRD CHOICE	681 19.5	6 40.0	4 25.0	12 35.3	9 13.8	13 22.8	10 23.8	13 17.6	16 20.8	5 14.7	6 12.8	6 12.8	22 40.7	21 17.9	23 14.7	50 26.6	33 23.6	8 14.3	19 17.4	12 22.2	6 13.3	34 26.6	13 14.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

*ALL 3 RANKED ONLY*Q20C. PLEASE RANK THE IMPORTANCE OF EACH OF THE FOLLOWING ITEMS BY CIRCILING YOUR FIRST, SECOND, AND THIRD CHOICES - ONBOARD WI-FI

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS WHO RANKED ALL 3 PRIORITIES	3484 100.0	171 100.0	91 100.0	101 100.0	97 100.0	94 100.0	47 100.0	65 100.0	80 100.0	76 100.0	79 100.0	108 100.0	120 100.0	76 100.0	58 100.0	34 100.0	72 100.0	58 100.0	83 100.0	80 100.0	72 100.0	93 100.0	81 100.0
FIRST CHOICE	1778 51.0	83 48.5	33 36.3	57 56.4	49 50.5	53 56.4	28 59.6	32 49.2	40 50.0	45 59.2	47 59.5	68 63.0	72 60.0	41 53.9	30 51.7	12 35.3	40 55.6	33 56.9	45 54.2	50 62.5	33 45.8	57 61.3	35 43.2
SECOND CHOICE	1025 29.4	62 36.3	34 37.4	22 21.8	34 35.1	20 21.3	12 25.5	17 26.2	28 35.0	15 19.7	22 27.8	29 26.9	40 33.3	24 31.6	19 32.8	11 32.4	8 11.1	9 15.5	20 24.1	19 23.8	26 36.1	17 18.3	25 30.9
THIRD CHOICE	681 19.5	26 15.2	24 26.4	22 21.8	14 14.4	21 22.3	7 14.9	16 24.6	12 15.0	16 21.1	10 12.7	11 10.2	8 6.7	11 14.5	9 15.5	11 32.4	24 33.3	16 27.6	18 21.7	11 13.8	13 18.1	19 20.4	21 25.9

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21A. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY BOARD?

	WEEKDAY SERVICE										BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK	
	TOTAL	WEEKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL							BULLET
BASE - ALL RESPONDENTS	3898 100.0	3247 100.0	651 100.0	2652 100.0	595 100.0	522 100.0	1991 100.0	734 100.0	452 100.0	199 100.0	3111 100.0	787 100.0	3040 100.0	115 100.0	36 100.0	707 100.0
SF/4TH & KING	723 18.5	593 18.3	130 20.0	475 17.9	118 19.8	98 18.8	321 16.1	174 23.7	109 24.1	21 10.6	580 18.6	143 18.2	582 19.1	19 16.5	5 13.9	117 16.5
SAN JOSE-DIRIDON	439 11.3	347 10.7	92 14.1	298 11.2	49 8.2	44 8.4	167 8.4	136 18.5	61 13.5	31 15.6	358 11.5	81 10.3	353 11.6	14 12.2	2 5.6	70 9.9
SUNNYVALE	361 9.3	301 9.3	60 9.2	255 9.6	46 7.7	41 7.9	196 9.8	64 8.7	25 5.5	35 17.6	254 8.2	107 13.6	283 9.3	6 5.2	2 5.6	70 9.9
MOUNTAIN VIEW	307 7.9	239 7.4	68 10.4	183 6.9	56 9.4	54 10.3	125 6.3	60 8.2	24 5.3	44 22.1	228 7.3	79 10.0	237 7.8	10 8.7	3 8.3	57 8.1
HILLSDALE	238 6.1	209 6.4	29 4.5	176 6.6	33 5.5	29 5.6	145 7.3	35 4.8	19 4.2	10 5.0	188 6.0	50 6.4	179 5.9	5 4.3	5 13.9	49 6.9
PALO ALTO	229 5.9	174 5.4	55 8.4	133 5.0	41 6.9	33 6.3	99 5.0	42 5.7	48 10.6	7 3.5	189 6.1	40 5.1	181 6.0	8 7.0	1 2.8	39 5.5
MILLBRAE	204 5.2	163 5.0	41 6.3	129 4.9	34 5.7	31 5.9	73 3.7	59 8.0	35 7.7	6 3.0	169 5.4	35 4.4	159 5.2	6 5.2	2 5.6	37 5.2
REDWOOD CITY	199 5.1	157 4.8	42 6.5	119 4.5	38 6.4	34 6.5	79 4.0	44 6.0	20 4.4	22 11.1	114 3.7	85 10.8	151 5.0	11 9.6	4 11.1	33 4.7
22ND STREET	192 4.9	183 5.6	9 1.4	175 6.6	8 1.3	11 2.1	107 5.4	65 8.9	9 2.0	-	172 5.5	20 2.5	135 4.4	6 5.2	1 2.8	50 7.1
SAN MATEO	149 3.8	130 4.0	19 2.9	116 4.4	14 2.4	14 2.7	108 5.4	8 1.1	14 3.1	5 2.5	132 4.2	17 2.2	119 3.9	1 0.9	2 5.6	27 3.8
BURLINGAME	120 3.1	110 3.4	10 1.5	81 3.1	29 4.9	26 5.0	82 4.1	2 0.3	10 2.2	-	103 3.3	17 2.2	88 2.9	6 5.2	2 5.6	24 3.4
SAN CARLOS	105 2.7	96 3.0	9 1.4	79 3.0	17 2.9	18 3.4	77 3.9	1 0.1	7 1.5	2 1.0	93 3.0	12 1.5	86 2.8	1 0.9	1 2.8	17 2.4
CALIFORNIA AVENUE	103 2.6	86 2.6	17 2.6	67 2.5	19 3.2	18 3.4	64 3.2	4 0.5	12 2.7	5 2.5	85 2.7	18 2.3	77 2.5	5 4.3	-	21 3.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21A. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY BOARD?

	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
TAMEN	100 2.6	93 2.9	7 1.1	82 3.1	11 1.8	4 0.8	56 2.8	33 4.5	3 0.7	4 2.0	80 2.6	20 2.5	67 2.2	7 6.1	2 5.6	24 3.4
SANTA CLARA	97 2.5	77 2.4	20 3.1	64 2.4	13 2.2	7 1.3	61 3.1	9 1.2	14 3.1	6 3.0	81 2.6	16 2.0	79 2.6	2 1.7	-	16 2.3
MENLO PARK	76 1.9	62 1.9	14 2.2	44 1.7	18 3.0	12 2.3	40 2.0	10 1.4	12 2.7	2 1.0	61 2.0	15 1.9	63 2.1	1 0.9	1 2.8	11 1.6
SAN BRUNO	73 1.9	65 2.0	8 1.2	49 1.8	16 2.7	22 4.2	42 2.1	1 0.1	6 1.3	2 1.0	59 1.9	14 1.8	63 2.1	-	1 2.8	9 1.3
LAWRENCE	66 1.7	60 1.8	6 0.9	50 1.9	10 1.7	7 1.3	49 2.5	4 0.5	3 0.7	3 1.5	53 1.7	13 1.7	55 1.8	2 1.7	1 2.8	8 1.1
SAN ANTONIO	56 1.4	52 1.6	4 0.6	38 1.4	14 2.4	11 2.1	40 2.0	1 0.1	2 0.4	2 1.0	41 1.3	15 1.9	42 1.4	4 3.5	-	10 1.4
BELMONT	51 1.3	32 1.0	19 2.9	20 0.8	12 2.0	6 1.1	24 1.2	2 0.3	17 3.8	2 1.0	44 1.4	7 0.9	43 1.4	-	-	8 1.1
MORGAN HILL	31 0.8	31 1.0	-	27 1.0	4 0.7	4 0.8	20 1.0	7 1.0	-	-	27 0.9	4 0.5	24 0.8	1 0.9	-	6 0.8
SOUTH SAN FRANCISCO	26 0.7	19 0.6	7 1.1	13 0.5	6 1.0	7 1.3	12 0.6	-	7 1.5	-	22 0.7	4 0.5	18 0.6	-	-	8 1.1
GILROY	25 0.6	24 0.7	1 0.2	24 0.9	-	-	23 1.2	1 0.1	1 0.2	-	25 0.8	-	20 0.7	2 1.7	1 2.8	2 0.3
HAYWARD PARK	23 0.6	21 0.6	2 0.3	14 0.5	7 1.2	8 1.5	12 0.6	1 0.1	2 0.4	-	18 0.6	5 0.6	12 0.4	2 1.7	-	9 1.3
BAYSHORE	20 0.5	14 0.4	6 0.9	11 0.4	3 0.5	3 0.6	11 0.6	-	6 1.3	-	19 0.6	1 0.1	15 0.5	1 0.9	-	4 0.6
BLOSSOM HILL	14 0.4	13 0.4	1 0.2	12 0.5	1 0.2	1 0.2	9 0.5	3 0.4	1 0.2	-	14 0.5	-	11 0.4	1 0.9	1 2.8	1 0.1
CAPITOL	7 0.2	7 0.2	-	7 0.3	-	-	7 0.4	-	-	-	7 0.2	-	5 0.2	-	-	2 0.3

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21A. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY BOARD?

											OVERALL CALTRAIN EXPERIENCE					
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?						
	=====		=====		=====			=====		=====		=====				
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK
SAN MARTIN	7 0.2	7 0.2	-	6 0.2	1 0.2	-	7 0.4	-	-	-	6 0.2	1 0.1	5 0.2	-	-	2 0.3
ATHERTON	5 0.1	4 0.1	1 0.2	4 0.2	-	-	4 0.2	-	1 0.2	-	5 0.2	-	4 0.1	-	-	1 0.1
COLLEGE PARK	2 0.1	2 0.1	-	2 0.1	-	-	1 0.1	1 0.1	-	-	2 0.1	-	2 0.1	-	-	-
BROADWAY	1 *	1 *	-	1 *	-	-	1 0.1	-	-	-	1 *	-	1 *	-	-	-
BLANK	199	135	64	89	46	36	77	22	45	19	161	38	153	5	1	40

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21A. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY BOARD?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	3898	19	18	39	65	67	52	82	79	47	54	56	61	123	174	190	158	59	125	60	50	144	107
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
SF/4TH & KING	723	1	4	12	3	11	7	12	10	11	27	21	1	21	5	58	5	33	4	13	12	7	29
	18.5	5.3	22.2	30.8	4.6	16.4	13.5	14.6	12.7	23.4	50.0	37.5	1.6	17.1	2.9	30.5	3.2	55.9	3.2	21.7	24.0	4.9	27.1
SAN JOSE-DIRIDON	439	3	-	-	12	6	4	7	7	4	1	-	3	1	8	12	36	-	40	4	4	31	1
	11.3	15.8			18.5	9.0	7.7	8.5	8.9	8.5	1.9		4.9	0.8	4.6	6.3	22.8		32.0	6.7	8.0	21.5	0.9
SUNNYVALE	361	3	-	3	10	5	6	5	7	2	-	-	7	-	17	8	30	-	25	6	2	46	1
	9.3	15.8		7.7	15.4	7.5	11.5	6.1	8.9	4.3			11.5		9.8	4.2	19.0		20.0	10.0	4.0	31.9	0.9
MOUNTAIN VIEW	307	1	1	2	12	5	5	13	9	3	3	-	7	6	23	4	11	-	8	2	2	13	3
	7.9	5.3	5.6	5.1	18.5	7.5	9.6	15.9	11.4	6.4	5.6		11.5	4.9	13.2	2.1	7.0		6.4	3.3	4.0	9.0	2.8
HILLSDALE	238	2	1	3	2	2	1	4	12	1	1	4	10	14	9	7	10	-	1	7	-	6	13
	6.1	10.5	5.6	7.7	3.1	3.0	1.9	4.9	15.2	2.1	1.9	7.1	16.4	11.4	5.2	3.7	6.3		0.8	11.7		4.2	12.1
PALO ALTO	229	2	1	1	3	7	1	5	8	1	4	-	3	3	9	9	8	-	3	3	8	5	8
	5.9	10.5	5.6	2.6	4.6	10.4	1.9	6.1	10.1	2.1	7.4		4.9	2.4	5.2	4.7	5.1		2.4	5.0	16.0	3.5	7.5
MILLBRAE	204	1	3	9	-	4	3	2	-	2	7	10	1	3	3	18	-	9	-	-	7	1	2
	5.2	5.3	16.7	23.1		6.0	5.8	2.4		4.3	13.0	17.9	1.6	2.4	1.7	9.5		15.3			14.0	0.7	1.9
REDWOOD CITY	199	1	-	2	3	3	5	7	5	4	4	1	10	1	16	4	2	-	6	4	1	2	-
	5.1	5.3		5.1	4.6	4.5	9.6	8.5	6.3	8.5	7.4	1.8	16.4	0.8	9.2	2.1	1.3		4.8	6.7	2.0	1.4	
22ND STREET	192	-	3	1	-	2	-	2	-	2	1	11	-	12	-	29	2	14	1	-	-	-	9
	4.9		16.7	2.6		3.0		2.4		4.3	1.9	19.6		9.8		15.3	1.3	23.7	0.8				8.4
SAN MATEO	149	1	-	3	2	1	2	1	1	3	-	-	-	23	-	5	16	2	2	-	1	11	9
	3.8	5.3		7.7	3.1	1.5	3.8	1.2	1.3	6.4				18.7		2.6	10.1	3.4	1.6		2.0	7.6	8.4
BURLINGAME	120	-	-	-	4	6	3	6	6	1	-	4	-	14	1	3	4	-	1	1	2	6	8
	3.1				6.2	9.0	5.8	7.3	7.6	2.1		7.1		11.4	0.6	1.6	2.5		0.8	1.7	4.0	4.2	7.5
SAN CARLOS	105	-	1	-	5	2	4	3	3	-	-	3	-	9	-	5	14	-	3	-	-	4	12
	2.7		5.6		7.7	3.0	7.7	3.7	3.8			5.4		7.3		2.6	8.9		2.4			2.8	11.2
CALIFORNIA AVENUE	103	-	-	4	1	2	-	4	5	1	1	2	2	4	3	13	-	7	1	-	5	-	
	2.6			10.3	1.5	3.0		4.9	6.3	2.1	1.9	3.6	3.3	1.6	2.3	1.6	8.2		5.6	1.7		3.5	
TAMMEN	100	-	-	-	-	3	-	1	-	-	-	-	4	-	5	1	-	-	13	5	2	3	-
	2.6					4.5		1.2					6.6		2.9	0.5			10.4	8.3	4.0	2.1	
SANTA CLARA	97	-	-	-	1	2	-	2	2	-	-	-	2	-	20	3	1	-	2	4	2	4	2
	2.5				1.5	3.0		2.4	2.5				3.3		11.5	1.6	0.6		1.6	6.7	4.0	2.8	1.9

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21A. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY BOARD?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
MENLO PARK	76 1.9	-	-	-	1 1.5	1 1.5	1 1.9	2 2.4	2 2.5	3 6.4	2 3.7	1 1.8	3 4.9	1 0.8	12 6.9	5 2.6	1 0.6	-	2 1.6	4 6.7	2 4.0	2 1.4	-
SAN BRUNO	73 1.9	2 10.5	4 22.2	-	1 1.5	4 6.0	1 1.9	3 3.7	3 3.8	4 8.5	-	-	-	15 12.2	1 0.6	5 2.6	1 0.6	-	-	-	-	4 2.8	5 4.7
LAWRENCE	66 1.7	-	-	-	1 1.5	-	4 7.7	-	-	1 2.1	1 1.9	-	4 6.6	-	8 4.6	3 1.6	5 3.2	-	6 4.8	1 1.7	2 4.0	-	3 2.8
SAN ANTONIO	56 1.4	1 5.3	-	-	1 1.5	1 1.5	1 1.9	4 4.9	2 2.5	1 2.1	-	-	4 6.6	-	8 4.6	3 1.6	-	1 1.7	5 4.0	4 6.7	-	-	-
BELMONT	51 1.3	-	-	-	1 1.5	-	1 1.9	2 2.4	-	-	2 3.7	-	-	-	1 0.6	2 1.1	1 0.6	-	-	1 1.7	5 10.0	-	2 1.9
MORGAN HILL	31 0.8	-	-	-	-	1 1.5	-	-	2 2.5	-	1 1.9	-	-	-	12 6.9	-	1 0.6	-	-	-	-	-	-
SOUTH SAN FRANCISCO	26 0.7	1 5.3	-	-	2 3.1	-	2 3.8	-	-	1 2.1	1 1.9	-	1 1.6	-	-	4 2.1	-	-	-	-	-	-	-
GILROY	25 0.6	-	-	-	-	-	-	-	-	-	-	-	-	-	7 4.0	-	-	-	-	-	-	-	-
HAYWARD PARK	23 0.6	1 5.3	-	-	-	1 1.5	3 5.8	-	1 1.3	2 4.3	-	-	-	-	1 0.6	3 1.6	1 0.6	-	-	-	-	1 0.7	1 0.9
BAYSHORE	20 0.5	-	-	-	1 1.5	-	1 1.9	-	-	1 2.1	-	1 1.8	-	-	1 0.6	1 0.5	-	-	-	-	-	-	2 1.9
BLOSSOM HILL	14 0.4	-	-	-	-	-	-	1 1.2	-	-	-	-	-	-	4 2.3	-	-	-	1 0.8	-	-	-	-
CAPITOL	7 0.2	-	-	-	-	-	-	-	-	-	-	-	-	-	2 1.1	-	1 0.6	-	-	-	-	1 0.7	-
SAN MARTIN	7 0.2	-	-	-	-	-	-	-	-	-	-	-	-	-	3 1.7	-	1 0.6	-	-	1 1.7	-	-	-
ATHERTON	5 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.8	-	-	-	1 0.9
COLLEGE PARK	2 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BROADWAY	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21A. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY BOARD?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BLANK	199	1	1	6	9	5	1	3	2	4	4	2	2	3	3	19	3	-	6	3	9	3	3

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21A. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY BOARD?

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	3898	198	105	104	111	113	53	71	85	77	82	127	138	86	68	36	81	68	94	94	79	105	94
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
SF/4TH & KING	723	20	24	25	7	16	20	-	44	2	52	15	16	19	26	4	38	27	13	17	10	4	17
	18.5	10.1	22.9	24.0	6.3	14.2	37.7		51.8	2.6	63.4	11.8	11.6	22.1	38.2	11.1	46.9	39.7	13.8	18.1	12.7	3.8	18.1
SAN JOSE-DIRIDON	439	9	2	3	5	8	-	30	-	28	-	41	25	12	-	8	8	-	31	11	3	18	13
	11.3	4.5	1.9	2.9	4.5	7.1		42.3		36.4		32.3	18.1	14.0		22.2	9.9		33.0	11.7	3.8	17.1	13.8
SUNNYVALE	361	20	-	-	27	7	-	3	1	9	-	9	41	-	1	8	1	3	1	9	3	22	13
	9.3	10.1			24.3	6.2		4.2	1.2	11.7		7.1	29.7		1.5	22.2	1.2	4.4	1.1	9.6	3.8	21.0	13.8
MOUNTAIN VIEW	307	17	-	6	4	14	5	13	2	-	1	26	3	9	6	4	1	2	6	8	3	32	12
	7.9	8.6		5.8	3.6	12.4	9.4	18.3	2.4		1.2	20.5	2.2	10.5	8.8	11.1	1.2	2.9	6.4	8.5	3.8	30.5	12.8
HILLSDALE	238	14	17	8	7	16	2	11	5	-	1	7	6	4	1	2	4	3	1	2	7	3	7
	6.1	7.1	16.2	7.7	6.3	14.2	3.8	15.5	5.9		1.2	5.5	4.3	4.7	1.5	5.6	4.9	4.4	1.1	2.1	8.9	2.9	7.4
PALO ALTO	229	13	7	4	6	9	1	6	4	2	3	13	6	5	3	1	6	3	15	9	14	3	4
	5.9	6.6	6.7	3.8	5.4	8.0	1.9	8.5	4.7	2.6	3.7	10.2	4.3	5.8	4.4	2.8	7.4	4.4	16.0	9.6	17.7	2.9	4.3
MILLBRAE	204	4	8	3	1	1	2	1	7	5	6	9	2	18	11	-	8	9	3	11	4	2	4
	5.2	2.0	7.6	2.9	0.9	0.9	3.8	1.4	8.2	6.5	7.3	7.1	1.4	20.9	16.2		9.9	13.2	3.2	11.7	5.1	1.9	4.3
REDWOOD CITY	199	12	4	1	2	9	4	-	-	1	2	2	32	-	7	5	2	1	2	5	5	9	13
	5.1	6.1	3.8	1.0	1.8	8.0	7.5			1.3	2.4	1.6	23.2		10.3	13.9	2.5	1.5	2.1	5.3	6.3	8.6	13.8
22ND STREET	192	1	2	17	-	-	9	-	23	-	19	-	-	14	9	-	4	3	1	1	-	-	-
	4.9	0.5	1.9	16.3			17.0		27.1		23.2			16.3	13.2		4.9	4.4	1.1	1.1			
SAN MATEO	149	2	5	7	25	-	-	-	-	2	-	-	6	-	-	2	2	1	5	3	1	1	4
	3.8	1.0	4.8	6.7	22.5					2.6			4.3			5.6	2.5	1.5	5.3	3.2	1.3	1.0	4.3
BURLINGAME	120	-	7	10	16	1	4	-	-	-	-	-	1	-	1	-	2	2	2	-	4	-	-
	3.1		6.7	9.6	14.4	0.9	7.5						0.7		1.5		2.5	2.9	2.1		5.1		
SAN CARLOS	105	3	7	8	7	1	1	-	-	-	-	1	-	-	-	-	2	-	3	1	1	-	2
	2.7	1.5	6.7	7.7	6.3	0.9	1.9					0.8					2.5		3.2	1.1	1.3		2.1
CALIFORNIA AVENUE	103	11	1	-	3	6	4	-	-	-	1	-	2	-	1	1	-	3	2	2	4	1	4
	2.6	5.6	1.0		2.7	5.3	7.5				1.2		1.4		1.5	2.8		4.4	2.1	2.1	5.1	1.0	4.3
TAMMEN	100	15	-	-	-	8	-	3	-	22	-	4	4	-	-	-	-	-	2	1	-	2	2
	2.6	7.6				7.1		4.2		28.6		3.1	2.9						2.1	1.1		1.9	2.1
SANTA CLARA	97	10	3	-	1	7	-	3	-	-	-	5	-	-	1	1	1	1	1	8	2	4	2
	2.5	5.1	2.9		0.9	6.2		4.2				3.9			1.5	2.8	1.2	1.5	1.1	8.5	2.5	3.8	2.1

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21A. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY BOARD?

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
MENLO PARK	76 1.9	4 2.0	-	1 1.0	-	2 1.8	-	1 1.4	-	-	1 1.2	2 1.6	-	2 2.3	4 5.9	-	1 1.2	2 2.9	3 3.2	4 4.3	2 2.5	2 1.9	-
SAN BRUNO	73 1.9	1 0.5	4 3.8	4 3.8	2 1.8	-	-	-	-	-	-	-	-	1 1.2	-	-	2 2.5	1 1.5	1 1.1	1 1.1	1 1.3	2 1.9	-
LAWRENCE	66 1.7	9 4.5	1 1.0	5 4.8	-	2 1.8	-	2 2.8	-	-	-	-	-	1 1.2	1 1.5	-	-	-	3 3.2	-	-	2 1.9	1 1.1
SAN ANTONIO	56 1.4	8 4.0	-	-	-	7 6.2	-	1 1.4	-	-	-	-	-	-	-	1 2.8	1 1.2	-	-	-	-	1 1.0	1 1.1
BELMONT	51 1.3	-	9 8.6	1 1.0	-	1 0.9	1 1.9	-	-	-	-	1 0.8	1 0.7	-	-	-	2 2.5	1 1.5	1 1.1	-	13 16.5	-	2 2.1
MORGAN HILL	31 0.8	7 3.5	-	-	-	-	-	-	-	5 6.5	-	1 0.8	-	1 1.2	-	-	-	-	-	-	-	-	-
SOUTH SAN FRANCISCO	26 0.7	-	7 6.7	-	-	-	-	-	-	-	-	-	-	-	-	1 2.8	1 1.2	4 5.9	-	-	1 1.3	-	-
GILROY	25 0.6	16 8.1	-	-	-	-	-	-	-	-	-	-	-	-	1 1.5	-	-	-	-	1 1.1	-	-	-
HAYWARD PARK	23 0.6	1 0.5	3 2.9	1 1.0	-	-	-	-	-	-	-	-	-	1 1.2	-	-	-	2 2.9	-	-	-	-	-
BAYSHORE	20 0.5	-	5 4.8	1 1.0	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.5	1 1.1	1 1.1	3 3.8	-	-
BLOSSOM HILL	14 0.4	4 2.0	-	-	-	-	-	-	-	3 3.9	-	-	-	-	-	1 2.8	-	-	-	-	-	-	-
CAPITOL	7 0.2	3 1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SAN MARTIN	7 0.2	2 1.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ATHERTON	5 0.1	1 0.5	1 1.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.1	-	-	-
COLLEGE PARK	2 0.1	1 0.5	-	-	-	-	-	-	-	-	-	1 0.8	-	-	-	-	-	-	-	-	-	-	-
BROADWAY	1 *	-	-	-	1 0.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21A. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY BOARD?

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BLANK	199	4	1	4	1	9	2	7	2	1	-	5	1	4	2	4	13	6	11	6	5	9	10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21B. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY EXIT?

	WEEKDAY								OVERALL CALTRAIN EXPERIENCE							
	TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====				
			=====	=====								=====	=====	=====	=====	
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
3870 100.0	3234 100.0	636 100.0	2646 100.0	588 100.0	516 100.0	1988 100.0	730 100.0	440 100.0	196 100.0	3092 100.0	778 100.0	3015 100.0	116 100.0	36 100.0	703 100.0	
1462 37.8	1176 36.4	286 45.0	916 34.6	260 44.2	225 43.6	669 33.7	282 38.6	159 36.1	127 64.8	1050 34.0	412 53.0	1140 37.8	48 41.4	12 33.3	262 37.3	
659 17.0	584 18.1	75 11.8	504 19.0	80 13.6	73 14.1	350 17.6	161 22.1	54 12.3	21 10.7	565 18.3	94 12.1	516 17.1	19 16.4	6 16.7	118 16.8	
307 7.9	259 8.0	48 7.5	230 8.7	29 4.9	27 5.2	139 7.0	93 12.7	38 8.6	10 5.1	270 8.7	37 4.8	231 7.7	9 7.8	5 13.9	62 8.8	
233 6.0	183 5.7	50 7.9	142 5.4	41 7.0	39 7.6	95 4.8	49 6.7	44 10.0	6 3.1	194 6.3	39 5.0	181 6.0	9 7.8	1 2.8	42 6.0	
220 5.7	194 6.0	26 4.1	162 6.1	32 5.4	25 4.8	104 5.2	65 8.9	23 5.2	3 1.5	184 6.0	36 4.6	181 6.0	5 4.3	1 2.8	33 4.7	
146 3.8	105 3.2	41 6.4	80 3.0	25 4.3	18 3.5	60 3.0	27 3.7	26 5.9	15 7.7	117 3.8	29 3.7	116 3.8	5 4.3	2 5.6	23 3.3	
132 3.4	124 3.8	8 1.3	110 4.2	14 2.4	10 1.9	105 5.3	9 1.2	6 1.4	2 1.0	114 3.7	18 2.3	102 3.4	2 1.7	2 5.6	26 3.7	
119 3.1	98 3.0	21 3.3	87 3.3	11 1.9	10 1.9	74 3.7	14 1.9	16 3.6	5 2.6	103 3.3	16 2.1	95 3.2	1 0.9	1 2.8	22 3.1	
109 2.8	99 3.1	10 1.6	84 3.2	15 2.6	13 2.5	76 3.8	10 1.4	6 1.4	4 2.0	88 2.8	21 2.7	89 3.0	3 2.6	1 2.8	16 2.3	
104 2.7	83 2.6	21 3.3	70 2.6	13 2.2	13 2.5	61 3.1	9 1.2	18 4.1	3 1.5	89 2.9	15 1.9	81 2.7	4 3.4	-	19 2.7	
88 2.3	80 2.5	8 1.3	68 2.6	12 2.0	14 2.7	53 2.7	13 1.8	7 1.6	1 0.5	68 2.2	20 2.6	67 2.2	3 2.6	1 2.8	17 2.4	
67 1.7	61 1.9	6 0.9	59 2.2	2 0.3	1 0.2	56 2.8	4 0.5	6 1.4	-	63 2.0	4 0.5	52 1.7	2 1.7	1 2.8	12 1.7	
61 1.6	53 1.6	8 1.3	45 1.7	8 1.4	8 1.6	43 2.2	2 0.3	5 1.1	3 1.5	52 1.7	9 1.2	52 1.7	3 2.6	-	6 0.9	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21B. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY EXIT?

	WEEKDAY										OVERALL CALTRAIN EXPERIENCE					
	TIME PERIOD					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
SANTA CLARA	48 1.2	40 1.2	8 1.3	25 0.9	15 2.6	11 2.1	29 1.5	-	8 1.8	-	38 1.2	10 1.3	36 1.2	-	-	12 1.7
BURLINGAME	39 1.0	27 0.8	12 1.9	16 0.6	11 1.9	9 1.7	17 0.9	1 0.1	11 2.5	1 0.5	31 1.0	8 1.0	35 1.2	-	-	4 0.6
SAN ANTONIO	38 1.0	31 1.0	7 1.1	26 1.0	5 0.9	4 0.8	25 1.3	2 0.3	6 1.4	1 0.5	27 0.9	11 1.4	26 0.9	1 0.9	-	11 1.6
22ND STREET	34 0.9	27 0.8	7 1.1	20 0.8	7 1.2	8 1.6	12 0.6	7 1.0	5 1.1	2 1.0	30 1.0	4 0.5	20 0.7	4 3.4	1 2.8	9 1.3
BELMONT	34 0.9	21 0.6	13 2.0	10 0.4	11 1.9	11 2.1	9 0.5	1 0.1	12 2.7	1 0.5	24 0.8	10 1.3	27 0.9	-	1 2.8	6 0.9
SAN BRUNO	32 0.8	25 0.8	7 1.1	19 0.7	6 1.0	7 1.4	18 0.9	-	5 1.1	2 1.0	26 0.8	6 0.8	23 0.8	1 0.9	1 2.8	7 1.0
SOUTH SAN FRANCISCO	31 0.8	30 0.9	1 0.2	26 1.0	4 0.7	6 1.2	23 1.2	1 0.1	1 0.2	-	24 0.8	7 0.9	21 0.7	1 0.9	1 2.8	8 1.1
HAYWARD PARK	14 0.4	14 0.4	-	11 0.4	3 0.5	3 0.6	11 0.6	-	-	-	13 0.4	1 0.1	11 0.4	1 0.9	-	2 0.3
TAMMEN	14 0.4	13 0.4	1 0.2	8 0.3	5 0.9	2 0.4	11 0.6	-	-	1 0.5	9 0.3	5 0.6	11 0.4	-	-	3 0.4
BAYSHORE	12 0.3	9 0.3	3 0.5	5 0.2	4 0.7	5 1.0	4 0.2	-	3 0.7	-	10 0.3	2 0.3	10 0.3	-	-	2 0.3
GILROY	7 0.2	6 0.2	1 0.2	4 0.2	2 0.3	1 0.2	4 0.2	1 0.1	1 0.2	-	5 0.2	2 0.3	4 0.1	1 0.9	-	2 0.3
CAPITOL	3 0.1	2 0.1	1 0.2	2 0.1	-	-	2 0.1	-	1 0.2	-	3 0.1	-	2 0.1	-	-	1 0.1
COLLEGE PARK	3 0.1	3 0.1	-	2 0.1	1 0.2	1 0.2	-	2 0.3	-	-	2 0.1	1 0.1	3 0.1	-	-	-
ATHERTON	2 0.1	2 0.1	-	2 0.1	-	-	2 0.1	-	-	-	1 *	1 0.1	2 0.1	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21B. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY EXIT?

											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
MORGAN HILL	1 *	1 *	-	1 *	-	-	1 0.1	-	-	-	1 *	-	1 *	-	-	-
SAN MARTIN	1 *	1 *	-	1 *	-	-	1 0.1	-	-	-	1 *	-	1 *	-	-	-
BLANK	227	148	79	95	53	42	80	26	57	22	180	47	178	4	1	44

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21B. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY EXIT?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
BASE - ALL RESPONDENTS	3870 100.0	19 100.0	19 100.0	37 100.0	65 100.0	66 100.0	52 100.0	81 100.0	79 100.0	47 100.0	51 100.0	56 100.0	61 100.0	123 100.0	174 100.0	190 100.0	158 100.0	57 100.0	124 100.0	60 100.0	50 100.0	147 100.0	107 100.0
SF/4TH & KING	1462 37.8	14 73.7	-	7 18.9	37 56.9	27 40.9	20 38.5	54 66.7	52 65.8	7 14.9	7 13.7	1 1.8	36 59.0	4 3.3	83 47.7	24 12.6	76 48.1	1 1.8	41 33.1	28 46.7	21 42.0	61 41.5	18 16.8
PALO ALTO	659 17.0	2 10.5	4 21.1	5 13.5	8 12.3	11 16.7	11 21.2	5 6.2	8 10.1	9 19.1	10 19.6	15 26.8	6 9.8	48 39.0	38 21.8	27 14.2	18 11.4	11 19.3	29 23.4	4 6.7	9 18.0	26 17.7	22 20.6
MOUNTAIN VIEW	307 7.9	-	1 5.3	3 8.1	5 7.7	4 6.1	1 1.9	-	4 5.1	4 8.5	5 9.8	10 17.9	-	9 7.3	5 2.9	6 3.2	5 3.2	9 15.8	2 1.6	2 3.3	1 2.0	4 2.7	28 26.2
SAN JOSE-DIRIDON	233 6.0	1 5.3	4 21.1	5 13.5	-	6 9.1	3 5.8	4 4.9	3 3.8	2 4.3	11 21.6	8 14.3	-	20 16.3	1 0.6	11 5.8	2 1.3	-	2 1.6	3 5.0	4 8.0	7 4.8	9 8.4
REDWOOD CITY	220 5.7	-	3 15.8	7 18.9	4 6.2	-	2 3.8	2 2.5	2 2.5	2 4.3	3 5.9	8 14.3	3 4.9	2 1.6	5 2.9	26 13.7	3 1.9	6 10.5	15 12.1	5 8.3	5 10.0	1 0.7	-
MILLBRAE	146 3.8	-	-	2 5.4	5 7.7	2 3.0	-	1 1.2	3 3.8	2 4.3	3 5.9	-	3 4.9	1 0.8	11 6.3	8 4.2	5 3.2	2 3.5	4 3.2	1 1.7	6 12.0	-	1 0.9
CALIFORNIA AVENUE	132 3.4	-	-	-	1 1.5	1 1.5	1 1.9	2 2.5	3 3.8	2 4.3	-	3 5.4	2 3.3	1 0.8	7 4.0	29 15.3	15 9.5	6 10.5	11 8.9	2 3.3	2 4.0	13 8.8	-
HILLSDALE	119 3.1	-	-	-	1 1.5	2 3.0	1 1.9	-	3 3.8	2 4.3	1 2.0	2 3.6	4 6.6	6 4.9	8 4.6	10 5.3	8 5.1	-	2 1.6	-	1 2.0	7 4.8	2 1.9
MENLO PARK	109 2.8	-	-	2 5.4	2 3.1	2 3.0	3 5.8	3 3.7	-	1 2.1	-	4 7.1	7 11.5	17 13.8	4 2.3	8 4.2	3 1.9	3 5.3	5 4.0	2 3.3	-	-	7 6.5
SAN MATEO	104 2.7	-	-	4 10.8	1 1.5	1 1.5	-	1 1.2	2 2.5	3 6.4	1 2.0	1 1.8	-	5 4.1	-	5 2.6	11 7.0	8 14.0	4 3.2	-	-	6 4.1	6 5.6
SUNNYVALE	88 2.3	-	4 21.1	-	-	3 4.5	2 3.8	2 2.5	2 2.5	1 2.1	-	-	-	-	3 1.7	12 6.3	3 1.9	2 3.5	4 3.2	2 3.3	-	10 6.8	-
LAWRENCE	67 1.7	-	-	-	-	-	1 1.9	-	-	-	-	2 3.6	1 1.6	7 5.7	-	5 2.6	2 1.3	1 1.8	1 0.8	1 1.7	-	-	8 7.5
SAN CARLOS	61 1.6	-	-	-	-	-	1 1.9	2 2.5	-	4 8.5	1 2.0	2 3.6	1 1.6	4 3.3	-	5 2.6	6 3.8	2 3.5	1 0.8	-	-	9 6.1	3 2.8
SANTA CLARA	48 1.2	-	-	1 2.7	1 1.5	-	-	-	-	3 6.4	6 11.8	-	-	1 0.8	3 1.7	1 0.5	-	-	-	4 6.7	-	2 1.4	2 1.9
BURLINGAME	39 1.0	-	-	2 5.4	-	3 4.5	1 1.9	-	-	1 2.1	2 3.9	-	-	-	-	-	2 1.3	-	-	1 1.7	1 2.0	2 1.4	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21B. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY EXIT?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
SAN ANTONIO	38 1.0	-	-	-	-	1 1.5	-	-	1 1.3	1 2.1	1 2.0	-	-	-	-	11 5.8	2 1.3	5 8.8	1 0.8	1 1.7	-	-	-
22ND STREET	34 0.9	1 5.3	-	-	1 1.5	-	1 1.9	4 4.9	-	1 2.1	-	-	-	-	1 0.6	4 2.1	-	-	-	-	-	1 0.7	1 0.9
BELMONT	34 0.9	-	-	1 2.7	-	2 3.0	4 7.7	-	-	2 4.3	2 3.9	-	-	2 1.6	-	-	1 0.6	1 1.8	2 1.6	-	-	-	1 0.9
SAN BRUNO	32 0.8	-	1 5.3	-	1 1.5	1 1.5	1 1.9	3 3.7	-	-	-	-	1 1.6	1 0.8	1 0.6	-	1 0.6	-	1 0.8	-	-	2 1.4	1 0.9
SOUTH SAN FRANCISCO	31 0.8	-	2 10.5	-	-	-	1 1.9	-	1 1.3	1 2.1	1 2.0	-	2 3.3	-	4 2.3	-	2 1.3	-	1 0.8	-	-	-	-
HAYWARD PARK	14 0.4	-	-	1 2.7	-	-	-	1 1.2	1 1.3	-	-	1 1.8	-	-	1 0.6	2 1.1	-	-	-	-	-	-	-
TAMIEN	14 0.4	-	-	-	-	-	1 1.9	1 1.2	-	-	-	-	-	-	4 2.3	-	-	-	1 0.8	3 5.0	-	-	-
BAYSHORE	12 0.3	1 5.3	-	-	-	-	1 1.9	-	-	2 4.3	1 2.0	2 3.6	-	-	-	-	-	-	-	-	-	-	-
GILROY	7 0.2	-	-	-	-	-	-	-	-	-	1 2.0	-	-	-	2 1.1	-	-	-	-	1 1.7	-	-	-
CAPITOL	3 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.7	-	
COLLEGE PARK	3 0.1	-	-	-	-	1 1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ATHERTON	2 0.1	-	-	-	-	-	-	-	-	-	-	1 1.8	-	-	-	-	-	1 1.8	-	-	-	-	-
MORGAN HILL	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.6	-	-	-	-	-	-	-	-
SAN MARTIN	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BLANK	227	1	-	8	9	6	1	4	2	4	7	2	2	3	3	19	3	2	7	3	9	-	3

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21B. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY EXIT?

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	3870 100.0	196 100.0	104 100.0	104 100.0	111 100.0	113 100.0	53 100.0	70 100.0	85 100.0	76 100.0	82 100.0	126 100.0	137 100.0	86 100.0	68 100.0	35 100.0	80 100.0	66 100.0	92 100.0	92 100.0	75 100.0	105 100.0	91 100.0
SF/4TH & KING	1462 37.8	92 46.9	15 14.4	13 12.5	84 75.7	68 60.2	3 5.7	43 61.4	3 3.5	18 23.7	1 1.2	70 55.6	114 83.2	19 22.1	14 20.6	11 31.4	12 15.0	10 15.2	60 65.2	39 42.4	27 36.0	71 67.6	56 61.5
PALO ALTO	659 17.0	28 14.3	25 24.0	18 17.3	6 5.4	11 9.7	9 17.0	5 7.1	38 44.7	25 32.9	22 26.8	21 16.7	8 5.8	19 22.1	23 33.8	7 20.0	17 21.3	9 13.6	2 2.2	10 10.9	9 12.0	10 9.5	11 12.1
MOUNTAIN VIEW	307 7.9	13 6.6	2 1.9	24 23.1	3 2.7	3 2.7	13 24.5	3 4.3	27 31.8	1 1.3	16 19.5	6 4.8	1 0.7	22 25.6	17 25.0	4 11.4	12 15.0	7 10.6	5 5.4	5 5.4	5 6.7	3 2.9	7 7.7
SAN JOSE-DIRIDON	233 6.0	4 2.0	9 8.7	6 5.8	2 1.8	3 2.7	4 7.5	-	7 8.2	1 1.3	7 8.5	16 12.7	3 2.2	13 15.1	2 2.9	-	13 16.3	10 15.2	2 2.2	14 15.2	5 6.7	1 1.0	5 5.5
REDWOOD CITY	220 5.7	8 4.1	4 3.8	-	-	5 4.4	8 15.1	4 5.7	-	16 21.1	31 37.8	-	9 6.6	-	5 7.4	1 2.9	4 5.0	7 10.6	4 4.3	3 3.3	4 5.3	2 1.9	1 1.1
MILLBRAE	146 3.8	3 1.5	5 4.8	-	1 0.9	8 7.1	1 1.9	5 7.1	-	7 9.2	1 1.2	7 5.6	-	7 8.1	-	5 14.3	2 2.5	2 3.0	9 9.8	3 3.3	5 6.7	7 6.7	8 8.8
CALIFORNIA AVENUE	132 3.4	6 3.1	-	-	2 1.8	1 0.9	5 9.4	3 4.3	1 1.2	-	1 1.2	-	1 0.7	1 1.2	2 2.9	2 5.7	-	-	2 2.2	1 1.1	1 1.3	-	2 2.2
HILLSDALE	119 3.1	7 3.6	9 8.7	3 2.9	-	4 3.5	1 1.9	1 1.4	4 4.7	-	-	5 4.0	-	3 3.5	1 1.5	1 2.9	6 7.5	3 4.5	1 1.1	2 2.2	3 4.0	4 3.8	1 1.1
MENLO PARK	109 2.8	9 4.6	-	4 3.8	-	2 1.8	1 1.9	-	1 1.2	-	3 3.7	1 0.8	-	-	5 7.4	1 2.9	1 1.3	1 1.5	1 1.1	-	2 2.7	-	4 4.4
SAN MATEO	104 2.7	1 0.5	4 3.8	5 4.8	3 2.7	-	2 3.8	2 2.9	-	3 3.9	1 1.2	1 0.8	-	2 2.3	-	2 5.7	6 7.5	6 9.1	-	3 3.3	1 1.3	3 2.9	-
SUNNYVALE	88 2.3	9 4.6	-	1 1.0	4 3.6	3 2.7	-	1 1.4	-	5 6.6	-	3 2.4	4 2.9	-	-	-	2 2.5	2 3.0	-	2 2.2	1 1.3	1 1.0	-
LAWRENCE	67 1.7	7 3.6	-	20 19.2	-	1 0.9	-	1 1.4	1 1.2	-	1 1.2	-	-	1 1.2	-	-	2 2.5	1 1.5	1 1.1	1 1.1	1 1.3	-	-
SAN CARLOS	61 1.6	-	1 1.0	6 5.8	1 0.9	-	2 3.8	-	-	-	-	-	1 0.7	1 1.2	-	-	2 2.5	1 1.5	-	1 1.1	1 1.3	2 1.9	1 1.1
SANTA CLARA	48 1.2	4 2.0	10 9.6	-	-	1 0.9	1 1.9	-	-	-	-	-	-	-	-	-	3 3.8	2 3.0	-	1 1.1	2 2.7	-	-
BURLINGAME	39 1.0	-	7 6.7	2 1.9	1 0.9	-	1 1.9	-	1 1.2	-	-	-	-	-	-	-	1 1.3	2 3.0	-	4 4.3	4 5.3	1 1.0	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

Q21B. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY EXIT?

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
SAN ANTONIO	38 1.0	3 1.5	-	-	-	2 1.8	-	-	-	-	-	-	1 0.7	-	1 1.5	-	2 2.5	1 1.5	-	2 2.2	1 1.3	-	1 1.1
22ND STREET	34 0.9	-	-	4 3.8	-	-	1 1.9	2 2.9	2 2.4	-	-	-	1 0.7	1 1.2	1 1.5	-	1 1.3	-	1 1.1	2 2.2	1 1.3	1 1.0	1 1.1
BELMONT	34 0.9	1 0.5	1 1.0	-	-	-	-	-	-	-	-	1 0.8	-	-	-	3 8.6	1 1.3	1 1.5	1 1.1	1 1.1	5 6.7	1 1.0	-
SAN BRUNO	32 0.8	1 0.5	3 2.9	1 1.0	4 3.6	1 0.9	-	-	-	-	-	-	-	-	-	-	1 1.3	1 1.5	1 1.1	-	2 2.7	2 1.9	-
SOUTH SAN FRANCISCO	31 0.8	2 1.0	10 9.6	1 1.0	-	1 0.9	-	-	-	-	-	1 0.8	-	-	-	-	-	-	1 1.1	-	-	-	-
HAYWARD PARK	14 0.4	2 1.0	4 3.8	-	-	-	1 1.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TAMMEN	14 0.4	2 1.0	1 1.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.1
BAYSHORE	12 0.3	-	2 1.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 2.2	1 1.1	-	-	-
GILROY	7 0.2	1 0.5	-	-	-	-	-	-	-	-	-	1 0.8	-	-	-	-	-	-	-	1 1.1	-	-	-
CAPITOL	3 0.1	1 0.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.1	-	-	-	-
COLLEGE PARK	3 0.1	-	-	-	-	-	-	-	-	-	1 1.2	1 0.8	-	-	-	-	-	-	-	-	-	-	-
ATHERTON	2 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MORGAN HILL	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SAN MARTIN	1 *	1 0.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BLANK	227	6	2	4	1	9	2	8	2	2	-	6	2	4	2	5	14	8	13	8	9	9	13

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

TRAIN NUMBER

TOTAL	WEEKDAY SERVICE										OVERALL CALTRAIN EXPERIENCE					
	TIME PERIOD		WEEKDAY SERVICE		SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT SATIS		SMWHT DISSAT		VERY DISSAT		NTRAL NA/BLANK	
	TIME PERIOD		WEEKDAY SERVICE		SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT SATIS		SMWHT DISSAT		VERY DISSAT		NTRAL NA/BLANK	
	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK	
4097 100.0	3382 100.0	715 100.0	2741 100.0	641 100.0	558 100.0	2068 100.0	756 100.0	497 100.0	218 100.0	3272 100.0	825 100.0	3193 100.0	120 100.0	37 100.0	747 100.0	
20 0.5	20 0.6	-	20 0.7	-	20 3.6	-	-	-	-	20 0.6	-	19 0.6	-	-	1 0.1	
19 0.5	19 0.6	-	19 0.7	-	19 3.4	-	-	-	-	-	19 2.3	17 0.5	-	-	2 0.3	
45 1.1	45 1.3	-	-	45 7.0	45 8.1	-	-	-	-	45 1.4	-	34 1.1	2 1.7	-	9 1.2	
74 1.8	74 2.2	-	-	74 11.5	74 13.3	-	-	-	-	74 2.3	-	63 2.0	2 1.7	1 2.7	8 1.1	
72 1.8	72 2.1	-	-	72 11.2	72 12.9	-	-	-	-	-	72 8.7	52 1.6	4 3.3	2 5.4	14 1.9	
53 1.3	53 1.6	-	-	53 8.3	53 9.5	-	-	-	-	-	53 6.4	45 1.4	1 0.8	1 2.7	6 0.8	
85 2.1	85 2.5	-	-	85 13.3	85 15.2	-	-	-	-	85 2.6	-	65 2.0	2 1.7	-	18 2.4	
81 2.0	81 2.4	-	-	81 12.6	81 14.5	-	-	-	-	-	81 9.8	56 1.8	6 5.0	-	19 2.5	
51 1.2	51 1.5	-	-	51 8.0	51 9.1	-	-	-	-	51 1.6	-	42 1.3	1 0.8	-	8 1.1	
58 1.4	58 1.7	-	-	58 9.0	58 10.4	-	-	-	-	-	58 7.0	50 1.6	-	2 5.4	6 0.8	
58 1.4	58 1.7	-	58 2.1	-	-	58 2.8	-	-	-	58 1.8	-	43 1.3	-	1 2.7	14 1.9	
63 1.5	63 1.9	-	63 2.3	-	-	63 3.0	-	-	-	-	63 7.6	53 1.7	2 1.7	1 2.7	7 0.9	
126 3.1	126 3.7	-	126 4.6	-	-	126 6.1	-	-	-	126 3.9	-	110 3.4	-	-	16 2.1	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

TRAIN NUMBER

TOTAL	WEEKDAY SERVICE								SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT	SMWHT	VERY	NTRAL	
	=====		=====		=====			=====		=====		SATIS	DISSAT	DISSAT	NA/ BLANK	
	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE					
177 4.3	177 5.2	-	177 6.5	-	-	177 8.6	-	-	-	177 5.4	-	141 4.4	3 2.5	1 2.7	32 4.3	
209 5.1	209 6.2	-	209 7.6	-	-	209 10.1	-	-	-	209 6.4	-	149 4.7	7 5.8	2 5.4	51 6.8	
161 3.9	161 4.8	-	161 5.9	-	-	161 7.8	-	-	-	161 4.9	-	126 3.9	3 2.5	-	32 4.3	
59 1.4	59 1.7	-	59 2.2	-	-	59 2.9	-	-	-	-	59 7.2	43 1.3	5 4.2	-	11 1.5	
131 3.2	131 3.9	-	131 4.8	-	-	131 6.3	-	-	-	131 4.0	-	104 3.3	6 5.0	2 5.4	19 2.5	
63 1.5	63 1.9	-	-	63 9.8	-	63 3.0	-	-	-	-	63 7.6	48 1.5	-	1 2.7	14 1.9	
59 1.4	59 1.7	-	-	59 9.2	-	59 2.9	-	-	-	59 1.8	-	51 1.6	2 1.7	-	6 0.8	
147 3.6	147 4.3	-	147 5.4	-	-	147 7.1	-	-	-	147 4.5	-	114 3.6	2 1.7	-	31 4.1	
110 2.7	110 3.3	-	110 4.0	-	-	110 5.3	-	-	-	110 3.4	-	86 2.7	2 1.7	3 8.1	19 2.5	
202 4.9	202 6.0	-	202 7.4	-	-	202 9.8	-	-	-	202 6.2	-	148 4.6	14 11.7	5 13.5	35 4.7	
106 2.6	106 3.1	-	106 3.9	-	-	106 5.1	-	-	-	106 3.2	-	78 2.4	3 2.5	2 5.4	23 3.1	
108 2.6	108 3.2	-	108 3.9	-	-	108 5.2	-	-	-	108 3.3	-	86 2.7	6 5.0	-	16 2.1	
112 2.7	112 3.3	-	112 4.1	-	-	112 5.4	-	-	-	112 3.4	-	81 2.5	2 1.7	-	29 3.9	
122 3.0	122 3.6	-	122 4.5	-	-	122 5.9	-	-	-	122 3.7	-	89 2.8	2 1.7	2 5.4	29 3.9	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

TRAIN NUMBER

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
55 1.3	55 1.6	-	55 2.0	-	-	55 2.7	-	-	-	55 1.7	-	49 1.5	-	1 2.7	5 0.7
78 1.9	78 2.3	-	78 2.8	-	-	-	78 10.3	-	-	78 2.4	-	65 2.0	-	-	13 1.7
87 2.1	87 2.6	-	87 3.2	-	-	-	87 11.5	-	-	87 2.7	-	62 1.9	2 1.7	-	23 3.1
78 1.9	78 2.3	-	78 2.8	-	-	-	78 10.3	-	-	78 2.4	-	56 1.8	4 3.3	1 2.7	17 2.3
82 2.0	82 2.4	-	82 3.0	-	-	-	82 10.8	-	-	82 2.5	-	68 2.1	1 0.8	-	13 1.7
132 3.2	132 3.9	-	132 4.8	-	-	-	132 17.5	-	-	132 4.0	-	110 3.4	3 2.5	-	19 2.5
139 3.4	139 4.1	-	139 5.1	-	-	-	139 18.4	-	-	-	139 16.8	90 2.8	10 8.3	1 2.7	38 5.1
90 2.2	90 2.7	-	90 3.3	-	-	-	90 11.9	-	-	90 2.8	-	68 2.1	3 2.5	3 8.1	16 2.1
70 1.7	70 2.1	-	70 2.6	-	-	-	70 9.3	-	-	70 2.1	-	53 1.7	6 5.0	1 2.7	10 1.3
40 1.0	-	40 5.6	-	-	-	-	-	40 8.0	-	40 1.2	-	30 0.9	-	-	10 1.3
94 2.3	-	94 13.1	-	-	-	-	-	94 18.9	-	94 2.9	-	79 2.5	2 1.7	-	13 1.7
74 1.8	-	74 10.3	-	-	-	-	-	74 14.9	-	74 2.3	-	58 1.8	-	1 2.7	15 2.0
105 2.6	-	105 14.7	-	-	-	-	-	105 21.1	-	105 3.2	-	82 2.6	2 1.7	1 2.7	20 2.7
100 2.4	-	100 14.0	-	-	-	-	-	100 20.1	-	100 3.1	-	88 2.8	1 0.8	1 2.7	10 1.3

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

TRAIN NUMBER

TRAIN NUMBER	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
441	84 2.1	-	84 11.7	-	-	-	-	-	84 16.9	-	84 2.6	-	69 2.2	-	-	15 2.0
801	114 2.8	-	114 15.9	-	-	-	-	-	-	114 52.3	-	114 13.8	97 3.0	4 3.3	1 2.7	12 1.6
804	104 2.5	-	104 14.5	-	-	-	-	-	-	104 47.7	-	104 12.6	76 2.4	5 4.2	-	23 3.1

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

TRAIN NUMBER	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
BASE - ALL RESPONDENTS	4097 100.0	20 100.0	19 100.0	45 100.0	74 100.0	72 100.0	53 100.0	85 100.0	81 100.0	51 100.0	58 100.0	58 100.0	63 100.0	126 100.0	177 100.0	209 100.0	161 100.0	59 100.0	131 100.0	63 100.0	59 100.0	147 100.0	110 100.0
101	20 0.5	20 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
102	19 0.5	-	19 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
142	45 1.1	-	-	45 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
143	74 1.8	-	-	-	74 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
150	72 1.8	-	-	-	-	72 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
151	53 1.3	-	-	-	-	-	53 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
190	85 2.1	-	-	-	-	-	-	85 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
192	81 2.0	-	-	-	-	-	-	-	81 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-
195	51 1.2	-	-	-	-	-	-	-	-	51 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-
197	58 1.4	-	-	-	-	-	-	-	-	-	58 100.0	-	-	-	-	-	-	-	-	-	-	-	-
206	58 1.4	-	-	-	-	-	-	-	-	-	-	58 100.0	-	-	-	-	-	-	-	-	-	-	-
207	63 1.5	-	-	-	-	-	-	-	-	-	-	-	63 100.0	-	-	-	-	-	-	-	-	-	-
216	126 3.1	-	-	-	-	-	-	-	-	-	-	-	-	126 100.0	-	-	-	-	-	-	-	-	-
217	177 4.3	-	-	-	-	-	-	-	-	-	-	-	-	-	177 100.0	-	-	-	-	-	-	-	-
220	209 5.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	209 100.0	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

TRAIN NUMBER

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
225	161 3.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	161 100.0	-	-	-	-	-	-
230	59 1.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	59 100.0	-	-	-	-	-
233	131 3.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	131 100.0	-	-	-	-
254	63 1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	63 100.0	-	-	-
257	59 1.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	59 100.0	-	-
262	147 3.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	147 100.0	-
267	110 2.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	110 100.0
268	202 4.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
273	106 2.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
277	108 2.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
282	112 2.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
288	122 3.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
289	55 1.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
313	78 1.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
324	87 2.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
329	78 1.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

TRAIN NUMBER

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
332	82 2.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
360	132 3.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
376	139 3.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
381	90 2.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
385	70 1.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
421	40 1.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
424	94 2.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
432	74 1.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
433	105 2.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
438	100 2.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
441	84 2.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
801	114 2.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
804	104 2.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

TRAIN NUMBER	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	4097 100.0	202 100.0	106 100.0	108 100.0	112 100.0	122 100.0	55 100.0	78 100.0	87 100.0	78 100.0	82 100.0	132 100.0	139 100.0	90 100.0	70 100.0	40 100.0	94 100.0	74 100.0	105 100.0	100 100.0	84 100.0	114 100.0	104 100.0
101	20 0.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
102	19 0.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
142	45 1.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
143	74 1.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
150	72 1.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
151	53 1.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
190	85 2.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
192	81 2.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
195	51 1.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
197	58 1.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
206	58 1.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
207	63 1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
216	126 3.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
217	177 4.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
220	209 5.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

TRAIN NUMBER

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
225	161 3.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
230	59 1.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
233	131 3.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
254	63 1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
257	59 1.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
262	147 3.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
267	110 2.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
268	202 4.9	202 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
273	106 2.6	-	106 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
277	108 2.6	-	-	108 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
282	112 2.7	-	-	-	112 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
288	122 3.0	-	-	-	-	122 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
289	55 1.3	-	-	-	-	-	55 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
313	78 1.9	-	-	-	-	-	-	78 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
324	87 2.1	-	-	-	-	-	-	-	87 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-
329	78 1.9	-	-	-	-	-	-	-	-	78 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

TRAIN NUMBER

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
332	82 2.0	-	-	-	-	-	-	-	-	-	82 100.0	-	-	-	-	-	-	-	-	-	-	-	-
360	132 3.2	-	-	-	-	-	-	-	-	-	-	132 100.0	-	-	-	-	-	-	-	-	-	-	-
376	139 3.4	-	-	-	-	-	-	-	-	-	-	-	139 100.0	-	-	-	-	-	-	-	-	-	-
381	90 2.2	-	-	-	-	-	-	-	-	-	-	-	-	90 100.0	-	-	-	-	-	-	-	-	-
385	70 1.7	-	-	-	-	-	-	-	-	-	-	-	-	-	70 100.0	-	-	-	-	-	-	-	-
421	40 1.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	40 100.0	-	-	-	-	-	-	-
424	94 2.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	94 100.0	-	-	-	-	-	-
432	74 1.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	74 100.0	-	-	-	-	-
433	105 2.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	105 100.0	-	-	-	-
438	100 2.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100 100.0	-	-	-
441	84 2.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	84 100.0	-	-
801	114 2.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	114 100.0	-
804	104 2.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	104 100.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

TYPE OF SERVICE

											OVERALL CALTRAIN EXPERIENCE					
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====				NTRAL NA/ BLANK
	TOTAL	WEEKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	
BASE - ALL RESPONDENTS	4097 100.0	3382 100.0	715 100.0	2741 100.0	641 100.0	558 100.0	2068 100.0	756 100.0	497 100.0	218 100.0	3272 100.0	825 100.0	3193 100.0	120 100.0	37 100.0	747 100.0
LOCAL	1055 25.8	558 16.5	497 69.5	39 1.4	519 81.0	558 100.0	-	-	497 100.0	-	772 23.6	283 34.3	849 26.6	23 19.2	9 24.3	174 23.3
LIMITED	2068 50.5	2068 61.1	-	1946 71.0	122 19.0	-	2068 100.0	-	-	-	1883 57.5	185 22.4	1599 50.1	59 49.2	21 56.8	389 52.1
BULLET	974 23.8	756 22.4	218 30.5	756 27.6	-	-	-	756 100.0	-	218 100.0	617 18.9	357 43.3	745 23.3	38 31.7	7 18.9	184 24.6

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

TYPE OF SERVICE

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - ALL RESPONDENTS	4097	20	19	45	74	72	53	85	81	51	58	58	63	126	177	209	161	59	131	63	59	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1055	20	19	45	74	72	53	85	81	51	58	-	-	-	-	-	-	-	-	-	-	-	-
	25.8	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0												
LIMITED	2068	-	-	-	-	-	-	-	-	-	-	58	63	126	177	209	161	59	131	63	59	147	110
	50.5											100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
BULLET	974	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	23.8																						

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

TYPE OF SERVICE

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	4097	202	106	108	112	122	55	78	87	78	82	132	139	90	70	40	94	74	105	100	84	114	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1055	-	-	-	-	-	-	-	-	-	-	-	-	-	-	40	94	74	105	100	84	-	-
	25.8															100.0	100.0	100.0	100.0	100.0	100.0		
LIMITED	2068	202	106	108	112	122	55	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	50.5	100.0	100.0	100.0	100.0	100.0	100.0																
BULLET	974	-	-	-	-	-	-	78	87	78	82	132	139	90	70	-	-	-	-	-	-	114	104
	23.8							100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0							100.0	100.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

STRATA

TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
	=====		=====		=====			=====		=====		=====			
	WEEKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
4097 100.0	3382 100.0	715 100.0	2741 100.0	641 100.0	558 100.0	2068 100.0	756 100.0	497 100.0	218 100.0	3272 100.0	825 100.0	3193 100.0	120 100.0	37 100.0	747 100.0
2741 66.9	2741 81.0	-	2741 100.0	-	39 7.0	1946 94.1	756 100.0	-	-	2461 75.2	280 33.9	2108 66.0	86 71.7	26 70.3	521 69.7
641 15.6	641 19.0	-	-	641 100.0	519 93.0	122 5.9	-	-	-	314 9.6	327 39.6	506 15.8	20 16.7	7 18.9	108 14.5
715 17.5	-	715 100.0	-	-	-	-	-	497 100.0	218 100.0	497 15.2	218 26.4	579 18.1	14 11.7	4 10.8	118 15.8

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

STRATA

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - ALL RESPONDENTS	4097 100.0	20 100.0	19 100.0	45 100.0	74 100.0	72 100.0	53 100.0	85 100.0	81 100.0	51 100.0	58 100.0	58 100.0	63 100.0	126 100.0	177 100.0	209 100.0	161 100.0	59 100.0	131 100.0	63 100.0	59 100.0	147 100.0	110 100.0
WEEKDAY PEAK	2741 66.9	20 100.0	19 100.0	-	-	-	-	-	-	-	-	58 100.0	63 100.0	126 100.0	177 100.0	209 100.0	161 100.0	59 100.0	131 100.0	-	-	147 100.0	110 100.0
WEEKDAY OFF-PEAK	641 15.6	-	-	45 100.0	74 100.0	72 100.0	53 100.0	85 100.0	81 100.0	51 100.0	58 100.0	-	-	-	-	-	-	-	-	63 100.0	59 100.0	-	-
WEEKEND	715 17.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

STRATA

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	4097	202	106	108	112	122	55	78	87	78	82	132	139	90	70	40	94	74	105	100	84	114	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
WEEKDAY PEAK	2741	202	106	108	112	122	55	78	87	78	82	132	139	90	70	-	-	-	-	-	-	-	-
	66.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0								
WEEKDAY OFF-PEAK	641	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	15.6																						
WEEKEND	715	-	-	-	-	-	-	-	-	-	-	-	-	-	-	40	94	74	105	100	84	114	104
	17.5															100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

DIRECTION

												OVERALL CALTRAIN EXPERIENCE				
	TIME PERIOD		WEEKDAY		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====				
			TIME PERIOD									VERY/ SMWHT		DISSAT		NTRAL
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	VERY DISSAT	NA/ BLANK
BASE - ALL RESPONDENTS	4097 100.0	3382 100.0	715 100.0	2741 100.0	641 100.0	558 100.0	2068 100.0	756 100.0	497 100.0	218 100.0	3272 100.0	825 100.0	3193 100.0	120 100.0	37 100.0	747 100.0
NORTH	1885 46.0	1542 45.6	343 48.0	1247 45.5	295 46.0	256 45.9	970 46.9	316 41.8	229 46.1	114 52.3	1597 48.8	288 34.9	1513 47.4	50 41.7	21 56.8	301 40.3
SOUTH	2212 54.0	1840 54.4	372 52.0	1494 54.5	346 54.0	302 54.1	1098 53.1	440 58.2	268 53.9	104 47.7	1675 51.2	537 65.1	1680 52.6	70 58.3	16 43.2	446 59.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

DIRECTION

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - ALL RESPONDENTS	4097	20	19	45	74	72	53	85	81	51	58	58	63	126	177	209	161	59	131	63	59	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1885	20	-	-	74	-	53	-	-	51	58	-	63	-	177	-	161	-	131	-	59	-	110
	46.0	100.0			100.0		100.0			100.0	100.0		100.0		100.0		100.0		100.0		100.0		100.0
SOUTH	2212	-	19	45	-	72	-	85	81	-	-	58	-	126	-	209	-	59	-	63	-	147	-
	54.0		100.0	100.0		100.0		100.0	100.0			100.0		100.0		100.0		100.0		100.0		100.0	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

DIRECTION

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	4097	202	106	108	112	122	55	78	87	78	82	132	139	90	70	40	94	74	105	100	84	114	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1885	-	106	108	-	-	55	78	-	78	-	-	-	90	70	40	-	-	105	-	84	114	-
	46.0		100.0	100.0			100.0	100.0		100.0				100.0	100.0	100.0			100.0		100.0	100.0	
SOUTH	2212	202	-	-	112	122	-	-	87	-	82	132	139	-	-	-	94	74	-	100	-	-	104
	54.0	100.0			100.0	100.0			100.0		100.0	100.0	100.0				100.0	100.0		100.0			100.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

BIKE CAR

											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		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 - ALL RESPONDENTS	4097 100.0	3382 100.0	715 100.0	2741 100.0	641 100.0	558 100.0	2068 100.0	756 100.0	497 100.0	218 100.0	3272 100.0	825 100.0	3193 100.0	120 100.0	37 100.0	747 100.0
BIKE CAR	825 20.1	607 17.9	218 30.5	280 10.2	327 51.0	283 50.7	185 8.9	139 18.4	- 100.0	218 100.0	- 100.0	825 100.0	627 19.6	37 30.8	9 24.3	152 20.3
REGULAR TRAIN CAR	3272 79.9	2775 82.1	497 69.5	2461 89.8	314 49.0	275 49.3	1883 91.1	617 81.6	497 100.0	- 100.0	3272 100.0	- 100.0	2566 80.4	83 69.2	28 75.7	595 79.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

BIKE CAR

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - ALL RESPONDENTS	4097	20	19	45	74	72	53	85	81	51	58	58	63	126	177	209	161	59	131	63	59	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	825	-	19	-	-	72	53	-	81	-	58	-	63	-	-	-	-	59	-	63	-	-	-
	20.1		100.0			100.0	100.0		100.0		100.0		100.0					100.0		100.0			
REGULAR TRAIN CAR	3272	20	-	45	74	-	-	85	-	51	-	58	-	126	177	209	161	-	131	-	59	147	110
	79.9	100.0		100.0	100.0			100.0		100.0		100.0		100.0	100.0	100.0	100.0		100.0		100.0	100.0	100.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

BIKE CAR

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	4097	202	106	108	112	122	55	78	87	78	82	132	139	90	70	40	94	74	105	100	84	114	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	825	-	-	-	-	-	-	-	-	-	-	-	139	-	-	-	-	-	-	-	-	114	104
	20.1												100.0									100.0	100.0
REGULAR TRAIN CAR	3272	202	106	108	112	122	55	78	87	78	82	132	-	90	70	40	94	74	105	100	84	-	-
	79.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

LANGUAGE

TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		OVERALL CALTRAIN EXPERIENCE			
	=====		=====		=====			=====		=====		=====			
	TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		SMWHT		NTRAL	
	=====		=====		=====			=====		=====		=====		=====	
	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/ BLANK
4097	3382	715	2741	641	558	2068	756	497	218	3272	825	3193	120	37	747
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
4072	3362	710	2733	629	549	2062	751	492	218	3256	816	3175	120	35	742
99.4	99.4	99.3	99.7	98.1	98.4	99.7	99.3	99.0	100.0	99.5	98.9	99.4	100.0	94.6	99.3
25	20	5	8	12	9	6	5	5	-	16	9	18	-	2	5
0.6	0.6	0.7	0.3	1.9	1.6	0.3	0.7	1.0		0.5	1.1	0.6		5.4	0.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

LANGUAGE

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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	4097	20	19	45	74	72	53	85	81	51	58	58	63	126	177	209	161	59	131	63	59	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	4072	20	19	44	74	66	53	85	81	50	57	58	63	126	177	209	161	59	131	61	58	146	110
	99.4	100.0	100.0	97.8	100.0	91.7	100.0	100.0	100.0	98.0	98.3	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	96.8	98.3	99.3	100.0
SPANISH	25	-	-	1	-	6	-	-	-	1	1	-	-	-	-	-	-	-	-	2	1	1	-
	0.6			2.2		8.3				2.0	1.7									3.2	1.7	0.7	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

LANGUAGE

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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	4097	202	106	108	112	122	55	78	87	78	82	132	139	90	70	40	94	74	105	100	84	114	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	4072	201	106	108	112	122	54	78	87	78	82	131	139	87	69	40	94	74	103	97	84	114	104
	99.4	99.5	100.0	100.0	100.0	100.0	98.2	100.0	100.0	100.0	100.0	99.2	100.0	96.7	98.6	100.0	100.0	100.0	98.1	97.0	100.0	100.0	100.0
SPANISH	25	1	-	-	-	-	1	-	-	-	-	1	-	3	1	-	-	-	2	3	-	-	-
	0.6	0.5					1.8					0.8		3.3	1.4				1.9	3.0			

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

HOW SURVEY RECEIVED

											OVERALL CALTRAIN EXPERIENCE					
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====				NTRAL NA/ BLANK
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	
BASE - ALL RESPONDENTS	4097 100.0	3382 100.0	715 100.0	2741 100.0	641 100.0	558 100.0	2068 100.0	756 100.0	497 100.0	218 100.0	3272 100.0	825 100.0	3193 100.0	120 100.0	37 100.0	747 100.0
COLLECTED ON BOARD	4040 98.6	3329 98.4	711 99.4	2694 98.3	635 99.1	553 99.1	2032 98.3	744 98.4	493 99.2	218 100.0	3219 98.4	821 99.5	3148 98.6	119 99.2	35 94.6	738 98.8
MAILED IN	57 1.4	53 1.6	4 0.6	47 1.7	6 0.9	5 0.9	36 1.7	12 1.6	4 0.8	-	53 1.6	4 0.5	45 1.4	1 0.8	2 5.4	9 1.2

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

HOW SURVEY RECEIVED

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - ALL RESPONDENTS	4097	20	19	45	74	72	53	85	81	51	58	58	63	126	177	209	161	59	131	63	59	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
COLLECTED ON BOARD	4040	20	19	44	71	71	53	85	81	51	58	58	61	123	174	204	141	59	131	63	58	147	110
	98.6	100.0	100.0	97.8	95.9	98.6	100.0	100.0	100.0	100.0	100.0	100.0	96.8	97.6	98.3	97.6	87.6	100.0	100.0	100.0	98.3	100.0	100.0
MAILED IN	57	-	-	1	3	1	-	-	-	-	-	-	2	3	3	5	20	-	-	-	1	-	-
	1.4			2.2	4.1	1.4							3.2	2.4	1.7	2.4	12.4				1.7		

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

HOW SURVEY RECEIVED

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	4097	202	106	108	112	122	55	78	87	78	82	132	139	90	70	40	94	74	105	100	84	114	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
COLLECTED ON BOARD	4040	202	106	108	112	121	54	78	85	74	82	130	138	88	69	40	92	74	104	99	84	114	104
	98.6	100.0	100.0	100.0	100.0	99.2	98.2	100.0	97.7	94.9	100.0	98.5	99.3	97.8	98.6	100.0	97.9	100.0	99.0	99.0	100.0	100.0	100.0
MAILED IN	57	-	-	-	-	1	1	-	2	4	-	2	1	2	1	-	2	-	1	1	-	-	-
	1.4					0.8	1.8		2.3	5.1		1.5	0.7	2.2	1.4		2.1		1.0	1.0			

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

SHARE OF RESPONDENTS WHO PROVIDED A COMMENT OF SOME TYPE

											OVERALL CALTRAIN EXPERIENCE					
			WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/				
	TIME PERIOD		=====		=====			=====		=====		SMWHT		=====		
	=====		=====		=====			=====		=====		SMWHT		=====		
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - ALL RESPONDENTS	4097	3382	715	2741	641	558	2068	756	497	218	3272	825	3193	120	37	747
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
PROVIDED A COMMENT	1435	1211	224	988	223	213	723	275	134	90	1125	310	1053	64	24	294
	35.0	35.8	31.3	36.0	34.8	38.2	35.0	36.4	27.0	41.3	34.4	37.6	33.0	53.3	64.9	39.4
DID NOT PROVIDE A COMMENT	2662	2171	491	1753	418	345	1345	481	363	128	2147	515	2140	56	13	453
	65.0	64.2	68.7	64.0	65.2	61.8	65.0	63.6	73.0	58.7	65.6	62.4	67.0	46.7	35.1	60.6

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

SHARE OF RESPONDENTS WHO PROVIDED A COMMENT OF SOME TYPE

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - ALL RESPONDENTS	4097	20	19	45	74	72	53	85	81	51	58	58	63	126	177	209	161	59	131	63	59	147	110
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
PROVIDED A COMMENT	1435	10	11	16	25	30	19	35	23	26	18	23	22	55	82	49	55	27	54	14	17	52	36
	35.0	50.0	57.9	35.6	33.8	41.7	35.8	41.2	28.4	51.0	31.0	39.7	34.9	43.7	46.3	23.4	34.2	45.8	41.2	22.2	28.8	35.4	32.7
DID NOT PROVIDE A COMMENT	2662	10	8	29	49	42	34	50	58	25	40	35	41	71	95	160	106	32	77	49	42	95	74
	65.0	50.0	42.1	64.4	66.2	58.3	64.2	58.8	71.6	49.0	69.0	60.3	65.1	56.3	53.7	76.6	65.8	54.2	58.8	77.8	71.2	64.6	67.3

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

SHARE OF RESPONDENTS WHO PROVIDED A COMMENT OF SOME TYPE

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	4097	202	106	108	112	122	55	78	87	78	82	132	139	90	70	40	94	74	105	100	84	114	104
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
PROVIDED A COMMENT	1435	78	29	34	42	38	16	19	27	27	36	60	56	24	26	14	22	25	29	16	28	43	47
	35.0	38.6	27.4	31.5	37.5	31.1	29.1	24.4	31.0	34.6	43.9	45.5	40.3	26.7	37.1	35.0	23.4	33.8	27.6	16.0	33.3	37.7	45.2
DID NOT PROVIDE A COMMENT	2662	124	77	74	70	84	39	59	60	51	46	72	83	66	44	26	72	49	76	84	56	71	57
	65.0	61.4	72.6	68.5	62.5	68.9	70.9	75.6	69.0	65.4	56.1	54.5	59.7	73.3	62.9	65.0	76.6	66.2	72.4	84.0	66.7	62.3	54.8

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	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
BASE - ALL RESPONDENTS	1435 100.0	1211 100.0	224 100.0	988 100.0	223 100.0	213 100.0	723 100.0	275 100.0	134 100.0	90 100.0	1125 100.0	310 100.0	1053 100.0	64 100.0	24 100.0	294 100.0
CROWDING/CAPACITY/ FREQUENCY RELATED COMMENTS (NET)	369 25.7	303 25.0	66 29.5	248 25.1	55 24.7	50 23.5	177 24.5	76 27.6	35 26.1	31 34.4	279 24.8	90 29.0	265 25.2	17 26.6	4 16.7	83 28.2
ADD TRAINS/CARS - TRAINS ARE TOO CROWDED/ EVERY PAYING CUSTOMER SHOULD HAVE A SEAT	94 6.6	82 6.8	12 5.4	67 6.8	15 6.7	14 6.6	47 6.5	21 7.6	4 3.0	8 8.9	70 6.2	24 7.7	55 5.2	9 14.1	-	30 10.2
NEED MORE TRAINS DURING AM/PM PEAK HOURS	85 5.9	78 6.4	7 3.1	69 7.0	9 4.0	8 3.8	54 7.5	16 5.8	5 3.7	2 2.2	66 5.9	19 6.1	64 6.1	3 4.7	2 8.3	16 5.4
NEED MORE BULLET/ EXPRESS TRAINS	85 5.9	61 5.0	24 10.7	55 5.6	6 2.7	5 2.3	31 4.3	25 9.1	14 10.4	10 11.1	64 5.7	21 6.8	62 5.9	3 4.7	1 4.2	19 6.5
TRAINS SHOULD BE MORE FREQUENT/MORE SPACED OUT/SHOULD BE 1 TRAIN EVERY 30 MINUTES	61 4.3	53 4.4	8 3.6	38 3.8	15 6.7	12 5.6	32 4.4	9 3.3	4 3.0	4 4.4	46 4.1	15 4.8	40 3.8	2 3.1	1 4.2	18 6.1
NEED MORE TRAINS DURING WEEKDAY OFF-PEAK HOURS	49 3.4	40 3.3	9 4.0	31 3.1	9 4.0	7 3.3	19 2.6	14 5.1	7 5.2	2 2.2	39 3.5	10 3.2	41 3.9	-	-	8 2.7
EXPAND WEEKEND SERVICE	41 2.9	21 1.7	20 8.9	15 1.5	6 2.7	7 3.3	9 1.2	5 1.8	10 7.5	10 11.1	27 2.4	14 4.5	34 3.2	2 3.1	-	5 1.7
INCREASE SERVICE TAMIEN- GILROY (SOUTH OF DIRIDON)	33 2.3	32 2.6	1 0.4	29 2.9	3 1.3	3 1.4	25 3.5	4 1.5	1 0.7	-	30 2.7	3 1.0	25 2.4	1 1.6	1 4.2	6 2.0
ADD MORE TRAINS FOR SPECIAL EVENTS/GAME DAYS	30 2.1	24 2.0	6 2.7	20 2.0	4 1.8	5 2.3	14 1.9	5 1.8	1 0.7	5 5.6	22 2.0	8 2.6	19 1.8	3 4.7	-	8 2.7
OK TO RAISE PRICES IF INCREASE CAPACITY	1 0.1	-	1 0.4	-	-	-	-	-	1 0.7	-	1 0.1	-	-	-	-	1 0.3
POSITIVE COMMENT ABOUT CALTRAIN/SEE IMPROVEMENT/ SEE YOU ARE TRYING	251 17.5	203 16.8	48 21.4	147 14.9	56 25.1	53 24.9	112 15.5	38 13.8	29 21.6	19 21.1	190 16.9	61 19.7	230 21.8	5 7.8	1 4.2	15 5.1

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

											OVERALL CALTRAIN EXPERIENCE					
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT		VERY DISSAT		NTRAL NA/ BLANK
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	
LATE TRAINS/TIMELINESS ISSUES (NET)	240 16.7	212 17.5	28 12.5	183 18.5	29 13.0	28 13.1	138 19.1	46 16.7	9 6.7	19 21.1	192 17.1	48 15.5	133 12.6	22 34.4	7 29.2	78 26.5
KEEP PASSENGERS BETTER INFORMED WHEN DELAYS OCCUR - ESP. PRIOR TO REACHING THE STATION	94 6.6	86 7.1	8 3.6	75 7.6	11 4.9	10 4.7	61 8.4	15 5.5	3 2.2	5 5.6	80 7.1	14 4.5	58 5.5	8 12.5	1 4.2	27 9.2
TRAINS NEED TO BE ON TIME MORE REGULARLY	59 4.1	52 4.3	7 3.1	43 4.4	9 4.0	11 5.2	28 3.9	13 4.7	3 2.2	4 4.4	46 4.1	13 4.2	29 2.8	6 9.4	4 16.7	20 6.8
EVEN WITHOUT DELAYS - TRAIN TRIP TAKES TOO LONG	37 2.6	31 2.6	6 2.7	26 2.6	5 2.2	5 2.3	20 2.8	6 2.2	3 2.2	3 3.3	26 2.3	11 3.5	18 1.7	7 10.9	1 4.2	11 3.7
DURING LONGER DELAYS - ONCE AT STATION/ON BOARD, NEED BETTER REAL- TIME COMMUNICATION OF WHICH TRAINS ARE STOPPING AT WHICH STATIONS, WHEN TRAINS ARE ACTUALLY DEPARTING, ETC.	32 2.2	31 2.6	1 0.4	29 2.9	2 0.9	2 0.9	25 3.5	4 1.5	- 1.1	1 1.1	31 2.8	1 0.3	17 1.6	3 4.7	-	12 4.1
ADDRESS MECHANICAL ISSUES TO HELP GET TRAINS BACK ON TIME REGULARLY	26 1.8	26 2.1	-	24 2.4	2 0.9	1 0.5	19 2.6	6 2.2	-	-	23 2.0	3 1.0	12 1.1	3 4.7	-	11 3.7
STREAMLINE LOADING/ UNLOADING AT STATIONS (SF/4TH & KING) TO KEEP TRAINS ON TIME	19 1.3	11 0.9	8 3.6	10 1.0	1 0.4	-	6 0.8	5 1.8	-	8 8.9	8 0.7	11 3.5	11 1.0	1 1.6	1 4.2	6 2.0
LIFT THE SAFETY GATE AS SOON AS POSSIBLE TO MINIMIZE LOADING/ UNLOADING DELAYS	7 0.5	6 0.5	1 0.4	5 0.5	1 0.4	1 0.5	4 0.6	1 0.4	- 1.1	1 1.1	6 0.5	1 0.3	5 0.5	-	-	2 0.7
PASSENGERS SHOULD BE COMPENSATED FOR LONGER DELAYS	1 0.1	1 0.1	-	1 0.1	-	-	1 0.1	-	-	-	1 0.1	-	-	-	-	1 0.3

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	WEEKDAY TIME PERIOD											OVERALL CALTRAIN EXPERIENCE				
	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
CLIPPER-RELATED COMMENTS (NET)	167 11.6	146 12.1	21 9.4	122 12.3	24 10.8	18 8.5	82 11.3	46 16.7	14 10.4	7 7.8	128 11.4	39 12.6	114 10.8	10 15.6	4 16.7	39 13.3
MOVE TICKET MACHINES CLOSE TO ENTRANCE/ INCREASE # OF MACHINES/ IMPROVE SPEED	73 5.1	60 5.0	13 5.8	46 4.7	14 6.3	9 4.2	32 4.4	19 6.9	8 6.0	5 5.6	54 4.8	19 6.1	51 4.8	3 4.7	1 4.2	18 6.1
CLIPPER TAGGING SYSTEM IS CONFUSING/DIFFICULT/ SHOULD BE STREAMLINED	54 3.8	46 3.8	8 3.6	41 4.1	5 2.2	4 1.9	29 4.0	13 4.7	5 3.7	3 3.3	39 3.5	15 4.8	39 3.7	4 6.3	1 4.2	10 3.4
IMPROVE TICKETING MACHINES/IMPROVE FARE PRODUCTS/PAYMENT OPTIONS	32 2.2	30 2.5	2 0.9	24 2.4	6 2.7	4 1.9	17 2.4	9 3.3	1 0.7	1 1.1	25 2.2	7 2.3	18 1.7	2 3.1	1 4.2	11 3.7
TAGGING ON/OFF IS EASY TO FORGET/PUNISHES RIDERS FOR A BAD SYSTEM/ MAKES USING CALTRAIN MORE EXPENSIVE (IF FORGET TO TAG OFF)	22 1.5	21 1.7	1 0.4	19 1.9	2 0.9	2 0.9	10 1.4	9 3.3	1 0.7	-	17 1.5	5 1.6	14 1.3	4 6.3	2 8.3	2 0.7
ALLOW TICKETS TO BE PURCHASED/TAGGED ON BOARD	14 1.0	11 0.9	3 1.3	9 0.9	2 0.9	1 0.5	6 0.8	4 1.5	2 1.5	1 1.1	12 1.1	2 0.6	12 1.1	-	-	2 0.7
LAG IN USING FUNDS ADDED TO CLIPPER ONLINE IS UNACCEPTABLE	12 0.8	11 0.9	1 0.4	11 1.1	-	-	5 0.7	6 2.2	-	1 1.1	9 0.8	3 1.0	9 0.9	1 1.6	-	2 0.7
PROVIDE A WAY TO ADD TO CLIPPER AT EVERY STATION	7 0.5	7 0.6	-	5 0.5	2 0.9	2 0.9	5 0.7	-	-	-	5 0.4	2 0.6	5 0.5	-	-	2 0.7
SHOULD BE ABLE TO USE CLIPPER FOR PARKING	1 0.1	1 0.1	-	1 0.1	-	-	1 0.1	-	-	-	1 0.1	-	-	-	-	1 0.3
BRING BACK 8-RIDE TICKETS/SHOULD NOT EXPIRE/TOO HARD TO GET	1 0.1	1 0.1	-	1 0.1	-	-	-	1 0.4	-	-	-	1 0.3	1 0.1	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

											OVERALL CALTRAIN EXPERIENCE					
	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
		WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE				
ADD WIFI TO TRAINS	159 11.1	142 11.7	17 7.6	123 12.4	19 8.5	16 7.5	82 11.3	44 16.0	11 8.2	6 6.7	128 11.4	31 10.0	115 10.9	11 17.2	-	33 11.2
TRAIN INTERIORS (NET)	126 8.8	108 8.9	18 8.0	89 9.0	19 8.5	18 8.5	67 9.3	23 8.4	13 9.7	5 5.6	100 8.9	26 8.4	87 8.3	4 6.3	1 4.2	34 11.6
CLEAN BATHROOMS MORE OFTEN/ELIMINATE ODORS/ MORE BATHROOMS NEEDED (OVER-USED)	56 3.9	49 4.0	7 3.1	43 4.4	6 2.7	7 3.3	29 4.0	13 4.7	4 3.0	3 3.3	40 3.6	16 5.2	41 3.9	2 3.1	-	13 4.4
AIR VENTS/AC ON TRAINS DO NOT WORK PROPERLY	29 2.0	25 2.1	4 1.8	21 2.1	4 1.8	2 0.9	18 2.5	5 1.8	3 2.2	1 1.1	27 2.4	2 0.6	20 1.9	-	-	9 3.1
AVOID USING BACKWARD FACING SEATS/CHANGE SEAT ARRANGEMENTS/ADD TRAY TABLES	25 1.7	22 1.8	3 1.3	16 1.6	6 2.7	7 3.3	12 1.7	3 1.1	3 2.2	-	20 1.8	5 1.6	18 1.7	-	-	7 2.4
CLEAN TRAIN INTERIOR	24 1.7	20 1.7	4 1.8	17 1.7	3 1.3	3 1.4	14 1.9	3 1.1	3 2.2	1 1.1	20 1.8	4 1.3	14 1.3	2 3.1	1 4.2	7 2.4
RULES/CODES OF CONDUCT (NET)	103 7.2	96 7.9	7 3.1	81 8.2	15 6.7	17 8.0	57 7.9	22 8.0	5 3.7	2 2.2	86 7.6	17 5.5	64 6.1	5 7.8	2 8.3	32 10.9
NEED QUIET CAR/REDUCE NOISE ON BOARD/AVOID EXCESSIVE TRAIN HORN/ CONVERSATIONS TOO LOUD	38 2.6	36 3.0	2 0.9	32 3.2	4 1.8	4 1.9	24 3.3	8 2.9	1 0.7	1 1.1	35 3.1	3 1.0	23 2.2	1 1.6	1 4.2	13 4.4
ENFORCE RULES (QUALITY OF LIFE) - ADD SECURITY TO HANDLE FARE EVASION, DISRUPTIVE/AGGRESSIVE PASSENGERS, SMOKING IN NO-SMOKING AREAS, EXCESSIVE ALCOHOL USE, DRUG USE	30 2.1	25 2.1	5 2.2	20 2.0	5 2.2	5 2.3	14 1.9	6 2.2	4 3.0	1 1.1	24 2.1	6 1.9	21 2.0	1 1.6	-	8 2.7
CONCERNS ABOUT PERSONAL SAFETY/QUESTIONABLE PEOPLE ON BOARD TRAINS/ WHO TO CALL/DO NOT FEEL SAFE	23 1.6	23 1.9	-	21 2.1	2 0.9	4 1.9	14 1.9	5 1.8	-	-	17 1.5	6 1.9	14 1.3	3 4.7	-	6 2.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

											OVERALL CALTRAIN EXPERIENCE					
	TOTAL	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
		WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE				
ENFORCE RULES (ETIQUETTE) - TAKING UP MORE THAN ONE SEAT, RUSHING THE DOOR TO ENTER BEFORE OTHERS EXIT, JUMPING LINE, NOT GIVING UP SEATING TO ELDERLY/DISABLED, ETC.	18 1.3	17 1.4	1 0.4	13 1.3	4 1.8	4 1.9	8 1.1	5 1.8	1 0.7	-	14 1.2	4 1.3	10 0.9	-	-	8 2.7
CONSIDER BANNING/ LIMITING ALCOHOL ON TRAINS	7 0.5	7 0.6	-	6 0.6	1 0.4	1 0.5	4 0.6	2 0.7	-	-	6 0.5	1 0.3	3 0.3	1 1.6	-	3 1.0
CONSIDER RELAXING/ BENDING FARE RULES FOR REGULAR PASSENGERS/ RULES SEEM OVERLY STRICT/ALLOW CONDUCTORS TO ASSIST MORE WHEN PASSENGERS HAVE TECHNICAL ISSUES	4 0.3	3 0.2	1 0.4	3 0.3	-	-	2 0.3	1 0.4	1 0.7	-	4 0.4	-	2 0.2	-	1 4.2	1 0.3
PLEASE KEEP ABILITY TO EAT/DRINK ONBOARD/ IMPORTANT FOR MY SCHEDULE	4 0.3	4 0.3	-	4 0.4	-	-	3 0.4	1 0.4	-	-	4 0.4	-	2 0.2	-	-	2 0.7
CONDUCTORS AND STAFFING (NET)	82 5.7	67 5.5	15 6.7	53 5.4	14 6.3	15 7.0	35 4.8	17 6.2	9 6.7	6 6.7	62 5.5	20 6.5	61 5.8	3 4.7	1 4.2	17 5.8
POSITIVE COMMENT ABOUT CONDUCTORS/OTHER STAFF (GENERAL)	50 3.5	39 3.2	11 4.9	32 3.2	7 3.1	7 3.3	20 2.8	12 4.4	6 4.5	5 5.6	40 3.6	10 3.2	40 3.8	2 3.1	1 4.2	7 2.4
CONDUCTORS/OTHER STAFF ARE RUDE/MADE ARBITRARY OR UNFAIR TICKETING DECISION	36 2.5	31 2.6	5 2.2	22 2.2	9 4.0	9 4.2	17 2.4	5 1.8	3 2.2	2 2.2	24 2.1	12 3.9	25 2.4	1 1.6	-	10 3.4
COMMUNICATION AND SIGNAGE (NET)	77 5.4	57 4.7	20 8.9	45 4.6	12 5.4	15 7.0	30 4.1	12 4.4	12 9.0	8 8.9	56 5.0	21 6.8	58 5.5	5 7.8	2 8.3	12 4.1

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

											OVERALL CALTRAIN EXPERIENCE					
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT		VERY		NTRAL NA/ BLANK
	TOTAL	WEEKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	
MAKE IT CLEARER AT STATION PLATFORMS WHERE EACH TRAIN WILL ACTUALLY STOP (BOTH DIRECTIONS)	38 2.6	28 2.3	10 4.5	21 2.1	7 3.1	8 3.8	14 1.9	6 2.2	7 5.2	3 3.3	27 2.4	11 3.5	28 2.7	3 4.7	-	7 2.4
PUT ELECTRONIC SIGNS ON TRAIN WITH NEXT STOP/ TIME, REAL-TIME DELAY INFORMATION	19 1.3	15 1.2	4 1.8	11 1.1	4 1.8	4 1.9	7 1.0	4 1.5	1 0.7	3 3.3	16 1.4	3 1.0	16 1.5	1 1.6	-	2 0.7
IMPROVE COMMUNICATION/ SIGNAGE (GENERAL)	13 0.9	11 0.9	2 0.9	9 0.9	2 0.9	3 1.4	5 0.7	3 1.1	1 0.7	1 1.1	7 0.6	6 1.9	12 1.1	-	-	1 0.3
INFO POSTED/ONLINE/IN STATIONS/ON APP/ON TRAIN DO NOT MATCH	13 0.9	8 0.7	5 2.2	6 0.6	2 0.9	3 1.4	5 0.7	-	2 1.5	3 3.3	9 0.8	4 1.3	7 0.7	2 3.1	2 8.3	2 0.7
USE MOUNTAIN VIEW-TYPE MAP AT OTHER STATIONS	3 0.2	2 0.2	1 0.4	2 0.2	-	-	1 0.1	1 0.4	1 0.7	-	3 0.3	-	3 0.3	-	-	-
NEED CLEAR TRAIN # VISIBLE FROM FRONT AND SIDE OF TRAINS/MAKE TRAIN NUMBER MORE PROMINENT	1 0.1	1 0.1	-	1 0.1	-	-	1 0.1	-	-	-	1 0.1	-	-	-	-	1 0.3
STATIONS (NET)	77 5.4	70 5.8	7 3.1	62 6.3	8 3.6	11 5.2	46 6.4	13 4.7	5 3.7	2 2.2	66 5.9	11 3.5	61 5.8	2 3.1	-	14 4.8
ADDRESS STATION CLEANLINESS AND SECURITY ISSUES -PANHANDLING, LOITERING, TICKET SCAMS, BROKEN GLASS, URINATION/DEFECATION, PARTYING IN PUBLIC AREAS, HEAVY CROWDS/ OVERCROWDING DURING DELAYS	47 3.3	41 3.4	6 2.7	39 3.9	2 0.9	6 2.8	27 3.7	8 2.9	4 3.0	2 2.2	40 3.6	7 2.3	38 3.6	2 3.1	-	7 2.4

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	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
IMPROVE LIGHTING/SHADE/ RAIN PROTECTION/ ELEVATORS AT STATIONS	17 1.2	16 1.3	1 0.4	13 1.3	3 1.3	4 1.9	11 1.5	1 0.4	1 0.7	-	15 1.3	2 0.6	15 1.4	-	-	2 0.7
MORE RESTROOMS AT STATIONS/IMPROVE RESTROOMS AT STATIONS	6 0.4	6 0.5	-	6 0.6	-	-	5 0.7	1 0.4	-	-	6 0.5	-	5 0.5	-	-	1 0.3
IMPROVE STATION EGRESS/ ACCESS	6 0.4	6 0.5	-	5 0.5	1 0.4	-	3 0.4	3 1.1	-	-	6 0.5	-	3 0.3	-	-	3 1.0
IMPROVE STATIONS (GENERAL)	4 0.3	4 0.3	-	2 0.2	2 0.9	2 0.9	2 0.3	-	-	-	1 0.1	3 1.0	2 0.2	-	-	2 0.7
MAJOR CHANGES (NET)	64 4.5	61 5.0	3 1.3	48 4.9	13 5.8	12 5.6	44 6.1	5 1.8	2 1.5	1 1.1	54 4.8	10 3.2	45 4.3	2 3.1	3 12.5	14 4.8
ADD STATIONS/EXPAND SERVICE TO SPECIFIC STATIONS	49 3.4	47 3.9	2 0.9	38 3.8	9 4.0	9 4.2	35 4.8	3 1.1	1 0.7	1 1.1	41 3.6	8 2.6	34 3.2	1 1.6	2 8.3	12 4.1
REVAMP FARE STRUCTURE/ ZONES/MAKE FREE FOR DISABLED, VETERANS	12 0.8	11 0.9	1 0.4	7 0.7	4 1.8	3 1.4	7 1.0	1 0.4	1 0.7	-	11 1.0	1 0.3	9 0.9	-	1 4.2	2 0.7
MAKE MAJOR CHANGES (GENERAL)	2 0.1	2 0.2	-	2 0.2	-	-	1 0.1	1 0.4	-	-	1 0.1	1 0.3	1 0.1	1 1.6	-	-
DO NOT MAKE SCHEDULE CHANGES SO OFTEN	1 0.1	1 0.1	-	1 0.1	-	-	1 0.1	-	-	-	1 0.1	-	1 0.1	-	-	-
BIKE-RELATED COMMENTS (NET)	56 3.9	50 4.1	6 2.7	41 4.1	9 4.0	6 2.8	34 4.7	10 3.6	1 0.7	5 5.6	29 2.6	27 8.7	37 3.5	6 9.4	1 4.2	12 4.1
ADD MORE SPACE FOR BIKES ON TRAINS/MORE BIKE PARKING	34 2.4	29 2.4	5 2.2	21 2.1	8 3.6	6 2.8	17 2.4	6 2.2	1 0.7	4 4.4	18 1.6	16 5.2	22 2.1	4 6.3	1 4.2	7 2.4
ENFORCE RULES (NON- CYCLIST BEHAVIOR) - CYCLISTS ONLY IN SEATS NEAR BIKES, LOADING/ UNLOADING	13 0.9	11 0.9	2 0.9	8 0.8	3 1.3	2 0.9	8 1.1	1 0.4	-	2 2.2	1 0.1	12 3.9	9 0.9	1 1.6	1 4.2	2 0.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	WEEKDAY TIME PERIOD								OVERALL CALTRAIN EXPERIENCE							
	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
REVAMP LOADING SYSTEM - TAKES TOO LONG TO GET TO BIKE OR FIND RIGHT STACK/LOAD/UNLOAD	4 0.3	4 0.3	-	3 0.3	1 0.4	1 0.5	3 0.4	-	-	-	2 0.2	2 0.6	2 0.2	-	1 4.2	1 0.3
BIKE LOCKER SYSTEM SHOULD BE ONLINE/ IMPROVE OR EXPAND BIKE LOCKERS	4 0.3	4 0.3	-	4 0.4	-	-	3 0.4	1 0.4	-	-	4 0.4	-	2 0.2	1 1.6	-	1 0.3
ENFORCE RULES (CYCLIST BEHAVIOR) - CRACK DOWN ON RIDING ON PLATFORM, SWINGING BIKE ABOVE HEAD, NOT USING TAGS/ NOT LOADING PROPERLY	3 0.2	3 0.2	-	3 0.3	-	-	3 0.4	-	-	-	2 0.2	1 0.3	3 0.3	-	-	-
CHARGE FOR BIKE SERVICE SINCE ADDITIONAL SPACE IS USED/NEED MORE ROOM FOR PEOPLE	3 0.2	3 0.2	-	3 0.3	-	-	1 0.1	2 0.7	-	-	3 0.3	-	1 0.1	1 1.6	-	1 0.3
RECONFIGURE BIKE CARS SO MORE BIKES CAN BE HELD AND MORE EFFICIENT LOADING/UNLOADING	1 0.1	1 0.1	-	1 0.1	-	-	1 0.1	-	-	-	1 0.1	-	1 0.1	-	-	-
MOBILE APP, SOCIAL MEDIA, AND CALTRAIN.ME (NET)	56 3.9	51 4.2	5 2.2	44 4.5	7 3.1	6 2.8	33 4.6	12 4.4	4 3.0	1 1.1	48 4.3	8 2.6	40 3.8	-	-	16 5.4
NEED AN APP/MOBILE FOR REAL TIME DELAY AND SCHEDULE INFO	53 3.7	49 4.0	4 1.8	42 4.3	7 3.1	6 2.8	31 4.3	12 4.4	3 2.2	1 1.1	45 4.0	8 2.6	37 3.5	-	-	16 5.4
CALTRAIN.ME NEEDS IMPROVEMENT/IMPROVE TWITTER FEED	2 0.1	1 0.1	1 0.4	1 0.1	-	-	1 0.1	-	1 0.7	-	2 0.2	-	2 0.2	-	-	-
CALTRAIN.ME IS GOOD/OK	1 0.1	1 0.1	-	1 0.1	-	-	1 0.1	-	-	-	1 0.1	-	1 0.1	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	WEEKDAY TIME PERIOD										OVERALL CALTRAIN EXPERIENCE						
	TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT SATIS				NTRAL NA/ BLANK	
	=====		=====		=====			=====		=====		=====					
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT		
COORDINATE CALTRAIN SCHEDULES/FARES BETTER WITH BART, MUNI, SAMTRANS, OTHER TRANSIT	52 3.6	51 4.2	1 0.4	39 3.9	12 5.4	11 5.2	29 4.0	11 4.0	1 0.7	-	45 4.0	7 2.3	34 3.2	2 3.1	1 4.2	15 5.1	
TRAIN FARES ARE TOO EXPENSIVE/MORE EXPENSIVE THAN DRIVING	45 3.1	40 3.3	5 2.2	26 2.6	14 6.3	13 6.1	18 2.5	9 3.3	3 2.2	2 2.2	30 2.7	15 4.8	29 2.8	4 6.3	1 4.2	11 3.7	
ACCIDENTS AND SUICIDE RELATED COMMENTS (NET)	42 2.9	39 3.2	3 1.3	33 3.3	6 2.7	4 1.9	25 3.5	10 3.6	1 0.7	2 2.2	34 3.0	8 2.6	25 2.4	1 1.6	1 4.2	15 5.1	
ADDRESS ACCIDENTS AND SUICIDES (GENERAL)	16 1.1	16 1.3	-	13 1.3	3 1.3	2 0.9	11 1.5	3 1.1	-	-	13 1.2	3 1.0	10 0.9	-	1 4.2	5 1.7	
STREAMLINE INVESTIGATION PROCEDURES TO SHORTEN DELAYS	13 0.9	13 1.1	-	12 1.2	1 0.4	1 0.5	7 1.0	5 1.8	-	-	11 1.0	2 0.6	8 0.8	1 1.6	-	4 1.4	
CONSIDER MOVING SOME CROSSINGS SO THEY ARE NOT AT STREET LEVEL/GO OVER OR UNDER	10 0.7	8 0.7	2 0.9	6 0.6	2 0.9	1 0.5	5 0.7	2 0.7	-	2 2.2	7 0.6	3 1.0	6 0.6	-	-	4 1.4	
ENFORCE 'NO TRESPASSING', BUILD FENCES, TAKE OTHER ACTIONS TO PREVENT PROBLEMS	6 0.4	5 0.4	1 0.4	4 0.4	1 0.4	-	5 0.7	-	1 0.7	-	6 0.5	-	3 0.3	-	-	3 1.0	
INCREASE PARKING AT STATIONS/ADD LONG-TERM PARKING	28 2.0	28 2.3	-	26 2.6	2 0.9	2 0.9	14 1.9	12 4.4	-	-	21 1.9	7 2.3	25 2.4	1 1.6	-	2 0.7	
ADD ELECTRICAL OUTLETS/ CHARGING STATIONS TO TRAINS	26 1.8	16 1.3	10 4.5	12 1.2	4 1.8	4 1.9	11 1.5	1 0.4	8 6.0	2 2.2	23 2.0	3 1.0	18 1.7	2 3.1	-	6 2.0	
ADD AMENITIES (SMOKING/ FOOD, ETC.)	22 1.5	19 1.6	3 1.3	17 1.7	2 0.9	2 0.9	10 1.4	7 2.5	2 1.5	1 1.1	20 1.8	2 0.6	17 1.6	1 1.6	-	4 1.4	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

TOTAL	WEEKDAY SERVICE								SAT. SVC.		BIKE CAR OR REGULAR CAR?		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	
	=====		=====		=====			=====		=====						
	WTKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE					
21 1.5	18 1.5	3 1.3	16 1.6	2 0.9	2 0.9	8 1.1	8 2.9	- 3.3	3	18 1.6	3 1.0	15 1.4	4 6.3	-	2 0.7	
21 1.5	19 1.6	2 0.9	16 1.6	3 1.3	3 1.4	12 1.7	4 1.5	1 0.7	1 1.1	18 1.6	3 1.0	19 1.8	-	-	2 0.7	
14 1.0	10 0.8	4 1.8	8 0.8	2 0.9	1 0.5	6 0.8	3 1.1	2 1.5	2 2.2	12 1.1	2 0.6	9 0.9	-	-	5 1.7	
14 1.0	12 1.0	2 0.9	11 1.1	1 0.4	1 0.5	9 1.2	2 0.7	2 1.5	-	13 1.2	1 0.3	8 0.8	1 1.6	-	5 1.7	
11 0.8	10 0.8	1 0.4	6 0.6	4 1.8	4 1.9	5 0.7	1 0.4	1 0.7	-	9 0.8	2 0.6	6 0.6	2 3.1	-	3 1.0	
10 0.7	10 0.8	-	9 0.9	1 0.4	2 0.9	5 0.7	3 1.1	-	-	7 0.6	3 1.0	8 0.8	-	-	2 0.7	
9 0.6	7 0.6	2 0.9	6 0.6	1 0.4	1 0.5	3 0.4	3 1.1	-	2 2.2	7 0.6	2 0.6	4 0.4	1 1.6	-	4 1.4	
9 0.6	8 0.7	1 0.4	8 0.8	-	-	4 0.6	4 1.5	-	1 1.1	6 0.5	3 1.0	4 0.4	1 1.6	2 8.3	2 0.7	
9 0.6	6 0.5	3 1.3	5 0.5	1 0.4	1 0.5	5 0.7	-	3 2.2	-	7 0.6	2 0.6	7 0.7	-	1 4.2	1 0.3	
9 0.6	6 0.5	3 1.3	5 0.5	1 0.4	1 0.5	5 0.7	-	3 2.2	-	7 0.6	2 0.6	7 0.7	-	1 4.2	1 0.3	
2 0.1	2 0.2	-	2 0.2	-	-	-	2 0.7	-	-	2 0.2	-	-	1 1.6	-	1 0.3	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

											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
KEEP TRAINS AD-FREE; AVOID TRAIN 'WRAPPING'	1 0.1	1 0.1	-	1 0.1	-	-	1 0.1	-	-	-	1 0.1	-	1 0.1	-	-	-
OTHER/GENERAL COMMENT	26 1.8	23 1.9	3 1.3	19 1.9	4 1.8	4 1.9	11 1.5	8 2.9	3 2.2	-	21 1.9	5 1.6	20 1.9	1 1.6	1 4.2	4 1.4
DID NOT LEAVE A COMMENT	2662	2171	491	1753	418	345	1345	481	363	128	2147	515	2140	56	13	453

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
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BASE - ALL RESPONDENTS	1435	10	11	16	25	30	19	35	23	26	18	23	22	55	82	49	55	27	54	14	17	52	36
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
CROWDING/CAPACITY/ FREQUENCY RELATED COMMENTS (NET)	369	2	2	6	5	10	1	8	5	3	8	1	5	6	40	11	9	4	19	6	3	5	5
	25.7	20.0	18.2	37.5	20.0	33.3	5.3	22.9	21.7	11.5	44.4	4.3	22.7	10.9	48.8	22.4	16.4	14.8	35.2	42.9	17.6	9.6	13.9
ADD TRAINS/CARS - TRAINS ARE TOO CROWDED/ EVERY PAYING CUSTOMER SHOULD HAVE A SEAT	94	1	-	-	4	3	-	2	3	-	1	-	-	-	13	4	3	-	1	2	-	-	2
	6.6	10.0			16.0	10.0		5.7	13.0		5.6				15.9	8.2	5.5		1.9	14.3			5.6
NEED MORE TRAINS DURING AM/PM PEAK HOURS	85	1	1	1	-	2	-	2	1	-	-	-	4	3	10	-	4	1	7	3	-	3	1
	5.9	10.0	9.1	6.3		6.7		5.7	4.3				18.2	5.5	12.2		7.3	3.7	13.0	21.4		5.8	2.8
NEED MORE BULLET/ EXPRESS TRAINS	85	-	1	-	-	1	-	-	1	1	1	1	-	1	3	4	2	1	5	1	1	-	-
	5.9		9.1			3.3			4.3	3.8	5.6	4.3		1.8	3.7	8.2	3.6	3.7	9.3	7.1	5.9		
TRAINS SHOULD BE MORE FREQUENT/MORE SPACED OUT/SHOULD BE 1 TRAIN EVERY 30 MINUTES	61	-	-	3	1	4	1	1	-	1	1	-	-	1	9	3	3	1	5	1	2	-	1
	4.3			18.8	4.0	13.3	5.3	2.9		3.8	5.6			1.8	11.0	6.1	5.5	3.7	9.3	7.1	11.8		2.8
NEED MORE TRAINS DURING WEEKDAY OFF-PEAK HOURS	49	-	-	2	1	1	1	1	-	-	1	-	-	1	3	-	1	1	2	1	1	1	1
	3.4			12.5	4.0	3.3	5.3	2.9			5.6			1.8	3.7		1.8	3.7	3.7	7.1	5.9	1.9	2.8
EXPAND WEEKEND SERVICE	41	-	1	-	-	-	-	2	-	1	3	-	-	-	2	-	2	-	2	-	-	-	-
	2.9		9.1					5.7		3.8	16.7				2.4		3.6		3.7				
INCREASE SERVICE TAMIEN- GILROY (SOUTH OF DIRIDON)	33	-	-	-	-	1	-	1	-	-	1	-	1	-	10	-	-	-	1	-	-	1	-
	2.3					3.3		2.9			5.6		4.5		12.2				1.9			1.9	
ADD MORE TRAINS FOR SPECIAL EVENTS/GAME DAYS	30	1	-	1	1	-	-	-	-	-	2	-	-	2	3	5	-	1	1	-	-	-	-
	2.1	10.0		6.3	4.0						11.1			3.6	3.7	10.2		3.7	1.9				
OK TO RAISE PRICES IF INCREASE CAPACITY	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.1																						
POSITIVE COMMENT ABOUT CALTRAIN/SEE IMPROVEMENT/ SEE YOU ARE TRYING	251	1	3	3	7	7	6	8	5	8	5	2	3	12	9	8	7	4	7	4	3	8	4
	17.5	10.0	27.3	18.8	28.0	23.3	31.6	22.9	21.7	30.8	27.8	8.7	13.6	21.8	11.0	16.3	12.7	14.8	13.0	28.6	17.6	15.4	11.1
LATE TRAINS/TIMELINESS ISSUES (NET)	240	1	1	3	4	4	-	8	4	3	-	4	5	10	13	9	9	4	6	2	1	13	11
	16.7	10.0	9.1	18.8	16.0	13.3		22.9	17.4	11.5		17.4	22.7	18.2	15.9	18.4	16.4	14.8	11.1	14.3	5.9	25.0	30.6

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
KEEP PASSENGERS BETTER INFORMED WHEN DELAYS OCCUR - ESP. PRIOR TO REACHING THE STATION	94 6.6	-	-	1 6.3	2 8.0	-	-	4 11.4	1 4.3	2 7.7	-	-	3 13.6	6 10.9	7 8.5	2 4.1	5 9.1	3 11.1	2 3.7	-	1 5.9	9 17.3	5 13.9
TRAINS NEED TO BE ON TIME MORE REGULARLY	59 4.1	1 10.0	1 9.1	1 6.3	1 4.0	2 6.7	-	2 5.7	2 8.7	1 3.8	-	1 4.3	-	2 3.6	2 2.4	3 6.1	2 3.6	1 3.7	2 3.7	-	-	3 5.8	2 5.6
EVEN WITHOUT DELAYS - TRAIN TRIP TAKES TOO LONG	37 2.6	-	-	1 6.3	-	2 6.7	-	1 2.9	1 4.3	-	-	-	1 4.5	-	2 2.4	2 4.1	1 1.8	1 3.7	1 1.9	-	-	-	-
DURING LONGER DELAYS - ONCE AT STATION/ON BOARD, NEED BETTER REAL-TIME COMMUNICATION OF WHICH TRAINS ARE STOPPING AT WHICH STATIONS, WHEN TRAINS ARE ACTUALLY DEPARTING, ETC.	32 2.2	-	-	-	2 8.0	-	-	-	-	-	-	3 13.0	-	3 5.5	1 1.2	-	1 1.8	-	-	-	-	6 11.5	2 5.6
ADDRESS MECHANICAL ISSUES TO HELP GET TRAINS BACK ON TIME REGULARLY	26 1.8	-	-	-	-	-	-	1 2.9	-	-	-	-	-	1 1.8	-	2 4.1	1 1.8	2 7.4	-	1 7.1	-	1 1.9	3 8.3
STREAMLINE LOADING/ UNLOADING AT STATIONS (SF/4TH & KING) TO KEEP TRAINS ON TIME	19 1.3	-	-	-	-	-	-	-	-	-	-	-	1 4.5	-	-	-	1 1.8	-	-	1 7.1	-	-	-
LIFT THE SAFETY GATE AS SOON AS POSSIBLE TO MINIMIZE LOADING/ UNLOADING DELAYS	7 0.5	-	-	-	-	-	-	1 2.9	-	-	-	-	-	-	2 2.4	-	-	-	1 1.9	-	-	-	-
PASSENGERS SHOULD BE COMPENSATED FOR LONGER DELAYS	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2.0	-	-	-	-	-	-	-
CLIPPER-RELATED COMMENTS (NET)	167 11.6	1 10.0	1 9.1	2 12.5	-	2 6.7	2 10.5	3 8.6	4 17.4	-	3 16.7	5 21.7	2 9.1	3 5.5	8 9.8	3 6.1	9 16.4	5 18.5	5 9.3	2 14.3	6 35.3	5 9.6	3 8.3
MOVE TICKET MACHINES CLOSE TO ENTRANCE/ INCREASE # OF MACHINES/ IMPROVE SPEED	73 5.1	-	1 9.1	1 6.3	-	1 3.3	2 10.5	1 2.9	3 13.0	-	-	3 13.0	1 4.5	3 5.5	3 3.7	2 4.1	2 3.6	3 11.1	1 1.9	1 7.1	5 29.4	3 5.8	2 5.6

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
CLIPPER TAGGING SYSTEM IS CONFUSING/DIFFICULT/ SHOULD BE STREAMLINED	54 3.8	-	-	1 6.3	-	-	1 5.3	1 2.9	1 4.3	-	-	3 13.0	1 4.5	-	4 4.9	1 2.0	4 7.3	3 11.1	3 5.6	1 7.1	-	2 3.8	-
IMPROVE TICKETING MACHINES/IMPROVE FARE PRODUCTS/PAYMENT OPTIONS	32 2.2	1 10.0	-	-	-	-	-	2 5.7	-	-	1 5.6	1 4.3	-	2 3.6	-	-	3 5.5	-	-	1 7.1	2 11.8	2 3.8	-
TAGGING ON/OFF IS EASY TO FORGET/PUNISHES RIDERS FOR A BAD SYSTEM/ MAKES USING CALTRAIN MORE EXPENSIVE (IF FORGET TO TAG OFF)	22 1.5	-	-	-	-	-	-	-	1 4.3	-	1 5.6	-	-	-	-	1 2.0	1 1.8	1 3.7	-	-	-	-	-
ALLOW TICKETS TO BE PURCHASED/TAGGED ON BOARD	14 1.0	-	-	-	-	-	-	-	-	-	1 5.6	1 4.3	-	-	1 1.2	1 2.0	-	-	-	-	1 5.9	-	-
LAG IN USING FUNDS ADDED TO CLIPPER ONLINE IS UNACCEPTABLE	12 0.8	-	-	-	-	-	-	-	-	-	-	1 4.3	1 4.5	-	-	-	-	-	-	-	-	-	-
PROVIDE A WAY TO ADD TO CLIPPER AT EVERY STATION	7 0.5	-	-	-	-	1 3.3	-	-	-	-	1 5.6	1 4.3	-	-	-	-	-	-	2 3.7	-	-	-	1 2.8
SHOULD BE ABLE TO USE CLIPPER FOR PARKING	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BRING BACK 8-RIDE TICKETS/SHOULD NOT EXPIRE/TOO HARD TO GET	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ADD WIFI TO TRAINS	159 11.1	1 10.0	2 18.2	-	1 4.0	2 6.7	-	3 8.6	2 8.7	4 15.4	1 5.6	4 17.4	1 4.5	5 9.1	5 6.1	7 14.3	3 5.5	3 11.1	5 9.3	3 21.4	3 17.6	7 13.5	7 19.4
TRAIN INTERIORS (NET)	126 8.8	-	2 18.2	1 6.3	1 4.0	3 10.0	4 21.1	3 8.6	1 4.3	3 11.5	-	4 17.4	1 4.5	3 5.5	6 7.3	5 10.2	6 10.9	6 22.2	5 9.3	-	3 17.6	4 7.7	3 8.3
CLEAN BATHROOMS MORE OFTEN/ELIMINATE ODORS/ MORE BATHROOMS NEEDED (OVER-USED)	56 3.9	-	2 18.2	-	-	1 3.3	2 10.5	1 2.9	-	1 3.8	-	2 8.7	1 4.5	-	1 1.2	2 4.1	3 5.5	4 14.8	2 3.7	-	1 5.9	2 3.8	1 2.8
AIR VENTS/AC ON TRAINS DO NOT WORK PROPERLY	29 2.0	-	-	-	1 4.0	1 3.3	-	-	-	-	-	2 8.7	-	1 1.8	4 4.9	-	-	-	3 5.6	-	2 11.8	1 1.9	1 2.8

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
AVOID USING BACKWARD FACING SEATS/CHANGE SEAT ARRANGEMENTS/ADD TRAY TABLES	25 1.7	-	1 9.1	1 6.3	-	1 3.3	1 5.3	1 2.9	1 4.3	1 3.8	-	-	-	1 1.8	1 1.2	1 2.0	2 3.6	1 3.7	-	-	-	1 1.9	1 2.8
CLEAN TRAIN INTERIOR	24 1.7	-	-	-	-	-	1 5.3	1 2.9	-	1 3.8	-	1 4.3	-	1 1.8	1 1.2	2 4.1	1 1.8	1 3.7	-	-	-	-	-
RULES/CODES OF CONDUCT (NET)	103 7.2	2 20.0	-	2 12.5	2 8.0	2 6.7	1 5.3	2 5.7	2 8.7	3 11.5	1 5.6	2 8.7	1 4.5	9 16.4	5 6.1	3 6.1	3 5.5	6 22.2	3 5.6	-	-	6 11.5	2 5.6
NEED QUIET CAR/REDUCE NOISE ON BOARD/AVOID EXCESSIVE TRAIN HORN/ CONVERSATIONS TOO LOUD	38 2.6	-	-	1 6.3	1 4.0	-	-	1 2.9	-	1 3.8	-	-	1 4.5	3 5.5	1 1.2	3 6.1	1 1.8	1 3.7	3 5.6	-	-	3 5.8	-
ENFORCE RULES (QUALITY OF LIFE) - ADD SECURITY TO HANDLE FARE EVASION, DISRUPTIVE/AGGRESSIVE PASSENGERS, SMOKING IN NO-SMOKING AREAS, EXCESSIVE ALCOHOL USE, DRUG USE	30 2.1	-	-	-	1 4.0	-	1 5.3	-	1 4.3	1 3.8	1 5.6	2 8.7	-	3 5.5	1 1.2	-	1 1.8	2 7.4	-	-	-	1 1.9	1 2.8
CONCERNS ABOUT PERSONAL SAFETY/QUESTIONABLE PEOPLE ON BOARD TRAINS/ WHO TO CALL/DO NOT FEEL SAFE	23 1.6	2 20.0	-	-	-	2 6.7	-	-	-	-	-	-	-	3 5.5	2 2.4	1 2.0	1 1.8	3 11.1	-	-	-	1 1.9	1 2.8
ENFORCE RULES (ETIQUETTE) - TAKING UP MORE THAN ONE SEAT, RUSHING THE DOOR TO ENTER BEFORE OTHERS EXIT, JUMPING LINE, NOT GIVING UP SEATING TO ELDERLY/DISABLED, ETC.	18 1.3	-	-	-	-	-	-	1 2.9	1 4.3	1 3.8	1 5.6	1 4.3	-	1 1.8	2 2.4	-	-	1 3.7	-	-	-	1 1.9	-
CONSIDER BANNING/ LIMITING ALCOHOL ON TRAINS	7 0.5	-	-	1 6.3	-	-	-	-	-	-	-	-	-	1 1.8	-	-	-	1 3.7	-	-	-	-	-
CONSIDER RELAXING/ BENDING FARE RULES FOR REGULAR PASSENGERS/ RULES SEEM OVERLY STRICT/ALLOW CONDUCTORS TO ASSIST MORE WHEN PASSENGERS HAVE TECHNICAL ISSUES	4 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.9	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
PLEASE KEEP ABILITY TO EAT/DRINK ONBOARD/IMPORTANT FOR MY SCHEDULE	4 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CONDUCTORS AND STAFFING (NET)	82 5.7	1 10.0	2 18.2	2 12.5	1 4.0	3 10.0	-	1 2.9	1 4.3	1 3.8	3 16.7	2 8.7	-	4 7.3	2 2.4	1 2.0	1 1.8	2 7.4	3 5.6	1 7.1	1 5.9	4 7.7	-
POSITIVE COMMENT ABOUT CONDUCTORS/OTHER STAFF (GENERAL)	50 3.5	-	1 9.1	2 12.5	-	1 3.3	-	1 2.9	-	1 3.8	1 5.6	1 4.3	-	3 5.5	1 1.2	-	-	1 3.7	2 3.7	-	1 5.9	3 5.8	-
CONDUCTORS/OTHER STAFF ARE RUDE/MADE ARBITRARY OR UNFAIR TICKETING DECISION	36 2.5	1 10.0	1 9.1	-	1 4.0	2 6.7	-	-	1 4.3	-	3 16.7	1 4.3	-	1 1.8	1 1.2	1 2.0	1 1.8	1 3.7	1 1.9	1 7.1	1 5.9	1 1.9	-
COMMUNICATION AND SIGNAGE (NET)	77 5.4	1 10.0	2 18.2	1 6.3	4 16.0	1 3.3	1 5.3	2 5.7	-	1 3.8	2 11.1	2 8.7	1 4.5	4 7.3	3 3.7	-	2 3.6	4 14.8	2 3.7	-	-	1 1.9	2 5.6
MAKE IT CLEARER AT STATION PLATFORMS WHERE EACH TRAIN WILL ACTUALLY STOP (BOTH DIRECTIONS)	38 2.6	-	1 9.1	1 6.3	3 12.0	-	1 5.3	1 2.9	-	1 3.8	-	-	1 4.5	2 3.6	-	-	-	3 11.1	1 1.9	-	-	1 1.9	-
PUT ELECTRONIC SIGNS ON TRAIN WITH NEXT STOP/ TIME, REAL-TIME DELAY INFORMATION	19 1.3	-	-	1 6.3	1 4.0	-	-	2 5.7	-	-	-	1 4.3	-	2 3.6	2 2.4	-	-	-	-	-	-	1 1.9	-
IMPROVE COMMUNICATION/ SIGNAGE (GENERAL)	13 0.9	-	1 9.1	-	-	-	-	-	-	-	2 11.1	-	1 4.5	-	1 1.2	-	-	1 3.7	-	-	-	-	2 5.6
INFO POSTED/ONLINE/IN STATIONS/ON APP/ON TRAIN DO NOT MATCH	13 0.9	1 10.0	-	-	-	1 3.3	-	-	-	1 3.8	-	1 4.3	-	-	-	-	1 1.8	-	1 1.9	-	-	-	1 2.8
USE MOUNTAIN VIEW-TYPE MAP AT OTHER STATIONS	3 0.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NEED CLEAR TRAIN # VISIBLE FROM FRONT AND SIDE OF TRAINS/MAKE TRAIN NUMBER MORE PROMINENT	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.8	-	-	-	-	-	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
STATIONS (NET)	77 5.4	2 20.0	2 18.2	-	-	2 6.7	3 15.8	1 2.9	-	1 3.8	-	2 8.7	-	4 7.3	8 9.8	2 4.1	2 3.6	1 3.7	2 3.7	-	1 5.9	6 11.5	7 19.4
ADDRESS STATION CLEANLINESS AND SECURITY ISSUES -PANHANDLING, LOITERING, TICKET SCAMS, BROKEN GLASS, URINATION/DEFECATION, PARTYING IN PUBLIC AREAS, HEAVY CROWDS/ OVERCROWDING DURING DELAYS	47 3.3	2 20.0	2 18.2	-	-	-	2 10.5	-	-	-	-	1 4.3	-	3 5.5	7 8.5	-	-	-	-	-	-	6 11.5	3 8.3
IMPROVE LIGHTING/SHADE/ RAIN PROTECTION/ ELEVATORS AT STATIONS	17 1.2	-	1 9.1	-	-	1 3.3	-	1 2.9	-	1 3.8	-	1 4.3	-	1 1.8	-	1 2.0	2 3.6	-	1 1.9	-	-	-	3 8.3
MORE RESTROOMS AT STATIONS/IMPROVE RESTROOMS AT STATIONS	6 0.4	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.2	1 2.0	-	-	-	-	-	-	1 2.8
IMPROVE STATION EGRESS/ ACCESS	6 0.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2.0	-	-	1 1.9	-	1 5.9	-	-
IMPROVE STATIONS (GENERAL)	4 0.3	-	-	-	-	1 3.3	1 5.3	-	-	-	-	-	-	-	-	-	-	1 3.7	-	-	-	-	1 2.8
MAJOR CHANGES (NET)	64 4.5	1 10.0	-	1 6.3	-	1 3.3	2 10.5	2 5.7	2 8.7	2 7.7	1 5.6	2 8.7	-	3 5.5	4 4.9	2 4.1	6 10.9	1 3.7	3 5.6	1 7.1	1 5.9	2 3.8	2 5.6
ADD STATIONS/EXPAND SERVICE TO SPECIFIC STATIONS	49 3.4	1 10.0	-	-	-	1 3.3	1 5.3	2 5.7	2 8.7	1 3.8	1 5.6	1 4.3	-	2 3.6	3 3.7	1 2.0	6 10.9	1 3.7	3 5.6	1 7.1	-	2 3.8	1 2.8
REVAMP FARE STRUCTURE/ ZONES/MAKE FREE FOR DISABLED, VETERANS	12 0.8	-	-	1 6.3	-	-	1 5.3	-	-	1 3.8	-	1 4.3	-	-	1 1.2	1 2.0	-	-	-	-	1 5.9	-	1 2.8
MAKE MAJOR CHANGES (GENERAL)	2 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DO NOT MAKE SCHEDULE CHANGES SO OFTEN	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	1 1.8	-	-	-	-	-	-	-	-	-
BIKE-RELATED COMMENTS (NET)	56 3.9	-	-	-	-	1 3.3	-	2 5.7	2 8.7	-	1 5.6	-	6 27.3	-	3 3.7	5 10.2	1 1.8	6 22.2	2 3.7	2 14.3	1 5.9	1 1.9	1 2.8

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
ADD MORE SPACE FOR BIKES ON TRAINS/MORE BIKE PARKING	34 2.4	-	-	-	-	1 3.3	-	2 5.7	2 8.7	-	1 5.6	-	2 9.1	-	3 3.7	3 6.1	-	2 7.4	1 1.9	1 7.1	1 5.9	-	-
ENFORCE RULES (NON-CYCLIST BEHAVIOR) - CYCLISTS ONLY IN SEATS NEAR BIKES, LOADING/UNLOADING	13 0.9	-	-	-	-	-	-	1 2.9	-	-	1 5.6	-	4 18.2	-	-	-	-	3 11.1	-	1 7.1	-	-	-
REVAMP LOADING SYSTEM - TAKES TOO LONG TO GET TO BIKE OR FIND RIGHT STACK/LOAD/UNLOAD	4 0.3	-	-	-	-	-	-	-	-	-	1 5.6	-	-	-	-	2 4.1	-	1 3.7	-	-	-	-	-
BIKE LOCKER SYSTEM SHOULD BE ONLINE/ IMPROVE OR EXPAND BIKE LOCKERS	4 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 3.7	-	-	-	1 2.8
ENFORCE RULES (CYCLIST BEHAVIOR) - CRACK DOWN ON RIDING ON PLATFORM, SWINGING BIKE ABOVE HEAD, NOT USING TAGS/ NOT LOADING PROPERLY	3 0.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 3.7	-	-	-	1 1.9	-
CHARGE FOR BIKE SERVICE SINCE ADDITIONAL SPACE IS USED/NEED MORE ROOM FOR PEOPLE	3 0.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
RECONFIGURE BIKE CARS SO MORE BIKES CAN BE HELD AND MORE EFFICIENT LOADING/UNLOADING	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.8	-	-	-	-	-	-
MOBILE APP, SOCIAL MEDIA, AND CALTRAIN.ME (NET)	56 3.9	-	-	-	1 4.0	-	-	2 5.7	1 4.3	-	2 11.1	-	1 4.5	4 7.3	5 6.1	1 2.0	6 10.9	2 7.4	-	-	1 5.9	3 5.8	1 2.8
NEED AN APP/MOBILE FOR REAL TIME DELAY AND SCHEDULE INFO	53 3.7	-	-	-	1 4.0	-	-	2 5.7	1 4.3	-	2 11.1	-	1 4.5	4 7.3	4 4.9	1 2.0	5 9.1	2 7.4	-	-	1 5.9	3 5.8	1 2.8
CALTRAIN.ME NEEDS IMPROVEMENT/IMPROVE TWITTER FEED	2 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.2	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
CALTRAIN.ME IS GOOD/OK	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.8	-	-	-	-	-	-
COORDINATE CALTRAIN SCHEDULES/FARES BETTER WITH BART, MUNI, SAMTRANS, OTHER TRANSIT	52 3.6	-	-	1 6.3	3 12.0	2 6.7	-	-	2 8.7	1 3.8	2 11.1	1 4.3	-	1 1.8	3 3.7	1 2.0	2 3.6	1 3.7	2 3.7	-	1 5.9	4 7.7	1 2.8
TRAIN FARES ARE TOO EXPENSIVE/MORE EXPENSIVE THAN DRIVING	45 3.1	-	-	-	-	3 10.0	3 15.8	2 5.7	2 8.7	2 7.7	1 5.6	-	1 4.5	1 1.8	-	2 4.1	2 3.6	-	-	-	1 5.9	1 1.9	3 8.3
ACCIDENTS AND SUICIDE RELATED COMMENTS (NET)	42 2.9	-	-	-	1 4.0	1 3.3	-	2 5.7	-	-	-	1 4.3	2 9.1	1 1.8	1 1.2	1 2.0	3 5.5	-	1 1.9	1 7.1	1 5.9	1 1.9	5 13.9
ADDRESS ACCIDENTS AND SUICIDES (GENERAL)	16 1.1	-	-	-	-	1 3.3	-	1 2.9	-	-	-	1 4.3	1 4.5	1 1.8	-	-	1 1.8	-	1 1.9	-	1 5.9	-	2 5.6
STREAMLINE INVESTIGATION PROCEDURES TO SHORTEN DELAYS	13 0.9	-	-	-	-	-	-	1 2.9	-	-	-	-	1 4.5	-	-	-	1 1.8	-	-	-	-	1 1.9	3 8.3
CONSIDER MOVING SOME CROSSINGS SO THEY ARE NOT AT STREET LEVEL/GO OVER OR UNDER	10 0.7	-	-	-	1 4.0	-	-	-	-	-	-	-	-	-	1 1.2	-	-	-	-	1 7.1	-	-	-
ENFORCE 'NO TRESPASSING', BUILD FENCES, TAKE OTHER ACTIONS TO PREVENT PROBLEMS	6 0.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2.0	2 3.6	-	-	-	1 5.9	-	1 2.8
INCREASE PARKING AT STATIONS/ADD LONG-TERM PARKING	28 2.0	-	-	-	-	-	-	-	1 4.3	-	1 5.6	-	1 4.5	-	1 1.2	1 2.0	3 5.5	-	1 1.9	-	-	-	-
ADD ELECTRICAL OUTLETS/CHARGING STATIONS TO TRAINS	26 1.8	-	1 9.1	1 6.3	-	-	-	1 2.9	-	1 3.8	-	-	-	2 3.6	-	3 6.1	-	-	-	-	1 5.9	1 1.9	2 5.6
ADD AMENITIES (SMOKING/FOOD, ETC.)	22 1.5	-	-	-	-	-	-	1 2.9	-	1 3.8	-	-	-	2 3.6	-	1 2.0	-	1 3.7	-	-	-	-	1 2.8
ANNOUNCEMENTS ON TRAINS ARE UNCLEAR/MUDDLED/NOT HELPFUL	21 1.5	-	-	2 12.5	-	-	-	-	-	-	-	-	-	1 1.8	2 2.4	-	1 1.8	-	1 1.9	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	220	225	230	233	254	257	262	267
YOU ARE BETTER THAN OTHER SYSTEMS	21 1.5	-	-	1 6.3	1 4.0	1 3.3	-	-	-	-	-	1 4.3	-	-	4 4.9	1 2.0	-	-	-	-	-	2 3.8	-
COMMENTS ABOUT THE SURVEY	14 1.0	-	-	-	1 4.0	-	-	-	-	-	-	-	-	-	2 2.4	-	2 3.6	-	-	-	1 5.9	-	-
RIDE IS NOT COMFORTABLE, BUMPY, ETC.	14 1.0	-	-	-	-	-	-	-	-	-	1 5.6	-	-	2 3.6	1 1.2	1 2.0	-	-	-	-	-	1 1.9	-
EAGER TO SEE ELECTRIFICATION/HIGH SPEED RAIL	11 0.8	1 10.0	-	1 6.3	-	-	-	1 2.9	1 4.3	-	-	-	-	-	-	-	1 1.8	-	1 1.9	1 7.1	-	-	-
PARKING AT STATIONS IS TOO EXPENSIVE	10 0.7	1 10.0	-	-	-	-	1 5.3	-	-	-	-	-	1 4.5	2 3.6	-	-	1 1.8	-	-	-	-	-	-
ANNOUNCEMENTS AT STATIONS ARE UNCLEAR/MUDDLED/NOT HELPFUL	9 0.6	-	-	-	-	-	-	-	-	1 3.8	-	-	-	1 1.8	-	-	1 1.8	-	-	-	-	1 1.9	-
TAKE A LOOK AT OTHER SYSTEMS (GERMANY, CANADA, JAPAN) TO IMPROVE SYSTEM	9 0.6	-	-	-	-	-	-	-	-	-	-	-	-	1 1.8	1 1.2	1 2.0	-	-	-	-	-	-	-
PASSENGERS WITH DISABILITIES AND NEEDED ACCOMMODATIONS NOT ALREADY ADDRESSED (NET)	9 0.6	-	-	-	-	-	-	-	-	-	1 5.6	-	1 4.5	1 1.8	1 1.2	1 2.0	-	-	-	-	-	-	1 2.8
PAY MORE ATTENTION TO ACCESS FOR THOSE WITH DISABILITIES/WITH STROLLERS/ON CRUTCHES/ELDERLY	9 0.6	-	-	-	-	-	-	-	-	-	1 5.6	-	1 4.5	1 1.8	1 1.2	1 2.0	-	-	-	-	-	-	1 2.8
COMFORT/SUPPORT OF TRAIN SEATING	2 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
KEEP TRAINS AD-FREE; AVOID TRAIN 'WRAPPING'	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER/GENERAL COMMENT	26 1.8	-	-	-	1 4.0	-	1 5.3	1 2.9	-	1 3.8	-	1 4.3	-	1 1.8	-	2 4.1	-	2 7.4	1 1.9	-	-	-	-
DID NOT LEAVE A COMMENT	2662	10	8	29	49	42	34	50	58	25	40	35	41	71	95	160	106	32	77	49	42	95	74

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	1435 100.0	78 100.0	29 100.0	34 100.0	42 100.0	38 100.0	16 100.0	19 100.0	27 100.0	27 100.0	36 100.0	60 100.0	56 100.0	24 100.0	26 100.0	14 100.0	22 100.0	25 100.0	29 100.0	16 100.0	28 100.0	43 100.0	47 100.0
CROWDING/CAPACITY/ FREQUENCY RELATED COMMENTS (NET)	369 25.7	33 42.3	4 13.8	5 14.7	6 14.3	10 26.3	5 31.3	4 21.1	8 29.6	9 33.3	8 22.2	21 35.0	18 32.1	1 4.2	7 26.9	3 21.4	8 36.4	5 20.0	6 20.7	7 43.8	6 21.4	10 23.3	21 44.7
ADD TRAINS/CARS - TRAINS ARE TOO CROWDED/ EVERY PAYING CUSTOMER SHOULD HAVE A SEAT	94 6.6	10 12.8	2 6.9	1 2.9	3 7.1	5 13.2	1 6.3	-	2 7.4	3 11.1	2 5.6	5 8.3	7 12.5	-	2 7.7	-	-	-	2 6.9	1 6.3	1 3.6	1 2.3	7 14.9
NEED MORE TRAINS DURING AM/PM PEAK HOURS	85 5.9	12 15.4	-	2 5.9	3 7.1	1 2.6	-	3 15.8	-	1 3.7	2 5.6	3 5.0	5 8.9	-	2 7.7	1 7.1	1 4.5	-	2 6.9	-	1 3.6	1 2.3	1 2.1
NEED MORE BULLET/ EXPRESS TRAINS	85 5.9	9 11.5	-	1 2.9	-	1 2.6	1 6.3	1 5.3	3 11.1	2 7.4	4 11.1	8 13.3	5 8.9	-	2 7.7	-	5 22.7	3 12.0	2 6.9	4 25.0	-	7 16.3	3 6.4
TRAINS SHOULD BE MORE FREQUENT/MORE SPACED OUT/SHOULD BE 1 TRAIN EVERY 30 MINUTES	61 4.3	2 2.6	1 3.4	-	1 2.4	2 5.3	-	-	2 7.4	1 3.7	-	3 5.0	3 5.4	-	-	-	-	-	-	1 6.3	3 10.7	2 4.7	2 4.3
NEED MORE TRAINS DURING WEEKDAY OFF-PEAK HOURS	49 3.4	-	-	1 2.9	1 2.4	2 5.3	3 18.8	-	2 7.4	1 3.7	1 2.8	5 8.3	3 5.4	1 4.2	1 3.8	2 14.3	3 13.6	-	-	-	2 7.1	-	2 4.3
EXPAND WEEKEND SERVICE	41 2.9	1 1.3	-	1 2.9	-	-	1 6.3	-	1 3.7	1 3.7	1 2.8	2 3.3	-	-	-	2 14.3	2 9.1	2 8.0	-	2 12.5	2 7.1	4 9.3	6 12.8
INCREASE SERVICE TAMIEN- GILROY (SOUTH OF DIRIDON)	33 2.3	11 14.1	-	-	-	1 2.6	-	-	-	3 11.1	-	1 1.7	-	-	-	-	-	-	-	1 6.3	-	-	-
ADD MORE TRAINS FOR SPECIAL EVENTS/GAME DAYS	30 2.1	-	1 3.4	1 2.9	-	-	-	-	-	1 3.7	1 2.8	2 3.3	-	-	1 3.8	-	-	1 4.0	-	-	-	-	5 10.6
OK TO RAISE PRICES IF INCREASE CAPACITY	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 3.4	-	-	-	-
POSITIVE COMMENT ABOUT CALTRAIN/SEE IMPROVEMENT/ SEE YOU ARE TRYING	251 17.5	12 15.4	5 17.2	5 14.7	8 19.0	7 18.4	4 25.0	-	7 25.9	1 3.7	4 11.1	12 20.0	5 8.9	5 20.8	4 15.4	5 35.7	5 22.7	6 24.0	7 24.1	1 6.3	5 17.9	16 37.2	3 6.4
LATE TRAINS/TIMELINESS ISSUES (NET)	240 16.7	18 23.1	5 17.2	5 14.7	9 21.4	12 31.6	2 12.5	3 15.8	7 25.9	5 18.5	9 25.0	7 11.7	9 16.1	4 16.7	2 7.7	-	2 9.1	1 4.0	4 13.8	1 6.3	1 3.6	5 11.6	14 29.8

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
KEEP PASSENGERS BETTER INFORMED WHEN DELAYS OCCUR - ESP. PRIOR TO REACHING THE STATION	94 6.6	6 7.7	3 10.3	1 2.9	3 7.1	4 10.5	1 6.3	1 5.3	3 11.1	-	4 11.1	3 5.0	2 3.6	-	2 7.7	-	1 4.5	-	-	1 6.3	1 3.6	-	5 10.6
TRAINS NEED TO BE ON TIME MORE REGULARLY	59 4.1	5 6.4	2 6.9	-	1 2.4	2 5.3	-	1 5.3	4 14.8	-	3 8.3	1 1.7	3 5.4	1 4.2	-	-	1 4.5	-	2 6.9	-	-	2 4.7	2 4.3
EVEN WITHOUT DELAYS - TRAIN TRIP TAKES TOO LONG	37 2.6	6 7.7	-	-	1 2.4	5 13.2	-	1 5.3	-	1 3.7	-	-	3 5.4	1 4.2	-	-	-	1 4.0	2 6.9	-	-	3 7.0	-
DURING LONGER DELAYS - ONCE AT STATION/ON BOARD, NEED BETTER REAL-TIME COMMUNICATION OF WHICH TRAINS ARE STOPPING AT WHICH STATIONS, WHEN TRAINS ARE ACTUALLY DEPARTING, ETC.	32 2.2	4 5.1	1 3.4	1 2.9	3 7.1	-	-	-	-	-	1 2.8	2 3.3	-	1 4.2	-	-	-	-	-	-	-	-	1 2.1
ADDRESS MECHANICAL ISSUES TO HELP GET TRAINS BACK ON TIME REGULARLY	26 1.8	3 3.8	-	1 2.9	3 7.1	-	1 6.3	-	1 3.7	3 11.1	1 2.8	-	-	1 4.2	-	-	-	-	-	-	-	-	-
STREAMLINE LOADING/ UNLOADING AT STATIONS (SF/4TH & KING) TO KEEP TRAINS ON TIME	19 1.3	-	-	1 2.9	-	2 5.3	-	1 5.3	-	-	-	3 5.0	1 1.8	-	-	-	-	-	-	-	-	-	8 17.0
LIFT THE SAFETY GATE AS SOON AS POSSIBLE TO MINIMIZE LOADING/ UNLOADING DELAYS	7 0.5	-	-	1 2.9	-	-	-	-	-	1 3.7	-	-	-	-	-	-	-	-	-	-	-	1 2.3	-
PASSENGERS SHOULD BE COMPENSATED FOR LONGER DELAYS	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CLIPPER-RELATED COMMENTS (NET)	167 11.6	10 12.8	1 3.4	5 14.7	4 9.5	6 15.8	-	2 10.5	8 29.6	4 14.8	3 8.3	7 11.7	11 19.6	4 16.7	7 26.9	1 7.1	1 4.5	1 4.0	3 10.3	3 18.8	5 17.9	1 2.3	6 12.8
MOVE TICKET MACHINES CLOSE TO ENTRANCE/ INCREASE # OF MACHINES/ IMPROVE SPEED	73 5.1	2 2.6	-	-	-	1 2.6	-	1 5.3	3 11.1	3 11.1	1 2.8	4 6.7	2 3.6	1 4.2	4 15.4	-	-	1 4.0	2 6.9	2 12.5	3 10.7	1 2.3	4 8.5

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
CLIPPER TAGGING SYSTEM IS CONFUSING/DIFFICULT/ SHOULD BE STREAMLINED	54 3.8	3 3.8	1 3.4	1 2.9	2 4.8	-	-	-	4 14.8	2 7.4	-	-	5 8.9	-	2 7.7	1 7.1	1 4.5	-	1 3.4	-	2 7.1	-	3 6.4
IMPROVE TICKETING MACHINES/IMPROVE FARE PRODUCTS/PAYMENT OPTIONS	32 2.2	2 2.6	-	-	2 4.8	2 5.3	-	-	-	-	-	2 3.3	4 7.1	1 4.2	2 7.7	-	-	1 4.0	-	-	-	-	1 2.1
TAGGING ON/OFF IS EASY TO FORGET/PUNISHES RIDERS FOR A BAD SYSTEM/ MAKES USING CALTRAIN MORE EXPENSIVE (IF FORGET TO TAG OFF)	22 1.5	1 1.3	-	3 8.8	1 2.4	2 5.3	-	-	2 7.4	-	-	1 1.7	2 3.6	2 8.3	2 7.7	-	1 4.5	-	-	-	-	-	-
ALLOW TICKETS TO BE PURCHASED/TAGGED ON BOARD	14 1.0	1 1.3	-	1 2.9	-	-	-	1 5.3	-	-	2 5.6	1 1.7	-	-	-	-	-	-	1 3.4	1 6.3	-	-	1 2.1
LAG IN USING FUNDS ADDED TO CLIPPER ONLINE IS UNACCEPTABLE	12 0.8	1 1.3	-	-	-	2 5.3	-	-	3 11.1	-	-	-	1 1.8	-	2 7.7	-	-	-	-	-	-	-	1 2.1
PROVIDE A WAY TO ADD TO CLIPPER AT EVERY STATION	7 0.5	-	-	1 2.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SHOULD BE ABLE TO USE CLIPPER FOR PARKING	1 0.1	1 1.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BRING BACK 8-RIDE TICKETS/SHOULD NOT EXPIRE/TOO HARD TO GET	1 0.1	-	-	-	-	-	-	-	-	-	-	-	1 1.8	-	-	-	-	-	-	-	-	-	-
ADD WIFI TO TRAINS	159 11.1	6 7.7	6 20.7	6 17.6	5 11.9	2 5.3	4 25.0	3 15.8	3 11.1	4 14.8	8 22.2	7 11.7	11 19.6	3 12.5	5 19.2	2 14.3	-	3 12.0	3 10.3	1 6.3	2 7.1	5 11.6	1 2.1
TRAIN INTERIORS (NET)	126 8.8	6 7.7	3 10.3	3 8.8	-	7 18.4	2 12.5	2 10.5	2 7.4	1 3.7	4 11.1	6 10.0	4 7.1	3 12.5	1 3.8	1 7.1	2 9.1	2 8.0	5 17.2	1 6.3	2 7.1	3 7.0	2 4.3
CLEAN BATHROOMS MORE OFTEN/ELIMINATE ODORS/ MORE BATHROOMS NEEDED (OVER-USED)	56 3.9	3 3.8	2 6.9	3 8.8	-	2 5.3	-	1 5.3	1 3.7	1 3.7	1 2.8	3 5.0	3 5.4	2 8.3	1 3.8	-	2 9.1	-	1 3.4	-	1 3.6	2 4.7	1 2.1
AIR VENTS/AC ON TRAINS DO NOT WORK PROPERLY	29 2.0	1 1.3	-	-	-	3 7.9	-	-	1 3.7	-	2 5.6	1 1.7	-	1 4.2	-	1 7.1	-	-	1 3.4	-	1 3.6	1 2.3	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
AVOID USING BACKWARD FACING SEATS/CHANGE SEAT ARRANGEMENTS/ADD TRAY TABLES	25 1.7	-	1 3.4	-	-	1 2.6	2 12.5	1 5.3	-	-	-	1 1.7	-	1 4.2	-	-	-	1 4.0	1 3.4	1 6.3	-	-	-
CLEAN TRAIN INTERIOR	24 1.7	4 5.1	-	-	-	2 5.3	1 6.3	-	-	-	1 2.8	1 1.7	1 1.8	-	-	-	-	1 4.0	2 6.9	-	-	-	1 2.1
RULES/CODES OF CONDUCT (NET)	103 7.2	4 5.1	4 13.8	1 2.9	5 11.9	1 2.6	2 12.5	2 10.5	1 3.7	2 7.4	5 13.9	6 10.0	2 3.6	2 8.3	2 7.7	-	2 9.1	1 4.0	-	1 6.3	1 3.6	1 2.3	1 2.1
NEED QUIET CAR/REDUCE NOISE ON BOARD/AVOID EXCESSIVE TRAIN HORN/ CONVERSATIONS TOO LOUD	38 2.6	2 2.6	2 6.9	-	3 7.1	-	1 6.3	1 5.3	-	-	3 8.3	2 3.3	-	-	2 7.7	-	1 4.5	-	-	-	-	1 2.3	-
ENFORCE RULES (QUALITY OF LIFE) - ADD SECURITY TO HANDLE FARE EVASION, DISRUPTIVE/AGGRESSIVE PASSENGERS, SMOKING IN NO-SMOKING AREAS, EXCESSIVE ALCOHOL USE, DRUG USE	30 2.1	1 1.3	2 6.9	-	-	-	-	1 5.3	1 3.7	1 3.7	1 2.8	2 3.3	-	-	-	-	2 9.1	-	-	1 6.3	1 3.6	-	1 2.1
CONCERNS ABOUT PERSONAL SAFETY/QUESTIONABLE PEOPLE ON BOARD TRAINS/ WHO TO CALL/DO NOT FEEL SAFE	23 1.6	-	-	1 2.9	-	-	1 6.3	-	-	2 7.4	-	1 1.7	1 1.8	1 4.2	-	-	-	-	-	-	-	-	-
ENFORCE RULES (ETIQUETTE) - TAKING UP MORE THAN ONE SEAT, RUSHING THE DOOR TO ENTER BEFORE OTHERS EXIT, JUMPING LINE, NOT GIVING UP SEATING TO ELDERLY/DISABLED, ETC.	18 1.3	-	1 3.4	-	1 2.4	-	-	1 5.3	-	1 3.7	-	2 3.3	1 1.8	-	-	-	-	-	-	1 6.3	-	-	-
CONSIDER BANNING/ LIMITING ALCOHOL ON TRAINS	7 0.5	-	1 3.4	-	1 2.4	-	-	-	-	1 3.7	-	1 1.7	-	-	-	-	-	-	-	-	-	-	-
CONSIDER RELAXING/ BENDING FARE RULES FOR REGULAR PASSENGERS/ RULES SEEM OVERLY STRICT/ALLOW CONDUCTORS TO ASSIST MORE WHEN PASSENGERS HAVE TECHNICAL ISSUES	4 0.3	-	-	-	1 2.4	-	-	-	-	-	-	-	-	1 4.2	-	-	-	1 4.0	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
PLEASE KEEP ABILITY TO EAT/DRINK ONBOARD/IMPORTANT FOR MY SCHEDULE	4 0.3	1 1.3	1 3.4	-	-	1 2.6	-	-	-	-	1 2.8	-	-	-	-	-	-	-	-	-	-	-	-
CONDUCTORS AND STAFFING (NET)	82 5.7	5 6.4	-	6 17.6	2 4.8	1 2.6	-	2 10.5	4 14.8	1 3.7	-	5 8.3	2 3.6	2 8.3	1 3.8	-	-	2 8.0	3 10.3	1 6.3	3 10.7	4 9.3	2 4.3
POSITIVE COMMENT ABOUT CONDUCTORS/OTHER STAFF (GENERAL)	50 3.5	4 5.1	-	3 8.8	1 2.4	-	-	1 5.3	3 11.1	1 3.7	-	5 8.3	1 1.8	1 4.2	-	-	-	2 8.0	1 3.4	1 6.3	2 7.1	4 9.3	1 2.1
CONDUCTORS/OTHER STAFF ARE RUDE/MADE ARBITRARY OR UNFAIR TICKETING DECISION	36 2.5	1 1.3	-	4 11.8	1 2.4	1 2.6	-	1 5.3	1 3.7	-	-	-	1 1.8	1 4.2	1 3.8	-	-	-	2 6.9	-	1 3.6	-	2 4.3
COMMUNICATION AND SIGNAGE (NET)	77 5.4	3 3.8	2 6.9	1 2.9	1 2.4	2 5.3	-	2 10.5	-	2 7.4	2 5.6	3 5.0	2 3.6	1 4.2	-	-	2 9.1	2 8.0	5 17.2	-	3 10.7	3 7.0	5 10.6
MAKE IT CLEARER AT STATION PLATFORMS WHERE EACH TRAIN WILL ACTUALLY STOP (BOTH DIRECTIONS)	38 2.6	2 2.6	2 6.9	1 2.9	-	1 2.6	-	1 5.3	-	2 7.4	-	1 1.7	2 3.6	-	-	-	1 4.5	2 8.0	4 13.8	-	-	1 2.3	2 4.3
PUT ELECTRONIC SIGNS ON TRAIN WITH NEXT STOP/ TIME, REAL-TIME DELAY INFORMATION	19 1.3	1 1.3	-	-	-	-	-	1 5.3	-	1 3.7	1 2.8	-	-	1 4.2	-	-	1 4.5	-	-	-	-	1 2.3	2 4.3
IMPROVE COMMUNICATION/ SIGNAGE (GENERAL)	13 0.9	-	-	-	-	-	-	-	-	1 3.7	1 2.8	1 1.7	-	-	-	-	-	-	1 3.4	-	-	-	1 2.1
INFO POSTED/ONLINE/IN STATIONS/ON APP/ON TRAIN DO NOT MATCH	13 0.9	-	-	-	-	1 2.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 7.1	2 4.7	1 2.1
USE MOUNTAIN VIEW-TYPE MAP AT OTHER STATIONS	3 0.2	-	-	-	1 2.4	-	-	-	-	-	-	1 1.7	-	-	-	-	-	-	-	-	1 3.6	-	-
NEED CLEAR TRAIN # VISIBLE FROM FRONT AND SIDE OF TRAINS/MAKE TRAIN NUMBER MORE PROMINENT	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
STATIONS (NET)	77 5.4	1 1.3	2 6.9	5 14.7	2 4.8	1 2.6	-	-	-	3 11.1	1 2.8	5 8.3	1 1.8	1 4.2	2 7.7	-	-	1 4.0	1 3.4	2 12.5	1 3.6	1 2.3	1 2.1
ADDRESS STATION CLEANLINESS AND SECURITY ISSUES -PANHANDLING, LOITERING, TICKET SCAMS, BROKEN GLASS, URINATION/DEFECATION, PARTYING IN PUBLIC AREAS, HEAVY CROWDS/ OVERCROWDING DURING DELAYS	47 3.3	1 1.3	2 6.9	3 8.8	1 2.4	-	-	-	-	3 11.1	-	2 3.3	1 1.8	1 4.2	1 3.8	-	-	1 4.0	1 3.4	1 6.3	1 3.6	1 2.3	1 2.1
IMPROVE LIGHTING/SHADE/ RAIN PROTECTION/ ELEVATORS AT STATIONS	17 1.2	-	-	-	1 2.4	1 2.6	-	-	-	-	-	1 1.7	-	-	-	-	-	-	-	1 6.3	-	-	-
MORE RESTROOMS AT STATIONS/IMPROVE RESTROOMS AT STATIONS	6 0.4	-	-	2 5.9	-	-	-	-	-	-	-	1 1.7	-	-	-	-	-	-	-	-	-	-	-
IMPROVE STATION EGRESS/ ACCESS	6 0.4	-	-	-	-	-	-	-	-	-	1 2.8	1 1.7	-	-	1 3.8	-	-	-	-	-	-	-	-
IMPROVE STATIONS (GENERAL)	4 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MAJOR CHANGES (NET)	64 4.5	5 6.4	6 20.7	-	2 4.8	2 5.3	2 12.5	-	-	-	2 5.6	1 1.7	1 1.8	1 4.2	-	1 7.1	-	-	1 3.4	-	-	1 2.3	-
ADD STATIONS/EXPAND SERVICE TO SPECIFIC STATIONS	49 3.4	4 5.1	5 17.2	-	2 4.8	1 2.6	2 12.5	-	-	-	1 2.8	1 1.7	-	1 4.2	-	1 7.1	-	-	-	-	-	1 2.3	-
REVAMP FARE STRUCTURE/ ZONES/MAKE FREE FOR DISABLED, VETERANS	12 0.8	1 1.3	1 3.4	-	-	-	-	-	-	-	1 2.8	-	-	-	-	-	-	-	1 3.4	-	-	-	-
MAKE MAJOR CHANGES (GENERAL)	2 0.1	-	-	-	-	1 2.6	-	-	-	-	-	-	1 1.8	-	-	-	-	-	-	-	-	-	-
DO NOT MAKE SCHEDULE CHANGES SO OFTEN	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BIKE-RELATED COMMENTS (NET)	56 3.9	4 5.1	-	-	1 2.4	1 2.6	-	1 5.3	2 7.4	1 3.7	1 2.8	-	4 7.1	1 4.2	-	-	-	-	1 3.4	-	-	1 2.3	4 8.5

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
ADD MORE SPACE FOR BIKES ON TRAINS/MORE BIKE PARKING	34 2.4	2 2.6	-	-	1 2.4	1 2.6	-	-	1 3.7	-	1 2.8	-	3 5.4	1 4.2	-	-	-	-	1 3.4	-	-	1 2.3	3 6.4
ENFORCE RULES (NON-CYCLIST BEHAVIOR) - CYCLISTS ONLY IN SEATS NEAR BIKES, LOADING/UNLOADING	13 0.9	-	-	-	-	-	-	-	-	-	-	-	1 1.8	-	-	-	-	-	-	-	-	-	2 4.3
REVAMP LOADING SYSTEM - TAKES TOO LONG TO GET TO BIKE OR FIND RIGHT STACK/LOAD/UNLOAD	4 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BIKE LOCKER SYSTEM SHOULD BE ONLINE/IMPROVE OR EXPAND BIKE LOCKERS	4 0.3	-	-	-	-	-	-	-	1 3.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ENFORCE RULES (CYCLIST BEHAVIOR) - CRACK DOWN ON RIDING ON PLATFORM, SWINGING BIKE ABOVE HEAD, NOT USING TAGS/NOT LOADING PROPERLY	3 0.2	1 1.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CHARGE FOR BIKE SERVICE SINCE ADDITIONAL SPACE IS USED/NEED MORE ROOM FOR PEOPLE	3 0.2	1 1.3	-	-	-	-	-	1 5.3	-	1 3.7	-	-	-	-	-	-	-	-	-	-	-	-	-
RECONFIGURE BIKE CARS SO MORE BIKES CAN BE HELD AND MORE EFFICIENT LOADING/UNLOADING	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MOBILE APP, SOCIAL MEDIA, AND CALTRAIN.ME (NET)	56 3.9	2 2.6	1 3.4	1 2.9	2 4.8	2 5.3	1 6.3	-	4 14.8	2 7.4	4 11.1	1 1.7	1 1.8	-	-	1 7.1	-	-	1 3.4	-	2 7.1	-	1 2.1
NEED AN APP/MOBILE FOR REAL TIME DELAY AND SCHEDULE INFO	53 3.7	2 2.6	1 3.4	1 2.9	2 4.8	2 5.3	1 6.3	-	4 14.8	2 7.4	4 11.1	1 1.7	1 1.8	-	-	-	-	-	1 3.4	-	2 7.1	-	1 2.1
CALTRAIN.ME NEEDS IMPROVEMENT/IMPROVE TWITTER FEED	2 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 7.1	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
CALTRAIN.ME IS GOOD/OK	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
COORDINATE CALTRAIN SCHEDULES/FARES BETTER WITH BART, MUNI, SAMTRANS, OTHER TRANSIT	52 3.6	1 1.3	3 10.3	2 5.9	2 4.8	2 5.3	2 12.5	4 21.1	2 7.4	-	1 2.8	1 1.7	-	1 4.2	2 7.7	-	1 4.5	-	-	-	-	-	-
TRAIN FARES ARE TOO EXPENSIVE/MORE EXPENSIVE THAN DRIVING	45 3.1	2 2.6	2 6.9	-	1 2.4	2 5.3	-	-	-	1 3.7	1 2.8	1 1.7	3 5.4	1 4.2	2 7.7	1 7.1	-	-	1 3.4	-	1 3.6	-	2 4.3
ACCIDENTS AND SUICIDE RELATED COMMENTS (NET)	42 2.9	2 2.6	-	1 2.9	1 2.4	1 2.6	2 12.5	-	2 7.4	-	2 5.6	2 3.3	2 3.6	1 4.2	1 3.8	-	-	1 4.0	-	-	-	2 4.7	-
ADDRESS ACCIDENTS AND SUICIDES (GENERAL)	16 1.1	1 1.3	-	1 2.9	1 2.4	-	-	-	1 3.7	-	-	-	1 1.8	1 4.2	-	-	-	-	-	-	-	-	-
STREAMLINE INVESTIGATION PROCEDURES TO SHORTEN DELAYS	13 0.9	-	-	-	-	1 2.6	-	-	-	-	2 5.6	1 1.7	1 1.8	-	1 3.8	-	-	-	-	-	-	-	-
CONSIDER MOVING SOME CROSSINGS SO THEY ARE NOT AT STREET LEVEL/GO OVER OR UNDER	10 0.7	1 1.3	-	-	-	-	2 12.5	-	1 3.7	-	-	1 1.7	-	-	-	-	-	-	-	-	-	2 4.7	-
ENFORCE 'NO TRESPASSING', BUILD FENCES, TAKE OTHER ACTIONS TO PREVENT PROBLEMS	6 0.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 4.0	-	-	-	-	-
INCREASE PARKING AT STATIONS/ADD LONG-TERM PARKING	28 2.0	1 1.3	-	-	3 7.1	3 7.9	-	-	-	1 3.7	1 2.8	4 6.7	4 7.1	-	2 7.7	-	-	-	-	-	-	-	-
ADD ELECTRICAL OUTLETS/ CHARGING STATIONS TO TRAINS	26 1.8	2 2.6	-	-	-	-	-	-	-	-	-	-	-	-	1 3.8	-	-	3 12.0	-	1 6.3	4 14.3	2 4.7	-
ADD AMENITIES (SMOKING/ FOOD, ETC.)	22 1.5	1 1.3	-	1 2.9	-	2 5.3	1 6.3	1 5.3	-	-	2 5.6	2 3.3	-	2 8.3	-	-	-	-	2 6.9	-	-	1 2.3	-
ANNOUNCEMENTS ON TRAINS ARE UNCLEAR/MUDDLED/NOT HELPFUL	21 1.5	3 3.8	-	-	-	-	-	-	-	2 7.4	1 2.8	2 3.3	-	2 8.3	1 3.8	-	-	-	-	-	-	-	3 6.4

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2016

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	268	273	277	282	288	289	313	324	329	332	360	376	381	385	421	424	432	433	438	441	801	804
YOU ARE BETTER THAN OTHER SYSTEMS	21 1.5	2 2.6	-	-	1 2.4	1 2.6	-	-	-	-	-	3 5.0	1 1.8	-	-	-	1 4.5	-	-	-	-	1 2.3	-
COMMENTS ABOUT THE SURVEY	14 1.0	1 1.3	-	-	-	-	-	-	1 3.7	-	-	1 1.7	-	-	1 3.8	-	-	-	-	2 12.5	-	1 2.3	1 2.1
RIDE IS NOT COMFORTABLE, BUMPY, ETC.	14 1.0	-	-	4 11.8	-	-	-	-	-	-	-	2 3.3	-	-	-	-	1 4.5	-	-	-	1 3.6	-	-
EAGER TO SEE ELECTRIFICATION/HIGH SPEED RAIL	11 0.8	2 2.6	-	-	-	-	-	-	-	-	-	1 1.7	-	-	-	-	-	1 4.0	-	-	-	-	-
PARKING AT STATIONS IS TOO EXPENSIVE	10 0.7	-	1 3.4	-	-	-	-	-	-	1 3.7	-	1 1.7	1 1.8	-	-	-	-	-	-	-	-	-	-
ANNOUNCEMENTS AT STATIONS ARE UNCLEAR/MUDDLED/NOT HELPFUL	9 0.6	-	-	-	-	-	-	-	-	-	1 2.8	-	-	-	2 7.7	-	-	-	-	-	-	-	2 4.3
TAKE A LOOK AT OTHER SYSTEMS (GERMANY, CANADA, JAPAN) TO IMPROVE SYSTEM	9 0.6	1 1.3	-	-	-	-	-	-	-	-	1 2.8	-	2 3.6	-	1 3.8	-	-	-	-	-	-	-	1 2.1
PASSENGERS WITH DISABILITIES AND NEEDED ACCOMMODATIONS NOT ALREADY ADDRESSED (NET)	9 0.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 4.5	-	1 3.4	-	1 3.6	-	-
PAY MORE ATTENTION TO ACCESS FOR THOSE WITH DISABILITIES/WITH STROLLERS/ON CRUTCHES/ELDERLY	9 0.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 4.5	-	1 3.4	-	1 3.6	-	-
COMFORT/SUPPORT OF TRAIN SEATING	2 0.1	-	-	-	-	-	-	1 5.3	-	-	-	-	-	-	1 3.8	-	-	-	-	-	-	-	-
KEEP TRAINS AD-FREE; AVOID TRAIN 'WRAPPING'	1 0.1	-	-	-	-	1 2.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER/GENERAL COMMENT	26 1.8	2 2.6	1 3.4	-	-	1 2.6	-	1 5.3	-	2 7.4	-	1 1.7	2 3.6	-	2 7.7	-	-	-	-	-	3 10.7	-	-
DID NOT LEAVE A COMMENT	2662	124	77	74	70	84	39	59	60	51	46	72	83	66	44	26	72	49	76	84	56	71	57