

**CALTRAIN CUSTOMER SATISFACTION SURVEY
JUNE 2017**

SUMMARY REPORT

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CONTENTS

INTRODUCTION.....	2
EXECUTIVE SUMMARY.....	4
CHARTS – KEY FINDINGS.....	5
OVERALL SATISFACTION (Asked Question)	6
STATION ATTRIBUTE RATINGS (MEAN SCORES – ASKED QUESTIONS)	7
ONBOARD RATINGS (MEAN SCORES – ASKED QUESTIONS)	8
MEAN SCORES - 2017 COMPARED TO 2016.....	10
LONG-TERM TRENDS IN OVERALL SATISFACTION.....	11
DETAILED RESULTS.....	12
RATING OF CALTRAIN SERVICE	13
STATION RATINGS OVERALL	13
STATION RATINGS BY TIME PERIOD	15
(See Statistical Tables 1-6)	15
STATION RATINGS BY TYPE OF SERVICE	16
STATION RATINGS BY BIKE CAR.....	17
ONBOARD RATINGS OVERALL	18
ONBOARD RATINGS BY TIME PERIOD.....	21
ONBOARD RATINGS BY TYPE OF SERVICE.....	22
ONBOARD RATINGS BY BIKE CAR	23
OVERALL SATISFACTION WITH CALTRAIN	24
OVERALL SATISFACTION WITH CALTRAIN – BY SUB-GROUPS.....	25
FARE PAYMENT.....	26
SERVICE DISRUPTION COMMUNICATIONS.....	27
BOARDING/EXIT STATIONS.....	28
MOST IMPROVED.....	30
APPENDICES.....	31
APPENDIX A - QUESTIONNAIRES	32
APPENDIX B - INTERVIEWER TRAINING INSTRUCTIONS.....	37
APPENDIX C - SCHEDULE.....	44
APPENDIX D - TEST OF STATISTICAL SIGNIFICANCE.....	48

Note: Crosstabulated Tables and Verbatim Comments included under separate cover

INTRODUCTION

This report details the findings of an onboard survey of Caltrain riders for the annual Customer Satisfaction Survey. The fieldwork on this study was conducted in June 2017. In total, 3,625 surveys were distributed, and 3,157 surveys were conducted and completed. Of the 3,157 completed surveys, 3,151 were English language surveys and 6 were Spanish language surveys.

Key objectives of the survey include:

- Reporting trip characteristics, such as peak/off-peak/Saturday use, as well as rider longevity/frequency.
- Ratings of 18 specific service characteristics, including six various aspects of Caltrain stations, 11 aspects of onboard service, and one overall assessment of the entire Caltrain experience; and
- Rider evaluation of service improvement priorities.

Since the previous survey, Caltrain updated the timetable schedule in April to improve service reliability for customers, and also scheduled a weekend timetable change for July to accommodate construction projects for electrification which will modify headways from 60 minutes to 90 minutes. During the field survey time period, Caltrain was in the midst of seeking input on fare changes to be implemented later in 2017.

This report includes the following key sections: Executive Overview, Charts/Key Findings and Detailed Results. The Appendix of this report includes a copy of the questionnaire, interviewer training instructions, information on routes sampled, and data on statistical significance.

Questions regarding this project may be directed to: Julian Jest, Caltrain, 650.508.6245.

Methodology and Response Rate

The survey was conducted as an onboard self-administered questionnaire distributed to Caltrain riders. Surveyors boarded pre-selected trains, and attempted to distribute questionnaires to all passengers on a pre-selected car of the assigned train. Completed surveys were collected by these surveyors who stayed onboard during the train route.

Specific steps were taken to ensure the highest possible response rate. This included using professional, experienced onboard surveyors on the project, making the questionnaire available in English and Spanish, and providing a business reply mail-back option for persons who did not have time to complete the survey onboard.

The overall response rate (71%) was calculated by dividing the total number of completes, (3,157) by all eligible passengers riding on the sampled trains (4,457).

Notes:

- *“All eligible passengers” includes everyone except: children age 13 and younger, riders who had already participated, and passengers who identified themselves as employees of Caltrain.*
- *Please see the appendix for additional details on distribution procedures and response rate information.*

Field interviewing on this project was conducted Thursday, June 1, 2017; Saturday, June 3, 2017; Tuesday-Thursday, June 6-8, 2017; Thursday, June 15, 2017; and Tuesday, June 20, 2017. The weekday shifts were allocated to allow for surveying during morning and afternoon peak periods, as well as off-peak periods. Saturday trains were also surveyed at various times of the day. Atypical days, such as Giants home game days, were avoided.

Surveyors returned completed questionnaires to Corey, Canapary & Galanis’ office following the completion of the fieldwork. Data entry, editing, and coding were done in-house by Corey, Canapary & Galanis, once the questionnaires were returned.

Sampling

In total, 3,157 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 1.65% (at the 95% confidence level).

The sampling on the study was designed to achieve a cross section of riders utilizing trains at various times of the day. For this study, we sampled a total of 36 weekday trains and eight Saturday trains. Of the 36 weekday trains surveyed, 10 were local trains, eight were bullet trains, and 18 were limited trains. Of the eight Saturday trains surveyed, six were local trains and two were bullet trains. For each train sampled, a specific car was selected, and we attempted to survey every passenger in the selected car.

Statistically Significant Differences

As was mentioned previously, for the total number of respondents (n =3,157) who participated in the survey, the margin of error is +/- 1.65% at the 95% confidence level. The margins of error for some key sub-groups shown in this report are:

- Weekday peak (n = 2,118). +/- 2.05% at the 95% confidence level;
- Weekday off-peak (n =545). +/- 4.16% at the 95% confidence level;
- Saturday (n = 494). +/- 4.37% at the 95% confidence level.

EXECUTIVE SUMMARY

Overall Satisfaction (station and onboard experience)

- The average (mean) score rose from 4.01 in 2016 to 4.05 in 2017. This is a statistically significant increase.
- 80% of riders were somewhat or very satisfied with their overall Caltrain experience, and 3% were very or somewhat dissatisfied.

Station Specific Ratings

- Overall, Caltrain riders rated stations 3.97 – a slight (but not statistically significant) increase from 3.94 in 2016.
- The only decrease among station ratings was “Ease of use of ticket machines”, which dropped from 3.82 in 2016 to 3.73 in 2017. This is a statistically significant decrease.
- All other station ratings increased; however, there was only one statistically significant increase among station attributes. “Posted information on info boards” rose from 3.87 in 2016 to 3.93 in 2017.

Onboard Ratings

- The overall onboard rating increased from 4.08 in 2016 to 4.11 in 2017; however, this is not statistically significant.
- While three onboard ratings declined, only one of these was statistically significant. “Cleanliness of train interiors” dropped from 3.88 in 2016 to 3.82 in 2017.
- Two onboard attributes saw ratings increases which are statistically significant. “Availability of printed materials” rose from 4.15 in 2016 to 4.21 in 2017; in addition, “Professional appearance of conductors” rose from 4.45 in 2016 to 4.51 in 2017.

Fare Payment

More than one third (35%) of respondents paid for their trip with a Caltrain Monthly pass, while 20% paid with a Go Pass, and 16% paid using Clipper cash value. Nearly one fourth – 24% - paid for their trip using a One-way ticket or Day Pass.

Improvements in the Past Year

When asked about what has improved on Caltrain in the past year, 19% of respondents indicated improvements in reliability, consistency, and/or fewer delays and accidents, while 12% cited improvements in the schedule. However, the top response, from 20% of respondents, was that they had not been riding Caltrain long enough to provide an answer.

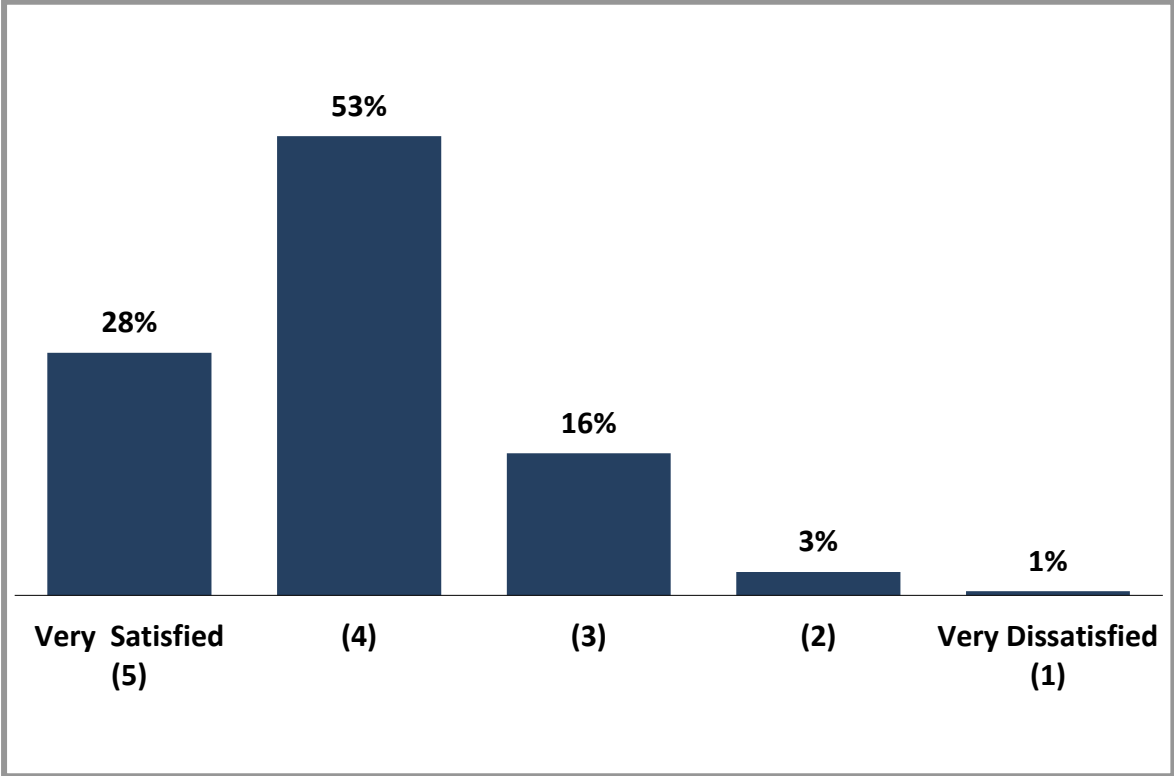
Boarding and Exit Stations

Four stations – San Francisco, Mountain View, San Jose-Diridon, and Palo Alto – were the stations most commonly cited by riders for both boarding and exiting trains.

CHARTS – KEY FINDINGS

OVERALL SATISFACTION (Asked Question)

Q18. Considering both your station and onboard experience, how would you rate your overall Caltrain experience?



Base: All Respondents (3,157); 58 respondents did not answer this specific question.

(See Statistical Table 18)

STATION ATTRIBUTE RATINGS (MEAN SCORES – ASKED QUESTIONS)

	<u>Mean Score</u> (5 point scale)
Functioning of lights at stations/parking lots....	4.28
Cleanliness of stations/parking lots	3.99
Posted information on info. boards.....	3.93
Ease of use of ticket machines.....	3.73
Being informed of delays that exceed 10 minutes.....	3.51
▶ OVERALL EXPERIENCE AT CALTRAIN STATIONS	3.97 ◀

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.
 Base: Total (3,157)

(See Statistical Tables 1-6)

ONBOARD RATINGS (MEAN SCORES – ASKED QUESTIONS)

	<u>Mean Score</u> (5 point scale)
Professional appearance of the conductors	4.51
Courtesy of conductors.....	4.37
Your sense of personal security while on the train	4.30
Availability of printed materials.....	4.21
Cleanliness of train exteriors	4.11
On-time arrival at your destination	4.07
Cleanliness of train interiors	3.82
Being informed of delays that exceed 10 minutes	3.73
Adequacy & clarity of onboard announcements	3.72
Cleanliness of onboard restrooms	3.21
▶ OVERALL EXPERIENCE ONBOARD TRAINS.....	4.11 ◀

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.
 Base: Total (4,097)

(See Statistical Tables 7-17)

Average Scores, Caltrain Onboard Survey -- June 2017							
Asked Questions^	Blank, N/A, Don't know	1	2	3	4	5	Average
1. Cleanliness of stations/parking lots	76	28	147	604	1350	952	3.99
2. Functioning of lights at stations	364	17	47	345	1113	1271	4.28
3. Posted information on info. boards (schedules, flyers)	181	54	203	627	1101	991	3.93
4. Ease of use of ticket machines	327	128	301	654	874	873	3.73
5. Being informed of delays that exceed 10 minutes	319	208	409	658	852	711	3.51
6. Everything considered, how would you rate your overall experience at Caltrain stations?	31	20	93	634	1584	795	3.97
TOTAL STATIONS AND PARKING^^	1298	455	1200	3522	6874	5593	3.90
7. Courtesy of conductors	94	22	50	316	1049	1626	4.37
8. Professional appearance of the conductors	113	8	17	205	1004	1810	4.51
9. Availability of printed materials (schedules, brochures, notices)	370	24	81	446	980	1256	4.21
10. Cleanliness of train exteriors	73	31	102	546	1236	1169	4.11
11. Cleanliness of train interiors	27	79	205	769	1215	862	3.82
12. Cleanliness of onboard restrooms	949	215	369	723	549	352	3.21
13. Adequacy and clarity of routine onboard announcements (station delays, special events)	142	119	321	702	1016	857	3.72
14. Being informed of delays that exceed 10 minutes	376	142	278	618	891	852	3.73
15. On-time arrival at your destination (within five minutes of scheduled arrival time)	84	52	149	497	1220	1155	4.07
16. Your sense of personal security while on the train	30	14	55	366	1227	1465	4.30
17. Everything considered, how would you rate your onboard experience on Caltrain	41	12	60	466	1624	954	4.11
TOTAL ONBOARD^^	2299	718	1687	5654	12011	12358	4.04
TOTAL STATIONS AND ONBOARD^^	1799	587	1444	4588	9443	8976	3.99
18. Considering both your station and onboard experience, how would you rate your overall Caltrain experience?	64	15	85	504	1629	860	4.05

^Asked question ratings are based on the actual number of responses for each particular question.

^^Weighted averages are calculated as follows: "Total Stations and Parking" is calculated using the total responses for Question 1 through Question 6.

"Total Onboard Experience" is calculated using the total responses for Question 7 through Question 17. "Total Stations & Onboard" is calculated by taking the average of "Total Stations and Parking" and "Total Onboard Experience." The total number of responses shown for "Total Stations & Onboard Experience" is thus an average of these two sub-categories.

(See Statistical Tables 1-18)

MEAN SCORES - 2017 COMPARED TO 2016

SCALE: 1=Poor, 5=Excellent	2017 Mean	2016 Mean	Mean Difference	Statistically Significant?
ASKED QUESTIONS[^]				
1. Cleanliness	3.99	3.98	0.01	no
2. Functioning Of Lights	4.28	4.26	0.02	no
3. Posted Information	3.93	3.87	0.06	yes
4. Ease Of Use/Ticket Machine	3.73	3.82	-0.09	yes
5. Being Informed Of Delays	3.51	3.48	0.03	no
6. Overall Stations	3.97	3.94	0.03	no
7. Courtesy Of Conductors	4.37	4.36	0.01	no
8. Prof. Appearance of conductors	4.51	4.45	0.06	yes
9. Availability Of Printed Materials	4.21	4.15	0.06	yes
10. Cleanliness/Train Exteriors	4.11	4.09	0.02	no
11. Cleanliness/Train Interiors	3.82	3.88	-0.06	yes
12. Cleanliness/Onboard Restrooms	3.21	3.26	-0.05	no
13. Adequacy/Clarity Onboard Ann	3.72	3.68	0.04	no
14. Being Informed Of Delays	3.73	3.71	0.02	no
15. Ontime Arrival At Destination	4.07	4.03	0.04	no
16. Your Sense Of Personal Security	4.30	4.32	-0.02	no
17. Overall Onboard	4.11	4.08	0.03	no
18. Both Station/Onboard	4.05	4.01	0.04	yes
Weighted Averages^{^^}				
TOTAL STATIONS AND PARKING	3.90	3.89	0.01	no
TOTAL ONBOARD EXPERIENCE	4.04	4.02	0.02	yes
TOTAL STATIONS & ONBOARD	3.99	3.98	0.01	no

[^]Asked question ratings are based on the actual number of responses for each particular question.

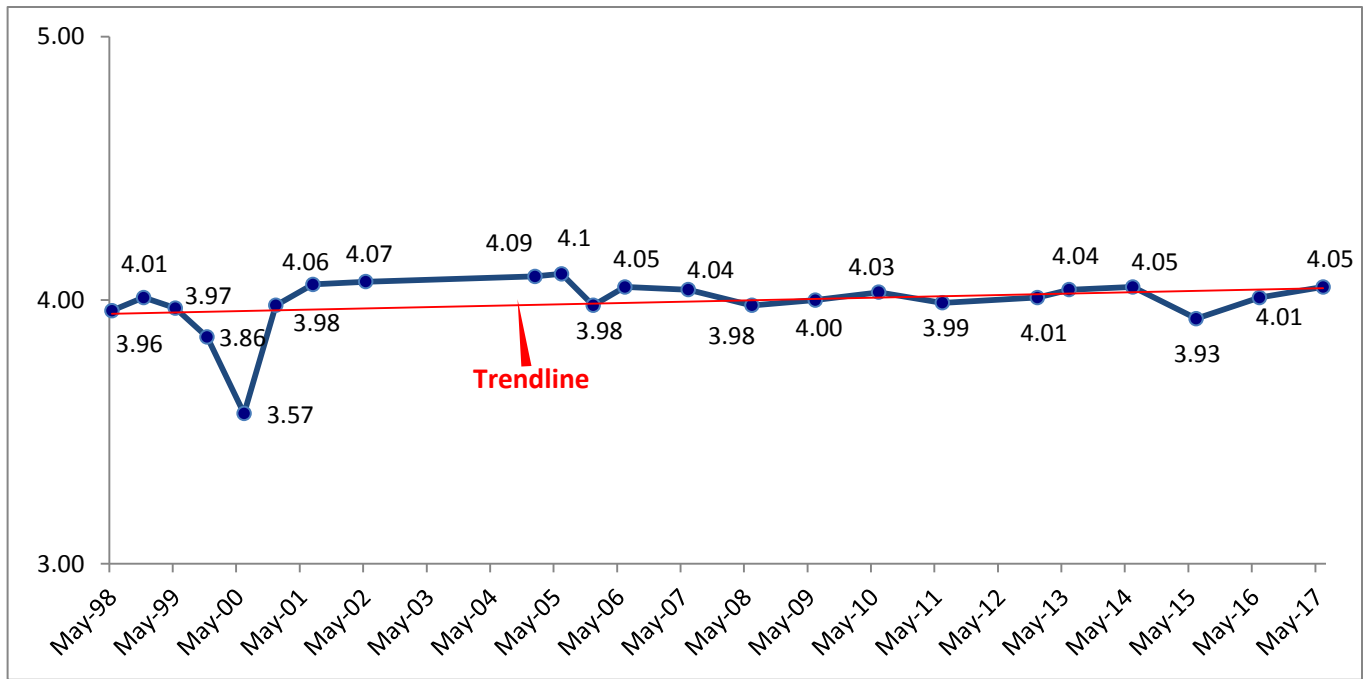
^{^^}Weighted averages are calculated as follows: "Total Stations and Parking" is calculated using the total responses for Question 1. through Question 6. "Total Onboard Experience" is calculated using the total responses for Question 7 through Question 17. "Total Stations & Onboard" is calculated by taking the average of "Total Stations and Parking" and "Total Onboard Experience."

(See Statistical Tables 1-18)

LONG-TERM TRENDS IN OVERALL SATISFACTION

Q18. Considering both your station and onboard experience, how would you rate your overall Caltrain experience?

Mean Scores, Overall Satisfaction, 1998-2017



Points represent surveys (May 98, Nov 98, May 99, Nov 99, Jun 00, Dec 00, Jul 01, May 02, Jan 05, Jun 05, Dec 05, Jun 06, Jun 07, Jun 08, Jun 09, Jun 10, Jun 11, Dec 12, Jun 13, Jun 14, Jun 15, Jun 16, and Jun 17). No data available for late 2002-late 2004.

(See Historical Data and Statistical Table Q18)

DETAILED RESULTS

RATING OF CALTRAIN SERVICE

STATION RATINGS OVERALL

Overall, Caltrain riders rated stations 3.97 – a slight increase of 0.03 from 2016 (which is not statistically significant).

When comparing 2017 station results with those of 2016, only one attribute saw a drop in ratings – ease of use of ticket machines fell from 3.82 in 2016 to 3.73 in 2017. This decrease is statistically significant.

All other attributes increased in their average rating; however, only one of these increases – posted information on info. boards – is statistically significant. In 2016, the average score for this attribute was 3.87, but in 2017 it had climbed to 3.93.

	Mean Scores (5 point scale)		
	JUNE 2017	JUNE 2016	JUNE 2015
Base: (All Respondents)*	3,157	4,097	3,356
Functioning of lights at stations/parking lots	4.28	4.26	4.23
Cleanliness of stations/parking lots	3.99	3.98	3.97
Posted information on info. boards (schedules, flyers)	3.93	3.87	3.85
Ease of use of ticket machines	3.73	3.82	3.76
Being informed of delays that exceed 10 minutes	3.51	3.48	3.40
Overall experience at Caltrain stations	3.97	3.94	3.92

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

*Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 1-6)

STATION RATINGS OVERALL (continued)

N=base of survey participants

	VERY SATISFIED			VERY DISSATISFIED			NOT APPLICABLE	MEAN SCORE
	5	4	3	2	1	[]	(5 Pt. Scale)	

----- read % across ▶ -----

Functioning of lights at stations

JUNE 2017	41	36	11	2	1	11	4.28
JUNE 2016	38	38	11	2	1	11	4.26
JUNE 2015	40	37	13	2	1	8	4.23

Cleanliness of stations/parking lots

JUNE 2017	30	43	19	5	1	2	3.99
JUNE 2016	30	44	19	4	2	3	3.98
JUNE 2015	30	43	19	4	2	1	3.97

Posted information on info. boards

JUNE 2017	32	35	20	7	2	5	3.93
JUNE 2016	28	34	23	6	2	6	3.87
JUNE 2015	29	33	24	7	2	5	3.85

Ease of use of ticket machines

JUNE 2017	28	28	21	10	4	10	3.73
JUNE 2016	29	30	20	7	4	9	3.82
JUNE 2015	28	30	22	9	4	8	3.76

Being informed of delays that exceed 10 minutes

JUNE 2017	23	27	21	13	7	9	3.51
JUNE 2016	21	27	23	13	6	11	3.48
JUNE 2015	21	26	22	13	9	9	3.40

Everything considered, how would you rate your overall experience at Caltrain stations?

JUNE 2017	25	51	20	3	1	<1	3.97
JUNE 2016	24	51	22	3	1	<1	3.94
JUNE 2015	24	49	23	3	1	<1	3.92

(See Statistical Tables 1-6)

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

*Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

STATION RATINGS BY TIME PERIOD

- By time period, Weekday Peak riders rated their overall station experience lower than Weekday Off-Peak and Saturday riders.
- Generally, attributes ranked more highly have the smallest differences between Weekday Peak and Weekday Off-Peak/Saturday riders, while attributes ranked lower overall have the largest differences in ratings between Weekday Peak and Weekday Off-Peak/Saturday riders.
- Being informed of delays that exceed 10 minutes – the lowest ranked attribute at stations – is ranked only 3.38 by Weekday Peak riders, but 3.73 by Weekday Off-Peak riders and 3.93 by Saturday riders.

	Mean Scores (5 point scale)			
	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Saturday
Base: (All Respondents)*	3,157	2,118	545	494
Functioning of lights at stations/parking lots	4.28	4.25	4.34	4.35
Cleanliness of stations/parking lots	3.99	3.97	4.01	4.07
Posted information on info. boards (schedules, flyers)	3.93	3.86	4.00	4.14
Ease of use of ticket machines	3.73	3.62	3.89	3.99
Being informed of delays that exceed 10 minutes	3.51	3.38	3.73	3.93
Overall experience at Caltrain stations	3.97	3.89	4.09	4.19

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 1-6)

STATION RATINGS BY TYPE OF SERVICE

- Weekday Local and Saturday riders rated their overall station experience the highest – with Saturday Bullet riders rating overall station experience 4.23, Saturday Local riders rating overall experience 4.17, and Weekday Local riders rating their experience 4.07.
- All rider groups rated Functioning of lights at stations/parking lots the highest of any station attribute; similarly, all rider groups also rated Being informed of delays that exceed 10 minutes the lowest of any station attribute.

	Mean Scores (5 point scale)					
	Overall Mean Score	Weekday Local	Weekday Limited	Weekday Bullet	Saturday Local	Saturday Bullet
Base: (All Respondents)*	3,157	506	1,430	727	359	135
Functioning of lights at stations/parking lots	4.28	4.31	4.29	4.19	4.33	4.42
Cleanliness of stations/parking lots	3.99	4.03	3.97	3.94	4.05	4.14
Posted information on info. boards (schedules, flyers)	3.93	3.97	3.89	3.85	4.13	4.17
Ease of use of ticket machines	3.73	3.82	3.70	3.52	3.97	4.03
Being informed of delays that exceed 10 minutes	3.51	3.66	3.43	3.36	3.92	3.93
Overall experience at Caltrain stations	3.97	4.07	3.93	3.84	4.17	4.23

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 1-7)

STATION RATINGS BY BIKE CAR

- Riders in bike cars rated their overall station experience lower (3.92) than those riding in regular cars (4.02).
- Those in bike cars generally also rated station attributes lower – although “Functioning of lights at stations/parking lots” was rated very similarly by both those in bike cars and those in regular cars. Notably, the two lowest rated attributes – Ease of use of ticket machines and Being informed of delays that exceed 10 minutes – also show the largest difference in ratings between riders in regular cars and riders in bike cars.

	Mean Scores (5 point scale)		
	Overall Mean Score	Regular Car	Bike Car
Base: (All Respondents)*	3,157	1,669	1,488
Functioning of lights at stations/parking lots	4.28	4.28	4.27
Cleanliness of stations/parking lots	3.99	4.01	3.97
Posted information on info. boards (schedules, flyers)	3.93	3.95	3.91
Ease of use of ticket machines	3.73	3.80	3.65
Being informed of delays that exceed 10 minutes	3.51	3.59	3.43
Overall experience at Caltrain stations	3.97	4.02	3.92

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 1-6)

ONBOARD RATINGS OVERALL

- The overall onboard rating increased from 2016 to 2017, rising from 4.08 in 2016 to 4.11 in 2017; however, this is not statistically significant.
- While three onboard ratings declined, only one of these was statistically significant. “Cleanliness of train interiors” dropped from 3.88 in 2016 to 3.82 in 2017.
- Two onboard attributes saw ratings increases which are statistically significant. “Availability of printed materials” rose from 4.15 in 2016 to 4.21 in 2017; in addition, “Professional appearance of conductors” rose from 4.45 in 2016 to 4.51 in 2017.

	Mean Scores (5 point scale)		
	JUNE 2017	JUNE 2016	JUNE 2015
Base: (All Respondents)*	3,157	4,097	3,356
Professional appearance of conductors	4.51	4.45	4.39
Courtesy of conductors	4.37	4.36	4.25
Your sense of personal security while on the train	4.30	4.32	4.28
Availability of printed materials	4.21	4.15	4.14
Cleanliness of train exteriors	4.11	4.09	4.07
On-time arrival at your destination	4.07	4.03	3.86
Cleanliness of train interiors	3.82	3.88	3.86
Being informed of delays that exceed 10 minutes	3.73	3.71	3.58
Adequacy and clarity of routine onboard announcements	3.72	3.68	3.63
Cleanliness of onboard restrooms	3.21	3.26	3.27
Onboard experience (overall) on Caltrain	4.11	4.08	4.00

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

*Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 7-17)

ONBOARD RATINGS OVERALL (continued)

N=base of survey participants

JUNE 2017 N= 3,157*

JUNE 2016 N=4,097*

JUNE 2015 N=3,356*

----- read % across ▶ -----

	VERY SATISFIED			VERY DISSATISFIED			NOT APPLICABLE	MEAN SCORE
	5	4	3	2	1	[]	(5 Pt. Scale)	

Professional appearance of the conductors

JUNE 2017	58	32	7	1	<1	3	4.51
JUNE 2016	54	35	8	1	<1	3	4.45
JUNE 2015	50	36	9	1	<1	4	4.39

Courtesy of conductors

JUNE 2017	52	33	10	2	1	3	4.37
JUNE 2016	50	35	10	2	1	3	4.36
JUNE 2015	45	36	13	3	1	3	4.25

Your sense of personal security while on the train

JUNE 2017	47	39	12	2	<1	1	4.30
JUNE 2016	46	41	10	2	<1	1	4.32
JUNE 2015	45	40	12	2	1	1	4.28

Availability of printed materials

JUNE 2017	40	31	14	3	1	11	4.21
JUNE 2016	37	32	16	3	1	11	4.15
JUNE 2015	37	34	15	3	1	10	4.14

Cleanliness of train exteriors

JUNE 2017	37	3	17	3	1	2	4.11
JUNE 2016	36	41	17	4	1	2	4.09
JUNE 2015	35	40	19	4	1	2	4.07

On-time arrival at your destination

JUNE 2017	37	39	16	5	2	2	4.07
JUNE 2016	35	40	18	4	2	2	4.03
JUNE 2015	29	39	20	7	3	1	3.86

Cleanliness of train interiors

JUNE 2017	27	39	25	7	3	<1	3.82
JUNE 2016	29	40	23	7	2	1	3.88
JUNE 2015	28	39	25	6	2	1	3.86

Being informed of delays that exceed 10 minutes

JUNE 2017	27	29	20	9	5	11	3.73
JUNE 2016	24	30	20	9	4	13	3.71
JUNE 2015	22	29	23	9	6	11	3.58

ONBOARD RATINGS OVERALL (continued)

N=base of survey participants

----- read % across ▶ -----

	VERY SATISFIED			VERY DISSATISFIED		NOT APPLICABLE	MEAN SCORE
	5	4	3	2	1	[]	(5 Pt. Scale)
JUNE 2017 N= 3,157*							
JUNE 2016 N=4,097*							
JUNE 2015 N=3,356*							

Adequacy and clarity of routine onboard announcements

JUNE 2017	28	33	23	10	4	3	3.72
JUNE 2016	24	35	23	10	4	4	3.68
JUNE 2015	24	32	25	10	5	4	3.63

Cleanliness of onboard restrooms

JUNE 2017	11	18	23	12	7	29	3.21
JUNE 2016	12	18	21	12	6	32	3.26
JUNE 2015	12	19	22	11	6	31	3.27

Everything considered, how would you rate your onboard experience on Caltrain?

JUNE 2017	31	52	15	2	<1	<1	4.11
JUNE 2016	29	53	16	2	1	<1	4.08
JUNE 2015	26	52	19	3	1	<1	4.00

(See Statistical Tables 7-17)

ONBOARD RATINGS BY TIME PERIOD

- Generally, Saturday riders tend to be most satisfied, normally giving the highest onboard ratings (including the overall onboard rating), closely followed by Weekday Off-Peak riders, and with Weekday Peak riders generally providing the lowest rating. This has been a common pattern among onboard ratings, and it holds true for the 6 lowest-ranked attributes in 2017.
- The most highly rated attributes, however, depart from this trend.
 - Professional appearance of conductors was very similarly rated among all three time periods – 4.50, 4.53, and 4.52 among Weekday Peak, Weekday Off-Peak, and Saturday riders, respectively. Availability of printed materials has similarly close ratings among riders from different time periods.
 - Courtesy of conductors was most highly rated by Weekday Off-Peak riders (4.53), while Weekday Peak and Saturday riders rated this attribute similarly (4.35 and 4.39, respectively). Your sense of personal security on the train follows a similar pattern.

	Mean Scores (5 point scale)			
	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Saturday
Base: (All Respondents)*	3,157	2,118	545	494
Professional appearance of conductors	4.51	4.50	4.53	4.52
Courtesy of conductors	4.37	4.35	4.45	4.39
Your sense of personal security while on the train	4.30	4.29	4.39	4.27
Availability of printed materials	4.21	4.22	4.17	4.20
Cleanliness of train exteriors	4.11	4.07	4.18	4.17
On-time arrival at your destination	4.07	3.98	4.20	4.31
Cleanliness of train interiors	3.82	3.75	3.92	4.04
Being informed of delays that exceed 10 minutes	3.73	3.63	3.95	4.04
Adequacy and clarity of routine onboard announcements	3.72	3.62	3.91	3.96
Cleanliness of onboard restrooms	3.21	3.11	3.26	3.60
Onboard experience (overall) on Caltrain	4.11	4.03	4.25	4.28

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 7-17)

ONBOARD RATINGS BY TYPE OF SERVICE

- In general, Weekday Bullet riders gave lower scores, with Saturday Bullet and Saturday Local riders providing the highest ratings for most attributes.
- All rider sub-groups rated their overall experience on board a 4.00 or higher; Weekday Bullet riders provided the lowest (4.00) rating, while Saturday Bullet riders provided the highest overall onboard rating (4.35).

	Mean Scores (5 point scale)					
	Overall Mean Score	Weekday Local	Weekday Limited	Weekday Bullet	Saturday Local	Saturday Bullet
Base: (All Respondents)*	3,157	506	1,430	727	359	135
Professional appearance of conductors	4.51	4.52	4.51	4.49	4.52	4.52
Courtesy of conductors	4.37	4.45	4.35	4.35	4.37	4.47
Your sense of personal security while on the train	4.30	4.39	4.32	4.23	4.24	4.35
Availability of printed materials	4.21	4.16	4.23	4.20	4.18	4.26
Cleanliness of train exteriors	4.11	4.18	4.08	4.05	4.17	4.18
On-time arrival at your destination	4.07	4.20	4.00	3.95	4.28	4.39
Cleanliness of train interiors	3.82	3.94	3.75	3.74	4.02	4.10
Being informed of delays that exceed 10 minutes	3.73	3.89	3.66	3.61	4.05	4.01
Adequacy and clarity of routine onboard announcements	3.72	3.89	3.64	3.61	3.97	3.93
Cleanliness of onboard restrooms	3.21	3.26	3.13	3.07	3.57	3.70
Onboard experience (overall) on Caltrain	4.11	4.24	4.06	4.00	4.25	4.35

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 7-17)

ONBOARD RATINGS BY BIKE CAR

- Those riding in a regular car rated their overall onboard experience more highly (4.16) than those riding in a Bike Car (4.05).
- Most attributes were rated more highly by those in regular cars. However, those in bike cars rated their sense of personal security on the train (4.32) and availability of printed materials (4.23) slightly higher than those in regular cars.
- Both those in regular and bike cars rated the professional appearance of conductors the same – 4.51.

	Mean Scores (5 point scale)		
	Overall Mean Score	Regular Car	Bike Car
Base: (All Respondents)*	3,157	1,669	1,488
Professional appearance of conductors	4.51	4.51	4.51
Courtesy of conductors	4.37	4.41	4.34
Your sense of personal security while on the train	4.30	4.29	4.32
Availability of printed materials	4.21	4.18	4.23
Cleanliness of train exteriors	4.11	4.14	4.07
On-time arrival at your destination	4.07	4.13	3.99
Cleanliness of train interiors	3.82	3.89	3.75
Being informed of delays that exceed 10 minutes	3.73	3.79	3.67
Adequacy and clarity of routine onboard announcements	3.72	3.80	3.64
Cleanliness of onboard restrooms	3.21	3.31	3.10
Onboard experience (overall) on Caltrain	4.11	4.16	4.05

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.

*Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 7-17)

OVERALL SATISFACTION WITH CALTRAIN

How would you rate your overall Caltrain experience?

Overall satisfaction with Caltrain increased from 4.01 in 2016 to 4.05 in 2017. This is a statistically significant increase.

By time period, Weekday Bullet riders rated their overall satisfaction 3.95, while Saturday Bullet riders rated their overall satisfaction with Caltrain 4.25.

	Mean Scores (5 point scale)		
	JUNE 2017	JUNE 2016	JUNE 2015
Base: (All Respondents)*	3,157	4,097	3,356
		%	%
Very Satisfied (5)	28	26	24
(4)	53	52	51
(3)	16	17	20
(2)	3	3	4
Very Dissatisfied (1)	1	1	1
Not Applicable	<1	<1	<1
	100	100	100
RECAP %			
Satisfied (5 or 4)	80	79	75
Neutral (3)	16	17	20
Dissatisfied (1 or 2)	3	4	5
MEAN	4.05	4.01	3.93

* Number of passengers responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Table 18)

OVERALL SATISFACTION WITH CALTRAIN – BY SUB-GROUPS

	BASE (#)	MEAN (5 PT SCALE)	Very Satisfied (5 rating) %	Satisfied (4 rating) %	Dissatisfied (2 or 1 rating) %	Neutral/NA (3 rating) %
TOTAL	3,157	4.05	28	53	3	16
BY RIDERSHIP SEGMENT						
Weekday Peak	2,118	3.98	23	55	4	18
Weekday Off-peak	545	4.15	34	51	3	13
Saturday	494	4.23	41	45	3	12
BY TYPE OF SERVICE						
Weekday Local	506	4.14	32	53	3	12
Weekday Limited	1,430	4.00	25	53	3	18
Weekday Bullet	727	3.95	22	56	4	18
Saturday Local	359	4.22	41	44	3	12
Saturday Bullet	135	4.25	40	48		10
BY CAR TYPE						
Regular	1,669	4.10	31	51	2	15
Bike	1,488	3.99	24	55	3	18

(See Statistical Table 18)

FARE PAYMENT

How did you pay for this train trip (today)?

About one third of respondents (35%) paid for their trip using a Clipper Caltrain Monthly Pass, while 20% paid for their trip with a Go Pass, and 16% used Clipper cash value.

Nearly one-fourth of respondents (24%) said they paid for their trip using either a One-way ticket or Day Pass.

	JUNE 2017
Base: (All Respondents)*	3,157
CLIPPER CALTRAIN MONTHLY PASS	35%
GO PASS	20%
CLIPPER CASH VALUE	16%
ONE-WAY TICKET	14%
DAY PASS	10%
CLIPPER 8-RIDE TICKET	4%
CLIPPER (TYPE NOT SPECIFIED)	<1%
DID NOT PAY/OTHER PERSON PAID/LAW ENFORCEMENT	<1%
Total	100%

SERVICE DISRUPTION COMMUNICATIONS

How do you get your service disruption communications? (Multiple responses accepted)

While 60% of respondents get disruption communication from a technological source, such as the Caltrain website or Twitter, 61% also get such information from non-technical official Caltrain channels, such as station information boards and conductors.

	JUNE 2017
Base: (All Respondents)*	3,157
(NON-TECH) ASSISTANCE FROM CALTRAIN	61%
STATION INFORMATION BOARDS/IN-STATION ANNOUNCEMENTS	41%
CONDUCTOR/STATION AGENT/OTHER CALTRAIN STAFF IN PERSON	37%
CALTRAIN CUSTOMER SERVICE (1-800-660-4287)	4%
TECHNOLOGICAL RESOURCES	60%
TWITTER	30%
CALTRAIN WEBSITE (WWW.CALTRAIN.COM)	20%
CALTRAIN APP (NOT SPECIFIED WHICH ONE)	5%
APP (GENERAL)	5%
CALTRAIN.ME APP	5%
GOOGLE	1%
(NON-TECH) ASSISTANCE FROM THIRD PARTY RESOURCES	3%
FRIENDS/RELATIVES/NEIGHBORS/OTHER PASSENGERS	1%
EMPLOYER COMMUTER RESOURCES	<1%
OTHER (NOT SPECIFIED)	2%
NOT APPLICABLE/DON'T NEED IT/DON'T USE IT/JUST GO	1%
BLANK	281

BOARDING/EXIT STATIONS

At what Caltrain stations do you most frequently board and exit?

Riders are most likely to board at San Francisco, San Jose-Diridon, Palo Alto, or Mountain View – and are most likely to exit at these same four stations.

Boarding Station(s) (Multiple Responses Permitted)

	(%)					
	2017 TOTAL	Regular Car	Bike Car	Weekday Peak	Weekday Off-peak	Saturday
Base: (All Respondents)*	3,157	1,669	1,448	2,118	545	494
SAN FRANCISCO	32%	29%	35%	31%	38%	27%
SAN JOSE DIRIDON	10%	14%	5%	10%	9%	14%
PALO ALTO	9%	10%	9%	9%	13%	6%
MOUNTAIN VIEW	8%	8%	8%	8%	6%	8%
SUNNYVALE	5%	5%	6%	5%	3%	9%
REDWOOD CITY	5%	5%	5%	5%	5%	5%
HILLSDALE	5%	4%	5%	5%	3%	3%
MILLBRAE	3%	3%	4%	3%	2%	4%
SANTA CLARA	2%	2%	2%	2%	2%	4%
22ND STREET	2%	2%	3%	3%	1%	2%
CALIFORNIA AVENUE	2%	3%	2%	2%	4%	3%
MENLO PARK	2%	2%	2%	2%	3%	1%
SAN MATEO	2%	3%	2%	2%	2%	4%
TAMIEN	2%	2%	1%	3%	<1%	<1%
LAWRENCE	2%	1%	2%	2%	2%	1%
SAN ANTONIO	2%	1%	2%	2%	2%	2%
SAN CARLOS	1%	2%	1%	1%	2%	<1%
BURLINGAME	1%	1%	1%	1%	2%	1%
BELMONT	1%	1%	<1%	<1%	2%	1%
SOUTH SAN FRANCISCO	1%	1%	1%	1%	1%	1%
SAN BRUNO	1%	1%	1%	<1%	1%	1%
MORGAN HILL	<1%	<1%	1%	1%	-	-
BLOSSOM HILL	<1%	<1%	1%	1%	-	-
GILROY	<1%	-	1%	1%	-	-
BAYSHORE	<1%	<1%	<1%	<1%	<1%	1%
SAN MARTIN	<1%	<1%	<1%	<1%	-	-
CAPITOL	<1%	-	<1%	<1%	-	-
HAYWARD PARK	<1%	<1%	<1%	<1%	-	<1%
BROADWAY	<1%	-	<1%	-	-	<1%
STANFORD	<1%	<1%	-	-	-	<1%
NO ANSWER	70	43	27	30	18	22

Exit Stations (Multiple Responses Permitted)

	(%)					
	TOTAL	Regular Car	Bike Car	Weekday Peak	Weekday Off-peak	Saturday
Base: (All Respondents)*	3,157	1,669	1,448	2,118	545	494
SAN FRANCISCO	29%	33%	25%	29%	24%	36%
PALO ALTO	12%	13%	11%	13%	12%	7%
MOUNTAIN VIEW	8%	7%	10%	9%	7%	6%
SAN JOSE DIRIDON	7%	6%	9%	6%	10%	10%
SUNNYVALE	6%	6%	7%	6%	7%	6%
REDWOOD CITY	5%	5%	6%	6%	6%	3%
MILLBRAE	4%	6%	2%	3%	6%	7%
HILLSDALE	4%	3%	5%	4%	4%	3%
CALIFORNIA AVENUE	3%	3%	3%	4%	2%	1%
SAN MATEO	3%	2%	3%	3%	3%	3%
SAN CARLOS	3%	3%	2%	3%	1%	3%
MENLO PARK	2%	2%	3%	2%	2%	3%
BURLINGAME	2%	2%	2%	2%	3%	1%
22ND STREET	2%	2%	2%	2%	1%	2%
LAWRENCE	2%	1%	2%	2%	2%	1%
SANTA CLARA	1%	2%	1%	1%	1%	2%
SAN ANTONIO	1%	1%	2%	1%	2%	1%
SAN BRUNO	1%	1%	1%	1%	2%	1%
BELMONT	1%	1%	1%	1%	3%	1%
TAMIEN	1%	<1%	2%	1%	1%	-
SOUTH SAN FRANCISCO	1%	1%	<1%	<1%	1%	1%
MORGAN HILL	<1%	<1%	1%	<1%	-	-
BLOSSOM HILL	<1%	-	1%	<1%	-	-
GILROY	<1%	<1%	<1%	<1%	<1%	-
HAYWARD PARK	<1%	<1%	<1%	<1%	<1%	1%
BAYSHORE	<1%	<1%	-	<1%	<1%	<1%
CAPITOL	<1%	-	<1%	<1%	-	-
BROADWAY	<1%	<1%	-	-	-	<1%
SAN MARTIN	<1%	-	<1%	<1%	-	-
STANFORD	<1%	<1%	-	-	-	<1%
NO ANSWER	73	42	31	33	18	22

MOST IMPROVED

What do you think Caltrain most improved upon this year?

When asked about what has improved on Caltrain in the past year, 19% of respondents indicated improvements in reliability, consistency, and/or fewer delays and accidents, while 12% cited improvements in the schedule.

However, the top response, from 20% of respondents, was that they had not been riding Caltrain long enough to provide an answer.

Further down the list, 7% of respondents indicated that ‘nothing’ has improved. However, among these 132 respondents, 82 (62%) had rated their overall Caltrain experience a “4” or “5” (with 5 being “Very Satisfied”).

	JUNE 2017
Base: (All Respondents)*	3,157
NOT APPLICABLE/HAVEN'T RIDDEN LONG ENOUGH TO KNOW [EXCLUSIVE]	20%
RELIABILITY/CONSISTENCY/FEWER ACCIDENTS OR DELAYS	19%
SCHEDULE	12%
NOTHING HAS IMPROVED [EXCLUSIVE]	7%
BETTER COMMUNICATION ABOUT DELAYS/INFORMATION AVAILABILITY	7%
CLEANLINESS	5%
CAPACITY PLANNING/REDUCTION IN CROWDING	5%
SIGNAGE/INFO BOARDS (AT STATIONS)	5%
ADDING EXTRA BIKE CARS (SPECIFICALLY)	4%
GENERAL EXPERIENCE (BETTER/NICER IN GENERAL)	4%
STAFF SERVICE/FRIENDLINESS	3%
ONBOARD ANNOUNCEMENTS	2%
STATION IMPROVEMENTS	1%
ELECTRIFICATION	1%
PAYMENT SYSTEM (CLIPPER/GO PASS/TICKETS)	1%
SAFETY/SECURITY	1%
DID NOT PROVIDE IMPROVEMENT - PROVIDED CRITICISM INSTEAD [EXCLUSIVE]	14%
BLANK	1,327

APPENDICES

APPENDIX A - QUESTIONNAIRES

The following questions refer to your experience at stations and onboard the train.

Please respond to all questions by circling the number that best reflects your rating of Caltrain service where: **5=Very Satisfied** and **1=Very Dissatisfied**. If the question does not apply to your trip, circle **NA** for **Not Applicable**.

At Stations		Very Satisfied		Very Dissatisfied		Not Applicable
1. Cleanliness of stations & parking lots	5	4	3	2	1	NA
2. Functioning of lights at stations & parking lots	5	4	3	2	1	NA
3. Posted information on info. boards (<i>schedules, flyers</i>)	5	4	3	2	1	NA
4. Ease of use of ticket machines	5	4	3	2	1	NA
5. Being informed of delays that exceed 10 minutes	5	4	3	2	1	NA
6. Everything considered, how would you rate your experience at Caltrain stations ?	5	4	3	2	1	NA

Onboard Trains		Very Satisfied		Very Dissatisfied		Not Applicable
7. Courtesy of conductors	5	4	3	2	1	NA
8. Professional appearance of the conductors	5	4	3	2	1	NA
9. Availability of printed materials (<i>schedules, brochures, notices</i>)	5	4	3	2	1	NA
10. Cleanliness of train exteriors	5	4	3	2	1	NA
11. Cleanliness of train interiors	5	4	3	2	1	NA
12. Cleanliness of onboard restrooms	5	4	3	2	1	NA
13. Adequacy and clarity of onboard announcements (<i>train delays, special events</i>)	5	4	3	2	1	NA
14. Being informed of delays that exceed 10 minutes	5	4	3	2	1	NA
15. On-time arrival at your destination (<i>within five minutes of scheduled arrival time</i>)	5	4	3	2	1	NA
16. Your sense of personal security while on the train	5	4	3	2	1	NA

	Very Satisfied		Very Dissatisfied		Not Applicable	
17. Everything considered, how would you rate your onboard experience on Caltrain?	5	4	3	2	1	NA
18. How would you rate your overall Caltrain experience?	5	4	3	2	1	NA

General Information

19. How did you pay for this train trip (today)?
- a. One-way ticket
 - b. Clipper cash value
 - c. Day Pass
 - d. Clipper 8-ride ticket
 - e. Clipper Caltrain Monthly Pass
 - f. Go Pass
 - g. Other (Please specify) _____

20. How do you get your service disruption communications? **(Please check all that apply)**
- a. Caltrain Customer Service (1.800.660.4287)
 - b. Caltrain website (www.caltrain.com)
 - c. Conductor
 - d. Station information boards
 - e. Twitter
 - f. Other (Please specify) _____

21. At what station did you get **ON** this train? _____

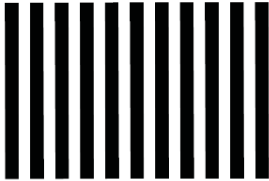
22. At what station will you get **OFF** this train? _____

23. What do you think Caltrain most improved upon this year?

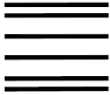
Thank you for participating in our survey.



PASSENGER SURVEY
CALTRAIN MARKET RESEARCH DEPT.
PO BOX 3006
SAN CARLOS CA 94070-9927



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IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA
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Dear Caltrain Customer:

Thank you for participating in the **June 2017 Caltrain Customer Satisfaction Survey**, part of our ongoing program to solicit input about our performance in providing you with convenient and safe rail service. Your response helps us to know which areas of Caltrain service are meeting or exceeding your expectations and where we can improve. Please respond to all questions by circling the number that best reflects your rating of Caltrain service where: **5=Very Satisfied** and **1=Very Dissatisfied**. If the question does not apply to your trip, circle **NA for Not Applicable**.

Please return your completed survey to the onboard survey taker, or fold and tape where noted, and then place in the mail. *Please do not staple closed. No postage is necessary.* We look forward to hearing from you, and thank you for riding Caltrain.

Note: if you have already filled out this survey, please do not fill it out again.

Comments: _____

Train # _____

Please tape here.



Please tape here.

Las siguientes preguntas son en referencia a sus experiencias en las estaciones y a bordo del tren.

Por favor responda a todas las preguntas al otro lado de esta hoja, circulando el número que mejor refleja su calificación del servicio de Caltrain, siendo: **5 = Muy Satisfecho** y **1 = Muy Insatisfecho**. Si la pregunta no se aplica a su viaje, circule **NA** para **No Aplica**.

En la Estación		Muy Satisfecho		Muy Insatisfecho		No Aplica	
1.	Limpieza de las estaciones y estacionamiento	5	4	3	2	1	NA
2.	Funcionamiento de las luces en las estaciones y estacionamiento	5	4	3	2	1	NA
3.	Información colocada en las tablas de información (<i>horarios, folletos</i>)	5	4	3	2	1	NA
4.	Facilidad de uso de las máquinas de boletos	5	4	3	2	1	NA
5.	Información cuando hay retrasos que excedan 10 minutos	5	4	3	2	1	NA
6.	Considerando todo, ¿Cómo calificaría su experiencia general en las estaciones de Caltrain?	5	4	3	2	1	NA

A Bordo del Tren		Muy Satisfecho		Muy Insatisfecho		No Aplica	
7.	Cortesía de los conductores	5	4	3	2	1	NA
8.	Apariencia profesional de los conductores	5	4	3	2	1	NA
9.	Materiales impresos disponibles (<i>horarios folletos, notas</i>)	5	4	3	2	1	NA
10.	Limpieza del exterior de los trenes	5	4	3	2	1	NA
11.	Limpieza del interior de los trenes	5	4	3	2	1	NA
12.	Limpieza de los baños a bordo	5	4	3	2	1	NA
13.	Adecuación y claridad de los anuncios a bordo (<i>retrasos del tren, eventos especiales</i>)	5	4	3	2	1	NA
14.	Información sobre los retrasos que exceden 10 minutos	5	4	3	2	1	NA
15.	Arribo a su destino final a tiempo (<i>dentro de cinco minutos del horario de llegada</i>)	5	4	3	2	1	NA
16.	Su sentido de seguridad personal estando en el tren	5	4	3	2	1	NA

	Muy Satisfecho		Muy Insatisfecho		No Aplica	
17. Considerándolo todo, ¿cómo calificaría su experiencia a bordo de Caltrain?	5	4	3	2	1	NA
18. ¿Cómo calificaría su experiencia general con Caltrain?	5	4	3	2	1	NA

Información General

19. ¿Cómo pagó por su viaje en tren (hoy)?
- Boleto sólo de ida
 - Valor efectivo Clipper
 - Pase de Día
 - Boleto Clipper 8-ride
 - Pase Mensual Clipper Caltrain
 - Pase Go
 - Otra forma (Por favor especifique) _____

20. ¿Cómo recibe sus avisos de interrupción de servicio?
(Por favor marque todos los que aplican)
- Servicio al Cliente Caltrain (1.800.660.4287)
 - Página Web Caltrain (www.caltrain.com)
 - Conductor
 - Tableros de Información en la Estación
 - Twitter
 - Otra forma (Por favor especifique) _____

21. ¿En cuál estación **ABORDÓ** este tren? _____

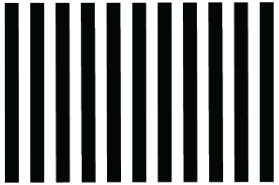
22. ¿En cuál estación se **BAJÓ** de este tren? _____

23. ¿Qué cree que Caltrain mejoró más este año?

Gracias por participar en nuestra encuesta.



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POSTAGE WILL BE PAID BY ADDRESSEE

Estimado cliente de Caltrain:

Gracias por su participación en la **Encuesta de Satisfacción del Cliente de Caltrain de junio 2017**, que es parte de nuestro programa actual de solicitar opiniones acerca de nuestro trabajo y proveerle con un servicio de transporte en riel conveniente y seguro. Sus respuestas nos ayuda a reconocer cuáles áreas del servicio de Caltrain están alcanzando o excediendo sus expectativas y dónde podemos mejorar. Por favor responda a todas las preguntas al otro lado de esta hoja, circulando el número que mejor refleja su calificación del servicio de Caltrain, siendo: **5 = Muy Satisfecho** y **1 = Muy Insatisfecho**. Si la pregunta no se aplica a su viaje, circule **NA** para **No Aplica**.

Por favor regrese su encuesta completa al encuestador a bordo o doble y cierre con una cinta adhesiva donde está marcada. *Por favor no use grapa. No necesita sello.* Estaremos esperando noticias tuyas y gracias por viajar en Caltrain.

Nota: Si usted ya ha completado esta encuesta, por favor no la llene de nuevo.

Comentarios: _____

Tren # _____



Por favor cierre aquí con cinta adhesiva.

Por favor cierre aquí con cinta adhesiva.

APPENDIX B - INTERVIEWER TRAINING INSTRUCTIONS

INTERVIEWER INSTRUCTIONS

Caltrain On-Board Survey (June 2017)

PROJECT OVERVIEW: This passenger survey is being conducted to assess how well Caltrain meets the needs of its passengers. It is an onboard, self-administered questionnaire which will be distributed on specifically scheduled Caltrain trains. The fieldwork will take place in June 2017. One or two surveyors will be used on each sampled route.

GENERAL GUIDELINES

- Arrive at the station at least 15 minutes prior to train departure time.
- Please act professionally at all times.
- As representatives of Caltrain/Corey, Canapary & Galanis, dress in professional casual business attire: long trousers and collared shirts for men, slacks/skirt/blouse/dress for women. Wear comfortable, closed toed shoes.
- All surveyors must wear their ID badges and have a valid photo ID at all times while surveying.
- Each train will have **5 or 6** cars. ***Trains expected to have 6 cars are noted on the schedule.*** The average number of passengers will vary significantly by run. We anticipate a high response rate based on experience with on-board surveys. Please have sufficient surveys and pencils at the start of each shift.
- As appropriate, please identify yourself to the train conductor and explain that you will be surveying one car on the train.
- If asked what the purpose of the survey is, you may tell passengers that the study is designed to measure customer satisfaction and solicit rider suggestions. Caltrain is interested in their opinion.
- It is important to adhere to the assigned shifts. If you cannot make an assigned shift, please notify CC&G as soon as possible. Starting shifts late, missed shifts, failing to notify CC&G regarding late/missed shifts in a timely fashion, or covering shifts other than those assigned may be cause for dismissal.
- All survey data collected is confidential and must be treated with care. Any sharing or use of data is cause for immediate dismissal.

SAFETY

Working on a moving train can be challenging at times. Your safety and the safety of the passengers around you is your most important concern. Please hold on to a handrail or bar at all times when you are standing or walking on the train. Allow passengers the time to find a seat or a safe place to stand before offering them a survey. Do not block passengers entering or exiting the train.

DISTRIBUTION OF QUESTIONNAIRES

Distributing (and collecting) questionnaires from passengers is your primary task on this project. For each of your runs, you should strive to get the questionnaire into the hands of every (or nearly every) passenger on your assigned train car. Your approach as a surveyor will make a tremendous difference in whether or not riders agree to do the survey.

BEGINNING OF SHIFT

You must have your Caltrain schedule(s), system authorization badge, photo ID, Interviewer Schedule, apron, pencils, questionnaires, Completed Questionnaire Envelope(s), survey control sheets, rubber bands, Interviewer Instructions, clipboard, and time sheet.

Your Interviewer Schedule will include the location and time of trains you are responsible for surveying each day.

Note that some trains have 6 cars. These trains are noted on the schedule.

If you are scheduled to have a 6-car train, but it is only 5 cars:

- **If you are on car 1, 2, 3, 4, or 5 – then take the same car as assigned.**
- **If you are assigned car 6 – and the train is only 5 cars – then survey car 5 instead.**

SURVEY CONTROL SHEET (Yellow Card)

It is very important that you enter information accurately on your survey control sheet. A separate survey control sheet (**small bright yellow card**) will be used for each surveyor on each train run. A run is one trip on one train from the boarding point to the end of the line or the point at which you exit the train.

AT THE START OF EACH RUN YOU SHOULD ENTER THE:

- current date and day
- train number
- your last name
- specific station where you are boarding the train to start the run. (*“Trip Start Location”*)
- time the train departed

PROCEDURE FOR DISTRIBUTING QUESTIONNAIRES

You must write the train # on all questionnaires that are distributed. To do this, pre-number questionnaires prior to each train run. Use the riders per car estimate on your schedule to determine the amount of questionnaires that you should pre-number. You may need to number additional questionnaires on some runs.

Caltrain trains have a total of 5 or 6 cars. You will be distributing questionnaires on only one of these cars. The train car for you to survey will be pre-assigned and listed on your Interviewer Survey Schedule. For example - “Train car number: 2” – means that you will survey the second car on the train. Be sure to only survey this assigned car. See the “Car Selection” section on page 5 of these specifications for detailed instructions on how to determine the car number.

Attempt to distribute surveys to all passengers on this car who appear to be 13 or older. All riders traveling in a group should be given a questionnaire.

Do not distribute questionnaires to:

- Passengers who appear to be under 13 years of age
- Employees of Caltrain or members of law enforcement on duty while on the train
- Passengers who tell you that they have already participated in this survey on a previous trip (within the last week or so). But do include passengers that may have participated in other previous surveys.
- Sleeping passengers
- Employees of CC&G traveling to/from their shift.

As you hand out surveys, give a short introduction. Be easygoing and friendly. Do not ask riders if they want to fill out the survey; rather, use a positive approach. Phrases we have found to work well include: “We need your opinions on this Caltrain survey.” If they hesitate you might add: “We want to know what you think.”

Instruct passengers to return completed surveys to you.

After surveys are distributed, walk through the train car every few minutes and watch for people who may have questions or are finished. Be polite: “I’ll take the survey if you are done”, or “I can take that for you”. Attempt to collect every survey you distribute. *Note: Pencils can be replaced and it is OK if they are not returned. Focus on getting returned/completed surveys.*

Passengers who do not have the time or inclination to complete the questionnaire on board can mail the survey, postage paid (note mail panel on survey instrument). Mention this option as a last resort. We have found that when a potential respondent takes the questionnaire home, they are less likely to complete and return the questionnaire.

If time permits, offer assistance to patrons who are blind or unable to fill out the survey (you will need to excuse yourself to hand out questionnaires to new riders boarding the train).

Keep a tally of all non-responses (passengers under 13, refusals, already participated, etc.) on your survey control sheet.

DEFINITIONS:

LANGUAGE BARRIER: Spanish speaking passengers who refuse a questionnaire are tallied as “refusals” since we have a Spanish survey instrument. Only passengers who speak a language other

than English or Spanish are tallied as language barrier.

LEFT TRAIN: This is a non-response that occurs when the surveyor cannot offer a questionnaire because of the short distance of the rider's trip. If the rider refuses because of time constraints, it is important to offer the "mail back option". We anticipate very few "Left Train" dispositions on this project.

AT THE END OF EACH RUN

On the Survey Control Sheet enter:

1. Location/station where you exited the train
2. The time that the train arrived at the final station on the run
3. The total number of questionnaires *DISTRIBUTED* for both English and Spanish.
4. The total number of questionnaires *RETURNED* (combine English and Spanish)

All returned surveys and the completed survey control sheet should be rubber banded together and placed in the Completed Questionnaire Envelope labeled for that specific run. You will have several Completed Questionnaire Envelopes at the end of your shift. The bottom half of the Completed Questionnaires envelope should be filled in by you at the end of your run. Fill in all information and *combine* the information from individual tally sheets (if working in teams) here.

AT THE END OF THE SHIFT

Make sure that all completed work from all the runs you have done that day are placed in your "Completed Questionnaire Envelope". Fill out the information requested and return these envelopes to the CC&G office.

Regular in-person check-ins and return of completed surveys are required for this project. See the separate handout regarding required check-ins, travel, and drop-off.

CONTACT INFORMATION

COREY, CANAPARY & GALANIS - CCG Office Number is 415-397-1200

For urgent matters outside normal business hours:

After 4 pm Monday-Friday, and after 12 pm weekends: Jon Canapary (415-577-2428)

Before 8 am Monday-Friday, and before 12 pm weekends: Carol Anne Carroll (415-200-5277)

CALTRAIN – Our client contact is:

Julian Jest, SamTrans/Caltrain Market Research Specialist, 650-508-6245

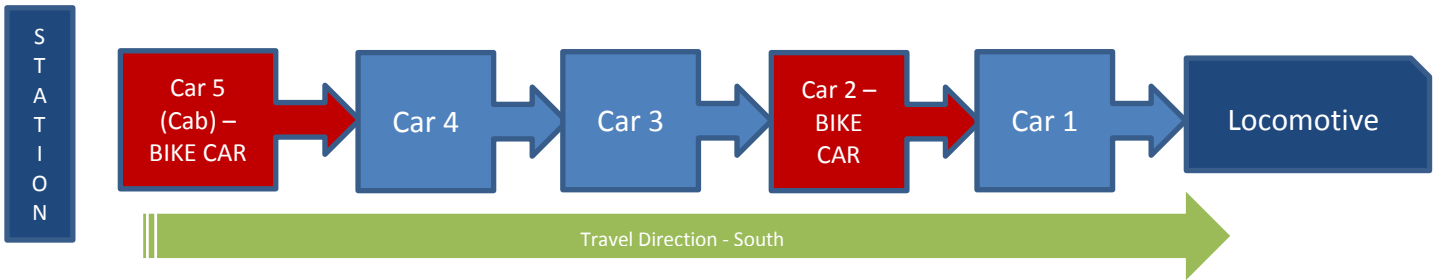
CAR ORIENTATION, E.G. "WHICH CAR IS MY ASSIGNED CAR?"

Car #1 is always at the FRONT of the train, depending on the direction of travel. When travelling

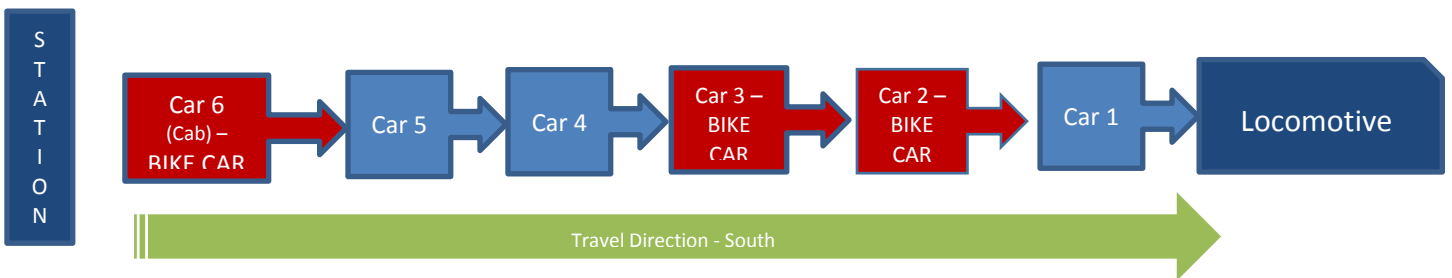
south, the locomotive is in front of the train and PULLS the train. Car #1 is directly behind the locomotive. When travelling north, the locomotive is at the back of the train and PUSHES the train. Car #1 is on the opposite end of the train from the locomotive.

For example:

At San Francisco/4th & King – 5 cars:

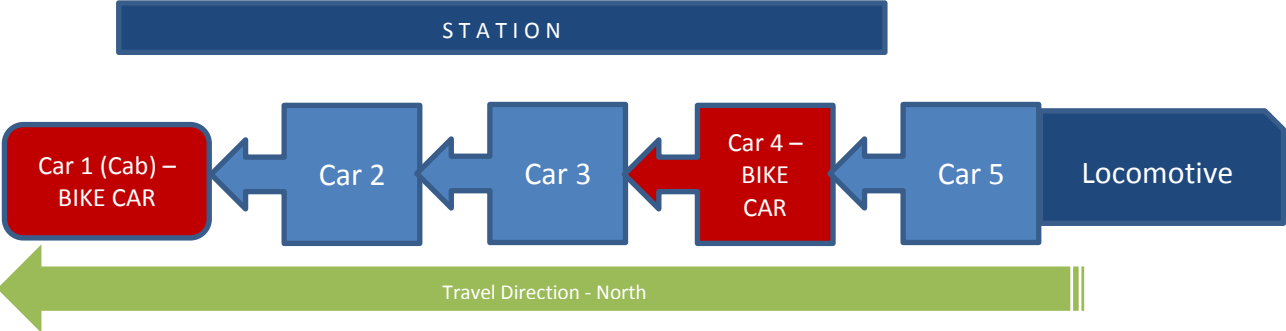


At San Francisco/4th & King – 6 cars:

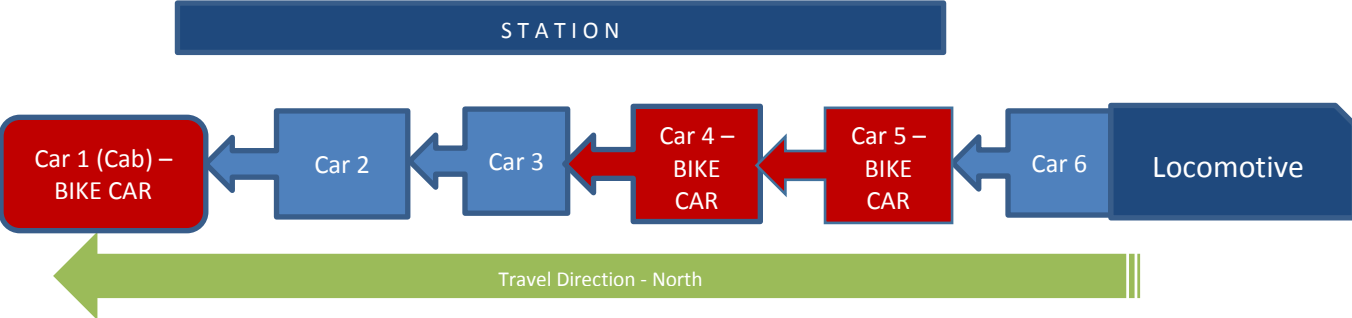


SEE NEXT PAGE FOR NORTHBOUND CONFIGURATIONS →

At San Jose/Diridon – 5 cars:



At San Jose/Diridon – 6 cars:



APPENDIX C - SCHEDULE

2017 On-Board Schedule

TRAIN #	Station Boarding	Departure Time	Station Exiting	Time Exiting	DAY	DATE	DIREC-TION	PACKET #	CAR#	# CARS	BIKE CAR?	EQUIPMENT TYPE	SERVICE TYPE	TIME PERIOD
THURSDAY, JUNE 1														
101	PALO ALTO	5:01 AM	SAN FRANCISCO	6:03 AM	THUR	1-Jun	N	1	2	5	N	GALLERY	LOCAL	AM PEAK
216	SAN FRANCISCO	7:05 AM	SAN JOSE-DIRIDON	8:20 AM	THUR	1-Jun	S	2	5	5	Y	GALLERY	LIMITED	AM PEAK
233	SAN JOSE-DIRIDON	8:36 AM	SAN FRANCISCO	10:05 AM	THUR	1-Jun	N	3	1	6	Y	BOMBARDIER	LIMITED	AM PEAK
102	SAN FRANCISCO	4:55 AM	SAN JOSE-DIRIDON	6:31 AM	THUR	1-Jun	S	4	3	5	N	GALLERY	LOCAL	AM PEAK
313	SAN JOSE-DIRIDON	6:49 AM	SAN FRANCISCO	7:51 AM	THUR	1-Jun	N	5	6	6	N	GALLERY	BULLET	AM PEAK
330	SAN FRANCISCO	8:35 AM	SAN JOSE-DIRIDON	9:43 AM	THUR	1-Jun	S	6	4	5	N	GALLERY	BULLET	AM PEAK
254	SAN FRANCISCO	2:43 PM	SAN JOSE-DIRIDON	4:09 PM	THUR	1-Jun	S	7	6	6	Y	GALLERY	LIMITED	OFFPEAK
273	SAN JOSE-DIRIDON	5:08 PM	SAN FRANCISCO	6:33 PM	THUR	1-Jun	N	8	3	6	N	BOMBARDIER	LIMITED	PM PEAK
288	SAN FRANCISCO	6:58 PM	SAN JOSE-DIRIDON	8:26 PM	THUR	1-Jun	S	9	3	6	Y	BOMBARDIER	LIMITED	PM PEAK
SATURDAY, JUNE 3														
421	SAN JOSE-DIRIDON	7:00 AM	SAN FRANCISCO	8:38 AM	SAT	3-Jun	N	10	3	5	N	GALLERY	LOCAL	WEEKEND
424	SAN FRANCISCO	9:15 AM	SAN JOSE-DIRIDON	10:53 AM	SAT	3-Jun	S	11	1	5	N	GALLERY	LOCAL	WEEKEND
							-							
801	SAN JOSE-DIRIDON	10:35 AM	SAN FRANCISCO	11:41 AM	SAT	3-Jun	N	12	3	6	N	BOMBARDIER	BULLET	WEEKEND
432	SAN FRANCISCO	1:15 PM	SAN JOSE-DIRIDON	2:53 PM	SAT	3-Jun	S	13	6	6	Y	GALLERY	LOCAL	WEEKEND
433	SAN JOSE-DIRIDON	1:00 PM	SAN FRANCISCO	2:38 PM	SAT	3-Jun	N	14	3	5	N	GALLERY	LOCAL	WEEKEND
438	SAN FRANCISCO	4:15 PM	SAN JOSE-DIRIDON	5:53 PM	SAT	3-Jun	S	15	3	5	N	GALLERY	LOCAL	WEEKEND
441	SAN JOSE-DIRIDON	5:00 PM	SAN FRANCISCO	6:38 PM	SAT	3-Jun	N	16	5	5	N	GALLERY	LOCAL	WEEKEND
804	SAN FRANCISCO	6:59 PM	SAN JOSE-DIRIDON	8:05 PM	SAT	3-Jun	S	17	6	6	Y	BOMBARDIER	BULLET	WEEKEND

Caltrain Customer Satisfaction Survey – June 2017 | Summary Report

TRAIN #	Station Boarding	Departure Time	Station Exiting	Time Exiting	DAY	DATE	DIREC- TION	PACKET #	CAR#	# CARS	BIKE CAR?	EQUIPMENT TYPE	SERVICE TYPE	TIME PERIOD
TUESDAY, JUNE 6														
207	SAN JOSE-DIRIDON	5:59 AM	SAN FRANCISCO	7:24 AM	TUE	6-Jun	N	18	2	5	N	GALLERY	LIMITED	AM PEAK
222	SAN FRANCISCO	7:45 AM	SAN JOSE-DIRIDON	9:12 AM	TUE	6-Jun	S	19	4	5	N	GALLERY	LIMITED	AM PEAK
143	SAN JOSE-DIRIDON	11:13 AM	SAN FRANCISCO	12:48 PM	TUE	6-Jun	N	20	2	6	N	BOMBARDIER	LOCAL	OFFPEAK
151	SAN JOSE-DIRIDON	1:13 PM	SAN FRANCISCO	2:48 PM	TUE	6-Jun	N	21	3	5	N	GALLERY	LOCAL	OFFPEAK
360	SAN FRANCISCO	4:12 PM	SAN JOSE-DIRIDON	5:11 PM	TUE	6-Jun	S	22	2	5	Y	GALLERY	BULLET	PM PEAK
277	SAN JOSE-DIRIDON	5:35 PM	SAN FRANCISCO	6:47 PM	TUE	6-Jun	N	23	4	6	Y	BOMBARDIER	LIMITED	PM PEAK
268	SAN FRANCISCO	4:58 PM	GILROY	6:59 PM	TUE	6-Jun	S	24	2	6	Y	BOMBARDIER	LIMITED	PM PEAK
WEDNESDAY, JUNE 7														
217	GILROY	6:06 AM	SAN FRANCISCO	8:24 AM	WED	7-Jun	N	28	1	6	Y	BOMBARDIER	LIMITED	AM PEAK
232	SAN FRANCISCO	8:45 AM	SAN JOSE-DIRIDON	10:11 AM	WED	7-Jun	S	29	6	6	Y	BOMBARDIER	LIMITED	AM PEAK
206	SAN FRANCISCO	6:05 AM	SAN JOSE-DIRIDON	7:19 AM	WED	7-Jun	S	30	2	6	Y	BOMBARDIER	LIMITED	AM PEAK
225	SAN JOSE-DIRIDON	7:54 AM	SAN FRANCISCO	9:07 AM	WED	7-Jun	N	31	5	6	Y	BOMBARDIER	LIMITED	AM PEAK
142	SAN FRANCISCO	11:00 AM	SAN JOSE-DIRIDON	12:35 PM	WED	7-Jun	S	32	4	5	N	GALLERY	LOCAL	OFFPEAK
324	SAN FRANCISCO	7:59 AM	SAN JOSE-DIRIDON	9:05 AM	WED	7-Jun	S	33	6	6	Y	GALLERY	BULLET	AM PEAK
381	SAN JOSE-DIRIDON	5:45 PM	SAN FRANCISCO	6:51 PM	WED	7-Jun	N	34	1	5	Y	GALLERY	BULLET	PM PEAK
190	SAN FRANCISCO	7:30 PM	SAN JOSE-DIRIDON	9:06 PM	WED	7-Jun	S	35	4	6	N	BOMBARDIER	LOCAL	OFFPEAK
197	SAN JOSE-DIRIDON	9:45 PM	SAN FRANCISCO	11:20 PM	WED	7-Jun	N	36	2	5	N	GALLERY	LOCAL	OFFPEAK
THURSDAY, JUNE 8														
329	SAN JOSE-DIRIDON	8:04 AM	SAN FRANCISCO	9:11 AM	THUR	8-Jun	N	37	2	6	N	GALLERY	BULLET	AM PEAK

Caltrain Customer Satisfaction Survey – June 2017 | Summary Report

TRAIN #	Station Boarding	Departure Time	Station Exiting	Time Exiting	DAY	DATE	DIREC-TION	PACKET #	CAR#	# CARS	BIKE CAR?	EQUIPMENT TYPE	SERVICE TYPE	TIME PERIOD
150	SAN FRANCISCO	1:00 PM	SAN JOSE-DIRIDON	2:35 PM	THUR	8-Jun	S	38	5	5	Y	GALLERY	LOCAL	OFFPEAK
267	SAN JOSE-DIRIDON	4:35 PM	SAN FRANCISCO	5:47 PM	THUR	8-Jun	N	39	1	5	Y	GALLERY	LIMITED	PM PEAK
282	SAN FRANCISCO	6:23 PM	SAN JOSE-DIRIDON	7:33 PM	THUR	8-Jun	S	40	4	5	N	GALLERY	LIMITED	PM PEAK
257	SAN JOSE-DIRIDON	2:24 PM	SAN FRANCISCO	3:50 PM	THUR	8-Jun	N	41	1	6	Y	BOMBARDIER	LIMITED	OFFPEAK
262	SAN FRANCISCO	4:23 PM	SAN JOSE-DIRIDON	5:34 PM	THUR	8-Jun	S	42	4	5	N	GALLERY	LIMITED	PM PEAK
385	SAN JOSE-DIRIDON	6:20 PM	SAN FRANCISCO	7:27 PM	THUR	8-Jun	N	43	5	5	N	GALLERY	BULLET	PM PEAK
195	SAN JOSE-DIRIDON	8:45 PM	SAN FRANCISCO	10:20 PM	THUR	8-Jun	N	44	5	6	N	GALLERY	LOCAL	OFFPEAK
101	SAN JOSE-DIRIDON	4:28 AM	PALO ALTO	5:01 AM	THUR	8-Jun	N	45	3	5	N	GALLERY	LOCAL	AM PEAK
THURSDAY, JUNE 15														
289	SAN JOSE-DIRIDON	6:40 PM	SAN FRANCISCO	7:57 PM	TUE	6-Jun	N	26	1	6	Y	GALLERY	LIMITED	PM PEAK
192	SAN FRANCISCO	8:30 PM	SAN JOSE-DIRIDON	10:06 PM	TUE	6-Jun	S	27	5	6	N	GALLERY	LOCAL	OFFPEAK
TUESDAY, JUNE 20														
376	SAN FRANCISCO	5:38 PM	SAN JOSE-DIRIDON	6:44 PM	TUE	6-Jun	S	25	6	6	Y	GALLERY	BULLET	PM PEAK

Time period: Based on Departure Time. Weekday Peak = 6:00am-9:00am OR 3:30pm – 6:30pm; Weekday Off-peak = all other times; Saturday = any Saturday train, P: Weekday Peak, O: Weekday Off-peak, S: Saturday, Direction: N: North, S: South

The train car number is determined by counting from the direction the train is traveling. On Southbound trains car number one is the southernmost car; on Northbound trains car number one is the northernmost car.

APPENDIX D - TEST OF STATISTICAL SIGNIFICANCE

TEST OF STATISTICAL SIGNIFICANCE

95% Confidence Level

SCALE: 1=Poor, 5=Excellent	2017					2016					Mean Difference	T-Score	Statistically Significant?
	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation			
ASKED QUESTIONS[^]													
1. CLEANLINESS	3,139	58	3,081	3.99	0.88	4,078	100	3,978	3.98	0.90	0.01	0.47	no
2. FUNCTIONING OF LIGHTS	3,131	338	2,793	4.28	0.79	4,076	462	3,614	4.26	0.78	0.02	1.01	no
3. POSTED INFORMATION	3,136	160	2,976	3.93	0.99	4,073	253	3,820	3.87	0.98	0.06	2.49	yes
4. EASE OF USE/TICKET MACHINE	3,147	317	2,830	3.73	1.14	4,082	376	3,706	3.82	1.09	-0.09	-3.22	yes
5. BEING INFORMED OF DELAYS	3,133	295	2,838	3.51	1.22	4,070	446	3,624	3.48	1.20	0.03	0.99	no
6. OVERALL STATIONS	3,130	4	3,126	3.97	0.80	4,083	13	4,070	3.94	0.79	0.03	1.59	no
7. COURTESY OF CONDUCTORS	3,141	78	3,063	4.37	0.79	4,086	105	3,981	4.36	0.78	0.01	0.53	no
8. PROF. APPEARANCE OF CONDUCTORS	3,138	94	3,044	4.51	0.67	4,085	128	3,957	4.45	0.69	0.06	3.67	yes
9. AVAILABILITY OF PRINTED MATERIALS	3,131	344	2,787	4.21	0.87	4,068	457	3,611	4.15	0.88	0.06	2.72	yes
10. CLEANLINESS/TRAIN EXTERIORS	3,142	58	3,084	4.11	0.88	4,089	73	4,016	4.09	0.86	0.02	0.96	no
11. CLEANLINESS/TRAIN INTERIORS	3,143	13	3,130	3.82	0.99	4,083	45	4,038	3.88	0.95	-0.06	-2.59	yes
12. CLEANLINESS/ONBOARD RESTROOMS	3,098	890	2,208	3.21	1.18	4,046	1,309	2,737	3.26	1.18	-0.05	-1.48	no
13. ADEQUACY/CLARITY ONBOARD ANNOUNCEMENTS	3,118	103	3,015	3.72	1.10	4,073	159	3,914	3.68	1.09	0.04	1.51	no
14. BEING INFORMED OF DELAYS	3,120	339	2,781	3.73	1.15	4,073	512	3,561	3.71	1.11	0.02	0.70	no
15. ONTIME ARRIVAL AT DESTINATION	3,130	57	3,073	4.07	0.94	4,064	82	3,982	4.03	0.92	0.04	1.79	no
16. YOUR SENSE OF PERSONAL SECURITY	3,145	18	3,127	4.30	0.78	4,085	28	4,057	4.32	0.75	-0.02	-1.10	no
17. OVERALL ONBOARD	3,119	3	3,116	4.11	0.75	4,072	8	4,064	4.08	0.75	0.03	1.68	no
18. BOTH STATION/ONBOARD	3,099	6	3,093	4.05	0.77	4,057	10	4,047	4.01	0.80	0.04	2.14	yes
WEIGHTED AVERAGES^{^^}													
TOTAL STATIONS AND PARKING	18,816	1,172	17,644	3.90	1.10	24,462	1,650	22,812	3.89	1.13	0.01	0.90	no
TOTAL ONBOARD EXPERIENCE	34,425	1,997	32,428	4.04	0.79	44,824	2,906	41,918	4.02	1.09	0.02	2.91	yes
TOTAL STATIONS & ONBOARD	26,621	1,585	25,036	3.99	0.94	34,643	2,278	32,365	3.98	1.10	0.01	1.17	no

[^]Asked question ratings are based on the actual number of responses for each particular question.

^{^^}Weighted averages are calculated as follows: "Total Stations and Parking" is calculated using the total responses for Question 1 through Question 6. "Total Onboard Experience" is calculated using the total responses for Question 7 through Question 17. "Total Stations & Onboard" is calculated by taking the average of "Total Stations and Parking" and "Total Onboard Experience."