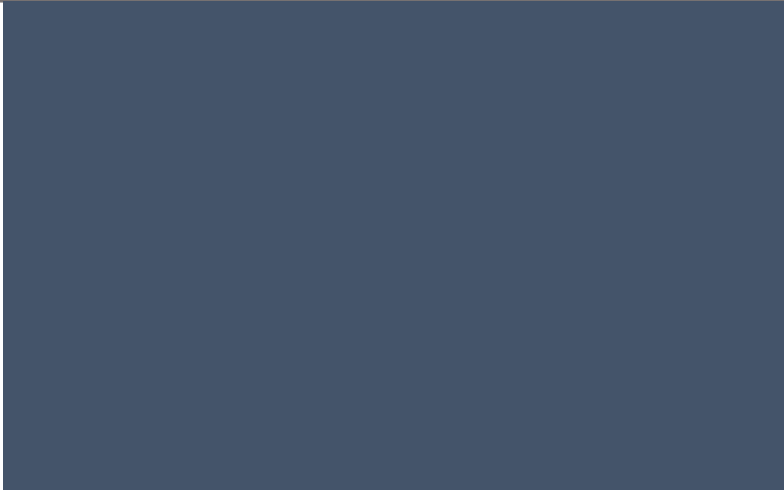




Caltrain Onboard Survey 2017

Statistical Tables

Corey, Canapary & Galanis



CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3139 100.0	2647 100.0	492 100.0	2106 100.0	541 100.0	502 100.0	1426 100.0	719 100.0	358 100.0	134 100.0	1661 100.0	1478 100.0	2477 100.0	83 100.0	14 100.0	565 100.0
(5) VERY SATISFIED	952 30.3	763 28.8	189 38.4	591 28.1	172 31.8	167 33.3	406 28.5	190 26.4	140 39.1	49 36.6	529 31.8	423 28.6	863 34.8	7 8.4	-	82 14.5
(4)	1350 43.0	1168 44.1	182 37.0	949 45.1	219 40.5	203 40.4	638 44.7	327 45.5	122 34.1	60 44.8	693 41.7	657 44.5	1128 45.5	22 26.5	3 21.4	197 34.9
(3)	604 19.2	518 19.6	86 17.5	411 19.5	107 19.8	94 18.7	277 19.4	147 20.4	70 19.6	16 11.9	319 19.2	285 19.3	373 15.1	25 30.1	3 21.4	203 35.9
(2)	147 4.7	125 4.7	22 4.5	103 4.9	22 4.1	22 4.4	65 4.6	38 5.3	16 4.5	6 4.5	73 4.4	74 5.0	62 2.5	17 20.5	5 35.7	63 11.2
(1) VERY DISSATISFIED	28 0.9	20 0.8	8 1.6	15 0.7	5 0.9	4 0.8	12 0.8	4 0.6	7 2.0	1 0.7	18 1.1	10 0.7	9 0.4	8 9.6	3 21.4	8 1.4
NOT APPLICABLE	58 1.8	53 2.0	5 1.0	37 1.8	16 3.0	12 2.4	28 2.0	13 1.8	3 0.8	2 1.5	29 1.7	29 2.0	42 1.7	4 4.8	-	12 2.1
BLANK	18	16	2	12	4	4	4	8	1	1	8	10	12	2	1	3
MEAN	3.99	3.97	4.07	3.97	4.01	4.03	3.97	3.94	4.05	4.14	4.01	3.97	4.14	3.04	2.43	3.51
STANDARD DEVIATION	0.88	0.87	0.94	0.86	0.89	0.89	0.87	0.86	0.97	0.85	0.89	0.87	0.79	1.13	1.09	0.93
STANDARD ERROR	0.02	0.02	0.04	0.02	0.04	0.04	0.02	0.03	0.05	0.07	0.02	0.02	0.02	0.13	0.29	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - TOTAL RESPONDING	3139	28	10	53	57	37	52	86	105	36	38	44	64	31	191	82	84	118	54	51	26	143	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	952	12	2	14	24	9	19	27	27	17	16	9	18	19	59	17	23	38	19	11	8	31	14
	30.3	42.9	20.0	26.4	42.1	24.3	36.5	31.4	25.7	47.2	42.1	20.5	28.1	61.3	30.9	20.7	27.4	32.2	35.2	21.6	30.8	21.7	20.6
(4)	1350	12	5	22	17	15	22	32	48	16	14	16	28	8	88	36	39	53	29	23	10	64	32
	43.0	42.9	50.0	41.5	29.8	40.5	42.3	37.2	45.7	44.4	36.8	36.4	43.8	25.8	46.1	43.9	46.4	44.9	53.7	45.1	38.5	44.8	47.1
(3)	604	2	1	13	9	9	8	20	23	3	6	11	15	3	33	21	15	18	3	9	7	33	18
	19.2	7.1	10.0	24.5	15.8	24.3	15.4	23.3	21.9	8.3	15.8	25.0	23.4	9.7	17.3	25.6	17.9	15.3	5.6	17.6	26.9	23.1	26.5
(2)	147	2	2	2	2	2	2	4	5	-	1	6	3	-	6	7	6	4	3	4	-	6	1
	4.7	7.1	20.0	3.8	3.5	5.4	3.8	4.7	4.8	-	2.6	13.6	4.7	-	3.1	8.5	7.1	3.4	5.6	7.8	-	4.2	1.5
(1) VERY DISSATISFIED	28	-	-	-	1	1	-	-	2	-	-	2	-	-	2	-	-	-	-	1	-	5	1
	0.9	-	-	-	1.8	2.7	-	-	1.9	-	-	4.5	-	-	1.0	-	-	-	-	2.0	-	3.5	1.5
NOT APPLICABLE	58	-	-	2	4	1	1	3	-	-	1	-	-	1	3	1	1	5	-	3	1	4	2
	1.8	-	-	3.8	7.0	2.7	1.9	3.5	-	-	2.6	-	-	3.2	1.6	1.2	1.2	4.2	-	5.9	3.8	2.8	2.9
BLANK	18	-	-	2	1	1	-	-	-	-	-	-	1	-	1	-	-	1	-	-	-	-	-
MEAN	3.99	4.21	3.70	3.94	4.15	3.81	4.14	3.99	3.89	4.39	4.22	3.55	3.95	4.53	4.04	3.78	3.95	4.11	4.19	3.81	4.04	3.79	3.86
STANDARD DEVIATION	0.88	0.88	1.06	0.83	0.97	0.98	0.83	0.88	0.91	0.64	0.82	1.11	0.84	0.68	0.85	0.88	0.87	0.79	0.78	0.96	0.79	0.96	0.82
STANDARD ERROR	0.02	0.17	0.33	0.12	0.13	0.16	0.12	0.10	0.09	0.11	0.13	0.17	0.11	0.12	0.06	0.10	0.10	0.07	0.11	0.14	0.16	0.08	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - TOTAL RESPONDING	3139	168	66	59	84	55	38	115	76	94	87	96	126	50	75	46	41	47	81	80	63	75	59
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	952	53	19	17	23	15	13	40	25	23	21	23	24	13	21	21	12	12	44	28	23	30	19
	30.3	31.5	28.8	28.8	27.4	27.3	34.2	34.8	32.9	24.5	24.1	24.0	19.0	26.0	28.0	45.7	29.3	25.5	54.3	35.0	36.5	40.0	32.2
(4)	1350	69	30	28	42	25	18	49	31	43	35	40	66	23	40	18	14	18	21	24	27	34	26
	43.0	41.1	45.5	47.5	50.0	45.5	47.4	42.6	40.8	45.7	40.2	41.7	52.4	46.0	53.3	39.1	34.1	38.3	25.9	30.0	42.9	45.3	44.1
(3)	604	36	14	9	16	10	6	18	10	23	22	28	26	11	9	5	10	13	12	19	11	6	10
	19.2	21.4	21.2	15.3	19.0	18.2	15.8	15.7	13.2	24.5	25.3	29.2	20.6	22.0	12.0	10.9	24.4	27.7	14.8	23.8	17.5	8.0	16.9
(2)	147	8	2	4	2	3	-	5	5	4	6	5	8	2	3	1	2	3	4	6	-	2	4
	4.7	4.8	3.0	6.8	2.4	5.5	-	4.3	6.6	4.3	6.9	5.2	6.3	4.0	4.0	2.2	4.9	6.4	4.9	7.5	-	2.7	6.8
(1) VERY DISSATISFIED	28	1	-	-	-	-	-	2	1	1	-	-	-	-	-	-	2	1	-	2	2	1	-
	0.9	0.6	-	-	-	-	-	1.7	1.3	1.1	-	-	-	-	-	-	4.9	2.1	-	2.5	3.2	1.3	-
NOT APPLICABLE	58	1	1	1	1	2	1	1	4	-	3	-	2	1	2	1	1	-	-	1	-	2	-
	1.8	0.6	1.5	1.7	1.2	3.6	2.6	0.9	5.3	-	3.4	-	1.6	2.0	2.7	2.2	2.4	-	-	1.3	-	2.7	-
BLANK	18	-	-	-	-	-	1	-	-	2	1	-	1	3	1	-	-	1	-	-	-	-	1
MEAN	3.99	3.99	4.02	4.00	4.04	3.98	4.19	4.05	4.03	3.88	3.85	3.84	3.85	3.96	4.08	4.31	3.80	3.79	4.30	3.89	4.10	4.23	4.02
STANDARD DEVIATION	0.88	0.88	0.80	0.86	0.76	0.84	0.70	0.92	0.95	0.87	0.88	0.85	0.80	0.82	0.76	0.76	1.09	0.98	0.90	1.06	0.91	0.83	0.88
STANDARD ERROR	0.02	0.07	0.10	0.11	0.08	0.12	0.12	0.09	0.11	0.09	0.10	0.09	0.07	0.12	0.09	0.11	0.17	0.14	0.10	0.12	0.11	0.10	0.11

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3131 100.0	2643 100.0	488 100.0	2109 100.0	534 100.0	498 100.0	1420 100.0	725 100.0	357 100.0	131 100.0	1655 100.0	1476 100.0	2472 100.0	83 100.0	15 100.0	561 100.0
(5) VERY SATISFIED	1271 40.6	1044 39.5	227 46.5	809 38.4	235 44.0	215 43.2	567 39.9	262 36.1	163 45.7	64 48.9	700 42.3	571 38.7	1132 45.8	17 20.5	1 6.7	121 21.6
(4)	1113 35.5	969 36.7	144 29.5	784 37.2	185 34.6	173 34.7	530 37.3	266 36.7	111 31.1	33 25.2	572 34.6	541 36.7	865 35.0	25 30.1	2 13.3	221 39.4
(3)	345 11.0	295 11.2	50 10.2	241 11.4	54 10.1	56 11.2	145 10.2	94 13.0	35 9.8	15 11.5	192 11.6	153 10.4	191 7.7	20 24.1	4 26.7	130 23.2
(2)	47 1.5	41 1.6	6 1.2	36 1.7	5 0.9	5 1.0	22 1.5	14 1.9	5 1.4	1 0.8	23 1.4	24 1.6	16 0.6	7 8.4	4 26.7	20 3.6
(1) VERY DISSATISFIED	17 0.5	13 0.5	4 0.8	11 0.5	2 0.4	3 0.6	4 0.3	6 0.8	4 1.1	-	12 0.7	5 0.3	11 0.4	1 1.2	1 6.7	4 0.7
NOT APPLICABLE	338 10.8	281 10.6	57 11.7	228 10.8	53 9.9	46 9.2	152 10.7	83 11.4	39 10.9	18 13.7	156 9.4	182 12.3	257 10.4	13 15.7	3 20.0	65 11.6
BLANK	26	20	6	9	11	8	10	2	2	4	14	12	17	2	-	7
MEAN	4.28	4.27	4.35	4.25	4.34	4.31	4.29	4.19	4.33	4.42	4.28	4.27	4.40	3.71	2.83	3.88
STANDARD DEVIATION	0.79	0.78	0.81	0.79	0.75	0.78	0.76	0.83	0.83	0.75	0.81	0.77	0.72	0.99	1.11	0.85
STANDARD ERROR	0.01	0.02	0.04	0.02	0.03	0.04	0.02	0.03	0.05	0.07	0.02	0.02	0.02	0.12	0.32	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - TOTAL RESPONDING	3131	28	10	53	55	37	52	86	104	35	38	44	65	31	190	80	84	119	54	49	25	143	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1271	13	3	19	27	17	21	44	36	17	18	16	32	18	77	32	27	48	21	22	14	53	17
	40.6	46.4	30.0	35.8	49.1	45.9	40.4	51.2	34.6	48.6	47.4	36.4	49.2	58.1	40.5	40.0	32.1	40.3	38.9	44.9	56.0	37.1	25.0
(4)	1113	9	3	18	14	11	22	27	42	14	13	15	26	6	79	28	33	37	22	19	5	56	32
	35.5	32.1	30.0	34.0	25.5	29.7	42.3	31.4	40.4	40.0	34.2	34.1	40.0	19.4	41.6	35.0	39.3	31.1	40.7	38.8	20.0	39.2	47.1
(3)	345	6	2	5	3	4	3	7	19	3	4	8	7	5	14	7	6	11	3	3	3	17	7
	11.0	21.4	20.0	9.4	5.5	10.8	5.8	8.1	18.3	8.6	10.5	18.2	10.8	16.1	7.4	8.8	7.1	9.2	5.6	6.1	12.0	11.9	10.3
(2)	47	-	1	1	1	-	-	1	-	-	1	2	-	-	1	2	5	1	-	1	-	3	1
	1.5		10.0	1.9	1.8			1.2			2.6	4.5			0.5	2.5	6.0	0.8		2.0		2.1	1.5
(1) VERY DISSATISFIED	17	-	1	-	-	-	-	-	1	-	1	-	-	-	1	-	-	1	-	-	-	1	-
	0.5		10.0						1.0		2.6				0.5			0.8				0.7	
NOT APPLICABLE	338	-	-	10	10	5	6	7	6	1	1	3	-	2	18	11	13	21	8	4	3	13	11
	10.8			18.9	18.2	13.5	11.5	8.1	5.8	2.9	2.6	6.8		6.5	9.5	13.8	15.5	17.6	14.8	8.2	12.0	9.1	16.2
BLANK	26	-	-	2	3	1	-	-	1	1	-	-	-	-	2	2	-	-	-	2	1	-	-
MEAN	4.28	4.25	3.60	4.28	4.49	4.41	4.39	4.44	4.14	4.41	4.24	4.10	4.38	4.45	4.34	4.30	4.15	4.33	4.39	4.38	4.50	4.21	4.14
STANDARD DEVIATION	0.79	0.80	1.35	0.77	0.73	0.71	0.61	0.71	0.80	0.66	0.95	0.89	0.68	0.78	0.70	0.77	0.86	0.80	0.61	0.72	0.74	0.81	0.69
STANDARD ERROR	0.01	0.15	0.43	0.12	0.11	0.13	0.09	0.08	0.08	0.11	0.16	0.14	0.08	0.15	0.05	0.09	0.10	0.08	0.09	0.11	0.16	0.07	0.09

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - TOTAL RESPONDING	3131	167	65	59	84	55	38	115	76	96	88	96	126	53	75	46	40	47	81	80	63	73	58
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1271	69	26	22	37	21	15	44	33	34	34	33	37	19	28	22	16	18	51	29	27	37	27
	40.6	41.3	40.0	37.3	44.0	38.2	39.5	38.3	43.4	35.4	38.6	34.4	29.4	35.8	37.3	47.8	40.0	38.3	63.0	36.3	42.9	50.7	46.6
(4)	1113	61	24	28	25	20	14	46	29	44	21	38	50	14	24	16	13	11	19	28	24	16	17
	35.5	36.5	36.9	47.5	29.8	36.4	36.8	40.0	38.2	45.8	23.9	39.6	39.7	26.4	32.0	34.8	32.5	23.4	23.5	35.0	38.1	21.9	29.3
(3)	345	19	8	3	14	7	3	14	4	9	15	11	19	9	13	4	7	7	2	12	3	8	7
	11.0	11.4	12.3	5.1	16.7	12.7	7.9	12.2	5.3	9.4	17.0	11.5	15.1	17.0	17.3	8.7	17.5	14.9	2.5	15.0	4.8	11.0	12.1
(2)	47	1	1	2	-	2	-	4	2	1	1	3	3	-	-	-	1	-	2	1	1	1	-
	1.5	0.6	1.5	3.4		3.6		3.5	2.6	1.0	1.1	3.1	2.4				2.5		2.5	1.3	1.6	1.4	
(1) VERY DISSATISFIED	17	1	-	-	-	-	-	1	-	1	2	-	1	1	-	-	1	-	-	2	1	-	-
	0.5	0.6						0.9		1.0	2.3		0.8	1.9			2.5		2.5	1.6			
NOT APPLICABLE	338	16	6	4	8	5	6	6	8	7	15	11	16	10	10	4	2	11	7	8	7	11	7
	10.8	9.6	9.2	6.8	9.5	9.1	15.8	5.2	10.5	7.3	17.0	11.5	12.7	18.9	13.3	8.7	5.0	23.4	8.6	10.0	11.1	15.1	12.1
BLANK	26	1	1	-	-	-	1	-	-	-	-	-	1	-	1	-	1	1	-	-	-	2	2
MEAN	4.28	4.30	4.27	4.27	4.30	4.20	4.38	4.17	4.37	4.22	4.15	4.19	4.08	4.16	4.23	4.43	4.11	4.31	4.61	4.13	4.34	4.44	4.39
STANDARD DEVIATION	0.79	0.76	0.76	0.73	0.77	0.83	0.66	0.86	0.73	0.77	0.98	0.79	0.84	0.92	0.77	0.67	0.98	0.79	0.68	0.93	0.82	0.78	0.72
STANDARD ERROR	0.01	0.06	0.10	0.10	0.09	0.12	0.12	0.08	0.09	0.08	0.11	0.09	0.08	0.14	0.09	0.10	0.16	0.13	0.08	0.11	0.11	0.10	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3136 100.0	2645 100.0	491 100.0	2106 100.0	539 100.0	502 100.0	1423 100.0	720 100.0	358 100.0	133 100.0	1658 100.0	1478 100.0	2478 100.0	84 100.0	15 100.0	559 100.0
(5) VERY SATISFIED	991 31.6	793 30.0	198 40.3	597 28.3	196 36.4	174 34.7	414 29.1	205 28.5	148 41.3	50 37.6	541 32.6	450 30.4	897 36.2	4 4.8	-	90 16.1
(4)	1101 35.1	934 35.3	167 34.0	750 35.6	184 34.1	178 35.5	504 35.4	252 35.0	115 32.1	52 39.1	590 35.6	511 34.6	921 37.2	24 28.6	2 13.3	154 27.5
(3)	627 20.0	544 20.6	83 16.9	454 21.6	90 16.7	82 16.3	313 22.0	149 20.7	58 16.2	25 18.8	315 19.0	312 21.1	405 16.3	25 29.8	4 26.7	193 34.5
(2)	203 6.5	187 7.1	16 3.3	153 7.3	34 6.3	33 6.6	99 7.0	55 7.6	16 4.5	-	102 6.2	101 6.8	111 4.5	17 20.2	4 26.7	71 12.7
(1) VERY DISSATISFIED	54 1.7	48 1.8	6 1.2	36 1.7	12 2.2	13 2.6	18 1.3	17 2.4	5 1.4	1 0.8	32 1.9	22 1.5	20 0.8	11 13.1	3 20.0	20 3.6
NOT APPLICABLE	160 5.1	139 5.3	21 4.3	116 5.5	23 4.3	22 4.4	75 5.3	42 5.8	16 4.5	5 3.8	78 4.7	82 5.5	124 5.0	3 3.6	2 13.3	31 5.5
BLANK	21	18	3	12	6	4	7	7	1	2	11	10	11	1	-	9
MEAN	3.93	3.89	4.14	3.86	4.00	3.97	3.89	3.85	4.13	4.17	3.95	3.91	4.09	2.91	2.38	3.42
STANDARD DEVIATION	0.99	1.00	0.91	0.99	1.01	1.03	0.97	1.02	0.95	0.79	0.99	0.98	0.90	1.12	1.04	1.04
STANDARD ERROR	0.02	0.02	0.04	0.02	0.04	0.05	0.03	0.04	0.05	0.07	0.02	0.03	0.02	0.12	0.29	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING	3136	28	10	54	55	38	52	86	105	36	38	44	65	31	190	82	84	118	54	51	24	142	67
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	991	11	3	20	24	12	17	32	28	14	13	13	19	8	55	21	25	39	16	23	13	31	12
	31.6	39.3	30.0	37.0	43.6	31.6	32.7	37.2	26.7	38.9	34.2	29.5	29.2	25.8	28.9	25.6	29.8	33.1	29.6	45.1	54.2	21.8	17.9
(4)	1101	11	3	15	16	16	21	29	46	11	10	16	27	14	66	34	30	40	15	13	7	58	25
	35.1	39.3	30.0	27.8	29.1	42.1	40.4	33.7	43.8	30.6	26.3	36.4	41.5	45.2	34.7	41.5	35.7	33.9	27.8	25.5	29.2	40.8	37.3
(3)	627	4	3	9	9	2	8	16	16	8	7	11	10	8	39	20	22	18	16	12	3	27	19
	20.0	14.3	30.0	16.7	16.4	5.3	15.4	18.6	15.2	22.2	18.4	25.0	15.4	25.8	20.5	24.4	26.2	15.3	29.6	23.5	12.5	19.0	28.4
(2)	203	-	1	5	4	2	5	8	3	3	2	2	5	1	18	3	4	9	3	2	-	11	7
	6.5	-	10.0	9.3	7.3	5.3	9.6	9.3	2.9	8.3	5.3	4.5	7.7	3.2	9.5	3.7	4.8	7.6	5.6	3.9	-	7.7	10.4
(1) VERY DISSATISFIED	54	1	-	1	1	3	-	1	5	-	1	1	1	-	3	-	-	1	-	-	-	4	-
	1.7	3.6	-	1.9	1.8	7.9	-	1.2	4.8	-	2.6	2.3	1.5	-	1.6	-	-	0.8	-	-	-	2.8	-
NOT APPLICABLE	160	1	-	4	1	3	1	-	7	-	5	1	3	-	9	4	3	11	4	1	1	11	4
	5.1	3.6	-	7.4	1.8	7.9	1.9	-	6.7	-	13.2	2.3	4.6	-	4.7	4.9	3.6	9.3	7.4	2.0	4.2	7.7	6.0
BLANK	21	-	-	1	3	-	-	-	-	-	-	-	-	-	2	-	-	1	-	-	2	1	1
MEAN	3.93	4.15	3.80	3.96	4.07	3.91	3.98	3.97	3.91	4.00	3.97	3.88	3.94	3.94	3.84	3.94	3.94	4.00	3.88	4.14	4.43	3.77	3.67
STANDARD DEVIATION	0.99	0.95	1.03	1.09	1.04	1.20	0.95	1.02	1.02	0.99	1.07	0.98	0.97	0.81	1.02	0.83	0.89	0.98	0.94	0.93	0.73	1.00	0.92
STANDARD ERROR	0.02	0.18	0.33	0.15	0.14	0.20	0.13	0.11	0.10	0.16	0.19	0.15	0.12	0.15	0.08	0.09	0.10	0.09	0.13	0.13	0.15	0.09	0.12

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	3136	168	66	59	84	55	39	114	76	96	86	96	126	52	74	45	41	48	81	80	63	75	58
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	991	50	18	16	25	16	14	41	24	30	18	28	30	18	16	18	17	15	47	29	22	27	23
	31.6	29.8	27.3	27.1	29.8	29.1	35.9	36.0	31.6	31.3	20.9	29.2	23.8	34.6	21.6	40.0	41.5	31.3	58.0	36.3	34.9	36.0	39.7
(4)	1101	61	26	19	23	20	10	42	27	33	32	31	49	15	23	15	15	14	20	26	25	29	23
	35.1	36.3	39.4	32.2	27.4	36.4	25.6	36.8	35.5	34.4	37.2	32.3	38.9	28.8	31.1	33.3	36.6	29.2	24.7	32.5	39.7	38.7	39.7
(3)	627	37	12	11	25	11	12	22	16	21	14	19	27	11	19	9	9	9	8	15	8	16	9
	20.0	22.0	18.2	18.6	29.8	20.0	30.8	19.3	21.1	21.9	16.3	19.8	21.4	21.2	25.7	20.0	22.0	18.8	9.9	18.8	12.7	21.3	15.5
(2)	203	13	1	6	7	5	2	6	4	7	10	7	10	3	8	1	-	3	4	6	2	-	-
	6.5	7.7	1.5	10.2	8.3	9.1	5.1	5.3	5.3	7.3	11.6	7.3	7.9	5.8	10.8	2.2		6.3	4.9	7.5	3.2		
(1) VERY DISSATISFIED	54	2	3	1	1	1	-	1	1	3	-	5	3	-	4	2	-	1	-	2	-	1	-
	1.7	1.2	4.5	1.7	1.2	1.8		0.9	1.3	3.1		5.2	2.4		5.4	4.4		2.1		2.5		1.3	
NOT APPLICABLE	160	5	6	6	3	2	1	2	4	2	12	6	7	5	4	-	-	6	2	2	6	2	3
	5.1	3.0	9.1	10.2	3.6	3.6	2.6	1.8	5.3	2.1	14.0	6.3	5.6	9.6	5.4			12.5	2.5	2.5	9.5	2.7	5.2
BLANK	21	-	-	-	-	-	-	1	-	-	2	-	1	1	2	1	-	-	-	-	-	-	2
MEAN	3.93	3.88	3.92	3.81	3.79	3.85	3.95	4.04	3.96	3.85	3.78	3.78	3.78	4.02	3.56	4.02	4.20	3.93	4.39	3.95	4.18	4.11	4.25
STANDARD DEVIATION	0.99	0.98	1.01	1.06	1.02	1.03	0.96	0.93	0.96	1.06	0.97	1.14	1.00	0.94	1.14	1.06	0.78	1.05	0.87	1.06	0.80	0.84	0.73
STANDARD ERROR	0.02	0.08	0.13	0.15	0.11	0.14	0.16	0.09	0.11	0.11	0.11	0.12	0.09	0.14	0.14	0.16	0.12	0.16	0.10	0.12	0.11	0.10	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3147 100.0	2656 100.0	491 100.0	2115 100.0	541 100.0	502 100.0	1428 100.0	726 100.0	359 100.0	132 100.0	1664 100.0	1483 100.0	2482 100.0	84 100.0	15 100.0	566 100.0
(5) VERY SATISFIED	873 27.7	686 25.8	187 38.1	503 23.8	183 33.8	160 31.9	357 25.0	169 23.3	134 37.3	53 40.2	501 30.1	372 25.1	797 32.1	3 3.6	1 6.7	72 12.7
(4)	874 27.8	720 27.1	154 31.4	566 26.8	154 28.5	148 29.5	392 27.5	180 24.8	117 32.6	37 28.0	490 29.4	384 25.9	733 29.5	13 15.5	3 20.0	125 22.1
(3)	654 20.8	576 21.7	78 15.9	482 22.8	94 17.4	96 19.1	320 22.4	160 22.0	55 15.3	23 17.4	313 18.8	341 23.0	453 18.3	19 22.6	1 6.7	181 32.0
(2)	301 9.6	271 10.2	30 6.1	232 11.0	39 7.2	43 8.6	132 9.2	96 13.2	20 5.6	10 7.6	158 9.5	143 9.6	181 7.3	24 28.6	1 6.7	95 16.8
(1) VERY DISSATISFIED	128 4.1	110 4.1	18 3.7	89 4.2	21 3.9	20 4.0	48 3.4	42 5.8	16 4.5	2 1.5	61 3.7	67 4.5	56 2.3	20 23.8	9 60.0	43 7.6
NOT APPLICABLE	317 10.1	293 11.0	24 4.9	243 11.5	50 9.2	35 7.0	179 12.5	79 10.9	17 4.7	7 5.3	141 8.5	176 11.9	262 10.6	5 6.0	-	50 8.8
BLANK	10	7	3	3	4	4	2	1	-	3	5	5	7	1	-	2
MEAN	3.73	3.68	3.99	3.62	3.89	3.82	3.70	3.52	3.97	4.03	3.80	3.65	3.92	2.43	2.07	3.17
STANDARD DEVIATION	1.14	1.14	1.08	1.14	1.12	1.13	1.11	1.21	1.10	1.04	1.13	1.15	1.05	1.15	1.49	1.14
STANDARD ERROR	0.02	0.02	0.05	0.03	0.05	0.05	0.03	0.05	0.06	0.09	0.03	0.03	0.02	0.13	0.38	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING	3147	28	10	54	58	38	51	85	104	36	38	44	65	31	192	82	84	119	53	51	26	143	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	873	6	4	13	24	12	18	30	28	12	13	11	19	7	45	20	20	35	12	23	10	29	8
	27.7	21.4	40.0	24.1	41.4	31.6	35.3	35.3	26.9	33.3	34.2	25.0	29.2	22.6	23.4	24.4	23.8	29.4	22.6	45.1	38.5	20.3	11.8
(4)	874	6	1	19	19	10	12	23	38	8	12	11	19	8	62	26	25	27	12	9	4	41	20
	27.8	21.4	10.0	35.2	32.8	26.3	23.5	27.1	36.5	22.2	31.6	25.0	29.2	25.8	32.3	31.7	29.8	22.7	22.6	17.6	15.4	28.7	29.4
(3)	654	10	4	11	8	10	12	15	14	8	4	9	19	6	42	14	21	28	19	8	4	29	17
	20.8	35.7	40.0	20.4	13.8	26.3	23.5	17.6	13.5	22.2	10.5	20.5	29.2	19.4	21.9	17.1	25.0	23.5	35.8	15.7	15.4	20.3	25.0
(2)	301	5	-	6	5	1	5	4	7	4	6	4	3	4	23	11	8	12	5	1	-	12	7
	9.6	17.9		11.1	8.6	2.6	9.8	4.7	6.7	11.1	15.8	9.1	4.6	12.9	12.0	13.4	9.5	10.1	9.4	2.0		8.4	10.3
(1) VERY DISSATISFIED	128	-	-	3	1	2	-	6	7	-	1	-	2	2	6	3	2	4	1	-	1	8	1
	4.1			5.6	1.7	5.3		7.1	6.7		2.6		3.1	6.5	3.1	3.7	2.4	3.4	1.9		3.8	5.6	1.5
NOT APPLICABLE	317	1	1	2	1	3	4	7	10	4	2	9	3	4	14	8	8	13	4	10	7	24	15
	10.1	3.6	10.0	3.7	1.7	7.9	7.8	8.2	9.6	11.1	5.3	20.5	4.6	12.9	7.3	9.8	9.5	10.9	7.5	19.6	26.9	16.8	22.1
BLANK	10	-	-	1	-	-	1	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
MEAN	3.73	3.48	4.00	3.63	4.05	3.83	3.91	3.86	3.78	3.88	3.83	3.83	3.81	3.52	3.66	3.66	3.70	3.73	3.59	4.32	4.16	3.60	3.51
STANDARD DEVIATION	1.14	1.05	1.00	1.16	1.04	1.12	1.04	1.21	1.17	1.07	1.18	1.01	1.04	1.25	1.09	1.15	1.06	1.15	1.04	0.88	1.12	1.16	0.97
STANDARD ERROR	0.02	0.20	0.33	0.16	0.14	0.19	0.15	0.14	0.12	0.19	0.20	0.17	0.13	0.24	0.08	0.13	0.12	0.11	0.15	0.14	0.26	0.11	0.13

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	3147	168	66	58	84	55	39	115	76	96	88	96	126	53	76	46	41	48	81	80	63	74	58
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	873	41	20	15	19	14	9	35	11	24	22	20	23	13	21	13	17	19	45	22	18	29	24
	27.7	24.4	30.3	25.9	22.6	25.5	23.1	30.4	14.5	25.0	25.0	20.8	18.3	24.5	27.6	28.3	41.5	39.6	55.6	27.5	28.6	39.2	41.4
(4)	874	47	21	12	28	11	9	34	17	27	15	21	38	6	22	19	11	16	15	32	24	18	19
	27.8	28.0	31.8	20.7	33.3	20.0	23.1	29.6	22.4	28.1	17.0	21.9	30.2	11.3	28.9	41.3	26.8	33.3	18.5	40.0	38.1	24.3	32.8
(3)	654	40	10	9	15	22	8	21	19	25	20	28	22	11	14	5	7	6	13	15	9	11	12
	20.8	23.8	15.2	15.5	17.9	40.0	20.5	18.3	25.0	26.0	22.7	29.2	17.5	20.8	18.4	10.9	17.1	12.5	16.0	18.8	14.3	14.9	20.7
(2)	301	11	5	4	15	4	3	8	12	8	18	10	25	7	8	4	1	1	3	6	5	9	1
	9.6	6.5	7.6	6.9	17.9	7.3	7.7	7.0	15.8	8.3	20.5	10.4	19.8	13.2	10.5	8.7	2.4	2.1	3.7	7.5	7.9	12.2	1.7
(1) VERY DISSATISFIED	128	7	1	5	1	3	1	1	10	6	2	8	9	1	5	4	2	4	2	3	1	2	-
	4.1	4.2	1.5	8.6	1.2	5.5	2.6	0.9	13.2	6.3	2.3	8.3	7.1	1.9	6.6	8.7	4.9	8.3	2.5	3.8	1.6	2.7	
NOT APPLICABLE	317	22	9	13	6	1	9	16	7	6	11	9	9	15	6	1	3	2	3	2	6	5	2
	10.1	13.1	13.6	22.4	7.1	1.8	23.1	13.9	9.2	6.3	12.5	9.4	7.1	28.3	7.9	2.2	7.3	4.2	3.7	2.5	9.5	6.8	3.4
BLANK	10	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	2
MEAN	3.73	3.71	3.95	3.62	3.63	3.54	3.73	3.95	3.10	3.61	3.48	3.40	3.35	3.61	3.66	3.73	4.05	3.98	4.26	3.82	3.93	3.91	4.18
STANDARD DEVIATION	1.14	1.10	1.03	1.34	1.09	1.13	1.11	0.99	1.29	1.17	1.21	1.22	1.23	1.22	1.23	1.23	1.11	1.20	1.04	1.05	1.00	1.17	0.83
STANDARD ERROR	0.02	0.09	0.14	0.20	0.12	0.15	0.20	0.10	0.15	0.12	0.14	0.13	0.11	0.20	0.15	0.18	0.18	0.18	0.12	0.12	0.13	0.14	0.11

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3133 100.0	2644 100.0	489 100.0	2109 100.0	535 100.0	497 100.0	1424 100.0	723 100.0	357 100.0	132 100.0	1654 100.0	1479 100.0	2474 100.0	84 100.0	15 100.0	560 100.0
(5) VERY SATISFIED	711 22.7	567 21.4	144 29.4	414 19.6	153 28.6	129 26.0	306 21.5	132 18.3	112 31.4	32 24.2	401 24.2	310 21.0	657 26.6	-	-	54 9.6
(4)	852 27.2	729 27.6	123 25.2	599 28.4	130 24.3	123 24.7	406 28.5	200 27.7	95 26.6	28 21.2	435 26.3	417 28.2	727 29.4	12 14.3	-	113 20.2
(3)	658 21.0	596 22.5	62 12.7	501 23.8	95 17.8	94 18.9	324 22.8	178 24.6	49 13.7	13 9.8	326 19.7	332 22.4	485 19.6	21 25.0	-	152 27.1
(2)	409 13.1	375 14.2	34 7.0	334 15.8	41 7.7	40 8.0	228 16.0	107 14.8	23 6.4	11 8.3	200 12.1	209 14.1	249 10.1	24 28.6	6 40.0	130 23.2
(1) VERY DISSATISFIED	208 6.6	194 7.3	14 2.9	161 7.6	33 6.2	33 6.6	103 7.2	58 8.0	13 3.6	1 0.8	91 5.5	117 7.9	95 3.8	24 28.6	8 53.3	81 14.5
NOT APPLICABLE	295 9.4	183 6.9	112 22.9	100 4.7	83 15.5	78 15.7	57 4.0	48 6.6	65 18.2	47 35.6	201 12.2	94 6.4	261 10.5	3 3.6	1 6.7	30 5.4
BLANK	24	19	5	9	10	9	6	4	2	3	15	9	15	1	-	8
MEAN	3.51	3.45	3.93	3.38	3.73	3.66	3.43	3.36	3.92	3.93	3.59	3.43	3.72	2.26	1.43	2.87
STANDARD DEVIATION	1.22	1.22	1.11	1.21	1.22	1.23	1.22	1.21	1.13	1.08	1.20	1.23	1.13	1.05	0.51	1.21
STANDARD ERROR	0.02	0.02	0.06	0.03	0.06	0.06	0.03	0.05	0.07	0.12	0.03	0.03	0.02	0.12	0.14	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING	3133	28	10	53	54	38	52	86	104	35	37	43	65	31	190	82	84	118	54	50	26	143	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	711	7	2	13	17	12	17	19	24	12	6	13	15	3	31	16	16	26	9	25	8	29	11
	22.7	25.0	20.0	24.5	31.5	31.6	32.7	22.1	23.1	34.3	16.2	30.2	23.1	9.7	16.3	19.5	19.0	22.0	16.7	50.0	30.8	20.3	16.2
(4)	852	3	4	9	10	11	16	23	30	8	9	9	23	10	58	21	29	37	13	8	6	43	24
	27.2	10.7	40.0	17.0	18.5	28.9	30.8	26.7	28.8	22.9	24.3	20.9	35.4	32.3	30.5	25.6	34.5	31.4	24.1	16.0	23.1	30.1	35.3
(3)	658	8	3	15	13	5	6	19	14	8	3	11	13	14	44	20	17	32	10	8	4	28	15
	21.0	28.6	30.0	28.3	24.1	13.2	11.5	22.1	13.5	22.9	8.1	25.6	20.0	45.2	23.2	24.4	20.2	27.1	18.5	16.0	15.4	19.6	22.1
(2)	409	6	-	1	2	1	5	7	13	2	3	7	9	4	27	16	14	16	14	4	3	24	13
	13.1	21.4	-	1.9	3.7	2.6	9.6	8.1	12.5	5.7	8.1	16.3	13.8	12.9	14.2	19.5	16.7	13.6	25.9	8.0	11.5	16.8	19.1
(1) VERY DISSATISFIED	208	3	1	2	1	4	2	5	9	3	3	3	3	-	23	4	5	5	5	1	3	11	2
	6.6	10.7	10.0	3.8	1.9	10.5	3.8	5.8	8.7	8.6	8.1	7.0	4.6	-	12.1	4.9	6.0	4.2	9.3	2.0	11.5	7.7	2.9
NOT APPLICABLE	295	1	-	13	11	5	6	13	14	2	13	-	2	-	7	5	3	2	3	4	2	8	3
	9.4	3.6	-	24.5	20.4	13.2	11.5	15.1	13.5	5.7	35.1	-	3.1	-	3.7	6.1	3.6	1.7	5.6	8.0	7.7	5.6	4.4
BLANK	24	-	-	2	4	-	-	-	1	1	1	1	-	-	2	-	-	1	-	1	-	-	-
MEAN	3.51	3.19	3.60	3.75	3.93	3.79	3.89	3.60	3.52	3.73	3.50	3.51	3.60	3.39	3.26	3.38	3.46	3.54	3.14	4.13	3.54	3.41	3.45
STANDARD DEVIATION	1.22	1.36	1.17	1.10	1.06	1.32	1.16	1.18	1.30	1.28	1.35	1.28	1.14	0.84	1.26	1.18	1.17	1.11	1.28	1.13	1.41	1.24	1.09
STANDARD ERROR	0.02	0.26	0.37	0.17	0.16	0.23	0.17	0.14	0.14	0.22	0.28	0.20	0.14	0.15	0.09	0.13	0.13	0.10	0.18	0.17	0.29	0.11	0.14

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	3133	168	65	59	84	55	39	114	76	95	88	96	126	53	75	45	41	47	81	80	63	74	58
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	711	38	18	12	14	14	8	27	14	20	17	14	17	12	11	17	13	12	35	20	15	17	15
	22.7	22.6	27.7	20.3	16.7	25.5	20.5	23.7	18.4	21.1	19.3	14.6	13.5	22.6	14.7	37.8	31.7	25.5	43.2	25.0	23.8	23.0	25.9
(4)	852	50	19	15	20	10	11	28	25	29	22	23	44	12	17	11	17	11	15	22	19	17	11
	27.2	29.8	29.2	25.4	23.8	18.2	28.2	24.6	32.9	30.5	25.0	24.0	34.9	22.6	22.7	24.4	41.5	23.4	18.5	27.5	30.2	23.0	19.0
(3)	658	33	14	14	27	14	6	32	15	21	22	25	32	16	15	6	5	9	6	10	13	5	8
	21.0	19.6	21.5	23.7	32.1	25.5	15.4	28.1	19.7	22.1	25.0	26.0	25.4	30.2	20.0	13.3	12.2	19.1	7.4	12.5	20.6	6.8	13.8
(2)	409	31	9	10	13	7	7	18	9	12	14	19	13	6	16	1	1	-	5	10	6	7	4
	13.1	18.5	13.8	16.9	15.5	12.7	17.9	15.8	11.8	12.6	15.9	19.8	10.3	11.3	21.3	2.2	2.4		6.2	12.5	9.5	9.5	6.9
(1) VERY DISSATISFIED	208	15	1	6	7	5	4	4	8	12	4	9	11	4	6	2	1	3	1	3	3	-	1
	6.6	8.9	1.5	10.2	8.3	9.1	10.3	3.5	10.5	12.6	4.5	9.4	8.7	7.5	8.0	4.4	2.4	6.4	1.2	3.8	4.8		1.7
NOT APPLICABLE	295	1	4	2	3	5	3	5	5	1	9	6	9	3	10	8	4	12	19	15	7	28	19
	9.4	0.6	6.2	3.4	3.6	9.1	7.7	4.4	6.6	1.1	10.2	6.3	7.1	5.7	13.3	17.8	9.8	25.5	23.5	18.8	11.1	37.8	32.8
BLANK	24	-	1	-	-	-	-	1	-	1	-	-	1	-	1	1	-	1	-	-	-	1	2
MEAN	3.51	3.39	3.72	3.30	3.26	3.42	3.33	3.51	3.39	3.35	3.43	3.16	3.37	3.44	3.17	4.08	4.08	3.83	4.26	3.71	3.66	3.96	3.90
STANDARD DEVIATION	1.22	1.27	1.10	1.28	1.18	1.31	1.33	1.14	1.26	1.30	1.16	1.22	1.15	1.21	1.24	1.12	0.92	1.18	1.04	1.20	1.15	1.05	1.12
STANDARD ERROR	0.02	0.10	0.14	0.17	0.13	0.19	0.22	0.11	0.15	0.13	0.13	0.13	0.11	0.17	0.15	0.18	0.15	0.20	0.13	0.15	0.15	0.16	0.18

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3130 100.0	2646 100.0	484 100.0	2106 100.0	540 100.0	501 100.0	1424 100.0	721 100.0	352 100.0	132 100.0	1656 100.0	1474 100.0	2472 100.0	83 100.0	15 100.0	560 100.0
(5) VERY SATISFIED	795 25.4	611 23.1	184 38.0	442 21.0	169 31.3	152 30.3	312 21.9	147 20.4	134 38.1	50 37.9	466 28.1	329 22.3	756 30.6	1 1.2	-	38 6.8
(4)	1584 50.6	1360 51.4	224 46.3	1090 51.8	270 50.0	251 50.1	756 53.1	353 49.0	157 44.6	67 50.8	821 49.6	763 51.8	1408 57.0	15 18.1	1 6.7	160 28.6
(3)	634 20.3	570 21.5	64 13.2	487 23.1	83 15.4	79 15.8	304 21.3	187 25.9	52 14.8	12 9.1	311 18.8	323 21.9	290 11.7	27 32.5	1 6.7	316 56.4
(2)	93 3.0	88 3.3	5 1.0	74 3.5	14 2.6	15 3.0	44 3.1	29 4.0	3 0.9	2 1.5	41 2.5	52 3.5	14 0.6	33 39.8	5 33.3	41 7.3
(1) VERY DISSATISFIED	20 0.6	14 0.5	6 1.2	11 0.5	3 0.6	3 0.6	6 0.4	5 0.7	5 1.4	1 0.8	14 0.8	6 0.4	2 0.1	7 8.4	8 53.3	3 0.5
NOT APPLICABLE	4 0.1	3 0.1	1 0.2	2 0.1	1 0.2	1 0.2	2 0.1	-	1 0.3	-	3 0.2	1 0.1	2 0.1	-	-	2 0.4
BLANK	27	17	10	12	5	5	6	6	7	3	13	14	17	2	-	8
MEAN	3.97	3.93	4.19	3.89	4.09	4.07	3.93	3.84	4.17	4.23	4.02	3.92	4.17	2.64	1.67	3.34
STANDARD DEVIATION	0.80	0.79	0.79	0.79	0.78	0.80	0.77	0.81	0.81	0.74	0.80	0.78	0.65	0.92	0.90	0.74
STANDARD ERROR	0.01	0.02	0.04	0.02	0.03	0.04	0.02	0.03	0.04	0.06	0.02	0.02	0.01	0.10	0.23	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING	3130	28	10	54	58	36	52	85	105	35	38	44	65	31	192	82	82	118	54	51	26	142	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	795	9	2	14	25	12	17	26	24	13	10	7	12	8	32	15	14	28	16	18	10	27	10
	25.4	32.1	20.0	25.9	43.1	33.3	32.7	30.6	22.9	37.1	26.3	15.9	18.5	25.8	16.7	18.3	17.1	23.7	29.6	35.3	38.5	19.0	14.7
(4)	1584	16	4	33	21	18	28	39	60	16	16	25	39	16	108	44	47	57	26	28	11	77	40
	50.6	57.1	40.0	61.1	36.2	50.0	53.8	45.9	57.1	45.7	42.1	56.8	60.0	51.6	56.3	53.7	57.3	48.3	48.1	54.9	42.3	54.2	58.8
(3)	634	3	3	6	11	4	5	15	15	6	11	8	13	6	48	21	18	29	9	5	5	27	16
	20.3	10.7	30.0	11.1	19.0	11.1	9.6	17.6	14.3	17.1	28.9	18.2	20.0	19.4	25.0	25.6	22.0	24.6	16.7	9.8	19.2	19.0	23.5
(2)	93	-	1	-	-	2	2	5	5	-	-	4	1	1	3	2	3	3	3	-	-	7	2
	3.0		10.0			5.6	3.8	5.9	4.8			9.1	1.5	3.2	1.6	2.4	3.7	2.5	5.6			4.9	2.9
(1) VERY DISSATISFIED	20	-	-	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	-	3	-
	0.6			1.9	1.7				1.0						0.5			0.8				2.1	
NOT APPLICABLE	4	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-
	0.1										2.6											0.7	
BLANK	27	-	-	1	-	2	-	1	-	1	-	-	-	-	-	-	2	1	-	-	-	1	-
MEAN	3.97	4.21	3.70	4.09	4.19	4.11	4.15	4.01	3.96	4.20	3.97	3.80	3.95	4.00	3.87	3.88	3.88	3.92	4.02	4.25	4.19	3.84	3.85
STANDARD DEVIATION	0.80	0.63	0.95	0.73	0.87	0.82	0.75	0.85	0.81	0.72	0.76	0.82	0.67	0.77	0.72	0.73	0.73	0.81	0.84	0.63	0.75	0.87	0.70
STANDARD ERROR	0.01	0.12	0.30	0.10	0.11	0.14	0.10	0.09	0.08	0.12	0.13	0.12	0.08	0.14	0.05	0.08	0.08	0.07	0.11	0.09	0.15	0.07	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	3130	168	66	58	84	55	38	113	76	95	88	96	127	51	75	46	41	45	81	77	62	74	58
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	795	39	20	17	17	11	11	26	15	18	17	18	18	13	22	23	12	11	46	21	21	29	21
	25.4	23.2	30.3	29.3	20.2	20.0	28.9	23.0	19.7	18.9	19.3	18.8	14.2	25.5	29.3	50.0	29.3	24.4	56.8	27.3	33.9	39.2	36.2
(4)	1584	83	31	26	50	28	20	55	42	52	44	41	64	25	30	15	22	26	26	34	34	35	32
	50.6	49.4	47.0	44.8	59.5	50.9	52.6	48.7	55.3	54.7	50.0	42.7	50.4	49.0	40.0	32.6	53.7	57.8	32.1	44.2	54.8	47.3	55.2
(3)	634	40	14	13	16	11	5	31	16	16	25	32	36	12	19	8	6	5	7	20	6	7	5
	20.3	23.8	21.2	22.4	19.0	20.0	13.2	27.4	21.1	16.8	28.4	33.3	28.3	23.5	25.3	17.4	14.6	11.1	8.6	26.0	9.7	9.5	8.6
(2)	93	5	1	2	1	4	2	1	3	7	1	5	8	1	3	-	1	1	-	1	-	2	-
	3.0	3.0	1.5	3.4	1.2	7.3	5.3	0.9	3.9	7.4	1.1	5.2	6.3	2.0	4.0	-	2.4	2.2	-	1.3	-	2.7	-
(1) VERY DISSATISFIED	20	1	-	-	-	-	-	-	-	2	1	-	1	-	1	-	-	2	2	1	-	1	-
	0.6	0.6	-	-	-	-	-	-	-	2.1	1.1	-	0.8	-	1.3	-	-	4.4	2.5	1.3	-	1.4	-
NOT APPLICABLE	4	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	0.1	-	-	-	-	1.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1.6	-	-
BLANK	27	-	-	1	-	-	1	2	-	1	-	-	-	2	1	-	-	3	-	3	1	1	2
MEAN	3.97	3.92	4.06	4.00	3.99	3.85	4.05	3.94	3.91	3.81	3.85	3.75	3.71	3.98	3.92	4.33	4.10	3.96	4.41	3.95	4.25	4.20	4.28
STANDARD DEVIATION	0.80	0.80	0.76	0.82	0.67	0.83	0.80	0.74	0.75	0.90	0.78	0.82	0.82	0.76	0.91	0.76	0.74	0.93	0.85	0.84	0.62	0.83	0.62
STANDARD ERROR	0.01	0.06	0.09	0.11	0.07	0.11	0.13	0.07	0.09	0.09	0.08	0.08	0.07	0.11	0.11	0.11	0.11	0.14	0.09	0.10	0.08	0.10	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3141 100.0	2653 100.0	488 100.0	2112 100.0	541 100.0	502 100.0	1424 100.0	727 100.0	355 100.0	133 100.0	1660 100.0	1481 100.0	2480 100.0	85 100.0	15 100.0	561 100.0
(5) VERY SATISFIED	1626 51.8	1370 51.6	256 52.5	1068 50.6	302 55.8	282 56.2	730 51.3	358 49.2	183 51.5	73 54.9	877 52.8	749 50.6	1439 58.0	19 22.4	2 13.3	166 29.6
(4)	1049 33.4	899 33.9	150 30.7	739 35.0	160 29.6	148 29.5	485 34.1	266 36.6	113 31.8	37 27.8	552 33.3	497 33.6	799 32.2	28 32.9	6 40.0	216 38.5
(3)	316 10.1	274 10.3	42 8.6	228 10.8	46 8.5	41 8.2	152 10.7	81 11.1	35 9.9	7 5.3	143 8.6	173 11.7	155 6.3	24 28.2	5 33.3	132 23.5
(2)	50 1.6	43 1.6	7 1.4	36 1.7	7 1.3	7 1.4	25 1.8	11 1.5	4 1.1	3 2.3	22 1.3	28 1.9	17 0.7	6 7.1	1 6.7	26 4.6
(1) VERY DISSATISFIED	22 0.7	16 0.6	6 1.2	13 0.6	3 0.6	3 0.6	11 0.8	2 0.3	5 1.4	1 0.8	12 0.7	10 0.7	7 0.3	5 5.9	1 6.7	9 1.6
NOT APPLICABLE	78 2.5	51 1.9	27 5.5	28 1.3	23 4.3	21 4.2	21 1.5	9 1.2	15 4.2	12 9.0	54 3.3	24 1.6	63 2.5	3 3.5	-	12 2.1
BLANK	16	10	6	6	4	4	6	-	4	2	9	7	9	-	-	7
MEAN	4.37	4.37	4.39	4.35	4.45	4.45	4.35	4.35	4.37	4.47	4.41	4.34	4.51	3.61	3.47	3.92
STANDARD DEVIATION	0.79	0.79	0.82	0.79	0.76	0.76	0.80	0.76	0.83	0.79	0.77	0.81	0.67	1.11	1.06	0.94
STANDARD ERROR	0.01	0.02	0.04	0.02	0.03	0.03	0.02	0.03	0.04	0.07	0.02	0.02	0.01	0.12	0.27	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q7. RATING OF CALTRAIN ONBOARD TRAINS - COURTESY OF CONDUCTORS

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING	3141	28	10	55	56	38	51	86	105	36	37	44	65	31	191	82	83	119	54	51	26	142	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1626	20	6	38	33	18	27	46	57	17	20	20	34	23	87	42	39	67	28	31	15	74	31
	51.8	71.4	60.0	69.1	58.9	47.4	52.9	53.5	54.3	47.2	54.1	45.5	52.3	74.2	45.5	51.2	47.0	56.3	51.9	60.8	57.7	52.1	45.6
(4)	1049	7	2	13	16	15	14	27	31	12	11	14	27	8	74	29	27	34	20	13	8	46	29
	33.4	25.0	20.0	23.6	28.6	39.5	27.5	31.4	29.5	33.3	29.7	31.8	41.5	25.8	38.7	35.4	32.5	28.6	37.0	25.5	30.8	32.4	42.6
(3)	316	1	2	2	5	3	7	6	10	3	2	8	3	-	26	7	13	12	3	5	3	12	6
	10.1	3.6	20.0	3.6	8.9	7.9	13.7	7.0	9.5	8.3	5.4	18.2	4.6	-	13.6	8.5	15.7	10.1	5.6	9.8	11.5	8.5	8.8
(2)	50	-	-	-	-	1	1	2	1	2	-	1	1	-	1	1	2	4	1	-	-	3	1
	1.6	-	-	-	-	2.6	2.0	2.3	1.0	5.6	-	2.3	1.5	-	0.5	1.2	2.4	3.4	1.9	-	-	2.1	1.5
(1) VERY DISSATISFIED	22	-	-	-	-	-	-	2	1	-	-	-	-	-	1	-	1	1	-	-	-	3	1
	0.7	-	-	-	-	-	-	2.3	1.0	-	-	-	-	-	0.5	-	1.2	0.8	-	-	-	2.1	1.5
NOT APPLICABLE	78	-	-	2	2	1	2	3	5	2	4	1	-	-	2	3	1	1	2	2	-	4	-
	2.5	-	-	3.6	3.6	2.6	3.9	3.5	4.8	5.6	10.8	2.3	-	-	1.0	3.7	1.2	0.8	3.7	3.9	-	2.8	-
BLANK	16	-	-	-	2	-	1	-	-	-	1	-	-	-	1	-	1	-	-	-	-	1	-
MEAN	4.37	4.68	4.40	4.68	4.52	4.35	4.37	4.36	4.42	4.29	4.55	4.23	4.45	4.74	4.30	4.42	4.23	4.37	4.44	4.53	4.46	4.34	4.29
STANDARD DEVIATION	0.79	0.55	0.84	0.55	0.67	0.75	0.81	0.90	0.79	0.87	0.62	0.84	0.66	0.44	0.76	0.71	0.89	0.87	0.70	0.68	0.71	0.89	0.81
STANDARD ERROR	0.01	0.10	0.27	0.08	0.09	0.12	0.12	0.10	0.08	0.15	0.11	0.13	0.08	0.08	0.06	0.08	0.10	0.08	0.10	0.10	0.14	0.08	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q7. RATING OF CALTRAIN ONBOARD TRAINS - COURTESY OF CONDUCTORS

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	3141	167	66	58	83	55	39	115	76	96	88	96	127	53	76	46	41	46	80	80	62	74	59
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1626	91	34	26	39	28	21	59	42	48	41	48	52	31	37	26	18	21	46	43	29	43	30
	51.8	54.5	51.5	44.8	47.0	50.9	53.8	51.3	55.3	50.0	46.6	50.0	40.9	58.5	48.7	56.5	43.9	45.7	57.5	53.8	46.8	58.1	50.8
(4)	1049	52	17	22	34	21	10	44	25	35	41	28	47	17	29	15	15	17	20	24	22	21	16
	33.4	31.1	25.8	37.9	41.0	38.2	25.6	38.3	32.9	36.5	46.6	29.2	37.0	32.1	38.2	32.6	36.6	37.0	25.0	30.0	35.5	28.4	27.1
(3)	316	18	9	8	7	5	7	9	8	11	4	16	22	4	7	3	6	3	10	9	4	4	3
	10.1	10.8	13.6	13.8	8.4	9.1	17.9	7.8	10.5	11.5	4.5	16.7	17.3	7.5	9.2	6.5	14.6	6.5	12.5	11.3	6.5	5.4	5.1
(2)	50	2	1	2	3	1	1	-	-	-	1	3	4	1	2	-	1	1	-	1	1	1	2
	1.6	1.2	1.5	3.4	3.6	1.8	2.6	-	-	-	1.1	3.1	3.1	1.9	2.6	-	2.4	2.2	-	1.3	1.6	1.4	3.4
(1) VERY DISSATISFIED	22	3	1	-	-	-	-	1	-	-	-	-	1	-	-	1	-	1	-	-	3	-	1
	0.7	1.8	1.5	-	-	-	-	0.9	-	-	-	-	0.8	-	-	2.2	-	2.2	-	-	4.8	-	1.7
NOT APPLICABLE	78	1	4	-	-	-	-	2	1	2	1	1	1	-	1	1	1	3	4	3	3	5	7
	2.5	0.6	6.1	-	-	-	-	1.7	1.3	2.1	1.1	1.0	0.8	-	1.3	2.2	2.4	6.5	5.0	3.8	4.8	6.8	11.9
BLANK	16	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	2	1	-	1	1	1
MEAN	4.37	4.36	4.32	4.24	4.31	4.38	4.31	4.42	4.45	4.39	4.40	4.27	4.15	4.47	4.35	4.44	4.25	4.30	4.47	4.42	4.24	4.54	4.38
STANDARD DEVIATION	0.79	0.86	0.90	0.82	0.78	0.73	0.86	0.72	0.68	0.69	0.64	0.86	0.88	0.72	0.76	0.81	0.81	0.89	0.72	0.75	1.02	0.68	0.91
STANDARD ERROR	0.01	0.07	0.11	0.11	0.09	0.10	0.14	0.07	0.08	0.07	0.07	0.09	0.08	0.10	0.09	0.12	0.13	0.14	0.08	0.09	0.13	0.08	0.13

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3138 100.0	2652 100.0	486 100.0	2113 100.0	539 100.0	500 100.0	1426 100.0	726 100.0	354 100.0	132 100.0	1656 100.0	1482 100.0	2478 100.0	84 100.0	15 100.0	561 100.0
(5) VERY SATISFIED	1810 57.7	1532 57.8	278 57.2	1208 57.2	324 60.1	298 59.6	825 57.9	409 56.3	207 58.5	71 53.8	950 57.4	860 58.0	1584 63.9	27 32.1	3 20.0	196 34.9
(4)	1004 32.0	859 32.4	145 29.8	708 33.5	151 28.0	139 27.8	465 32.6	255 35.1	110 31.1	35 26.5	521 31.5	483 32.6	722 29.1	31 36.9	6 40.0	245 43.7
(3)	205 6.5	180 6.8	25 5.1	145 6.9	35 6.5	35 7.0	100 7.0	45 6.2	16 4.5	9 6.8	107 6.5	98 6.6	98 4.0	16 19.0	3 20.0	88 15.7
(2)	17 0.5	13 0.5	4 0.8	12 0.6	1 0.2	1 0.2	7 0.5	5 0.7	3 0.8	1 0.8	10 0.6	7 0.5	2 0.1	3 3.6	2 13.3	10 1.8
(1) VERY DISSATISFIED	8 0.3	5 0.2	3 0.6	1 *	4 0.7	4 0.8	- 0.1	1 0.1	3 0.8	- 0.1	6 0.4	2 0.1	4 0.2	1 1.2	1 6.7	2 0.4
NOT APPLICABLE	94 3.0	63 2.4	31 6.4	39 1.8	24 4.5	23 4.6	29 2.0	11 1.5	15 4.2	16 12.1	62 3.7	32 2.2	68 2.7	6 7.1	-	20 3.6
BLANK	19	11	8	5	6	6	4	1	5	3	13	6	11	1	-	7
MEAN	4.51	4.51	4.52	4.50	4.53	4.52	4.51	4.49	4.52	4.52	4.51	4.51	4.61	4.03	3.53	4.15
STANDARD DEVIATION	0.67	0.67	0.70	0.66	0.70	0.71	0.65	0.66	0.71	0.68	0.68	0.66	0.59	0.91	1.19	0.78
STANDARD ERROR	0.01	0.01	0.03	0.01	0.03	0.03	0.02	0.02	0.04	0.06	0.02	0.02	0.01	0.10	0.31	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING	3138	28	10	55	55	38	51	86	104	36	37	44	65	31	191	82	84	119	54	51	26	142	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1810	21	6	36	33	20	30	48	59	22	23	24	36	24	106	49	45	73	33	35	18	75	38
	57.7	75.0	60.0	65.5	60.0	52.6	58.8	55.8	56.7	61.1	62.2	54.5	55.4	77.4	55.5	59.8	53.6	61.3	61.1	68.6	69.2	52.8	55.9
(4)	1004	5	2	15	17	14	14	27	28	8	9	11	23	6	70	27	32	36	17	11	8	50	26
	32.0	17.9	20.0	27.3	30.9	36.8	27.5	31.4	26.9	22.2	24.3	25.0	35.4	19.4	36.6	32.9	38.1	30.3	31.5	21.6	30.8	35.2	38.2
(3)	205	2	2	2	2	4	6	3	11	2	1	5	5	1	13	3	6	7	1	4	-	12	4
	6.5	7.1	20.0	3.6	3.6	10.5	11.8	3.5	10.6	5.6	2.7	11.4	7.7	3.2	6.8	3.7	7.1	5.9	1.9	7.8	-	8.5	5.9
(2)	17	-	-	-	-	-	-	-	-	1	-	3	1	-	-	-	-	-	1	-	-	-	-
	0.5									2.8		6.8	1.5						1.9				
(1) VERY DISSATISFIED	8	-	-	-	-	-	-	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.3							3.5	1.0														
NOT APPLICABLE	94	-	-	2	3	-	1	5	5	3	4	1	-	-	2	3	1	3	2	1	-	5	-
	3.0			3.6	5.5		2.0	5.8	4.8	8.3	10.8	2.3			1.0	3.7	1.2	2.5	3.7	2.0		3.5	
BLANK	19	-	-	-	3	-	1	-	1	-	1	-	-	-	1	-	-	-	-	-	-	1	-
MEAN	4.51	4.68	4.40	4.64	4.60	4.42	4.48	4.44	4.45	4.55	4.67	4.30	4.45	4.74	4.49	4.58	4.47	4.57	4.58	4.62	4.69	4.46	4.50
STANDARD DEVIATION	0.67	0.61	0.84	0.56	0.57	0.68	0.71	0.88	0.77	0.75	0.54	0.94	0.71	0.51	0.62	0.57	0.63	0.61	0.64	0.64	0.47	0.65	0.61
STANDARD ERROR	0.01	0.12	0.27	0.08	0.08	0.11	0.10	0.10	0.08	0.13	0.09	0.14	0.09	0.09	0.05	0.06	0.07	0.06	0.09	0.09	0.09	0.06	0.07

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	3138	168	66	58	83	55	39	115	76	96	88	95	127	53	76	46	40	47	80	80	61	74	58
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1810	98	42	33	39	32	25	61	48	56	51	48	66	35	44	30	21	32	50	42	32	44	27
	57.7	58.3	63.6	56.9	47.0	58.2	64.1	53.0	63.2	58.3	58.0	50.5	52.0	66.0	57.9	65.2	52.5	68.1	62.5	52.5	52.5	59.5	46.6
(4)	1004	55	12	14	37	18	12	46	23	30	30	34	53	17	22	15	14	10	22	28	21	19	16
	32.0	32.7	18.2	24.1	44.6	32.7	30.8	40.0	30.3	31.3	34.1	35.8	41.7	32.1	28.9	32.6	35.0	21.3	27.5	35.0	34.4	25.7	27.6
(3)	205	14	6	8	4	5	2	6	3	10	6	6	6	1	7	-	3	2	1	6	4	3	6
	6.5	8.3	9.1	13.8	4.8	9.1	5.1	5.2	3.9	10.4	6.8	6.3	4.7	1.9	9.2	-	7.5	4.3	1.3	7.5	6.6	4.1	10.3
(2)	17	-	2	-	-	-	-	1	-	-	-	3	-	-	1	-	1	-	2	-	-	1	-
	0.5	-	3.0	-	-	-	-	0.9	-	-	-	3.2	-	-	1.3	-	2.5	-	2.5	-	-	1.4	-
(1) VERY DISSATISFIED	8	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	-	-	1	-	-
	0.3	-	-	-	-	-	-	-	-	-	-	1.1	-	-	-	-	2.5	2.1	-	-	1.6	-	-
NOT APPLICABLE	94	1	4	3	3	-	-	1	2	-	1	3	2	-	2	1	-	2	5	4	3	7	9
	3.0	0.6	6.1	5.2	3.6	-	-	0.9	2.6	-	1.1	3.2	1.6	-	2.6	2.2	-	4.3	6.3	5.0	4.9	9.5	15.5
BLANK	19	-	-	1	1	-	-	-	-	-	-	1	-	-	-	-	1	1	1	-	2	1	2
MEAN	4.51	4.50	4.52	4.45	4.44	4.49	4.59	4.46	4.61	4.48	4.52	4.36	4.48	4.64	4.47	4.67	4.33	4.60	4.60	4.47	4.43	4.58	4.43
STANDARD DEVIATION	0.67	0.65	0.80	0.74	0.59	0.66	0.59	0.64	0.57	0.68	0.63	0.83	0.59	0.52	0.73	0.48	0.92	0.78	0.66	0.64	0.77	0.65	0.71
STANDARD ERROR	0.01	0.05	0.10	0.10	0.07	0.09	0.10	0.06	0.07	0.07	0.07	0.09	0.05	0.07	0.08	0.07	0.14	0.12	0.08	0.07	0.10	0.08	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3131 100.0	2644 100.0	487 100.0	2109 100.0	535 100.0	498 100.0	1423 100.0	723 100.0	357 100.0	130 100.0	1654 100.0	1477 100.0	2469 100.0	84 100.0	15 100.0	563 100.0
(5) VERY SATISFIED	1256 40.1	1059 40.1	197 40.5	844 40.0	215 40.2	194 39.0	576 40.5	289 40.0	149 41.7	48 36.9	656 39.7	600 40.6	1113 45.1	16 19.0	1 6.7	126 22.4
(4)	980 31.3	832 31.5	148 30.4	686 32.5	146 27.3	142 28.5	472 33.2	218 30.2	109 30.5	39 30.0	507 30.7	473 32.0	757 30.7	20 23.8	2 13.3	201 35.7
(3)	446 14.2	389 14.7	57 11.7	301 14.3	88 16.4	82 16.5	201 14.1	106 14.7	42 11.8	15 11.5	244 14.8	202 13.7	265 10.7	31 36.9	6 40.0	144 25.6
(2)	81 2.6	66 2.5	15 3.1	56 2.7	10 1.9	10 2.0	31 2.2	25 3.5	12 3.4	3 2.3	42 2.5	39 2.6	43 1.7	6 7.1	1 6.7	31 5.5
(1) VERY DISSATISFIED	24 0.8	16 0.6	8 1.6	7 0.3	9 1.7	8 1.6	7 0.5	1 0.1	8 2.2	-	19 1.1	5 0.3	12 0.5	5 6.0	3 20.0	4 0.7
NOT APPLICABLE	344 11.0	282 10.7	62 12.7	215 10.2	67 12.5	62 12.4	136 9.6	84 11.6	37 10.4	25 19.2	186 11.2	158 10.7	279 11.3	6 7.1	2 13.3	57 10.1
BLANK	26	19	7	9	10	8	7	4	2	5	15	11	20	1	-	5
MEAN	4.21	4.21	4.20	4.22	4.17	4.16	4.23	4.20	4.18	4.26	4.18	4.23	4.33	3.46	2.77	3.82
STANDARD DEVIATION	0.87	0.86	0.93	0.84	0.94	0.93	0.84	0.87	0.97	0.81	0.90	0.84	0.80	1.10	1.24	0.90
STANDARD ERROR	0.02	0.02	0.05	0.02	0.04	0.04	0.02	0.03	0.05	0.08	0.02	0.02	0.02	0.12	0.34	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING	3131	28	10	54	54	38	51	86	103	36	38	43	65	31	191	82	84	119	54	51	24	143	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1256	13	4	21	19	12	20	41	35	16	13	18	29	17	84	24	31	50	24	25	13	53	24
	40.1	46.4	40.0	38.9	35.2	31.6	39.2	47.7	34.0	44.4	34.2	41.9	44.6	54.8	44.0	29.3	36.9	42.0	44.4	49.0	54.2	37.1	35.3
(4)	980	10	4	10	16	15	16	19	33	13	6	10	26	12	63	30	33	31	12	9	9	54	29
	31.3	35.7	40.0	18.5	29.6	39.5	31.4	22.1	32.0	36.1	15.8	23.3	40.0	38.7	33.0	36.6	39.3	26.1	22.2	17.6	37.5	37.8	42.6
(3)	446	5	2	11	12	3	9	15	12	5	8	11	5	2	24	13	10	19	10	12	1	20	8
	14.2	17.9	20.0	20.4	22.2	7.9	17.6	17.4	11.7	13.9	21.1	25.6	7.7	6.5	12.6	15.9	11.9	16.0	18.5	23.5	4.2	14.0	11.8
(2)	81	-	-	-	2	2	-	3	3	-	-	3	2	-	7	1	1	2	1	-	-	3	1
	2.6				3.7	5.3		3.5	2.9			7.0	3.1		3.7	1.2	1.2	1.7	1.9			2.1	1.5
(1) VERY DISSATISFIED	24	-	-	1	1	1	1	3	1	-	-	-	-	-	1	1	-	1	-	1	-	1	-
	0.8			1.9	1.9	2.6	2.0	3.5	1.0						0.5	1.2		0.8		2.0		0.7	
NOT APPLICABLE	344	-	-	11	4	5	5	5	19	2	11	1	3	-	12	13	9	16	7	4	1	12	6
	11.0			20.4	7.4	13.2	9.8	5.8	18.4	5.6	28.9	2.3	4.6		6.3	15.9	10.7	13.4	13.0	7.8	4.2	8.4	8.8
BLANK	26	-	-	1	4	-	1	-	2	-	-	1	-	-	1	-	-	-	-	-	2	-	-
MEAN	4.21	4.29	4.20	4.16	4.00	4.06	4.17	4.14	4.17	4.32	4.19	4.02	4.32	4.48	4.24	4.09	4.25	4.23	4.26	4.21	4.52	4.18	4.23
STANDARD DEVIATION	0.87	0.76	0.79	0.97	0.99	1.00	0.90	1.08	0.89	0.73	0.88	1.00	0.76	0.63	0.87	0.85	0.74	0.89	0.87	0.98	0.59	0.83	0.73
STANDARD ERROR	0.02	0.14	0.25	0.15	0.14	0.17	0.13	0.12	0.10	0.12	0.17	0.15	0.10	0.11	0.07	0.10	0.09	0.09	0.13	0.14	0.12	0.07	0.09

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	3131	167	66	58	84	55	38	114	76	96	88	96	126	53	74	46	40	48	81	80	62	73	57
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1256	61	29	22	33	21	18	47	28	47	27	40	53	21	26	22	14	16	46	32	19	26	22
	40.1	36.5	43.9	37.9	39.3	38.2	47.4	41.2	36.8	49.0	30.7	41.7	42.1	39.6	35.1	47.8	35.0	33.3	56.8	40.0	30.6	35.6	38.6
(4)	980	57	21	13	26	24	13	37	29	28	17	27	41	17	22	13	17	15	19	24	21	25	14
	31.3	34.1	31.8	22.4	31.0	43.6	34.2	32.5	38.2	29.2	19.3	28.1	32.5	32.1	29.7	28.3	42.5	31.3	23.5	30.0	33.9	34.2	24.6
(3)	446	25	7	12	13	5	4	15	10	14	14	12	17	8	16	5	7	4	7	8	11	10	5
	14.2	15.0	10.6	20.7	15.5	9.1	10.5	13.2	13.2	14.6	15.9	12.5	13.5	15.1	21.6	10.9	17.5	8.3	8.6	10.0	17.7	13.7	8.8
(2)	81	3	2	2	1	1	1	3	1	2	5	8	4	-	2	2	1	2	2	5	-	3	-
	2.6	1.8	3.0	3.4	1.2	1.8	2.6	2.6	1.3	2.1	5.7	8.3	3.2	-	2.7	4.3	2.5	4.2	2.5	6.3	-	4.1	-
(1) VERY DISSATISFIED	24	-	1	1	-	-	-	-	-	1	-	-	-	-	-	1	-	-	2	2	3	-	-
	0.8	-	1.5	1.7	-	-	-	-	-	1.0	-	-	-	-	-	2.2	-	-	2.5	2.5	4.8	-	-
NOT APPLICABLE	344	21	6	8	11	4	2	12	8	4	25	9	11	7	8	3	1	11	5	9	8	9	16
	11.0	12.6	9.1	13.8	13.1	7.3	5.3	10.5	10.5	4.2	28.4	9.4	8.7	13.2	10.8	6.5	2.5	22.9	6.2	11.3	12.9	12.3	28.1
BLANK	26	1	-	1	-	-	1	1	-	-	-	-	1	-	2	-	1	-	-	-	1	2	3
MEAN	4.21	4.21	4.25	4.06	4.25	4.27	4.33	4.25	4.24	4.28	4.05	4.14	4.24	4.28	4.09	4.23	4.13	4.22	4.38	4.11	3.98	4.16	4.41
STANDARD DEVIATION	0.87	0.80	0.91	1.02	0.80	0.72	0.79	0.82	0.76	0.88	0.99	0.98	0.83	0.75	0.87	1.00	0.80	0.85	0.95	1.05	1.04	0.86	0.71
STANDARD ERROR	0.02	0.07	0.12	0.14	0.09	0.10	0.13	0.08	0.09	0.09	0.12	0.10	0.08	0.11	0.11	0.15	0.13	0.14	0.11	0.12	0.14	0.11	0.11

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3142 100.0	2653 100.0	489 100.0	2110 100.0	543 100.0	504 100.0	1423 100.0	726 100.0	356 100.0	133 100.0	1660 100.0	1482 100.0	2482 100.0	84 100.0	15 100.0	561 100.0
(5) VERY SATISFIED	1169 37.2	967 36.4	202 41.3	735 34.8	232 42.7	210 41.7	516 36.3	241 33.2	150 42.1	52 39.1	654 39.4	515 34.8	1067 43.0	11 13.1	1 6.7	90 16.0
(4)	1236 39.3	1050 39.6	186 38.0	854 40.5	196 36.1	192 38.1	554 38.9	304 41.9	133 37.4	53 39.8	644 38.8	592 39.9	1017 41.0	27 32.1	2 13.3	190 33.9
(3)	546 17.4	475 17.9	71 14.5	391 18.5	84 15.5	72 14.3	264 18.6	139 19.1	47 13.2	24 18.0	261 15.7	285 19.2	320 12.9	24 28.6	4 26.7	198 35.3
(2)	102 3.2	88 3.3	14 2.9	72 3.4	16 2.9	14 2.8	50 3.5	24 3.3	13 3.7	1 0.8	52 3.1	50 3.4	34 1.4	13 15.5	2 13.3	53 9.4
(1) VERY DISSATISFIED	31 1.0	24 0.9	7 1.4	18 0.9	6 1.1	7 1.4	12 0.8	5 0.7	6 1.7	1 0.8	20 1.2	11 0.7	7 0.3	7 8.3	5 33.3	12 2.1
NOT APPLICABLE	58 1.8	49 1.8	9 1.8	40 1.9	9 1.7	9 1.8	27 1.9	13 1.8	7 2.0	2 1.5	29 1.7	29 2.0	37 1.5	2 2.4	1 6.7	18 3.2
BLANK	15	10	5	8	2	2	7	1	3	2	9	6	7	1	-	7
MEAN	4.11	4.09	4.17	4.07	4.18	4.18	4.08	4.05	4.17	4.18	4.14	4.07	4.27	3.27	2.43	3.54
STANDARD DEVIATION	0.88	0.87	0.89	0.87	0.88	0.88	0.88	0.85	0.92	0.81	0.88	0.87	0.76	1.14	1.34	0.95
STANDARD ERROR	0.02	0.02	0.04	0.02	0.04	0.04	0.02	0.03	0.05	0.07	0.02	0.02	0.02	0.13	0.36	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING	3142	28	10	53	58	38	52	86	105	36	38	44	64	31	191	82	83	119	54	51	26	142	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1169	11	1	24	25	12	23	39	43	18	14	14	24	15	62	30	29	49	20	22	12	49	17
	37.2	39.3	10.0	45.3	43.1	31.6	44.2	45.3	41.0	50.0	36.8	31.8	37.5	48.4	32.5	36.6	34.9	41.2	37.0	43.1	46.2	34.5	25.0
(4)	1236	14	6	16	22	18	17	26	47	14	12	15	23	10	75	37	33	42	24	17	7	57	32
	39.3	50.0	60.0	30.2	37.9	47.4	32.7	30.2	44.8	38.9	31.6	34.1	35.9	32.3	39.3	45.1	39.8	35.3	44.4	33.3	26.9	40.1	47.1
(3)	546	1	2	12	9	4	10	16	8	3	7	12	14	4	44	6	15	19	6	9	6	27	15
	17.4	3.6	20.0	22.6	15.5	10.5	19.2	18.6	7.6	8.3	18.4	27.3	21.9	12.9	23.0	7.3	18.1	16.0	11.1	17.6	23.1	19.0	22.1
(2)	102	-	1	1	-	2	1	4	4	-	1	3	2	2	3	9	4	5	2	2	1	4	1
	3.2		10.0	1.9		5.3	1.9	4.7	3.8		2.6	6.8	3.1	6.5	1.6	11.0	4.8	4.2	3.7	3.9	3.8	2.8	1.5
(1) VERY DISSATISFIED	31	2	-	-	1	1	1	1	1	-	-	-	-	-	4	-	-	-	-	1	-	3	1
	1.0	7.1			1.7	2.6	1.9	1.2	1.0						2.1					2.0		2.1	1.5
NOT APPLICABLE	58	-	-	-	1	1	-	-	2	1	4	-	1	-	3	-	2	4	2	-	-	2	2
	1.8				1.7	2.6			1.9	2.8	10.5		1.6		1.6		2.4	3.4	3.7			1.4	2.9
BLANK	15	-	-	2	-	-	-	-	-	-	-	-	1	-	1	-	1	-	-	-	-	1	-
MEAN	4.11	4.14	3.70	4.19	4.23	4.03	4.15	4.14	4.23	4.43	4.15	3.91	4.10	4.23	4.00	4.07	4.07	4.17	4.19	4.12	4.15	4.04	3.95
STANDARD DEVIATION	0.88	1.04	0.82	0.86	0.85	0.96	0.94	0.96	0.83	0.65	0.86	0.94	0.86	0.92	0.91	0.94	0.86	0.86	0.79	0.97	0.92	0.92	0.83
STANDARD ERROR	0.02	0.20	0.26	0.12	0.11	0.16	0.13	0.10	0.08	0.11	0.15	0.14	0.11	0.17	0.07	0.10	0.10	0.08	0.11	0.14	0.18	0.08	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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

		TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING		3142	168	65	58	84	54	39	114	76	96	88	96	127	53	76	46	40	48	80	80	62	75	58
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1169	56	29	24	35	14	15	43	27	32	26	29	38	20	26	22	15	18	38	31	26	30	22
		37.2	33.3	44.6	41.4	41.7	25.9	38.5	37.7	35.5	33.3	29.5	30.2	29.9	37.7	34.2	47.8	37.5	37.5	47.5	38.8	41.9	40.0	37.9
(4)		1236	69	26	19	27	25	16	41	34	43	38	32	60	24	32	18	16	16	31	28	24	29	24
		39.3	41.1	40.0	32.8	32.1	46.3	41.0	36.0	44.7	44.8	43.2	33.3	47.2	45.3	42.1	39.1	40.0	33.3	38.8	35.0	38.7	38.7	41.4
(3)		546	36	8	11	14	11	7	25	10	15	19	25	25	6	14	5	7	9	7	13	6	13	11
		17.4	21.4	12.3	19.0	16.7	20.4	17.9	21.9	13.2	15.6	21.6	26.0	19.7	11.3	18.4	10.9	17.5	18.8	8.8	16.3	9.7	17.3	19.0
(2)		102	4	1	2	1	3	1	2	4	3	3	8	1	-	3	1	2	1	1	5	3	-	1
		3.2	2.4	1.5	3.4	1.2	5.6	2.6	1.8	5.3	3.1	3.4	8.3	0.8		3.9	2.2	5.0	2.1	1.3	6.3	4.8		1.7
(1)	VERY DISSATISFIED	31	-	-	1	2	-	-	1	-	2	-	1	1	-	-	-	-	1	2	2	1	1	-
		1.0			1.7	2.4			0.9		2.1		1.0	0.8					2.1	2.5	2.5	1.6	1.3	
NOT APPLICABLE		58	3	1	1	5	1	-	2	1	1	2	1	2	3	1	-	-	3	1	1	2	2	-
		1.8	1.8	1.5	1.7	6.0	1.9		1.8	1.3	1.0	2.3	1.0	1.6	5.7	1.3			6.3	1.3	1.3	3.2	2.7	
BLANK		15	-	1	1	-	1	-	1	-	-	-	-	-	-	-	-	1	-	1	-	1	-	2
MEAN		4.11	4.07	4.30	4.11	4.16	3.94	4.15	4.10	4.12	4.05	4.01	3.84	4.06	4.28	4.08	4.33	4.10	4.09	4.29	4.03	4.18	4.19	4.16
STANDARD DEVIATION		0.88	0.81	0.75	0.96	0.94	0.84	0.81	0.87	0.84	0.90	0.82	0.99	0.78	0.67	0.83	0.76	0.87	0.95	0.88	1.03	0.93	0.83	0.79
STANDARD ERROR		0.02	0.06	0.09	0.13	0.11	0.12	0.13	0.08	0.10	0.09	0.09	0.10	0.07	0.09	0.10	0.11	0.14	0.14	0.10	0.12	0.12	0.10	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3143 100.0	2653 100.0	490 100.0	2111 100.0	542 100.0	503 100.0	1427 100.0	723 100.0	357 100.0	133 100.0	1664 100.0	1479 100.0	2479 100.0	84 100.0	15 100.0	565 100.0
(5) VERY SATISFIED	862 27.4	671 25.3	191 39.0	499 23.6	172 31.7	162 32.2	351 24.6	158 21.9	138 38.7	53 39.8	503 30.2	359 24.3	801 32.3	2 2.4	-	59 10.4
(4)	1215 38.7	1042 39.3	173 35.3	837 39.6	205 37.8	196 39.0	552 38.7	294 40.7	125 35.0	48 36.1	646 38.8	569 38.5	1059 42.7	19 22.6	2 13.3	135 23.9
(3)	769 24.5	681 25.7	88 18.0	561 26.6	120 22.1	104 20.7	369 25.9	208 28.8	62 17.4	26 19.5	369 22.2	400 27.0	515 20.8	27 32.1	2 13.3	225 39.8
(2)	205 6.5	183 6.9	22 4.5	153 7.2	30 5.5	27 5.4	111 7.8	45 6.2	18 5.0	4 3.0	97 5.8	108 7.3	79 3.2	18 21.4	1 6.7	107 18.9
(1) VERY DISSATISFIED	79 2.5	66 2.5	13 2.7	54 2.6	12 2.2	11 2.2	38 2.7	17 2.4	11 3.1	2 1.5	40 2.4	39 2.6	17 0.7	18 21.4	10 66.7	34 6.0
NOT APPLICABLE	13 0.4	10 0.4	3 0.6	7 0.3	3 0.6	3 0.6	6 0.4	1 0.1	3 0.8	-	9 0.5	4 0.3	8 0.3	-	-	5 0.9
BLANK	14	10	4	7	3	3	3	4	2	2	5	9	10	1	-	3
MEAN	3.82	3.78	4.04	3.75	3.92	3.94	3.75	3.74	4.02	4.10	3.89	3.75	4.03	2.63	1.73	3.14
STANDARD DEVIATION	0.99	0.98	1.00	0.98	0.98	0.97	1.00	0.95	1.02	0.92	0.98	0.99	0.85	1.13	1.16	1.04
STANDARD ERROR	0.02	0.02	0.05	0.02	0.04	0.04	0.03	0.04	0.05	0.08	0.02	0.03	0.02	0.12	0.30	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING	3143	28	10	54	58	38	51	86	105	35	38	44	65	31	190	82	84	119	54	51	26	143	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	862	9	2	14	23	10	20	29	29	12	14	8	17	7	38	24	22	30	14	14	7	34	12
	27.4	32.1	20.0	25.9	39.7	26.3	39.2	33.7	27.6	34.3	36.8	18.2	26.2	22.6	20.0	29.3	26.2	25.2	25.9	27.5	26.9	23.8	17.6
(4)	1215	13	5	20	22	12	16	32	47	15	14	17	20	18	80	28	29	44	24	17	10	48	28
	38.7	46.4	50.0	37.0	37.9	31.6	31.4	37.2	44.8	42.9	36.8	38.6	30.8	58.1	42.1	34.1	34.5	37.0	44.4	33.3	38.5	33.6	41.2
(3)	769	5	2	16	11	12	10	19	16	6	7	13	20	6	52	17	18	36	12	15	8	41	22
	24.5	17.9	20.0	29.6	19.0	31.6	19.6	22.1	15.2	17.1	18.4	29.5	30.8	19.4	27.4	20.7	21.4	30.3	22.2	29.4	30.8	28.7	32.4
(2)	205	-	-	4	-	2	4	5	10	1	1	2	6	-	13	11	10	7	4	2	1	10	4
	6.5			7.4		5.3	7.8	5.8	9.5	2.9	2.6	4.5	9.2		6.8	13.4	11.9	5.9	7.4	3.9	3.8	7.0	5.9
(1) VERY DISSATISFIED	79	1	1	-	1	2	1	1	2	1	1	4	1	-	7	2	4	1	-	3	-	8	2
	2.5	3.6	10.0		1.7	5.3	2.0	1.2	1.9	2.9	2.6	9.1	1.5		3.7	2.4	4.8	0.8		5.9		5.6	2.9
NOT APPLICABLE	13	-	-	-	1	-	-	-	1	-	1	-	1	-	-	-	1	1	-	-	-	2	-
	0.4				1.7				1.0		2.6		1.5				1.2	0.8				1.4	
BLANK	14	-	-	1	-	-	1	-	-	1	-	-	-	-	2	-	-	-	-	-	-	-	-
MEAN	3.82	4.04	3.70	3.81	4.16	3.68	3.98	3.97	3.88	4.03	4.05	3.52	3.72	4.03	3.68	3.74	3.66	3.81	3.89	3.73	3.88	3.64	3.65
STANDARD DEVIATION	0.99	0.92	1.16	0.91	0.86	1.09	1.05	0.95	0.99	0.95	0.97	1.13	1.02	0.66	0.99	1.10	1.14	0.92	0.88	1.10	0.86	1.10	0.94
STANDARD ERROR	0.02	0.17	0.37	0.12	0.11	0.18	0.15	0.10	0.10	0.16	0.16	0.17	0.13	0.12	0.07	0.12	0.13	0.08	0.12	0.15	0.17	0.09	0.11

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	3143	167	66	59	84	55	39	115	75	96	88	95	127	51	76	45	41	48	81	80	62	75	58
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	862	49	23	12	21	12	7	33	21	18	15	22	21	12	16	20	15	15	37	26	25	27	26
	27.4	29.3	34.8	20.3	25.0	21.8	17.9	28.7	28.0	18.8	17.0	23.2	16.5	23.5	21.1	44.4	36.6	31.3	45.7	32.5	40.3	36.0	44.8
(4)	1215	69	27	27	33	19	14	50	32	39	38	27	47	21	40	17	15	18	28	27	20	32	16
	38.7	41.3	40.9	45.8	39.3	34.5	35.9	43.5	42.7	40.6	43.2	28.4	37.0	41.2	52.6	37.8	36.6	37.5	34.6	33.8	32.3	42.7	27.6
(3)	769	36	12	11	21	16	13	24	15	30	29	35	45	12	18	4	7	9	12	16	14	12	14
	24.5	21.6	18.2	18.6	25.0	29.1	33.3	20.9	20.0	31.3	33.0	36.8	35.4	23.5	23.7	8.9	17.1	18.8	14.8	20.0	22.6	16.0	24.1
(2)	205	12	4	8	6	6	5	4	4	6	5	10	10	4	2	3	3	2	2	7	1	2	2
	6.5	7.2	6.1	13.6	7.1	10.9	12.8	3.5	5.3	6.3	5.7	10.5	7.9	7.8	2.6	6.7	7.3	4.2	2.5	8.8	1.6	2.7	3.4
(1) VERY DISSATISFIED	79	1	-	1	3	1	-	4	3	2	1	1	4	2	-	1	-	3	2	4	1	2	-
	2.5	0.6	-	1.7	3.6	1.8	-	3.5	4.0	2.1	1.1	1.1	3.1	3.9	-	2.2	-	6.3	2.5	5.0	1.6	2.7	-
NOT APPLICABLE	13	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	1	1	-	-	1	-	-
	0.4	-	-	-	-	1.8	-	-	-	1.0	-	-	-	-	-	-	2.4	2.1	-	-	1.6	-	-
BLANK	14	1	-	-	-	-	-	-	1	-	-	1	-	2	-	1	-	-	-	-	1	-	2
MEAN	3.82	3.92	4.05	3.69	3.75	3.65	3.59	3.90	3.85	3.68	3.69	3.62	3.56	3.73	3.92	4.16	4.05	3.85	4.19	3.80	4.10	4.07	4.14
STANDARD DEVIATION	0.99	0.92	0.88	1.00	1.03	1.01	0.94	0.97	1.02	0.93	0.86	0.99	0.96	1.04	0.74	1.00	0.93	1.12	0.95	1.14	0.93	0.93	0.91
STANDARD ERROR	0.02	0.07	0.11	0.13	0.11	0.14	0.15	0.09	0.12	0.09	0.09	0.10	0.09	0.15	0.09	0.15	0.15	0.16	0.11	0.13	0.12	0.11	0.12

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3098 100.0	2618 100.0	480 100.0	2089 100.0	529 100.0	491 100.0	1415 100.0	712 100.0	349 100.0	131 100.0	1630 100.0	1468 100.0	2448 100.0	81 100.0	15 100.0	554 100.0
(5) VERY SATISFIED	352 11.4	255 9.7	97 20.2	189 9.0	66 12.5	58 11.8	137 9.7	60 8.4	73 20.9	24 18.3	211 12.9	141 9.6	327 13.4	-	-	25 4.5
(4)	549 17.7	471 18.0	78 16.3	386 18.5	85 16.1	84 17.1	257 18.2	130 18.3	66 18.9	12 9.2	282 17.3	267 18.2	486 19.9	8 9.9	3 20.0	52 9.4
(3)	723 23.3	629 24.0	94 19.6	507 24.3	122 23.1	116 23.6	331 23.4	182 25.6	72 20.6	22 16.8	356 21.8	367 25.0	568 23.2	9 11.1	2 13.3	144 26.0
(2)	369 11.9	329 12.6	40 8.3	265 12.7	64 12.1	57 11.6	170 12.0	102 14.3	30 8.6	10 7.6	180 11.0	189 12.9	239 9.8	20 24.7	-	110 19.9
(1) VERY DISSATISFIED	215 6.9	197 7.5	18 3.8	168 8.0	29 5.5	27 5.5	114 8.1	56 7.9	17 4.9	1 0.8	90 5.5	125 8.5	97 4.0	27 33.3	9 60.0	82 14.8
NOT APPLICABLE	890 28.7	737 28.2	153 31.9	574 27.5	163 30.8	149 30.3	406 28.7	182 25.6	91 26.1	62 47.3	511 31.3	379 25.8	731 29.9	17 21.0	1 6.7	141 25.5
BLANK	59	45	14	29	16	15	15	15	10	4	39	20	41	4	-	14
MEAN	3.21	3.14	3.60	3.11	3.26	3.26	3.13	3.07	3.57	3.70	3.31	3.10	3.41	1.97	1.93	2.58
STANDARD DEVIATION	1.18	1.17	1.19	1.17	1.18	1.16	1.18	1.15	1.20	1.14	1.18	1.18	1.11	1.04	1.33	1.12
STANDARD ERROR	0.03	0.03	0.07	0.03	0.06	0.06	0.04	0.05	0.07	0.14	0.04	0.04	0.03	0.13	0.35	0.06

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q12. RATING OF CALTRAIN ONBOARD - CLEANLINESS OF ONBOARD RESTROOMS

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING	3098	28	10	52	55	37	51	85	103	35	35	44	64	31	188	82	81	119	54	51	25	143	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	352	2	1	8	10	2	10	8	6	5	6	4	7	3	16	6	4	12	6	9	2	14	5
	11.4	7.1	10.0	15.4	18.2	5.4	19.6	9.4	5.8	14.3	17.1	9.1	10.9	9.7	8.5	7.3	4.9	10.1	11.1	17.6	8.0	9.8	7.4
(4)	549	9	3	3	15	4	10	15	16	6	3	8	14	11	33	15	18	23	8	7	6	18	13
	17.7	32.1	30.0	5.8	27.3	10.8	19.6	17.6	15.5	17.1	8.6	18.2	21.9	35.5	17.6	18.3	22.2	19.3	14.8	13.7	24.0	12.6	19.1
(3)	723	12	3	12	8	11	10	24	19	8	9	9	17	10	54	19	17	28	16	15	6	26	13
	23.3	42.9	30.0	23.1	14.5	29.7	19.6	28.2	18.4	22.9	25.7	20.5	26.6	32.3	28.7	23.2	21.0	23.5	29.6	29.4	24.0	18.2	19.1
(2)	369	-	-	8	9	6	7	10	10	5	2	6	6	3	21	10	10	21	6	5	2	20	12
	11.9			15.4	16.4	16.2	13.7	11.8	9.7	14.3	5.7	13.6	9.4	9.7	11.2	12.2	12.3	17.6	11.1	9.8	8.0	14.0	17.6
(1) VERY DISSATISFIED	215	2	1	4	1	3	3	3	6	2	2	3	6	1	22	5	7	12	4	2	3	14	8
	6.9	7.1	10.0	7.7	1.8	8.1	5.9	3.5	5.8	5.7	5.7	6.8	9.4	3.2	11.7	6.1	8.6	10.1	7.4	3.9	12.0	9.8	11.8
NOT APPLICABLE	890	3	2	17	12	11	11	25	46	9	13	14	14	3	42	27	25	23	14	13	6	51	17
	28.7	10.7	20.0	32.7	21.8	29.7	21.6	29.4	44.7	25.7	37.1	31.8	21.9	9.7	22.3	32.9	30.9	19.3	25.9	25.5	24.0	35.7	25.0
BLANK	59	-	-	3	3	1	1	1	2	1	3	-	1	-	4	-	3	-	-	-	1	-	-
MEAN	3.21	3.36	3.38	3.09	3.56	2.85	3.43	3.25	3.11	3.27	3.41	3.13	3.20	3.43	3.00	3.13	3.04	3.02	3.15	3.42	3.11	2.98	2.90
STANDARD DEVIATION	1.18	0.95	1.19	1.31	1.14	1.08	1.26	1.05	1.14	1.22	1.26	1.20	1.20	0.96	1.19	1.12	1.14	1.21	1.17	1.15	1.24	1.28	1.24
STANDARD ERROR	0.03	0.19	0.42	0.22	0.17	0.21	0.20	0.14	0.15	0.24	0.27	0.22	0.17	0.18	0.10	0.15	0.15	0.12	0.18	0.19	0.29	0.13	0.17

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q12. RATING OF CALTRAIN ONBOARD - CLEANLINESS OF ONBOARD RESTROOMS

		TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING		3098	166	66	58	81	55	39	111	76	94	84	94	125	53	75	42	39	47	80	79	62	74	57
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	352	24	5	5	8	3	4	15	7	9	3	8	6	2	10	7	7	8	28	14	9	13	11
		11.4	14.5	7.6	8.6	9.9	5.5	10.3	13.5	9.2	9.6	3.6	8.5	4.8	3.8	13.3	16.7	17.9	17.0	35.0	17.7	14.5	17.6	19.3
(4)		549	34	9	14	11	10	5	15	16	26	13	17	24	2	17	5	7	7	11	16	20	5	7
		17.7	20.5	13.6	24.1	13.6	18.2	12.8	13.5	21.1	27.7	15.5	18.1	19.2	3.8	22.7	11.9	17.9	14.9	13.8	20.3	32.3	6.8	12.3
(3)		723	34	15	11	12	15	14	32	20	23	21	26	35	11	14	9	10	14	12	18	9	14	8
		23.3	20.5	22.7	19.0	14.8	27.3	35.9	28.8	26.3	24.5	25.0	27.7	28.0	20.8	18.7	21.4	25.6	29.8	15.0	22.8	14.5	18.9	14.0
(2)		369	12	7	8	7	7	7	11	9	10	14	11	22	13	12	3	6	2	6	9	4	4	6
		11.9	7.2	10.6	13.8	8.6	12.7	17.9	9.9	11.8	10.6	16.7	11.7	17.6	24.5	16.0	7.1	15.4	4.3	7.5	11.4	6.5	5.4	10.5
(1)	VERY DISSATISFIED	215	9	2	4	4	6	2	9	9	10	2	7	12	6	1	3	2	4	3	3	2	-	1
		6.9	5.4	3.0	6.9	4.9	10.9	5.1	8.1	11.8	10.6	2.4	7.4	9.6	11.3	1.3	7.1	5.1	8.5	3.8	3.8	3.2		1.8
NOT APPLICABLE		890	53	28	16	39	14	7	29	15	16	31	25	26	19	21	15	7	12	20	19	18	38	24
		28.7	31.9	42.4	27.6	48.1	25.5	17.9	26.1	19.7	17.0	36.9	26.6	20.8	35.8	28.0	35.7	17.9	25.5	25.0	24.1	29.0	51.4	42.1
BLANK		59	2	-	1	3	-	-	4	-	2	4	2	2	-	1	4	2	1	1	1	1	1	3
MEAN		3.21	3.46	3.21	3.19	3.29	2.93	3.06	3.20	3.05	3.18	3.02	3.12	2.90	2.44	3.43	3.37	3.34	3.37	3.92	3.48	3.68	3.75	3.64
STANDARD DEVIATION		1.18	1.17	1.07	1.17	1.24	1.15	1.08	1.21	1.22	1.19	0.95	1.13	1.09	1.05	1.09	1.31	1.21	1.24	1.24	1.16	1.05	1.08	1.22
STANDARD ERROR		0.03	0.11	0.17	0.18	0.19	0.18	0.19	0.13	0.16	0.14	0.13	0.14	0.11	0.18	0.15	0.25	0.21	0.21	0.16	0.15	0.16	0.18	0.21

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3118 100.0	2639 100.0	479 100.0	2104 100.0	535 100.0	497 100.0	1421 100.0	721 100.0	350 100.0	129 100.0	1640 100.0	1478 100.0	2470 100.0	82 100.0	15 100.0	551 100.0
(5) VERY SATISFIED	857 27.5	686 26.0	171 35.7	519 24.7	167 31.2	151 30.4	368 25.9	167 23.2	134 38.3	37 28.7	482 29.4	375 25.4	787 31.9	5 6.1	-	65 11.8
(4)	1016 32.6	877 33.2	139 29.0	694 33.0	183 34.2	167 33.6	474 33.4	236 32.7	100 28.6	39 30.2	530 32.3	486 32.9	871 35.3	10 12.2	1 6.7	134 24.3
(3)	702 22.5	622 23.6	80 16.7	517 24.6	105 19.6	101 20.3	319 22.4	202 28.0	60 17.1	20 15.5	359 21.9	343 23.2	505 20.4	20 24.4	4 26.7	173 31.4
(2)	321 10.3	284 10.8	37 7.7	247 11.7	37 6.9	36 7.2	175 12.3	73 10.1	26 7.4	11 8.5	148 9.0	173 11.7	175 7.1	30 36.6	1 6.7	115 20.9
(1) VERY DISSATISFIED	119 3.8	107 4.1	12 2.5	96 4.6	11 2.1	10 2.0	66 4.6	31 4.3	11 3.1	1 0.8	49 3.0	70 4.7	44 1.8	16 19.5	8 53.3	51 9.3
NOT APPLICABLE	103 3.3	63 2.4	40 8.4	31 1.5	32 6.0	32 6.4	19 1.3	12 1.7	19 5.4	21 16.3	72 4.4	31 2.1	88 3.6	1 1.2	1 6.7	13 2.4
BLANK	39	24	15	14	10	9	9	6	9	6	29	10	19	3	-	17
MEAN	3.72	3.68	3.96	3.62	3.91	3.89	3.64	3.61	3.97	3.93	3.80	3.64	3.92	2.48	1.86	3.09
STANDARD DEVIATION	1.10	1.10	1.08	1.12	1.01	1.02	1.13	1.09	1.10	1.01	1.07	1.13	1.00	1.13	1.10	1.15
STANDARD ERROR	0.02	0.02	0.05	0.02	0.05	0.05	0.03	0.04	0.06	0.10	0.03	0.03	0.02	0.13	0.29	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING	3118	28	10	54	55	38	51	86	104	34	37	44	65	31	189	82	84	119	54	50	26	141	66
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	857	6	4	17	21	11	16	25	33	9	9	9	15	6	52	26	14	37	15	19	7	34	14
	27.5	21.4	40.0	31.5	38.2	28.9	31.4	29.1	31.7	26.5	24.3	20.5	23.1	19.4	27.5	31.7	16.7	31.1	27.8	38.0	26.9	24.1	21.2
(4)	1016	7	4	12	21	14	21	29	36	13	10	14	24	10	68	29	32	42	17	16	11	45	22
	32.6	25.0	40.0	22.2	38.2	36.8	41.2	33.7	34.6	38.2	27.0	31.8	36.9	32.3	36.0	35.4	38.1	35.3	31.5	32.0	42.3	31.9	33.3
(3)	702	13	1	11	9	10	9	19	13	7	9	10	15	13	39	15	17	20	8	13	5	35	20
	22.5	46.4	10.0	20.4	16.4	26.3	17.6	22.1	12.5	20.6	24.3	22.7	23.1	41.9	20.6	18.3	20.2	16.8	14.8	26.0	19.2	24.8	30.3
(2)	321	1	1	3	1	2	3	9	11	3	2	8	8	1	22	7	16	11	8	2	1	16	8
	10.3	3.6	10.0	5.6	1.8	5.3	5.9	10.5	10.6	8.8	5.4	18.2	12.3	3.2	11.6	8.5	19.0	9.2	14.8	4.0	3.8	11.3	12.1
(1) VERY DISSATISFIED	119	1	-	1	-	-	1	3	3	1	-	3	3	-	7	2	4	6	5	-	2	8	1
	3.8	3.6	-	1.9	-	-	2.0	3.5	2.9	2.9	-	6.8	4.6	-	3.7	2.4	4.8	5.0	9.3	-	7.7	5.7	1.5
NOT APPLICABLE	103	-	-	10	3	1	1	1	8	1	7	-	-	1	1	3	1	3	1	-	-	3	1
	3.3	-	-	18.5	5.5	2.6	2.0	1.2	7.7	2.9	18.9	-	-	3.2	0.5	3.7	1.2	2.5	1.9	-	-	2.1	1.5
BLANK	39	-	-	1	3	-	1	-	1	2	1	-	-	-	3	-	-	-	-	1	-	2	2
MEAN	3.72	3.57	4.10	3.93	4.19	3.92	3.96	3.75	3.89	3.79	3.87	3.41	3.62	3.70	3.72	3.89	3.43	3.80	3.55	4.04	3.77	3.59	3.62
STANDARD DEVIATION	1.10	1.00	0.99	1.07	0.79	0.89	0.97	1.10	1.10	1.05	0.94	1.21	1.11	0.84	1.10	1.05	1.13	1.14	1.31	0.90	1.14	1.15	1.01
STANDARD ERROR	0.02	0.19	0.31	0.16	0.11	0.15	0.14	0.12	0.11	0.18	0.17	0.18	0.14	0.15	0.08	0.12	0.12	0.11	0.18	0.13	0.22	0.10	0.13

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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

		TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING		3118	168	65	59	84	55	39	113	76	94	86	96	127	53	76	44	40	47	80	78	61	72	57
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	857	36	17	15	26	15	11	31	19	22	20	20	24	16	15	18	13	15	40	27	21	17	20
		27.5	21.4	26.2	25.4	31.0	27.3	28.2	27.4	25.0	23.4	23.3	20.8	18.9	30.2	19.7	40.9	32.5	31.9	50.0	34.6	34.4	23.6	35.1
(4)		1016	53	27	19	23	12	10	35	30	34	28	26	42	18	23	14	14	14	18	17	23	23	16
		32.6	31.5	41.5	32.2	27.4	21.8	25.6	31.0	39.5	36.2	32.6	27.1	33.1	34.0	30.3	31.8	35.0	29.8	22.5	21.8	37.7	31.9	28.1
(3)		702	44	10	10	22	15	8	27	18	25	27	26	40	13	26	7	8	7	11	20	7	13	7
		22.5	26.2	15.4	16.9	26.2	27.3	20.5	23.9	23.7	26.6	31.4	27.1	31.5	24.5	34.2	15.9	20.0	14.9	13.8	25.6	11.5	18.1	12.3
(2)		321	22	6	10	11	10	8	14	5	10	6	13	11	5	9	3	3	5	4	5	6	6	5
		10.3	13.1	9.2	16.9	13.1	18.2	20.5	12.4	6.6	10.6	7.0	13.5	8.7	9.4	11.8	6.8	7.5	10.6	5.0	6.4	9.8	8.3	8.8
(1)	VERY DISSATISFIED	119	12	4	4	2	3	-	5	3	3	2	10	7	-	1	1	-	2	4	3	1	-	1
		3.8	7.1	6.2	6.8	2.4	5.5		4.4	3.9	3.2	2.3	10.4	5.5		1.3	2.3		4.3	5.0	3.8	1.6		1.8
NOT APPLICABLE		103	1	1	1	-	-	2	1	1	-	3	1	3	1	2	1	2	4	3	6	3	13	8
		3.3	0.6	1.5	1.7			5.1	0.9	1.3		3.5	1.0	2.4	1.9	2.6	2.3	5.0	8.5	3.8	7.7	4.9	18.1	14.0
BLANK		39	-	1	-	-	-	-	2	-	2	2	-	-	-	-	2	1	1	1	2	2	3	3
MEAN		3.72	3.47	3.73	3.53	3.71	3.47	3.65	3.65	3.76	3.66	3.70	3.35	3.52	3.87	3.57	4.05	3.97	3.81	4.12	3.83	3.98	3.86	4.00
STANDARD DEVIATION		1.10	1.18	1.14	1.25	1.11	1.23	1.14	1.14	1.04	1.05	1.00	1.25	1.08	0.97	0.99	1.05	0.94	1.18	1.16	1.14	1.03	0.96	1.08
STANDARD ERROR		0.02	0.09	0.14	0.16	0.12	0.17	0.19	0.11	0.12	0.11	0.11	0.13	0.10	0.13	0.12	0.16	0.15	0.18	0.13	0.13	0.14	0.12	0.15

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3120 100.0	2641 100.0	479 100.0	2104 100.0	537 100.0	499 100.0	1420 100.0	722 100.0	350 100.0	129 100.0	1642 100.0	1478 100.0	2469 100.0	82 100.0	15 100.0	554 100.0
(5) VERY SATISFIED	852 27.3	699 26.5	153 31.9	535 25.4	164 30.5	143 28.7	381 26.8	175 24.2	122 34.9	31 24.0	447 27.2	405 27.4	781 31.6	7 8.5	1 6.7	63 11.4
(4)	891 28.6	786 29.8	105 21.9	636 30.2	150 27.9	136 27.3	436 30.7	214 29.6	83 23.7	22 17.1	471 28.7	420 28.4	764 30.9	8 9.8	1 6.7	118 21.3
(3)	618 19.8	553 20.9	65 13.6	464 22.1	89 16.6	89 17.8	297 20.9	167 23.1	45 12.9	20 15.5	302 18.4	316 21.4	418 16.9	22 26.8	3 20.0	175 31.6
(2)	278 8.9	259 9.8	19 4.0	230 10.9	29 5.4	29 5.8	154 10.8	76 10.5	17 4.9	2 1.6	132 8.0	146 9.9	158 6.4	21 25.6	2 13.3	97 17.5
(1) VERY DISSATISFIED	142 4.6	130 4.9	12 2.5	117 5.6	13 2.4	14 2.8	76 5.4	40 5.5	10 2.9	2 1.6	60 3.7	82 5.5	51 2.1	20 24.4	8 53.3	63 11.4
NOT APPLICABLE	339 10.9	214 8.1	125 26.1	122 5.8	92 17.1	88 17.6	76 5.4	50 6.9	73 20.9	52 40.3	230 14.0	109 7.4	297 12.0	4 4.9	-	38 6.9
BLANK	37	22	15	14	8	7	10	5	9	6	27	10	20	3	-	14
MEAN	3.73	3.69	4.04	3.63	3.95	3.89	3.66	3.61	4.05	4.01	3.79	3.67	3.95	2.50	2.00	3.04
STANDARD DEVIATION	1.15	1.15	1.07	1.17	1.05	1.07	1.17	1.16	1.08	1.01	1.11	1.18	1.03	1.24	1.31	1.18
STANDARD ERROR	0.02	0.02	0.06	0.03	0.05	0.05	0.03	0.04	0.07	0.11	0.03	0.03	0.02	0.14	0.34	0.05

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING	3120	28	10	55	54	38	52	86	104	36	36	44	65	31	191	82	83	119	54	50	26	141	66
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	852	6	3	19	16	13	19	20	29	9	9	12	12	6	49	27	15	40	13	21	9	37	15
	27.3	21.4	30.0	34.5	29.6	34.2	36.5	23.3	27.9	25.0	25.0	27.3	18.5	19.4	25.7	32.9	18.1	33.6	24.1	42.0	34.6	26.2	22.7
(4)	891	2	2	9	18	9	14	30	33	11	8	17	28	9	65	21	33	40	12	13	5	39	24
	28.6	7.1	20.0	16.4	33.3	23.7	26.9	34.9	31.7	30.6	22.2	38.6	43.1	29.0	34.0	25.6	39.8	33.6	22.2	26.0	19.2	27.7	36.4
(3)	618	9	5	9	8	8	7	11	17	10	5	7	13	14	38	15	19	23	13	10	4	34	18
	19.8	32.1	50.0	16.4	14.8	21.1	13.5	12.8	16.3	27.8	13.9	15.9	20.0	45.2	19.9	18.3	22.9	19.3	24.1	20.0	15.4	24.1	27.3
(2)	278	5	-	1	1	2	3	7	5	2	3	6	9	1	19	8	10	9	10	1	4	11	5
	8.9	17.9		1.8	1.9	5.3	5.8	8.1	4.8	5.6	8.3	13.6	13.8	3.2	9.9	9.8	12.0	7.6	18.5	2.0	15.4	7.8	7.6
(1) VERY DISSATISFIED	142	4	-	2	-	-	1	3	4	-	-	2	2	1	13	2	3	4	2	1	2	11	1
	4.6	14.3		3.6			1.9	3.5	3.8			4.5	3.1	3.2	6.8	2.4	3.6	3.4	3.7	2.0	7.7	7.8	1.5
NOT APPLICABLE	339	2	-	15	11	6	8	15	16	4	11	-	1	-	7	9	3	3	4	4	2	9	3
	10.9	7.1		27.3	20.4	15.8	15.4	17.4	15.4	11.1	30.6		1.5		3.7	11.0	3.6	2.5	7.4	8.0	7.7	6.4	4.5
BLANK	37	-	-	-	4	-	-	-	1	-	2	-	-	-	1	-	1	-	-	1	-	2	2
MEAN	3.73	3.04	3.80	4.05	4.14	4.03	4.07	3.80	3.89	3.84	3.92	3.70	3.61	3.58	3.64	3.86	3.59	3.89	3.48	4.13	3.63	3.61	3.75
STANDARD DEVIATION	1.15	1.37	0.92	1.13	0.80	0.97	1.04	1.09	1.08	0.92	1.04	1.15	1.05	0.96	1.18	1.12	1.05	1.08	1.20	0.98	1.38	1.22	0.97
STANDARD ERROR	0.02	0.27	0.29	0.18	0.12	0.17	0.16	0.13	0.11	0.16	0.21	0.17	0.13	0.17	0.09	0.13	0.12	0.10	0.17	0.14	0.28	0.11	0.12

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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

		TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING		3120	167	65	59	83	55	39	114	76	96	87	96	127	52	74	45	39	47	80	78	61	71	58
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	852	41	16	18	18	18	14	28	21	20	22	22	29	18	15	17	14	14	37	21	19	14	17
		27.3	24.6	24.6	30.5	21.7	32.7	35.9	24.6	27.6	20.8	25.3	22.9	22.8	34.6	20.3	37.8	35.9	29.8	46.3	26.9	31.1	19.7	29.3
(4)		891	47	28	15	17	18	5	34	26	37	27	23	36	10	21	10	15	8	15	19	16	17	5
		28.6	28.1	43.1	25.4	20.5	32.7	12.8	29.8	34.2	38.5	31.0	24.0	28.3	19.2	28.4	22.2	38.5	17.0	18.8	24.4	26.2	23.9	8.6
(3)		618	35	6	12	21	7	8	28	13	18	21	23	36	12	16	4	5	7	7	11	11	11	9
		19.8	21.0	9.2	20.3	25.3	12.7	20.5	24.6	17.1	18.8	24.1	24.0	28.3	23.1	21.6	8.9	12.8	14.9	8.8	14.1	18.0	15.5	15.5
(2)		278	22	8	8	13	5	5	15	5	9	8	14	10	6	9	4	2	3	-	7	1	1	1
		8.9	13.2	12.3	13.6	15.7	9.1	12.8	13.2	6.6	9.4	9.2	14.6	7.9	11.5	12.2	8.9	5.1	6.4		9.0	1.6	1.4	1.7
(1)	VERY DISSATISFIED	142	17	2	4	3	3	3	5	4	8	2	8	8	2	3	1	-	2	2	3	2	-	2
		4.6	10.2	3.1	6.8	3.6	5.5	7.7	4.4	5.3	8.3	2.3	8.3	6.3	3.8	4.1	2.2		4.3	2.5	3.8	3.3		3.4
NOT APPLICABLE		339	5	5	2	11	4	4	4	7	4	7	6	8	4	10	9	3	13	19	17	12	28	24
		10.9	3.0	7.7	3.4	13.3	7.3	10.3	3.5	9.2	4.2	8.0	6.3	6.3	7.7	13.5	20.0	7.7	27.7	23.8	21.8	19.7	39.4	41.4
BLANK		37	1	1	-	1	-	-	1	-	-	1	-	-	1	2	1	2	1	1	2	2	4	2
MEAN		3.73	3.45	3.80	3.61	3.47	3.84	3.63	3.59	3.80	3.57	3.74	3.41	3.57	3.75	3.56	4.06	4.14	3.85	4.39	3.79	4.00	4.02	4.00
STANDARD DEVIATION		1.15	1.29	1.09	1.26	1.17	1.19	1.37	1.14	1.13	1.19	1.05	1.26	1.15	1.21	1.14	1.15	0.87	1.23	0.94	1.18	1.04	0.83	1.21
STANDARD ERROR		0.02	0.10	0.14	0.17	0.14	0.17	0.23	0.11	0.14	0.12	0.12	0.13	0.11	0.17	0.14	0.19	0.14	0.21	0.12	0.15	0.15	0.13	0.21

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3130 100.0	2653 100.0	477 100.0	2114 100.0	539 100.0	501 100.0	1425 100.0	727 100.0	348 100.0	129 100.0	1652 100.0	1478 100.0	2474 100.0	84 100.0	15 100.0	557 100.0
(5) VERY SATISFIED	1155 36.9	925 34.9	230 48.2	687 32.5	238 44.2	218 43.5	478 33.5	229 31.5	164 47.1	66 51.2	646 39.1	509 34.4	1072 43.3	7 8.3	-	76 13.6
(4)	1220 39.0	1062 40.0	158 33.1	872 41.2	190 35.3	180 35.9	581 40.8	301 41.4	121 34.8	37 28.7	638 38.6	582 39.4	1039 42.0	16 19.0	1 6.7	164 29.4
(3)	497 15.9	442 16.7	55 11.5	382 18.1	60 11.1	56 11.2	261 18.3	125 17.2	42 12.1	13 10.1	230 13.9	267 18.1	262 10.6	18 21.4	4 26.7	213 38.2
(2)	149 4.8	139 5.2	10 2.1	119 5.6	20 3.7	18 3.6	71 5.0	50 6.9	8 2.3	2 1.6	72 4.4	77 5.2	41 1.7	28 33.3	1 6.7	79 14.2
(1) VERY DISSATISFIED	52 1.7	47 1.8	5 1.0	36 1.7	11 2.0	10 2.0	23 1.6	14 1.9	4 1.1	1 0.8	20 1.2	32 2.2	14 0.6	13 15.5	9 60.0	16 2.9
NOT APPLICABLE	57 1.8	38 1.4	19 4.0	18 0.9	20 3.7	19 3.8	11 0.8	8 1.1	9 2.6	10 7.8	46 2.8	11 0.7	46 1.9	2 2.4	-	9 1.6
BLANK	27	10	17	4	6	5	5	-	11	6	17	10	15	1	-	11
MEAN	4.07	4.02	4.31	3.98	4.20	4.20	4.00	3.95	4.28	4.39	4.13	3.99	4.28	2.71	1.80	3.37
STANDARD DEVIATION	0.94	0.95	0.85	0.94	0.94	0.93	0.93	0.97	0.86	0.81	0.91	0.97	0.77	1.20	1.08	0.99
STANDARD ERROR	0.02	0.02	0.04	0.02	0.04	0.04	0.02	0.04	0.05	0.07	0.02	0.03	0.02	0.13	0.28	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING		3130	28	10	54	55	37	52	86	105	36	38	44	65	31	192	82	84	119	53	50	26	143	66
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	9	3	22	34	18	26	37	36	18	15	18	26	11	56	31	18	37	17	24	8	47	23
		36.9	32.1	30.0	40.7	61.8	48.6	50.0	43.0	34.3	50.0	39.5	40.9	40.0	35.5	29.2	37.8	21.4	31.1	32.1	48.0	30.8	32.9	34.8
(4)		1220	11	3	18	19	12	16	31	43	14	13	18	26	19	84	40	33	50	18	16	8	56	28
		39.0	39.3	30.0	33.3	34.5	32.4	30.8	36.0	41.0	38.9	34.2	40.9	40.0	61.3	43.8	48.8	39.3	42.0	34.0	32.0	30.8	39.2	42.4
(3)		497	7	3	8	-	4	6	9	13	3	3	8	9	1	36	10	24	24	12	8	6	26	12
		15.9	25.0	30.0	14.8		10.8	11.5	10.5	12.4	8.3	7.9	18.2	13.8	3.2	18.8	12.2	28.6	20.2	22.6	16.0	23.1	18.2	18.2
(2)		149	-	1	1	-	2	2	3	6	-	3	-	4	-	8	1	6	6	4	1	2	7	3
		4.8		10.0	1.9		5.4	3.8	3.5	5.7		7.9		6.2		4.2	1.2	7.1	5.0	7.5	2.0	7.7	4.9	4.5
(1)	VERY DISSATISFIED	52	1	-	-	-	1	1	5	2	-	-	-	-	-	6	-	2	2	2	-	2	4	-
		1.7	3.6				2.7	1.9	5.8	1.9						3.1		2.4	1.7	3.8		7.7	2.8	
NOT APPLICABLE		57	-	-	5	2	-	1	1	5	1	4	-	-	-	2	-	1	-	-	1	-	3	-
		1.8			9.3	3.6		1.9	1.2	4.8	2.8	10.5				1.0		1.2			2.0		2.1	
BLANK		27	-	-	1	3	1	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	2
MEAN		4.07	3.96	3.80	4.24	4.64	4.19	4.25	4.08	4.05	4.43	4.18	4.23	4.14	4.32	3.93	4.23	3.71	3.96	3.83	4.29	3.69	3.96	4.08
STANDARD DEVIATION		0.94	0.96	1.03	0.80	0.48	1.02	0.96	1.10	0.96	0.65	0.94	0.74	0.88	0.54	0.97	0.71	0.97	0.93	1.09	0.82	1.23	0.99	0.85
STANDARD ERROR		0.02	0.18	0.33	0.11	0.07	0.17	0.13	0.12	0.10	0.11	0.16	0.11	0.11	0.10	0.07	0.08	0.11	0.09	0.15	0.12	0.24	0.08	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING		3130	167	66	59	84	55	39	115	76	96	88	96	127	53	76	45	41	47	76	78	61	72	57
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	59	23	18	29	18	15	36	28	21	31	30	38	19	26	21	19	20	44	36	24	32	34
		36.9	35.3	34.8	30.5	34.5	32.7	38.5	31.3	36.8	21.9	35.2	31.3	29.9	35.8	34.2	46.7	46.3	42.6	57.9	46.2	39.3	44.4	59.6
(4)		1220	63	27	26	29	25	15	55	30	47	35	38	50	22	24	19	16	12	23	28	23	22	15
		39.0	37.7	40.9	44.1	34.5	45.5	38.5	47.8	39.5	49.0	39.8	39.6	39.4	41.5	31.6	42.2	39.0	25.5	30.3	35.9	37.7	30.6	26.3
(3)		497	31	10	10	22	5	7	15	14	19	9	17	27	8	16	3	6	5	5	11	12	5	8
		15.9	18.6	15.2	16.9	26.2	9.1	17.9	13.0	18.4	19.8	10.2	17.7	21.3	15.1	21.1	6.7	14.6	10.6	6.6	14.1	19.7	6.9	14.0
(2)		149	10	4	4	3	6	2	5	3	8	10	9	5	4	6	1	-	2	3	2	-	2	-
		4.8	6.0	6.1	6.8	3.6	10.9	5.1	4.3	3.9	8.3	11.4	9.4	3.9	7.5	7.9	2.2		4.3	3.9	2.6		2.8	
(1)	VERY DISSATISFIED	52	4	-	1	-	-	-	4	1	1	-	2	6	-	-	-	-	3	-	-	1	1	-
		1.7	2.4		1.7				3.5	1.3	1.0		2.1	4.7					6.4			1.6	1.4	
NOT APPLICABLE		57	-	2	-	1	1	-	-	-	-	3	-	1	-	4	1	-	5	1	1	1	10	-
		1.8		3.0		1.2	1.8					3.4		0.8		5.3	2.2		10.6	1.3	1.3	1.6	13.9	
BLANK		27	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	5	2	2	3	3
MEAN		4.07	3.98	4.08	3.95	4.01	4.02	4.10	3.99	4.07	3.82	4.02	3.89	3.87	4.06	3.97	4.36	4.32	4.05	4.44	4.27	4.15	4.32	4.46
STANDARD DEVIATION		0.94	1.00	0.88	0.95	0.88	0.94	0.88	0.97	0.91	0.91	0.98	1.02	1.05	0.91	0.96	0.72	0.72	1.21	0.79	0.81	0.86	0.88	0.73
STANDARD ERROR		0.02	0.08	0.11	0.12	0.10	0.13	0.14	0.09	0.10	0.09	0.11	0.10	0.09	0.12	0.11	0.11	0.11	0.19	0.09	0.09	0.11	0.11	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3145 100.0	2659 100.0	486 100.0	2115 100.0	544 100.0	505 100.0	1428 100.0	726 100.0	356 100.0	130 100.0	1663 100.0	1482 100.0	2488 100.0	83 100.0	15 100.0	559 100.0
(5) VERY SATISFIED	1465 46.6	1234 46.4	231 47.5	945 44.7	289 53.1	269 53.3	654 45.8	311 42.8	165 46.3	66 50.8	767 46.1	698 47.1	1331 53.5	11 13.3	1 6.7	122 21.8
(4)	1227 39.0	1057 39.8	170 35.0	875 41.4	182 33.5	166 32.9	600 42.0	291 40.1	123 34.6	47 36.2	643 38.7	584 39.4	963 38.7	27 32.5	6 40.0	231 41.3
(3)	366 11.6	302 11.4	64 13.2	242 11.4	60 11.0	57 11.3	141 9.9	104 14.3	49 13.8	15 11.5	195 11.7	171 11.5	159 6.4	29 34.9	1 6.7	177 31.7
(2)	55 1.7	43 1.6	12 2.5	38 1.8	5 0.9	5 1.0	22 1.5	16 2.2	11 3.1	1 0.8	34 2.0	21 1.4	18 0.7	13 15.7	5 33.3	19 3.4
(1) VERY DISSATISFIED	14 0.4	10 0.4	4 0.8	7 0.3	3 0.6	3 0.6	5 0.4	2 0.3	3 0.8	1 0.8	11 0.7	3 0.2	5 0.2	3 3.6	2 13.3	4 0.7
NOT APPLICABLE	18 0.6	13 0.5	5 1.0	8 0.4	5 0.9	5 1.0	6 0.4	2 0.3	5 1.4	-	13 0.8	5 0.3	12 0.5	-	-	6 1.1
BLANK	12	4	8	3	1	1	2	1	3	5	6	6	1	2	-	9
MEAN	4.30	4.31	4.27	4.29	4.39	4.39	4.32	4.23	4.24	4.35	4.29	4.32	4.45	3.36	2.93	3.81
STANDARD DEVIATION	0.78	0.76	0.85	0.76	0.76	0.77	0.74	0.80	0.87	0.78	0.80	0.75	0.67	1.02	1.28	0.84
STANDARD ERROR	0.01	0.01	0.04	0.02	0.03	0.03	0.02	0.03	0.05	0.07	0.02	0.02	0.01	0.11	0.33	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING	3145	28	10	54	58	38	52	86	105	36	38	44	65	31	192	82	84	119	54	51	26	143	66
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1465	18	4	27	33	24	32	45	49	20	17	16	29	20	94	42	36	57	26	28	14	49	26
	46.6	64.3	40.0	50.0	56.9	63.2	61.5	52.3	46.7	55.6	44.7	36.4	44.6	64.5	49.0	51.2	42.9	47.9	48.1	54.9	53.8	34.3	39.4
(4)	1227	8	2	17	18	9	13	33	41	11	14	19	24	9	78	31	36	49	25	19	7	70	32
	39.0	28.6	20.0	31.5	31.0	23.7	25.0	38.4	39.0	30.6	36.8	43.2	36.9	29.0	40.6	37.8	42.9	41.2	46.3	37.3	26.9	49.0	48.5
(3)	366	1	4	8	5	5	5	7	11	5	6	8	9	2	17	6	11	10	2	4	4	18	7
	11.6	3.6	40.0	14.8	8.6	13.2	9.6	8.1	10.5	13.9	15.8	18.2	13.8	6.5	8.9	7.3	13.1	8.4	3.7	7.8	15.4	12.6	10.6
(2)	55	1	-	1	-	-	1	-	2	-	-	1	2	-	1	3	1	2	1	-	1	2	-
	1.7	3.6		1.9			1.9		1.9			2.3	3.1		0.5	3.7	1.2	1.7	1.9		3.8	1.4	
(1) VERY DISSATISFIED	14	-	-	-	-	-	1	1	1	-	-	-	1	-	1	-	-	1	-	-	-	2	-
	0.4						1.9	1.2	1.0				1.5		0.5			0.8				1.4	
NOT APPLICABLE	18	-	-	1	2	-	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-	2	1
	0.6			1.9	3.4				1.0		2.6				0.5							1.4	1.5
BLANK	12	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
MEAN	4.30	4.54	4.00	4.32	4.50	4.50	4.42	4.41	4.30	4.42	4.30	4.14	4.20	4.58	4.38	4.37	4.27	4.34	4.41	4.47	4.31	4.15	4.29
STANDARD DEVIATION	0.78	0.74	0.94	0.80	0.66	0.73	0.89	0.74	0.81	0.73	0.74	0.80	0.90	0.62	0.71	0.78	0.73	0.77	0.66	0.64	0.88	0.80	0.65
STANDARD ERROR	0.01	0.14	0.30	0.11	0.09	0.12	0.12	0.08	0.08	0.12	0.12	0.12	0.11	0.11	0.05	0.09	0.08	0.07	0.09	0.09	0.17	0.07	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	3145	168	66	59	84	55	39	115	76	96	88	96	126	53	76	46	40	47	81	79	63	72	58
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1465	77	31	29	36	24	20	48	42	36	42	36	50	23	34	21	17	25	47	29	26	35	31
	46.6	45.8	47.0	49.2	42.9	43.6	51.3	41.7	55.3	37.5	47.7	37.5	39.7	43.4	44.7	45.7	42.5	53.2	58.0	36.7	41.3	48.6	53.4
(4)	1227	69	24	25	43	23	17	44	29	45	37	34	52	23	27	21	14	11	26	31	20	29	18
	39.0	41.1	36.4	42.4	51.2	41.8	43.6	38.3	38.2	46.9	42.0	35.4	41.3	43.4	35.5	45.7	35.0	23.4	32.1	39.2	31.7	40.3	31.0
(3)	366	19	9	5	2	6	2	15	5	13	9	21	20	7	14	3	7	7	6	15	11	6	9
	11.6	11.3	13.6	8.5	2.4	10.9	5.1	13.0	6.6	13.5	10.2	21.9	15.9	13.2	18.4	6.5	17.5	14.9	7.4	19.0	17.5	8.3	15.5
(2)	55	3	1	-	2	2	-	8	-	1	-	5	2	-	-	-	1	2	2	2	4	1	-
	1.7	1.8	1.5		2.4	3.6		7.0		1.0		5.2	1.6				2.5	4.3	2.5	2.5	6.3	1.4	
(1) VERY DISSATISFIED	14	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	-	1	-	1	-	1	-
	0.4									1.0					1.3	2.2		2.1		1.3		1.4	
NOT APPLICABLE	18	-	1	-	1	-	-	-	-	-	-	-	2	-	-	-	1	1	-	1	2	-	-
	0.6		1.5		1.2								1.6				2.5	2.1		1.3	3.2		
BLANK	12	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	1	-	1	-	3	2
MEAN	4.30	4.31	4.31	4.41	4.36	4.25	4.46	4.15	4.49	4.19	4.38	4.05	4.21	4.30	4.22	4.33	4.21	4.24	4.46	4.09	4.11	4.33	4.38
STANDARD DEVIATION	0.78	0.74	0.77	0.65	0.65	0.80	0.60	0.90	0.62	0.79	0.67	0.90	0.77	0.70	0.84	0.79	0.83	1.02	0.74	0.89	0.93	0.80	0.75
STANDARD ERROR	0.01	0.06	0.10	0.08	0.07	0.11	0.10	0.08	0.07	0.08	0.07	0.09	0.07	0.10	0.10	0.12	0.13	0.15	0.08	0.10	0.12	0.09	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3119 100.0	2638 100.0	481 100.0	2101 100.0	537 100.0	499 100.0	1419 100.0	720 100.0	351 100.0	130 100.0	1645 100.0	1474 100.0	2485 100.0	85 100.0	15 100.0	534 100.0
(5) VERY SATISFIED	954 30.6	751 28.5	203 42.2	539 25.7	212 39.5	193 38.7	380 26.8	178 24.7	146 41.6	57 43.8	557 33.9	397 26.9	928 37.3	2 2.4	-	24 4.5
(4)	1624 52.1	1408 53.4	216 44.9	1150 54.7	258 48.0	244 48.9	777 54.8	387 53.8	153 43.6	63 48.5	825 50.2	799 54.2	1471 59.2	11 12.9	1 6.7	141 26.4
(3)	466 14.9	410 15.5	56 11.6	352 16.8	58 10.8	53 10.6	222 15.6	135 18.8	47 13.4	9 6.9	232 14.1	234 15.9	82 3.3	30 35.3	-	354 66.3
(2)	60 1.9	60 2.3	-	53 2.5	7 1.3	6 1.2	35 2.5	19 2.6	-	-	22 1.3	38 2.6	1 *	41 48.2	5 33.3	13 2.4
(1) VERY DISSATISFIED	12 0.4	7 0.3	5 1.0	5 0.2	2 0.4	3 0.6	3 0.2	1 0.1	4 1.1	1 0.8	8 0.5	4 0.3	1 *	1 1.2	9 60.0	1 0.2
NOT APPLICABLE	3 0.1	2 0.1	1 0.2	2 0.1	-	-	2 0.1	-	1 0.3	-	1 0.1	2 0.1	2 0.1	-	-	1 0.2
BLANK	38	25	13	17	8	7	11	7	8	5	24	14	4	-	-	34
MEAN	4.11	4.08	4.28	4.03	4.25	4.24	4.06	4.00	4.25	4.35	4.16	4.05	4.34	2.67	1.53	3.33
STANDARD DEVIATION	0.75	0.74	0.75	0.74	0.73	0.73	0.73	0.74	0.77	0.68	0.74	0.74	0.55	0.81	0.83	0.61
STANDARD ERROR	0.01	0.01	0.03	0.02	0.03	0.03	0.02	0.03	0.04	0.06	0.02	0.02	0.01	0.09	0.22	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING	3119	28	10	53	56	37	51	86	104	36	38	43	64	31	192	82	84	117	54	50	26	141	67
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	954	9	4	17	26	16	23	31	37	14	16	11	18	8	42	24	15	30	19	22	10	35	15
	30.6	32.1	40.0	32.1	46.4	43.2	45.1	36.0	35.6	38.9	42.1	25.6	28.1	25.8	21.9	29.3	17.9	25.6	35.2	44.0	38.5	24.8	22.4
(4)	1624	17	3	28	27	17	22	45	50	18	17	22	34	22	115	45	48	63	28	23	11	74	43
	52.1	60.7	30.0	52.8	48.2	45.9	43.1	52.3	48.1	50.0	44.7	51.2	53.1	71.0	59.9	54.9	57.1	53.8	51.9	46.0	42.3	52.5	64.2
(3)	466	1	3	8	3	2	6	8	14	3	5	9	10	1	30	11	18	20	4	5	4	24	6
	14.9	3.6	30.0	15.1	5.4	5.4	11.8	9.3	13.5	8.3	13.2	20.9	15.6	3.2	15.6	13.4	21.4	17.1	7.4	10.0	15.4	17.0	9.0
(2)	60	-	-	-	-	2	-	1	3	-	-	1	2	-	4	2	3	4	3	-	1	5	2
	1.9					5.4		1.2	2.9			2.3	3.1		2.1	2.4	3.6	3.4	5.6		3.8	3.5	3.0
(1) VERY DISSATISFIED	12	1	-	-	-	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-	2	-
	0.4	3.6						1.2		2.8					0.5							1.4	
NOT APPLICABLE	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1
	0.1																					0.7	1.5
BLANK	38	-	-	2	2	1	1	-	1	-	-	1	1	-	-	-	-	2	-	1	-	2	1
MEAN	4.11	4.18	4.10	4.17	4.41	4.27	4.33	4.21	4.16	4.22	4.29	4.00	4.06	4.23	4.01	4.11	3.89	4.02	4.17	4.34	4.15	3.96	4.08
STANDARD DEVIATION	0.75	0.82	0.88	0.67	0.60	0.80	0.68	0.75	0.76	0.83	0.69	0.76	0.75	0.50	0.71	0.72	0.73	0.75	0.80	0.66	0.83	0.83	0.66
STANDARD ERROR	0.01	0.15	0.28	0.09	0.08	0.13	0.10	0.08	0.07	0.14	0.11	0.12	0.09	0.09	0.05	0.08	0.08	0.07	0.11	0.09	0.16	0.07	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	3119	168	65	58	83	55	39	113	76	96	86	95	127	51	76	45	40	46	80	78	62	72	58
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	954	42	23	17	24	10	15	35	20	19	18	24	22	15	25	19	13	19	42	29	24	32	25
	30.6	25.0	35.4	29.3	28.9	18.2	38.5	31.0	26.3	19.8	20.9	25.3	17.3	29.4	32.9	42.2	32.5	41.3	52.5	37.2	38.7	44.4	43.1
(4)	1624	94	34	28	44	35	14	58	44	50	52	40	75	29	39	21	23	19	31	29	30	34	29
	52.1	56.0	52.3	48.3	53.0	63.6	35.9	51.3	57.9	52.1	60.5	42.1	59.1	56.9	51.3	46.7	57.5	41.3	38.8	37.2	48.4	47.2	50.0
(3)	466	30	8	10	15	8	9	19	10	25	13	27	25	7	9	5	4	5	5	20	8	5	4
	14.9	17.9	12.3	17.2	18.1	14.5	23.1	16.8	13.2	26.0	15.1	28.4	19.7	13.7	11.8	11.1	10.0	10.9	6.3	25.6	12.9	6.9	6.9
(2)	60	2	-	3	-	2	1	1	2	2	3	4	4	-	3	-	-	-	-	-	-	-	-
	1.9	1.2		5.2		3.6	2.6	0.9	2.6	2.1	3.5	4.2	3.1		3.9								
(1) VERY DISSATISFIED	12	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	2	2	-	-	1	-
	0.4												0.8					4.3	2.5			1.4	
NOT APPLICABLE	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	0.1																	2.2					
BLANK	38	-	1	1	1	-	-	2	-	-	2	1	-	2	-	1	1	2	1	2	1	3	2
MEAN	4.11	4.05	4.23	4.02	4.11	3.96	4.10	4.12	4.08	3.90	3.99	3.88	3.89	4.16	4.13	4.31	4.23	4.18	4.39	4.12	4.26	4.33	4.36
STANDARD DEVIATION	0.75	0.69	0.66	0.83	0.68	0.69	0.85	0.71	0.71	0.73	0.71	0.84	0.75	0.64	0.77	0.67	0.62	0.96	0.82	0.79	0.68	0.73	0.61
STANDARD ERROR	0.01	0.05	0.08	0.11	0.07	0.09	0.14	0.07	0.08	0.07	0.08	0.09	0.07	0.09	0.09	0.10	0.10	0.14	0.09	0.09	0.09	0.09	0.08

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3099 100.0	2623 100.0	476 100.0	2094 100.0	529 100.0	493 100.0	1411 100.0	719 100.0	350 100.0	126 100.0	1633 100.0	1466 100.0	2489 100.0	85 100.0	15 100.0	510 100.0
(5) VERY SATISFIED	860 27.8	666 25.4	194 40.8	489 23.4	177 33.5	159 32.3	350 24.8	157 21.8	144 41.1	50 39.7	510 31.2	350 23.9	860 34.6	-	-	-
(4)	1629 52.6	1415 53.9	214 45.0	1145 54.7	270 51.0	260 52.7	754 53.4	401 55.8	153 43.7	61 48.4	828 50.7	801 54.6	1629 65.4	-	-	-
(3)	504 16.3	449 17.1	55 11.6	383 18.3	66 12.5	60 12.2	258 18.3	131 18.2	42 12.0	13 10.3	240 14.7	264 18.0	-	-	-	504 98.8
(2)	85 2.7	77 2.9	8 1.7	64 3.1	13 2.5	11 2.2	37 2.6	29 4.0	7 2.0	1 0.8	45 2.8	40 2.7	-	85 100.0	-	-
(1) VERY DISSATISFIED	15 0.5	10 0.4	5 1.1	8 0.4	2 0.4	2 0.4	7 0.5	1 0.1	4 1.1	1 0.8	8 0.5	7 0.5	-	-	15 100.0	-
NOT APPLICABLE	6 0.2	6 0.2	-	5 0.2	1 0.2	1 0.2	5 0.4	-	-	-	2 0.1	4 0.3	-	-	-	6 1.2
BLANK	58	40	18	24	16	13	19	8	9	9	36	22	-	-	-	58
MEAN	4.05	4.01	4.23	3.98	4.15	4.14	4.00	3.95	4.22	4.25	4.10	3.99	4.35	2.00	1.00	3.00
STANDARD DEVIATION	0.77	0.76	0.80	0.76	0.76	0.74	0.76	0.76	0.82	0.74	0.78	0.76	0.48	0.00	0.00	0.00
STANDARD ERROR	0.01	0.01	0.04	0.02	0.03	0.03	0.02	0.03	0.04	0.07	0.02	0.02	0.01	0.00	0.00	0.00

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q18. HOW WOULD YOU RATE YOUR OVERALL CALTRAIN EXPERIENCE?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
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BASE - TOTAL RESPONDING	3099	28	10	52	56	38	49	84	104	36	36	43	64	31	190	81	84	118	54	49	25	142	65
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	860	9	2	16	21	12	20	30	27	12	10	12	16	9	44	22	12	27	16	18	11	37	13
	27.8	32.1	20.0	30.8	37.5	31.6	40.8	35.7	26.0	33.3	27.8	27.9	25.0	29.0	23.2	27.2	14.3	22.9	29.6	36.7	44.0	26.1	20.0
(4)	1629	18	5	28	28	22	21	41	62	16	19	21	33	19	100	45	49	66	26	24	9	67	39
	52.6	64.3	50.0	53.8	50.0	57.9	42.9	48.8	59.6	44.4	52.8	48.8	51.6	61.3	52.6	55.6	58.3	55.9	48.1	49.0	36.0	47.2	60.0
(3)	504	1	3	7	6	3	8	9	10	7	6	9	13	3	43	13	20	21	9	6	4	27	9
	16.3	3.6	30.0	13.5	10.7	7.9	16.3	10.7	9.6	19.4	16.7	20.9	20.3	9.7	22.6	16.0	23.8	17.8	16.7	12.2	16.0	19.0	13.8
(2)	85	-	-	1	-	1	-	4	3	1	1	1	2	-	2	1	2	4	-	1	1	7	3
	2.7			1.9		2.6		4.8	2.9	2.8	2.8	2.3	3.1		1.1	1.2	2.4	3.4		2.0	4.0	4.9	4.6
(1) VERY DISSATISFIED	15	-	-	-	-	-	-	-	2	-	-	-	-	-	1	-	1	-	2	-	-	3	-
	0.5								1.9						0.5		1.2		3.7			2.1	
NOT APPLICABLE	6	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	1
	0.2				1.8														1.9			0.7	1.5
BLANK	58	-	-	3	2	-	3	2	1	-	2	1	1	-	2	1	-	1	-	2	1	1	3
MEAN	4.05	4.29	3.90	4.13	4.27	4.18	4.24	4.15	4.05	4.08	4.06	4.02	3.98	4.19	3.97	4.09	3.82	3.98	4.02	4.20	4.20	3.91	3.97
STANDARD DEVIATION	0.77	0.53	0.74	0.71	0.65	0.69	0.72	0.80	0.81	0.81	0.75	0.77	0.77	0.60	0.74	0.69	0.75	0.74	0.91	0.74	0.87	0.92	0.73
STANDARD ERROR	0.01	0.10	0.23	0.10	0.09	0.11	0.10	0.09	0.08	0.13	0.13	0.12	0.10	0.11	0.05	0.08	0.08	0.07	0.12	0.11	0.17	0.08	0.09

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q18. HOW WOULD YOU RATE YOUR OVERALL CALTRAIN EXPERIENCE?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - TOTAL RESPONDING	3099	167	65	58	82	54	39	113	76	96	87	94	126	51	76	45	38	47	79	78	63	69	57
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	860	39	22	13	20	9	10	31	16	20	15	19	15	14	27	21	12	17	45	28	21	26	24
	27.8	23.4	33.8	22.4	24.4	16.7	25.6	27.4	21.1	20.8	17.2	20.2	11.9	27.5	35.5	46.7	31.6	36.2	57.0	35.9	33.3	37.7	42.1
(4)	1629	93	32	31	46	34	20	68	48	52	49	44	77	29	34	20	21	25	22	32	33	36	25
	52.6	55.7	49.2	53.4	56.1	63.0	51.3	60.2	63.2	54.2	56.3	46.8	61.1	56.9	44.7	44.4	55.3	53.2	27.8	41.0	52.4	52.2	43.9
(3)	504	30	11	11	12	10	7	12	9	23	17	27	25	8	10	4	4	3	9	14	8	6	7
	16.3	18.0	16.9	19.0	14.6	18.5	17.9	10.6	11.8	24.0	19.5	28.7	19.8	15.7	13.2	8.9	10.5	6.4	11.4	17.9	12.7	8.7	12.3
(2)	85	3	-	3	4	1	2	2	3	1	6	4	8	-	5	-	1	-	1	4	1	-	1
	2.7	1.8		5.2	4.9	1.9	5.1	1.8	3.9	1.0	6.9	4.3	6.3		6.6		2.6		1.3	5.1	1.6		1.8
(1) VERY DISSATISFIED	15	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	2	2	-	-	1	-
	0.5												0.8					4.3	2.5			1.4	
NOT APPLICABLE	6	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.2	1.2																					
BLANK	58	1	1	1	2	1	-	2	-	-	1	2	1	2	-	1	3	1	2	2	-	6	3
MEAN	4.05	4.02	4.17	3.93	4.00	3.94	3.97	4.13	4.01	3.95	3.84	3.83	3.77	4.12	4.09	4.38	4.16	4.17	4.35	4.08	4.17	4.25	4.26
STANDARD DEVIATION	0.77	0.70	0.70	0.79	0.77	0.66	0.81	0.66	0.70	0.70	0.79	0.80	0.77	0.65	0.87	0.65	0.72	0.89	0.92	0.86	0.71	0.74	0.74
STANDARD ERROR	0.01	0.05	0.09	0.10	0.09	0.09	0.13	0.06	0.08	0.07	0.08	0.08	0.07	0.09	0.10	0.10	0.12	0.13	0.10	0.10	0.09	0.09	0.10

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q19. HOW DID YOU PAY FOR THIS TRAIN TRIP (TODAY)?

											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	3131 100.0	2643 100.0	488 100.0	2106 100.0	537 100.0	501 100.0	1421 100.0	721 100.0	355 100.0	133 100.0	1658 100.0	1473 100.0	2478 100.0	83 100.0	15 100.0	555 100.0
CLIPPER CALTRAIN MONTHLY PASS	1103 35.2	1064 40.3	39 8.0	951 45.2	113 21.0	107 21.4	636 44.8	321 44.5	35 9.9	4 3.0	468 28.2	635 43.1	839 33.9	37 44.6	6 40.0	221 39.8
GO PASS	639 20.4	598 22.6	41 8.4	523 24.8	75 14.0	61 12.2	354 24.9	183 25.4	29 8.2	12 9.0	304 18.3	335 22.7	509 20.5	17 20.5	4 26.7	109 19.6
CLIPPER CASH VALUE	507 16.2	386 14.6	121 24.8	278 13.2	108 20.1	106 21.2	183 12.9	97 13.5	94 26.5	27 20.3	305 18.4	202 13.7	406 16.4	14 16.9	-	87 15.7
ONE WAY TICKET	430 13.7	263 10.0	167 34.2	129 6.1	134 25.0	125 25.0	97 6.8	41 5.7	125 35.2	42 31.6	301 18.2	129 8.8	348 14.0	12 14.5	4 26.7	66 11.9
DAY PASS	316 10.1	210 7.9	106 21.7	118 5.6	92 17.1	88 17.6	87 6.1	35 4.9	61 17.2	45 33.8	217 13.1	99 6.7	268 10.8	2 2.4	1 6.7	45 8.1
CLIPPER 8-RIDE TICKET	125 4.0	117 4.4	8 1.6	103 4.9	14 2.6	14 2.8	61 4.3	42 5.8	5 1.4	3 2.3	56 3.4	69 4.7	98 4.0	1 1.2	-	26 4.7
CLIPPER (TYPE NOT SPECIFIED)	7 0.2	3 0.1	4 0.8	2 0.1	1 0.2	-	1 0.1	2 0.3	4 1.1	-	5 0.3	2 0.1	6 0.2	-	-	1 0.2
DID NOT PAY/OTHER PERSON PAID/LAW ENFORCEMENT	4 0.1	2 0.1	2 0.4	2 0.1	-	-	2 0.1	-	2 0.6	-	2 0.1	2 0.1	4 0.2	-	-	-
BLANK	26	20	6	12	8	5	9	6	4	2	11	15	11	2	-	13

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q19. HOW DID YOU PAY FOR THIS TRAIN TRIP (TODAY)?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - ALL RESPONDENTS	3131 100.0	28 100.0	10 100.0	54 100.0	58 100.0	38 100.0	51 100.0	84 100.0	104 100.0	36 100.0	38 100.0	44 100.0	64 100.0	31 100.0	192 100.0	82 100.0	84 100.0	118 100.0	54 100.0	49 100.0	25 100.0	143 100.0	67 100.0
CLIPPER CALTRAIN MONTHLY PASS	1103 35.2	15 53.6	3 30.0	8 14.8	7 12.1	7 18.4	9 17.6	20 23.8	26 25.0	7 19.4	5 13.2	12 27.3	39 60.9	15 48.4	118 61.5	31 37.8	44 52.4	43 36.4	23 42.6	14 28.6	10 40.0	54 37.8	32 47.8
GO PASS	639 20.4	4 14.3	1 10.0	7 13.0	5 8.6	4 10.5	2 3.9	14 16.7	15 14.4	8 22.2	1 2.6	24 54.5	5 7.8	3 9.7	32 16.7	19 23.2	12 14.3	39 33.1	15 27.8	11 22.4	8 32.0	41 28.7	18 26.9
CLIPPER CASH VALUE	507 16.2	2 7.1	4 40.0	16 29.6	7 12.1	11 28.9	13 25.5	16 19.0	16 15.4	9 25.0	12 31.6	3 6.8	5 7.8	8 25.8	17 8.9	17 20.7	13 15.5	19 16.1	6 11.1	7 14.3	1 4.0	24 16.8	10 14.9
ONE WAY TICKET	430 13.7	2 7.1	1 10.0	18 33.3	18 31.0	14 36.8	17 33.3	16 19.0	18 17.3	6 16.7	15 39.5	2 4.5	4 6.3	2 6.5	6 3.1	2 2.4	5 6.0	7 5.9	4 7.4	8 16.3	4 16.0	7 4.9	4 6.0
DAY PASS	316 10.1	2 7.1	-	5 9.3	19 32.8	2 5.3	10 19.6	14 16.7	28 26.9	5 13.9	3 7.9	1 2.3	3 4.7	-	10 5.2	8 9.8	5 6.0	8 6.8	5 9.3	5 10.2	1 4.0	11 7.7	1 1.5
CLIPPER 8-RIDE TICKET	125 4.0	3 10.7	1 10.0	-	2 3.4	-	-	4 4.8	1 1.0	1 2.8	2 5.3	2 4.5	8 12.5	3 9.7	8 4.2	5 6.1	5 6.0	2 1.7	1 1.9	4 8.2	-	6 4.2	2 3.0
CLIPPER (TYPE NOT SPECIFIED)	7 0.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 4.0	-	-
DID NOT PAY/OTHER PERSON PAID/LAW ENFORCEMENT	4 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.5	-	-	-	-	-	-	-	-
BLANK	26	-	-	1	-	-	1	2	1	-	-	-	1	-	-	-	-	1	-	2	1	-	1

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q19. HOW DID YOU PAY FOR THIS TRAIN TRIP (TODAY)?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	3131 100.0	166 100.0	66 100.0	58 100.0	84 100.0	55 100.0	39 100.0	115 100.0	76 100.0	95 100.0	87 100.0	94 100.0	126 100.0	52 100.0	76 100.0	46 100.0	40 100.0	47 100.0	81 100.0	78 100.0	63 100.0	75 100.0	58 100.0
CLIPPER CALTRAIN MONTHLY PASS	1103 35.2	72 43.4	15 22.7	28 48.3	45 53.6	24 43.6	17 43.6	56 48.7	37 48.7	47 49.5	23 26.4	41 43.6	74 58.7	23 44.2	20 26.3	7 15.2	4 10.0	1 2.1	8 9.9	8 10.3	7 11.1	4 5.3	-
GO PASS	639 20.4	51 30.7	19 28.8	16 27.6	15 17.9	11 20.0	15 38.5	45 39.1	18 23.7	20 21.1	25 28.7	22 23.4	15 11.9	16 30.8	22 28.9	3 6.5	4 10.0	-	7 8.6	7 9.0	8 12.7	7 9.3	5 8.6
CLIPPER CASH VALUE	507 16.2	14 8.4	10 15.2	7 12.1	13 15.5	6 10.9	3 7.7	4 3.5	9 11.8	13 13.7	22 25.3	14 14.9	14 11.1	6 11.5	15 19.7	15 32.6	14 35.0	21 44.7	8 9.9	20 25.6	16 25.4	14 18.7	13 22.4
ONE WAY TICKET	430 13.7	14 8.4	17 25.8	2 3.4	5 6.0	2 3.6	2 5.1	2 1.7	4 5.3	7 7.4	5 5.7	8 8.5	4 3.2	2 3.8	9 11.8	14 30.4	10 25.0	18 38.3	40 49.4	28 35.9	15 23.8	25 33.3	17 29.3
DAY PASS	316 10.1	12 7.2	3 4.5	-	5 6.0	8 14.5	1 2.6	6 5.2	4 5.3	3 3.2	4 4.6	2 2.1	6 4.8	2 3.8	8 10.5	6 13.0	7 17.5	4 8.5	16 19.8	14 17.9	14 22.2	23 30.7	22 37.9
CLIPPER 8-RIDE TICKET	125 4.0	3 1.8	1 1.5	5 8.6	1 1.2	4 7.3	1 2.6	1 0.9	4 5.3	5 5.3	7 8.0	7 7.4	13 10.3	3 5.8	2 2.6	-	1 2.5	1 2.1	-	1 1.3	2 3.2	2 2.7	1 1.7
CLIPPER (TYPE NOT SPECIFIED)	7 0.2	-	-	-	-	-	-	1 0.9	-	-	1 1.1	-	-	-	-	1 2.2	-	1 2.1	1 1.2	-	1 1.6	-	-
DID NOT PAY/OTHER PERSON PAID/LAW ENFORCEMENT	4 0.1	-	1 1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2.1	1 1.2	-	-	-	-
BLANK	26	2	-	1	-	-	-	-	-	1	1	2	1	1	-	-	1	1	-	2	-	-	2

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q20. HOW DO YOU GET YOUR SERVICE DISRUPTION COMMUNICATIONS? (MULTIPLE RESPONSES ACCEPTED)

											OVERALL CALTRAIN EXPERIENCE						
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/ SMWHT SATIS				NTRAL NA/ BLANK	
	TOTAL	TIME PERIOD		PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT DISSAT	SMWHT DISSAT	VERY DISSAT		
		WKDAY	SAT														
BASE - ALL RESPONDENTS	2876 100.0	2480 100.0	396 100.0	2009 100.0	471 100.0	441 100.0	1351 100.0	688 100.0	294 100.0	102 100.0	1485 100.0	1391 100.0	2267 100.0	78 100.0	15 100.0	516 100.0	
(NON-TECH) ASSISTANCE FROM CALTRAIN	1761 61.2	1521 61.3	240 60.6	1247 62.1	274 58.2	255 57.8	843 62.4	423 61.5	183 62.2	57 55.9	899 60.5	862 62.0	1430 63.1	42 53.8	4 26.7	285 55.2	
STATION INFORMATION BOARDS/IN-STATION ANNOUNCEMENTS	1191 41.4	1031 41.6	160 40.4	841 41.9	190 40.3	173 39.2	596 44.1	262 38.1	127 43.2	33 32.4	623 42.0	568 40.8	978 43.1	24 30.8	1 6.7	188 36.4	
CONDUCTOR/STATION AGENT/OTHER CALTRAIN STAFF IN PERSON	1063 37.0	943 38.0	120 30.3	805 40.1	138 29.3	128 29.0	521 38.6	294 42.7	91 31.0	29 28.4	512 34.5	551 39.6	868 38.3	22 28.2	3 20.0	170 32.9	
CALTRAIN CUSTOMER SERVICE (1-800-660- 4287)	102 3.5	78 3.1	24 6.1	55 2.7	23 4.9	22 5.0	40 3.0	16 2.3	19 6.5	5 4.9	56 3.8	46 3.3	88 3.9	2 2.6	-	12 2.3	
TECHNOLOGICAL RESOURCES	1737 60.4	1539 62.1	198 50.0	1287 64.1	252 53.5	233 52.8	876 64.8	430 62.5	151 51.4	47 46.1	868 58.5	869 62.5	1330 58.7	51 65.4	11 73.3	345 66.9	
TWITTER	858 29.8	806 32.5	52 13.1	707 35.2	99 21.0	87 19.7	474 35.1	245 35.6	42 14.3	10 9.8	385 25.9	473 34.0	622 27.4	37 47.4	4 26.7	195 37.8	
CALTRAIN WEBSITE (WWW.CALTRAIN.COM)	566 19.7	442 17.8	124 31.3	342 17.0	100 21.2	101 22.9	232 17.2	109 15.8	96 32.7	28 27.5	335 22.6	231 16.6	472 20.8	6 7.7	3 20.0	85 16.5	
CALTRAIN APP (NOT SPECIFIED WHICH ONE)	156 5.4	149 6.0	7 1.8	131 6.5	18 3.8	16 3.6	94 7.0	39 5.7	6 2.0	1 1.0	72 4.8	84 6.0	129 5.7	3 3.8	1 6.7	23 4.5	
APP (GENERAL)	156 5.4	144 5.8	12 3.0	114 5.7	30 6.4	24 5.4	82 6.1	38 5.5	9 3.1	3 2.9	80 5.4	76 5.5	118 5.2	1 1.3	1 6.7	36 7.0	
CALTRAIN.ME APP	141 4.9	133 5.4	8 2.0	116 5.8	17 3.6	16 3.6	79 5.8	38 5.5	5 1.7	3 2.9	59 4.0	82 5.9	104 4.6	7 9.0	-	30 5.8	
GOOGLE	41 1.4	32 1.3	9 2.3	19 0.9	13 2.8	13 2.9	11 0.8	8 1.2	7 2.4	2 2.0	30 2.0	11 0.8	33 1.5	-	2 13.3	6 1.2	
(NON-TECH) ASSISTANCE FROM THIRD PARTY RESOURCES	87 3.0	67 2.7	20 5.1	46 2.3	21 4.5	17 3.9	33 2.4	17 2.5	15 5.1	5 4.9	49 3.3	38 2.7	72 3.2	-	1 6.7	14 2.7	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q20. HOW DO YOU GET YOUR SERVICE DISRUPTION COMMUNICATIONS? (MULTIPLE RESPONSES ACCEPTED)

	WEEKDAY										OVERALL CALTRAIN EXPERIENCE					
	TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====				
	=====		=====		=====			=====		=====		VERY/ SMWHT	SMWHT	VERY	NTRAL	
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
FRIENDS/RELATIVES/ NEIGHBORS/OTHER PASSENGERS	20 0.7	17 0.7	3 0.8	14 0.7	3 0.6	2 0.5	13 1.0	2 0.3	2 0.7	1 1.0	8 0.5	12 0.9	16 0.7	-	-	4 0.8
EMPLOYER COMMUTER RESOURCES	11 0.4	11 0.4	-	11 0.5	-	-	5 0.4	6 0.9	-	-	2 0.1	9 0.6	9 0.4	-	1 6.7	1 0.2
OTHER (NOT SPECIFIED)	56 1.9	39 1.6	17 4.3	21 1.0	18 3.8	15 3.4	15 1.1	9 1.3	13 4.4	4 3.9	39 2.6	17 1.2	47 2.1	-	-	9 1.7
NOT APPLICABLE/DON'T NEED IT/DON'T USE IT/ JUST GO	27 0.9	15 0.6	12 3.0	7 0.3	8 1.7	7 1.6	4 0.3	4 0.6	9 3.1	3 2.9	17 1.1	10 0.7	19 0.8	1 1.3	2 13.3	5 1.0
BLANK	281	183	98	109	74	65	79	39	65	33	184	97	222	7	-	52

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q20. HOW DO YOU GET YOUR SERVICE DISRUPTION COMMUNICATIONS? (MULTIPLE RESPONSES ACCEPTED)

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
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BASE - ALL RESPONDENTS	2876 100.0	28 100.0	10 100.0	48 100.0	46 100.0	35 100.0	46 100.0	75 100.0	94 100.0	30 100.0	29 100.0	42 100.0	61 100.0	30 100.0	184 100.0	78 100.0	84 100.0	114 100.0	50 100.0	44 100.0	24 100.0	133 100.0	67 100.0
(NON-TECH) ASSISTANCE FROM CALTRAIN	1761 61.2	22 78.6	8 80.0	25 52.1	21 45.7	21 60.0	28 60.9	37 49.3	64 68.1	17 56.7	12 41.4	26 61.9	42 68.9	24 80.0	117 63.6	52 66.7	52 61.9	72 63.2	29 58.0	32 72.7	17 70.8	79 59.4	35 52.2
STATION INFORMATION BOARDS/IN-STATION ANNOUNCEMENTS	1191 41.4	12 42.9	7 70.0	19 39.6	10 21.7	13 37.1	25 54.3	23 30.7	42 44.7	13 43.3	9 31.0	23 54.8	29 47.5	17 56.7	75 40.8	38 48.7	28 33.3	47 41.2	19 38.0	21 47.7	15 62.5	56 42.1	24 35.8
CONDUCTOR/STATION AGENT/OTHER CALTRAIN STAFF IN PERSON	1063 37.0	19 67.9	2 20.0	14 29.2	14 30.4	9 25.7	7 15.2	15 20.0	34 36.2	6 20.0	8 27.6	13 31.0	30 49.2	22 73.3	76 41.3	36 46.2	35 41.7	45 39.5	16 32.0	18 40.9	13 54.2	45 33.8	22 32.8
CALTRAIN CUSTOMER SERVICE (1-800-660- 4287)	102 3.5	2 7.1	1 10.0	1 2.1	3 6.5	7 20.0	2 4.3	2 2.7	4 4.3	-	-	1 2.4	3 4.9	-	5 2.7	4 5.1	5 6.0	4 3.5	-	3 6.8	1 4.2	2 1.5	2 3.0
TECHNOLOGICAL RESOURCES	1737 60.4	9 32.1	6 60.0	29 60.4	30 65.2	17 48.6	25 54.3	42 56.0	38 40.4	19 63.3	18 62.1	26 61.9	41 67.2	13 43.3	115 62.5	51 65.4	62 73.8	74 64.9	36 72.0	21 47.7	13 54.2	87 65.4	47 70.1
TWITTER	858 29.8	2 7.1	4 40.0	11 22.9	8 17.4	5 14.3	3 6.5	20 26.7	17 18.1	10 33.3	7 24.1	15 35.7	22 36.1	9 30.0	52 28.3	28 35.9	46 54.8	49 43.0	16 32.0	12 27.3	6 25.0	45 33.8	24 35.8
CALTRAIN WEBSITE (WWW.CALTRAIN.COM)	566 19.7	8 28.6	3 30.0	13 27.1	17 37.0	7 20.0	14 30.4	10 13.3	15 16.0	7 23.3	7 24.1	4 9.5	12 19.7	3 10.0	32 17.4	14 17.9	10 11.9	16 14.0	10 20.0	3 6.8	7 29.2	25 18.8	12 17.9
CALTRAIN APP (NOT SPECIFIED WHICH ONE)	156 5.4	-	-	3 6.3	1 2.2	3 8.6	2 4.3	6 8.0	1 1.1	-	-	3 7.1	4 6.6	-	14 7.6	5 6.4	6 7.1	11 9.6	6 12.0	2 4.5	-	8 6.0	7 10.4
APP (GENERAL)	156 5.4	-	-	3 6.3	1 2.2	2 5.7	3 6.5	3 4.0	5 5.3	3 10.0	4 13.8	-	4 6.6	-	10 5.4	6 7.7	3 3.6	6 5.3	4 8.0	5 11.4	1 4.2	10 7.5	4 6.0
CALTRAIN.ME APP	141 4.9	1 3.6	-	-	4 8.7	1 2.9	1 2.2	5 6.7	3 3.2	1 3.3	-	5 11.9	2 3.3	4 13.3	16 8.7	2 2.6	3 3.6	2 1.8	4 8.0	1 2.3	1 4.2	11 8.3	4 6.0
GOOGLE	41 1.4	-	-	1 2.1	2 4.3	-	3 6.5	3 4.0	2 2.1	2 6.7	-	1 2.4	-	-	1 0.5	2 2.6	-	1 0.9	-	-	-	2 1.5	-
(NON-TECH) ASSISTANCE FROM THIRD PARTY RESOURCES	87 3.0	-	-	2 4.2	1 2.2	1 2.9	-	2 2.7	8 8.5	1 3.3	2 6.9	1 2.4	-	-	3 1.6	1 1.3	2 2.4	3 2.6	-	2 4.5	2 8.3	6 4.5	1 1.5
FRIENDS/RELATIVES/ NEIGHBORS/OTHER PASSENGERS	20 0.7	-	-	-	1 2.2	-	-	-	1 1.1	-	-	1 2.4	-	-	2 1.1	-	1 1.2	1 0.9	-	1 2.3	-	3 2.3	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q20. HOW DO YOU GET YOUR SERVICE DISRUPTION COMMUNICATIONS? (MULTIPLE RESPONSES ACCEPTED)

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
EMPLOYER COMMUTER RESOURCES	11 0.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.9	-	-	-	-	-
OTHER (NOT SPECIFIED)	56 1.9	-	-	2 4.2	-	1 2.9	-	2 2.7	7 7.4	1 3.3	2 6.9	-	-	-	1 0.5	1 1.3	1 1.2	1 0.9	-	1 2.3	2 8.3	3 2.3	1 1.5
NOT APPLICABLE/DON'T NEED IT/DON'T USE IT/ JUST GO	27 0.9	-	-	1 2.1	1 2.2	-	2 4.3	2 2.7	-	-	1 3.4	-	-	-	-	-	-	1 0.9	-	1 2.3	-	-	-
BLANK	281	-	-	7	12	3	6	11	11	6	9	2	4	1	8	4	-	5	4	7	2	10	1

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q20. HOW DO YOU GET YOUR SERVICE DISRUPTION COMMUNICATIONS? (MULTIPLE RESPONSES ACCEPTED)

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	2876 100.0	162 100.0	60 100.0	56 100.0	75 100.0	49 100.0	38 100.0	112 100.0	73 100.0	91 100.0	82 100.0	89 100.0	120 100.0	51 100.0	70 100.0	40 100.0	38 100.0	34 100.0	64 100.0	65 100.0	53 100.0	57 100.0	45 100.0
(NON-TECH) ASSISTANCE FROM CALTRAIN	1761 61.2	106 65.4	33 55.0	28 50.0	42 56.0	35 71.4	22 57.9	79 70.5	46 63.0	62 68.1	45 54.9	55 61.8	75 62.5	28 54.9	33 47.1	27 67.5	25 65.8	21 61.8	38 59.4	39 60.0	33 62.3	36 63.2	21 46.7
STATION INFORMATION BOARDS/IN-STATION ANNOUNCEMENTS	1191 41.4	78 48.1	25 41.7	20 35.7	35 46.7	26 53.1	20 52.6	50 44.6	32 43.8	38 41.8	31 37.8	26 29.2	43 35.8	16 31.4	26 37.1	20 50.0	17 44.7	12 35.3	26 40.6	29 44.6	23 43.4	20 35.1	13 28.9
CONDUCTOR/STATION AGENT/OTHER CALTRAIN STAFF IN PERSON	1063 37.0	61 37.7	17 28.3	20 35.7	17 22.7	22 44.9	13 34.2	56 50.0	30 41.1	49 53.8	26 31.7	43 48.3	52 43.3	20 39.2	18 25.7	16 40.0	11 28.9	12 35.3	19 29.7	19 29.2	14 26.4	20 35.1	9 20.0
CALTRAIN CUSTOMER SERVICE (1-800-660-4287)	102 3.5	5 3.1	2 3.3	-	2 2.7	1 2.0	-	3 2.7	2 2.7	3 3.3	1 1.2	2 2.2	4 3.3	-	1 1.4	2 5.0	3 7.9	2 5.9	5 7.8	2 3.1	5 9.4	3 5.3	2 4.4
TECHNOLOGICAL RESOURCES	1737 60.4	108 66.7	38 63.3	42 75.0	50 66.7	25 51.0	27 71.1	66 58.9	42 57.5	60 65.9	48 58.5	56 62.9	74 61.7	35 68.6	49 70.0	17 42.5	21 55.3	15 44.1	31 48.4	42 64.6	25 47.2	26 45.6	21 46.7
TWITTER	858 29.8	53 32.7	16 26.7	20 35.7	28 37.3	14 28.6	19 50.0	33 29.5	25 34.2	36 39.6	24 29.3	33 37.1	50 41.7	18 35.3	26 37.1	5 12.5	4 10.5	4 11.8	9 14.1	13 20.0	7 13.2	7 12.3	3 6.7
CALTRAIN WEBSITE (WWW.CALTRAIN.COM)	566 19.7	28 17.3	13 21.7	11 19.6	17 22.7	8 16.3	7 18.4	14 12.5	10 13.7	21 23.1	12 14.6	8 9.0	22 18.3	11 21.6	11 15.7	10 25.0	14 36.8	9 26.5	19 29.7	27 41.5	17 32.1	15 26.3	13 28.9
CALTRAIN APP (NOT SPECIFIED WHICH ONE)	156 5.4	15 9.3	3 5.0	3 5.4	6 8.0	-	1 2.6	13 11.6	5 6.8	2 2.2	5 6.1	2 2.2	4 3.3	1 2.0	7 10.0	2 5.0	2 5.3	-	-	1 1.5	1 1.9	-	1 2.2
APP (GENERAL)	156 5.4	12 7.4	6 10.0	6 10.7	1 1.3	3 6.1	1 2.6	10 8.9	2 2.7	3 3.3	4 4.9	8 9.0	3 2.5	3 5.9	5 7.1	1 2.5	1 2.6	1 2.9	2 3.1	3 4.6	1 1.9	1 1.8	2 4.4
CALTRAIN.ME APP	141 4.9	9 5.6	3 5.0	3 5.4	4 5.3	3 6.1	2 5.3	4 3.6	4 5.5	3 3.3	6 7.3	7 7.9	7 5.8	5 9.8	2 2.9	1 2.5	-	-	1 1.6	2 3.1	1 1.9	2 3.5	1 2.2
GOOGLE	41 1.4	1 0.6	-	2 3.6	1 1.3	-	-	1 0.9	-	2 2.2	-	1 1.1	2 1.7	-	2 2.9	-	2 5.3	1 2.9	1 1.6	1 1.5	2 3.8	1 1.8	1 2.2
(NON-TECH) ASSISTANCE FROM THIRD PARTY RESOURCES	87 3.0	5 3.1	1 1.7	-	2 2.7	2 4.1	2 5.3	3 2.7	2 2.7	-	3 3.7	2 2.2	5 4.2	1 2.0	1 1.4	2 5.0	3 7.9	1 2.9	4 6.3	2 3.1	3 5.7	2 3.5	3 6.7
FRIENDS/RELATIVES/NEIGHBORS/OTHER PASSENGERS	20 0.7	3 1.9	-	-	-	-	1 2.6	2 1.8	-	-	-	-	-	-	-	-	-	1 2.9	-	-	1 1.9	-	1 2.2

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q20. HOW DO YOU GET YOUR SERVICE DISRUPTION COMMUNICATIONS? (MULTIPLE RESPONSES ACCEPTED)

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
EMPLOYER COMMUTER RESOURCES	11 0.4	1 0.6	-	-	1 1.3	2 4.1	-	1 0.9	1 1.4	-	-	2 2.2	1 0.8	1 2.0	-	-	-	-	-	-	-	-	-
OTHER (NOT SPECIFIED)	56 1.9	1 0.6	1 1.7	-	1 1.3	-	1 2.6	-	1 1.4	-	3 3.7	-	4 3.3	-	1 1.4	2 5.0	3 7.9	-	4 6.3	2 3.1	2 3.8	2 3.5	2 4.4
NOT APPLICABLE/DON'T NEED IT/DON'T USE IT/ JUST GO	27 0.9	-	-	-	2 2.7	-	-	-	2 2.7	-	1 1.2	-	-	1 2.0	-	1 2.5	-	3 8.8	4 6.3	1 1.5	-	1 1.8	2 4.4
BLANK	281	6	6	3	9	6	1	3	3	5	6	7	7	2	6	6	3	14	17	15	10	18	15

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q21. 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
BASE - ALL RESPONDENTS	3087 100.0	2615 100.0	472 100.0	2088 100.0	527 100.0	494 100.0	1405 100.0	716 100.0	341 100.0	131 100.0	1626 100.0	1461 100.0	2449 100.0	82 100.0	15 100.0	541 100.0
SF/4TH & KING	980 31.7	851 32.5	129 27.3	652 31.2	199 37.8	175 35.4	411 29.3	265 37.0	86 25.2	43 32.8	474 29.2	506 34.6	777 31.7	36 43.9	5 33.3	162 29.9
SAN JOSE-DIRIDON	314 10.2	246 9.4	68 14.4	201 9.6	45 8.5	48 9.7	52 3.7	146 20.4	32 9.4	36 27.5	235 14.5	79 5.4	255 10.4	7 8.5	2 13.3	50 9.2
PALO ALTO	293 9.5	264 10.1	29 6.1	197 9.4	67 12.7	54 10.9	156 11.1	54 7.5	24 7.0	5 3.8	158 9.7	135 9.2	240 9.8	5 6.1	-	48 8.9
MOUNTAIN VIEW	242 7.8	206 7.9	36 7.6	177 8.5	29 5.5	30 6.1	120 8.5	56 7.8	19 5.6	17 13.0	124 7.6	118 8.1	172 7.0	8 9.8	4 26.7	58 10.7
SUNNYVALE	167 5.4	124 4.7	43 9.1	106 5.1	18 3.4	19 3.8	75 5.3	30 4.2	26 7.6	17 13.0	85 5.2	82 5.6	135 5.5	3 3.7	-	29 5.4
REDWOOD CITY	152 4.9	127 4.9	25 5.3	102 4.9	25 4.7	24 4.9	70 5.0	33 4.6	18 5.3	7 5.3	80 4.9	72 4.9	125 5.1	4 4.9	3 20.0	20 3.7
HILLSDALE	139 4.5	127 4.9	12 2.5	113 5.4	14 2.7	10 2.0	89 6.3	28 3.9	12 3.5	-	62 3.8	77 5.3	105 4.3	5 6.1	-	29 5.4
MILLBRAE	104 3.4	85 3.3	19 4.0	72 3.4	13 2.5	13 2.6	42 3.0	30 4.2	18 5.3	1 0.8	44 2.7	60 4.1	78 3.2	5 6.1	-	21 3.9
SANTA CLARA	76 2.5	59 2.3	17 3.6	50 2.4	9 1.7	11 2.2	48 3.4	-	17 5.0	-	40 2.5	36 2.5	63 2.6	1 1.2	-	12 2.2
22ND STREET	72 2.3	64 2.4	8 1.7	59 2.8	5 0.9	5 1.0	43 3.1	16 2.2	7 2.1	1 0.8	35 2.2	37 2.5	64 2.6	-	-	8 1.5
CALIFORNIA AVENUE	72 2.3	60 2.3	12 2.5	41 2.0	19 3.6	17 3.4	40 2.8	3 0.4	11 3.2	1 0.8	41 2.5	31 2.1	55 2.2	3 3.7	-	14 2.6
MENLO PARK	64 2.1	57 2.2	7 1.5	40 1.9	17 3.2	13 2.6	38 2.7	6 0.8	7 2.1	-	28 1.7	36 2.5	50 2.0	-	1 6.7	13 2.4
SAN MATEO	64 2.1	46 1.8	18 3.8	35 1.7	11 2.1	12 2.4	30 2.1	4 0.6	18 5.3	-	42 2.6	22 1.5	53 2.2	2 2.4	-	9 1.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q21. 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?		VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
	TOTAL	WKHTMLDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE			
TAMMEN	59 1.9	57 2.2	2 0.4	55 2.6	2 0.4	1 0.2	21 1.5	35 4.9	-	2 1.5	40 2.5	19 1.3	46 1.9	-	- 2.4
LAWRENCE	52 1.7	46 1.8	6 1.3	38 1.8	8 1.5	8 1.6	38 2.7	-	6 1.8	-	20 1.2	32 2.2	45 1.8	-	- 1.3
SAN ANTONIO	50 1.6	41 1.6	9 1.9	33 1.6	8 1.5	9 1.8	32 2.3	-	9 2.6	-	20 1.2	30 2.1	39 1.6	-	- 2.0
SAN CARLOS	39 1.3	38 1.5	1 0.2	26 1.2	12 2.3	14 2.8	22 1.6	2 0.3	1 0.3	-	25 1.5	14 1.0	29 1.2	3 3.7	- 1.3
BURLINGAME	29 0.9	24 0.9	5 1.1	16 0.8	8 1.5	11 2.2	12 0.9	1 0.1	5 1.5	-	18 1.1	11 0.8	26 1.1	-	- 0.6
BELMONT	23 0.7	16 0.6	7 1.5	7 0.3	9 1.7	7 1.4	9 0.6	-	7 2.1	-	18 1.1	5 0.3	17 0.7	-	- 1.1
SOUTH SAN FRANCISCO	20 0.6	16 0.6	4 0.8	13 0.6	3 0.6	3 0.6	13 0.9	-	4 1.2	-	9 0.6	11 0.8	18 0.7	-	- 0.4
SAN BRUNO	19 0.6	14 0.5	5 1.1	8 0.4	6 1.1	9 1.8	5 0.4	-	5 1.5	-	11 0.7	8 0.5	16 0.7	-	- 0.6
MORGAN HILL	12 0.4	12 0.5	-	12 0.6	-	-	8 0.6	4 0.6	-	-	4 0.2	8 0.5	8 0.3	-	- 0.7
BLOSSOM HILL	11 0.4	11 0.4	-	11 0.5	-	-	8 0.6	3 0.4	-	-	3 0.2	8 0.5	9 0.4	-	- 0.4
GILROY	11 0.4	11 0.4	-	11 0.5	-	-	11 0.8	-	-	-	-	11 0.8	4 0.2	-	- 1.3
BAYSHORE	9 0.3	3 0.1	6 1.3	1 *	2 0.4	3 0.6	-	-	6 1.8	-	8 0.5	1 0.1	9 0.4	-	- -
SAN MARTIN	8 0.3	8 0.3	-	8 0.4	-	-	8 0.6	-	-	-	1 0.1	7 0.5	7 0.3	-	- 0.2
CAPITOL	4 0.1	4 0.2	-	4 0.2	-	-	4 0.3	-	-	-	-	4 0.3	3 0.1	-	- 0.2

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q21. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY BOARD?

											OVERALL CALTRAIN EXPERIENCE					
			WEEKDAY 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
HAYWARD PARK	3 0.1	2 0.1	1 0.2	2 0.1	-	-	2 0.1	-	1 0.3	-	2 0.1	1 0.1	3 0.1	-	-	-
BROADWAY	2 0.1	-	2 0.4	-	-	-	-	-	2 0.6	-	-	2 0.1	2 0.1	-	-	-
STANFORD	1 *	-	1 0.2	-	-	-	-	-	-	1 0.8	1 0.1	-	-	-	-	1 0.2
NO ANSWER	70	48	22	30	18	12	25	11	18	4	43	27	40	3	-	27

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q21. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY BOARD?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	3087 100.0	28 100.0	10 100.0	54 100.0	58 100.0	38 100.0	49 100.0	83 100.0	103 100.0	36 100.0	35 100.0	44 100.0	62 100.0	31 100.0	192 100.0	82 100.0	82 100.0	117 100.0	54 100.0	47 100.0	24 100.0	139 100.0	67 100.0
SF/4TH & KING	980 31.7	- 20.0	2 74.1	40 1.7	1 47.4	18 2.0	1 56.6	47 63.1	65 2.8	1 6.8	- 45.2	3 0.5	- 70.7	14 65.0	1 55.3	58 26	- 55.3	76 55.3	- 55.3	26 47.5	- 47.5	66 7.5	5 7.5
SAN JOSE-DIRIDON	314 10.2	7 25.0	- 1.9	1 32.8	19 2.6	1 2.0	1 2.4	2 1.9	2 11.1	4 31.4	11 4.8	- 3.1	3 13.4	- 20.4	6 8.5	- 17.0	11 33.3	- 17.3	11 17.3	4 2.2	- 2.2	3 6.0	4 6.0
PALO ALTO	293 9.5	2 7.1	1 10.0	1 1.9	12 20.7	3 7.9	7 14.3	8 9.6	7 6.8	9 25.0	4 11.4	3 6.8	1 1.6	2 6.5	11 5.7	- 2.4	2 2.6	3 5.6	3 5.6	8 17.0	8 33.3	24 17.3	17 25.4
MOUNTAIN VIEW	242 7.8	3 10.7	- 1.9	1 8.6	5 8.6	- 10.2	5 4.8	4 2.9	3 11.1	4 14.3	5 2.3	1 21.0	13 10.4	- 10.4	20 18.3	- 18.3	15 13.0	- 13.0	7 8.3	- 8.3	2 3.6	5 3.6	22 32.8
SUNNYVALE	167 5.4	2 7.1	- 8.6	- 8.6	5 6.1	- 6.1	3 1.2	1 1.9	2 13.9	5 2.9	1 2.9	- 6.5	4 6.5	- 6.8	13 6.8	- 43.9	36 9.3	- 9.3	5 4.2	- 4.2	1 5.0	7 5.0	- 5.0
REDWOOD CITY	152 4.9	4 14.3	- 1.9	1 5.2	3 5.2	2 5.3	3 6.1	2 2.4	7 6.8	1 2.8	1 2.9	3 6.8	12 19.4	- 6.8	13 6.8	2 2.4	1 1.2	6 5.1	4 7.4	- 20.8	5 0.7	1 0.7	- 0.7
HILLSDALE	139 4.5	1 3.6	- 1.9	1 1.9	- 1.9	- 1.9	3 6.1	2 2.4	- 8.3	3 8.3	- 9.1	4 11.3	7 9.7	3 13.5	26 13.5	- 7.3	6 3.4	4 3.4	- 4.3	2 4.3	3 12.5	9 6.5	5 7.5
MILLBRAE	104 3.4	- 10.0	1 10.0	1 1.9	1 1.7	2 5.3	1 2.0	5 6.0	- 6.0	1 2.8	1 2.9	15 34.1	- 34.1	- 34.1	3 1.6	1 1.2	- 4.3	5 4.3	- 4.3	1 2.1	- 2.1	1 0.7	1 1.5
SANTA CLARA	76 2.5	2 7.1	- 7.1	- 7.1	- 7.1	1 2.6	5 10.2	- 10.2	1 1.0	- 5.7	2 5.7	- 3.2	2 3.2	- 13.0	25 13.0	- 13.0	- 5.6	- 5.6	3 5.6	- 5.6	- 1.4	2 1.4	- 1.4
22ND STREET	72 2.3	- 2.3	- 2.3	2 3.7	- 3.7	2 5.3	- 5.3	- 1.0	1 1.0	- 1.0	- 1.0	7 15.9	- 15.9	2 6.5	- 6.5	18 22.0	- 22.0	13 11.1	- 11.1	- 11.1	- 11.1	- 11.1	- 11.1
CALIFORNIA AVENUE	72 2.3	- 2.3	- 2.3	3 5.6	- 5.6	- 5.6	6 12.2	3 3.6	- 5.6	2 8.6	3 8.6	1 2.3	2 3.2	- 3.1	6 3.1	- 1.2	1 2.6	3 1.9	1 2.1	1 4.2	1 4.2	8 5.8	- 5.8
MENLO PARK	64 2.1	- 2.1	- 2.1	1 1.9	3 5.2	1 2.6	3 6.1	1 1.2	2 1.9	1 2.8	1 2.9	- 8.1	5 6.5	2 6.5	9 4.7	- 4.7	- 0.9	1 7.4	4 6.4	3 4.2	1 4.2	- 10.4	7 10.4
SAN MATEO	64 2.1	1 3.6	1 10.0	1 1.9	1 1.7	- 6.1	3 6.1	- 2.9	3 2.9	1 2.8	1 2.9	6 13.6	- 13.6	1 3.2	- 3.2	1 1.2	3 3.7	5 4.3	- 4.3	- 4.2	1 2.2	3 2.2	1 1.5
TAMMEN	59 1.9	- 1.9	- 1.9	- 1.9	- 1.9	- 1.9	- 1.9	- 1.9	- 1.9	- 1.9	1 2.9	- 2.9	2 3.2	- 3.1	6 3.1	- 3.1	- 16.7	- 16.7	9 2.1	1 2.1	- 0.7	1 0.7	- 0.7
LAWRENCE	52 1.7	- 1.7	- 1.7	- 1.7	3 5.2	- 5.2	1 2.0	1 1.2	- 2.8	1 2.8	2 5.7	- 5.7	6 9.7	- 9.7	6 3.1	- 3.1	- 9.3	- 9.3	5 9.3	- 9.3	- 6.0	- 6.0	4 6.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q21. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY BOARD?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
SAN ANTONIO	50 1.6	1 3.6	-	-	4 6.9	1 2.6	1 2.0	-	1 1.0	1 2.8	-	-	3 4.8	-	17 8.9	-	-	-	1 1.9	-	-	-	-
SAN CARLOS	39 1.3	1 3.6	1 10.0	1 1.9	-	1 2.6	4 8.2	1 1.2	2 1.9	2 5.6	1 2.9	-	1 1.6	-	-	1 1.2	6 7.3	1 0.9	1 1.9	-	-	6 4.3	-
BURLINGAME	29 0.9	3 10.7	-	-	1 1.7	2 5.3	-	3 3.6	1 1.0	-	1 2.9	2 4.5	1 1.6	5 16.1	-	-	-	-	-	-	-	-	1 1.5
BELMONT	23 0.7	1 3.6	-	1 1.9	-	-	2 4.1	2 2.4	1 1.0	-	-	-	-	-	-	1 1.2	-	-	-	1 2.1	2 8.3	-	-
SOUTH SAN FRANCISCO	20 0.6	-	-	-	-	-	-	2 2.4	1 1.0	-	-	-	-	-	1 0.5	-	-	-	-	-	-	-	-
SAN BRUNO	19 0.6	-	3 30.0	-	-	3 7.9	-	-	3 2.9	-	-	-	-	2 6.5	-	-	1 1.2	-	-	-	-	2 1.4	-
MORGAN HILL	12 0.4	-	-	-	-	-	-	-	-	-	-	-	-	-	7 3.6	-	-	-	-	-	-	-	-
BLOSSOM HILL	11 0.4	-	-	-	-	-	-	-	-	-	-	-	-	-	6 3.1	-	-	-	-	-	-	-	-
GILROY	11 0.4	-	-	-	-	-	-	-	-	-	-	-	-	-	10 5.2	-	-	-	-	-	-	-	-
BAYSHORE	9 0.3	-	1 10.0	-	-	1 2.6	-	-	1 1.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SAN MARTIN	8 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-	5 2.6	-	-	-	-	-	-	1 0.7	-
CAPITOL	4 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	2 1.0	-	-	-	-	-	-	-	-
HAYWARD PARK	3 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BROADWAY	2 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
STANFORD	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NO ANSWER	70	-	-	1	-	-	3	3	2	-	3	-	3	-	-	-	2	2	-	4	2	4	1

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q21. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY BOARD?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	3087	166	66	58	82	53	39	114	76	96	85	93	126	51	75	45	39	46	76	77	58	74	57
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	980	59	1	2	62	37	1	-	58	1	67	47	86	2	4	3	5	28	2	47	1	-	43
	31.7	35.5	1.5	3.4	75.6	69.8	2.6	-	76.3	1.0	78.8	50.5	68.3	3.9	5.3	6.7	12.8	60.9	2.6	61.0	1.7	-	75.4
SAN JOSE-DIRIDON	314	2	3	-	-	1	4	71	-	29	-	9	6	15	16	5	-	1	16	-	10	32	4
	10.2	1.2	4.5	-	-	1.9	10.3	62.3	-	30.2	-	9.7	4.8	29.4	21.3	11.1	-	2.2	21.1	-	17.2	43.2	7.0
PALO ALTO	293	22	28	16	1	-	7	4	-	3	-	16	2	10	19	3	5	2	7	-	7	5	-
	9.5	13.3	42.4	27.6	1.2	-	17.9	3.5	-	3.1	-	17.2	1.6	19.6	25.3	6.7	12.8	4.3	9.2	-	12.1	6.8	-
MOUNTAIN VIEW	242	8	-	16	3	2	6	17	-	-	1	6	-	11	21	3	-	-	10	6	-	15	2
	7.8	4.8	-	27.6	3.7	3.8	15.4	14.9	-	-	1.2	6.5	-	21.6	28.0	6.7	-	-	13.2	7.8	-	20.3	3.5
SUNNYVALE	167	5	-	-	3	1	-	-	-	16	-	-	13	1	-	3	-	2	6	2	13	12	5
	5.4	3.0	-	-	3.7	1.9	-	-	-	16.7	-	-	10.3	2.0	-	6.7	-	4.3	7.9	2.6	22.4	16.2	8.8
REDWOOD CITY	152	8	8	-	-	-	7	-	5	6	-	-	9	7	6	3	2	2	3	1	7	7	-
	4.9	4.8	12.1	-	-	-	17.9	-	6.6	6.3	-	-	7.1	13.7	8.0	6.7	5.1	4.3	3.9	1.3	12.1	9.5	-
HILLSDALE	139	5	5	3	3	2	2	17	5	-	-	4	-	2	-	1	-	1	3	2	5	-	-
	4.5	3.0	7.6	5.2	3.7	3.8	5.1	14.9	6.6	-	-	4.3	-	3.9	-	2.2	-	2.2	3.9	2.6	8.6	-	-
MILLBRAE	104	12	1	-	-	1	1	3	5	-	4	11	1	1	5	1	11	-	-	4	2	-	1
	3.4	7.2	1.5	-	-	1.9	2.6	2.6	6.6	-	4.7	11.8	0.8	2.0	6.7	2.2	28.2	-	-	5.2	3.4	-	1.8
SANTA CLARA	76	6	9	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	13	3	-	-	-
	2.5	3.6	13.6	-	-	1.9	-	-	-	-	-	-	-	-	-	2.2	-	-	17.1	3.9	-	-	-
22ND STREET	72	-	1	2	-	-	-	-	3	-	9	-	-	2	2	-	1	5	-	1	-	-	1
	2.3	-	1.5	3.4	-	-	-	-	3.9	-	10.6	-	-	3.9	2.7	-	2.6	10.9	-	1.3	-	-	1.8
CALIFORNIA AVENUE	72	6	-	-	2	3	5	-	-	1	-	-	2	-	-	3	-	1	2	1	4	1	-
	2.3	3.6	-	-	2.4	5.7	12.8	-	-	1.0	-	-	1.6	-	-	6.7	-	2.2	2.6	1.3	6.9	1.4	-
MENLO PARK	64	2	-	3	-	-	1	-	-	-	2	-	2	-	2	1	-	-	4	2	-	-	-
	2.1	1.2	-	5.2	-	-	2.6	-	-	-	2.4	-	1.6	-	2.7	2.2	-	-	5.3	2.6	-	-	-
SAN MATEO	64	-	3	1	4	-	1	-	-	-	1	-	3	-	-	2	7	-	4	1	4	-	-
	2.1	-	4.5	1.7	4.9	-	2.6	-	-	-	1.2	-	2.4	-	-	4.4	17.9	-	5.3	1.3	6.9	-	-
TAMMEN	59	2	-	-	-	-	-	-	-	34	1	-	-	-	-	-	-	-	-	-	-	1	1
	1.9	1.2	-	-	-	-	-	-	-	35.4	1.2	-	-	-	-	-	-	-	-	-	-	1.4	1.8
LAWRENCE	52	3	-	12	-	1	1	-	-	-	-	-	-	-	-	5	-	-	1	-	-	-	-
	1.7	1.8	-	20.7	-	1.9	2.6	-	-	-	-	-	-	-	-	11.1	-	-	1.3	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q21. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY BOARD?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
SAN ANTONIO	50 1.6	9 5.4	-	-	-	1 1.9	1 2.6	-	-	-	-	-	-	-	-	7 15.6	-	-	-	-	2 3.4	-	-
SAN CARLOS	39 1.3	-	1 1.5	3 5.2	1 1.2	-	1 2.6	1 0.9	-	-	-	-	1 0.8	-	-	-	-	-	-	-	1 1.7	-	-
BURLINGAME	29 0.9	-	1 1.5	-	2 2.4	-	-	-	-	-	-	-	1 0.8	-	-	2 4.4	1 2.6	-	2 2.6	-	-	-	-
BELMONT	23 0.7	-	3 4.5	-	-	2 3.8	-	-	-	-	-	-	-	-	-	2 4.4	-	-	1 1.3	3 3.9	1 1.7	-	-
SOUTH SAN FRANCISCO	20 0.6	10 6.0	1 1.5	-	1 1.2	-	-	-	-	-	-	-	-	-	-	-	1 2.6	-	1 1.3	2 2.6	-	-	-
SAN BRUNO	19 0.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2.6	2 4.3	1 1.3	-	1 1.7	-	-
MORGAN HILL	12 0.4	1 0.6	-	-	-	-	-	1 0.9	-	3 3.1	-	-	-	-	-	-	-	-	-	-	-	-	-
BLOSSOM HILL	11 0.4	2 1.2	-	-	-	-	-	-	-	3 3.1	-	-	-	-	-	-	-	-	-	-	-	-	-
GILROY	11 0.4	1 0.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BAYSHORE	9 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5 12.8	-	-	1 1.3	-	-	-
SAN MARTIN	8 0.3	2 1.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CAPITOL	4 0.1	1 0.6	-	-	-	1 1.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HAYWARD PARK	3 0.1	-	1 1.5	-	-	-	1 2.6	-	-	-	-	-	-	-	-	-	-	-	-	1 1.3	-	-	-
BROADWAY	2 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 4.3	-	-	-	-	-
STANFORD	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.4	-
NO ANSWER	70	2	-	1	2	2	-	1	-	-	3	3	1	2	1	1	2	2	5	3	5	1	3

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q22. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY EXIT?

	WEEKDAY 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	3084 100.0	2612 100.0	472 100.0	2085 100.0	527 100.0	494 100.0	1405 100.0	713 100.0	342 100.0	130 100.0	1627 100.0	1457 100.0	2448 100.0	82 100.0	14 100.0	540 100.0
SF/4TH & KING	899 29.2	728 27.9	171 36.2	601 28.8	127 24.1	130 26.3	393 28.0	205 28.8	104 30.4	67 51.5	532 32.7	367 25.2	718 29.3	21 25.6	6 42.9	154 28.5
PALO ALTO	368 11.9	336 12.9	32 6.8	275 13.2	61 11.6	58 11.7	141 10.0	137 19.2	26 7.6	6 4.6	210 12.9	158 10.8	289 11.8	11 13.4	2 14.3	66 12.2
MOUNTAIN VIEW	253 8.2	225 8.6	28 5.9	188 9.0	37 7.0	32 6.5	99 7.0	94 13.2	20 5.8	8 6.2	111 6.8	142 9.7	188 7.7	7 8.5	1 7.1	57 10.6
SAN JOSE-DIRIDON	217 7.0	169 6.5	48 10.2	117 5.6	52 9.9	47 9.5	63 4.5	59 8.3	29 8.5	19 14.6	92 5.7	125 8.6	176 7.2	5 6.1	-	36 6.7
SUNNYVALE	190 6.2	161 6.2	29 6.1	126 6.0	35 6.6	31 6.3	96 6.8	34 4.8	19 5.6	10 7.7	93 5.7	97 6.7	160 6.5	9 11.0	2 14.3	19 3.5
REDWOOD CITY	167 5.4	151 5.8	16 3.4	122 5.9	29 5.5	30 6.1	49 3.5	72 10.1	13 3.8	3 2.3	80 4.9	87 6.0	128 5.2	8 9.8	-	31 5.7
MILLBRAE	130 4.2	98 3.8	32 6.8	64 3.1	34 6.5	33 6.7	38 2.7	27 3.8	24 7.0	8 6.2	97 6.0	33 2.3	107 4.4	6 7.3	1 7.1	16 3.0
HILLSDALE	125 4.1	113 4.3	12 2.5	90 4.3	23 4.4	19 3.8	72 5.1	22 3.1	7 2.0	5 3.8	45 2.8	80 5.5	100 4.1	5 6.1	-	20 3.7
CALIFORNIA AVENUE	89 2.9	82 3.1	7 1.5	73 3.5	9 1.7	9 1.8	69 4.9	4 0.6	7 2.0	-	47 2.9	42 2.9	69 2.8	2 2.4	-	18 3.3
SAN MATEO	83 2.7	68 2.6	15 3.2	53 2.5	15 2.8	13 2.6	47 3.3	8 1.1	14 4.1	1 0.8	36 2.2	47 3.2	65 2.7	3 3.7	1 7.1	14 2.6
SAN CARLOS	79 2.6	64 2.5	15 3.2	57 2.7	7 1.3	6 1.2	58 4.1	-	15 4.4	-	54 3.3	25 1.7	69 2.8	1 1.2	-	9 1.7
MENLO PARK	71 2.3	56 2.1	15 3.2	45 2.2	11 2.1	10 2.0	34 2.4	12 1.7	14 4.1	1 0.8	32 2.0	39 2.7	50 2.0	2 2.4	-	19 3.5
BURLINGAME	61 2.0	58 2.2	3 0.6	40 1.9	18 3.4	14 2.8	42 3.0	2 0.3	3 0.9	-	36 2.2	25 1.7	50 2.0	-	-	11 2.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q22. 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?		=====				
	=====		=====		=====			=====		=====		VERY/ SMWHT	SMWHT	VERY	NTRAL	
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK
22ND STREET	58 1.9	49 1.9	9 1.9	42 2.0	7 1.3	7 1.4	24 1.7	18 2.5	8 2.3	1 0.8	29 1.8	29 2.0	46 1.9	1 1.2	-	11 2.0
LAWRENCE	53 1.7	48 1.8	5 1.1	37 1.8	11 2.1	11 2.2	36 2.6	1 0.1	5 1.5	-	20 1.2	33 2.3	38 1.6	-	1 7.1	14 2.6
SANTA CLARA	45 1.5	37 1.4	8 1.7	31 1.5	6 1.1	6 1.2	30 2.1	1 0.1	8 2.3	-	25 1.5	20 1.4	35 1.4	-	-	10 1.9
SAN ANTONIO	37 1.2	31 1.2	6 1.3	23 1.1	8 1.5	6 1.2	25 1.8	-	6 1.8	-	14 0.9	23 1.6	32 1.3	-	-	5 0.9
SAN BRUNO	34 1.1	29 1.1	5 1.1	18 0.9	11 2.1	8 1.6	21 1.5	-	5 1.5	-	21 1.3	13 0.9	27 1.1	-	-	7 1.3
BELMONT	32 1.0	28 1.1	4 0.8	12 0.6	16 3.0	14 2.8	14 1.0	-	3 0.9	1 0.8	22 1.4	10 0.7	27 1.1	-	-	5 0.9
TAMIEN	30 1.0	30 1.1	-	26 1.2	4 0.8	2 0.4	12 0.9	16 2.2	-	-	5 0.3	25 1.7	24 1.0	-	-	6 1.1
SOUTH SAN FRANCISCO	16 0.5	11 0.4	5 1.1	8 0.4	3 0.6	5 1.0	6 0.4	-	5 1.5	-	12 0.7	4 0.3	16 0.7	-	-	-
MORGAN HILL	10 0.3	10 0.4	-	10 0.5	-	-	9 0.6	1 0.1	-	-	1 0.1	9 0.6	7 0.3	-	-	3 0.6
BLOSSOM HILL	8 0.3	8 0.3	-	8 0.4	-	-	8 0.6	-	-	-	-	8 0.5	5 0.2	-	-	3 0.6
GILROY	8 0.3	8 0.3	-	7 0.3	1 0.2	1 0.2	7 0.5	-	-	-	1 0.1	7 0.5	8 0.3	-	-	-
HAYWARD PARK	8 0.3	5 0.2	3 0.6	3 0.1	2 0.4	2 0.4	3 0.2	-	3 0.9	-	6 0.4	2 0.1	5 0.2	1 1.2	-	2 0.4
BAYSHORE	6 0.2	4 0.2	2 0.4	2 0.1	2 0.4	2 0.4	2 0.1	-	2 0.6	-	6 0.4	-	5 0.2	-	-	1 0.2
CAPITOL	6 0.2	6 0.2	-	6 0.3	-	-	6 0.4	-	-	-	-	6 0.4	5 0.2	-	-	1 0.2

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q22. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY EXIT?

	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
BROADWAY	1 *	-	1 0.2	-	-	-	-	-	1 0.3	-	1 0.1	-	-	-	-	1 0.2
SAN MARTIN	1 *	1 *	-	1 *	-	-	1 0.1	-	-	-	-	1 0.1	-	-	-	1 0.2
STANFORD	1 *	-	1 0.2	-	-	-	-	-	1 0.3	-	1 0.1	-	1 *	-	-	-
NO ANSWER	73	51	22	33	18	12	25	14	17	5	42	31	41	3	1	28

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q22. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY EXIT?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	3084 100.0	28 100.0	10 100.0	54 100.0	58 100.0	38 100.0	49 100.0	84 100.0	102 100.0	36 100.0	35 100.0	44 100.0	63 100.0	31 100.0	191 100.0	82 100.0	82 100.0	116 100.0	54 100.0	47 100.0	24 100.0	141 100.0	67 100.0
SF/4TH & KING	899 29.2	20 71.4	-	1 1.9	34 58.6	1 2.6	19 38.8	7 8.3	16 15.7	10 27.8	22 62.9	-	52 82.5	-	125 65.4	-	52 63.4	1 0.9	21 38.9	5 10.6	12 50.0	19 13.5	25 37.3
PALO ALTO	368 11.9	1 3.6	2 20.0	15 27.8	4 6.9	6 15.8	3 6.1	4 4.8	16 15.7	4 11.1	3 8.6	22 50.0	3 4.8	5 16.1	14 7.3	15 18.3	5 6.1	22 19.0	13 24.1	5 10.6	1 4.2	11 7.8	1 1.5
MOUNTAIN VIEW	253 8.2	-	1 10.0	4 7.4	1 1.7	3 7.9	-	10 11.9	12 11.8	-	1 2.9	4 9.1	-	4 12.9	19 9.9	7 8.5	1 1.2	21 18.1	1 1.9	6 12.8	-	14 9.9	4 6.0
SAN JOSE-DIRIDON	217 7.0	-	2 20.0	12 22.2	1 1.7	6 15.8	1 2.0	13 15.5	12 11.8	-	-	5 11.4	-	8 25.8	-	-	1 1.2	2 1.7	-	7 14.9	-	25 17.7	-
SUNNYVALE	190 6.2	-	-	5 9.3	-	5 13.2	-	11 13.1	10 9.8	-	-	-	-	1 3.2	4 2.1	12 14.6	2 2.4	8 6.9	-	4 8.5	-	21 14.9	1 1.5
REDWOOD CITY	167 5.4	1 3.6	2 20.0	3 5.6	-	3 7.9	3 6.1	3 3.6	13 12.7	1 2.8	1 2.9	2 4.5	1 1.6	-	2 1.0	7 8.5	-	13 11.2	-	2 4.3	-	-	-
MILLBRAE	130 4.2	2 7.1	-	-	7 12.1	1 2.6	9 18.4	4 4.8	2 2.0	4 11.1	4 11.4	1 2.3	3 4.8	-	1 0.5	-	-	-	2 3.7	1 2.1	2 8.3	-	2 3.0
HILLSDALE	125 4.1	-	1 10.0	3 5.6	3 5.2	1 2.6	1 2.0	2 2.4	4 3.9	4 11.1	-	-	2 3.2	-	2 1.0	-	4 4.9	12 10.3	3 5.6	4 8.5	1 4.2	5 3.5	12 17.9
CALIFORNIA AVENUE	89 2.9	1 3.6	-	3 5.6	1 1.7	1 2.6	2 4.1	-	-	-	1 2.9	2 4.5	-	-	2 1.0	21 25.6	3 3.7	13 11.2	4 7.4	1 2.1	-	3 2.1	-
SAN MATEO	83 2.7	-	1 10.0	-	-	3 7.9	-	5 6.0	2 2.0	2 5.6	-	1 2.3	-	-	-	-	6 7.3	4 3.4	4 7.4	1 2.1	2 8.3	3 2.1	2 3.0
SAN CARLOS	79 2.6	1 3.6	-	1 1.9	-	-	2 4.1	-	1 1.0	1 2.8	-	1 2.3	-	5 16.1	-	12 14.6	4 4.9	5 4.3	1 1.9	2 4.3	-	10 7.1	3 4.5
MENLO PARK	71 2.3	-	1 10.0	1 1.9	3 5.2	2 5.3	1 2.0	1 1.2	-	1 2.8	-	2 4.5	1 1.6	3 9.7	9 4.7	1 1.2	1 1.2	-	1 1.9	1 2.1	1 4.2	1 0.7	-
BURLINGAME	61 2.0	-	-	2 3.7	-	2 5.3	5 10.2	1 1.2	3 2.9	-	1 2.9	1 2.3	-	2 6.5	-	-	1 1.2	-	-	1 2.1	3 12.5	10 7.1	6 9.0
22ND STREET	58 1.9	-	-	-	2 3.4	-	-	1 1.2	-	3 8.3	1 2.9	-	-	-	-	-	-	-	1 1.9	-	-	-	5 7.5
LAWRENCE	53 1.7	-	-	2 3.7	-	-	-	6 7.1	3 2.9	-	-	3 6.8	-	2 6.5	3 1.6	3 3.7	-	4 3.4	-	-	-	2 1.4	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q22. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY EXIT?

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
SANTA CLARA	45 1.5	-	-	1 1.9	-	1 2.6	-	3 3.6	-	1 2.8	-	-	-	1 3.2	4 2.1	1 1.2	-	3 2.6	-	-	-	13 9.2	-
SAN ANTONIO	37 1.2	-	-	-	-	1 2.6	-	1 1.2	2 2.0	1 2.8	1 2.9	-	-	-	2 1.0	3 3.7	-	4 3.4	2 3.7	2 4.3	-	-	-
SAN BRUNO	34 1.1	-	-	-	1 1.7	-	2 4.1	1 1.2	2 2.0	2 5.6	-	-	-	-	-	-	1 1.2	-	-	2 4.3	1 4.2	2 1.4	6 9.0
BELMONT	32 1.0	-	-	-	1 1.7	2 5.3	1 2.0	7 8.3	2 2.0	1 2.8	-	-	1 1.6	-	-	-	1 1.2	1 0.9	1 1.9	1 2.1	1 4.2	-	-
TAMMEN	30 1.0	-	-	-	-	-	-	1 1.2	1 1.0	-	-	-	-	-	3 1.6	-	-	-	-	2 4.3	-	1 0.7	-
SOUTH SAN FRANCISCO	16 0.5	2 7.1	-	-	-	-	-	2 2.4	-	1 2.8	-	-	-	-	1 0.5	-	-	1 0.9	-	-	-	-	-
MORGAN HILL	10 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.7	-
BLOSSOM HILL	8 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GILROY	8 0.3	-	-	-	-	-	-	-	1 1.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HAYWARD PARK	8 0.3	-	-	1 1.9	-	-	-	1 1.2	-	-	-	-	-	-	-	-	-	2 1.7	-	-	-	-	-
BAYSHORE	6 0.2	-	-	-	-	-	1 2.0	1 1.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CAPITOL	6 0.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BROADWAY	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SAN MARTIN	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
STANFORD	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NO ANSWER	73	-	-	1	-	-	3	2	3	-	3	-	2	-	1	-	2	3	-	4	2	2	1

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q22. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY EXIT?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	3084	166	65	57	83	53	39	114	76	96	84	93	125	51	74	46	39	46	77	76	58	73	57
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	899	14	16	14	11	9	17	52	-	68	-	11	24	24	26	24	-	2	52	6	20	57	10
	29.2	8.4	24.6	24.6	13.3	17.0	43.6	45.6	-	70.8	-	11.8	19.2	47.1	35.1	52.2	-	4.3	67.5	7.9	34.5	78.1	17.5
PALO ALTO	368	8	3	1	6	5	1	52	17	16	21	15	7	2	7	1	6	3	4	9	3	1	5
	11.9	4.8	4.6	1.8	7.2	9.4	2.6	45.6	22.4	16.7	25.0	16.1	5.6	3.9	9.5	2.2	15.4	6.5	5.2	11.8	5.2	1.4	8.8
MOUNTAIN VIEW	253	9	-	1	4	4	-	2	23	-	34	24	1	4	6	1	-	7	1	8	3	2	6
	8.2	5.4	-	1.8	4.8	7.5	-	1.8	30.3	-	40.5	25.8	0.8	7.8	8.1	2.2	-	15.2	1.3	10.5	5.2	2.7	10.5
SAN JOSE-DIRIDON	217	8	-	-	3	3	1	-	9	1	1	35	12	-	1	-	3	9	1	15	1	-	19
	7.0	4.8	-	-	3.6	5.7	2.6	-	11.8	1.0	1.2	37.6	9.6	-	1.4	-	7.7	19.6	1.3	19.7	1.7	-	33.3
SUNNYVALE	190	24	-	-	14	5	-	2	-	2	-	1	29	-	-	-	4	4	-	9	2	1	9
	6.2	14.5	-	-	16.9	9.4	-	1.8	-	2.1	-	1.1	23.2	-	-	-	10.3	8.7	-	11.8	3.4	1.4	15.8
REDWOOD CITY	167	8	5	-	-	6	3	-	14	6	17	-	24	5	6	1	4	2	-	5	1	-	3
	5.4	4.8	7.7	-	-	11.3	7.7	-	18.4	6.3	20.2	-	19.2	9.8	8.1	2.2	10.3	4.3	-	6.6	1.7	-	5.3
MILLBRAE	130	5	11	5	-	-	5	3	-	1	2	-	3	4	14	8	1	-	9	-	6	7	1
	4.2	3.0	16.9	8.8	-	-	12.8	2.6	-	1.0	2.4	-	2.4	7.8	18.9	17.4	2.6	-	11.7	-	10.3	9.6	1.8
HILLSDALE	125	9	4	4	6	4	-	1	12	-	-	5	1	3	-	-	2	1	2	-	2	3	2
	4.1	5.4	6.2	7.0	7.2	7.5	-	0.9	15.8	-	-	5.4	0.8	5.9	-	-	5.1	2.2	2.6	-	3.4	4.1	3.5
CALIFORNIA AVENUE	89	5	-	-	10	4	1	-	-	-	-	-	3	1	-	1	3	2	-	1	-	-	-
	2.9	3.0	-	-	12.0	7.5	2.6	-	-	-	-	-	2.4	2.0	-	2.2	7.7	4.3	-	1.3	-	-	-
SAN MATEO	83	1	3	12	7	-	1	-	-	2	-	-	6	-	-	-	2	3	-	3	6	-	1
	2.7	0.6	4.6	21.1	8.4	-	2.6	-	-	2.1	-	-	4.8	-	-	-	5.1	6.5	-	3.9	10.3	-	1.8
SAN CARLOS	79	-	3	2	9	-	1	-	-	-	-	-	-	-	-	2	3	1	4	2	3	-	-
	2.6	-	4.6	3.5	10.8	-	2.6	-	-	-	-	-	-	-	-	4.3	7.7	2.2	5.2	2.6	5.2	-	-
MENLO PARK	71	8	-	1	-	3	1	-	-	-	8	-	-	1	3	1	3	5	-	3	2	1	-
	2.3	4.8	-	1.8	-	5.7	2.6	-	-	-	9.5	-	-	2.0	4.1	2.2	7.7	10.9	-	3.9	3.4	1.4	-
BURLINGAME	61	-	4	3	9	-	2	-	-	-	-	1	1	-	-	-	1	2	-	-	-	-	-
	2.0	-	6.2	5.3	10.8	-	5.1	-	-	-	-	1.1	0.8	-	-	-	2.6	4.3	-	-	-	-	-
22ND STREET	58	-	2	10	-	-	6	-	-	-	-	-	-	7	11	4	-	-	1	-	3	1	-
	1.9	-	3.1	17.5	-	-	15.4	-	-	-	-	-	-	13.7	14.9	8.7	-	-	1.3	-	5.2	1.4	-
LAWRENCE	53	12	-	1	-	6	-	1	-	-	-	-	-	-	-	1	-	2	-	2	-	-	-
	1.7	7.2	-	1.8	-	11.3	-	0.9	-	-	-	-	-	-	-	2.2	-	4.3	-	2.6	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

Q22. AT WHICH CALTRAIN STATIONS DO YOU MOST FREQUENTLY EXIT?

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
SANTA CLARA	45 1.5	8 4.8	-	-	-	-	-	-	1 1.3	-	-	-	-	-	-	-	3 7.7	2 4.3	-	3 3.9	-	-	-
SAN ANTONIO	37 1.2	8 4.8	-	-	-	4 7.5	-	-	-	-	-	-	-	-	-	1 2.2	2 5.1	-	-	3 3.9	-	-	-
SAN BRUNO	34 1.1	-	2 3.1	3 5.3	4 4.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.3	4 6.9	-	-
BELMONT	32 1.0	1 0.6	7 10.8	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2.6	1 2.2	-	-	1 1.7	-	1 1.8
TAMMEN	30 1.0	6 3.6	-	-	-	-	-	1 0.9	-	-	1 1.2	-	14 11.2	-	-	-	-	-	-	-	-	-	-
SOUTH SAN FRANCISCO	16 0.5	2 1.2	2 3.1	-	-	-	-	-	-	-	-	-	-	-	-	1 2.2	-	-	-	3 3.9	1 1.7	-	-
MORGAN HILL	10 0.3	8 4.8	-	-	-	-	-	-	-	-	-	1 1.1	-	-	-	-	-	-	-	-	-	-	-
BLOSSOM HILL	8 0.3	8 4.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GILROY	8 0.3	7 4.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HAYWARD PARK	8 0.3	-	1 1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2.6	-	1 1.3	1 1.3	-	-	-
BAYSHORE	6 0.2	-	2 3.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.3	1 1.3	-	-	-
CAPITOL	6 0.2	6 3.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BROADWAY	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.3	-	-	-	-
SAN MARTIN	1 *	1 0.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
STANFORD	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1.3	-	-	-
NO ANSWER	73	2	1	2	1	2	-	1	-	-	4	3	2	2	2	-	2	2	4	4	5	2	3

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

WHAT DO YOU THINK CALTRAIN HAS MOST IMPROVED UPON THIS YEAR? (MULTIPLE RESPONSES ACCEPTED)

	WEEKDAY										OVERALL CALTRAIN EXPERIENCE					
	TIME PERIOD		TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR		=====				
	=====		=====		=====			=====		=====		VERY/				
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
BASE - ALL RESPONDENTS	1830 100.0	1554 100.0	276 100.0	1244 100.0	310 100.0	294 100.0	849 100.0	411 100.0	199 100.0	77 100.0	943 100.0	887 100.0	1429 100.0	56 100.0	12 100.0	333 100.0
NOT APPLICABLE/HAVEN'T RIDDEN LONG ENOUGH TO KNOW [EXCLUSIVE]	372 20.3	281 18.1	91 33.0	203 16.3	78 25.2	75 25.5	138 16.3	68 16.5	58 29.1	33 42.9	217 23.0	155 17.5	314 22.0	7 12.5	-	51 15.3
RELIABILITY/CONSISTENCY/ FEWER ACCIDENTS OR DELAYS	341 18.6	314 20.2	27 9.8	268 21.5	46 14.8	44 15.0	196 23.1	74 18.0	23 11.6	4 5.2	153 16.2	188 21.2	271 19.0	6 10.7	1 8.3	63 18.9
SCHEDULE	212 11.6	199 12.8	13 4.7	172 13.8	27 8.7	28 9.5	111 13.1	60 14.6	12 6.0	1 1.3	97 10.3	115 13.0	172 12.0	8 14.3	-	32 9.6
NOTHING HAS IMPROVED [EXCLUSIVE]	132 7.2	115 7.4	17 6.2	88 7.1	27 8.7	27 9.2	48 5.7	40 9.7	12 6.0	5 6.5	65 6.9	67 7.6	82 5.7	10 17.9	7 58.3	33 9.9
BETTER COMMUNICATION ABOUT DELAYS/INFORMATION AVAILABILITY	130 7.1	116 7.5	14 5.1	95 7.6	21 6.8	17 5.8	64 7.5	35 8.5	10 5.0	4 5.2	72 7.6	58 6.5	103 7.2	3 5.4	1 8.3	23 6.9
CLEANLINESS	94 5.1	66 4.2	28 10.1	46 3.7	20 6.5	20 6.8	33 3.9	13 3.2	19 9.5	9 11.7	53 5.6	41 4.6	82 5.7	1 1.8	-	11 3.3
CAPACITY PLANNING/ REDUCTION IN CROWDING	92 5.0	86 5.5	6 2.2	75 6.0	11 3.5	7 2.4	56 6.6	23 5.6	1 0.5	5 6.5	37 3.9	55 6.2	73 5.1	3 5.4	-	16 4.8
SIGNAGE/INFO BOARDS (AT STATIONS)	84 4.6	69 4.4	15 5.4	58 4.7	11 3.5	8 2.7	34 4.0	27 6.6	9 4.5	6 7.8	51 5.4	33 3.7	60 4.2	1 1.8	-	23 6.9
ADDING EXTRA BIKE CARS (SPECIFICALLY)	70 3.8	68 4.4	2 0.7	64 5.1	4 1.3	2 0.7	44 5.2	22 5.4	2 1.0	-	7 0.7	63 7.1	53 3.7	3 5.4	-	14 4.2
GENERAL EXPERIENCE (BETTER/NICER IN GENERAL)	66 3.6	49 3.2	17 6.2	32 2.6	17 5.5	19 6.5	25 2.9	5 1.2	15 7.5	2 2.6	45 4.8	21 2.4	54 3.8	2 3.6	-	10 3.0
STAFF SERVICE/ FRIENDLINESS	60 3.3	49 3.2	11 4.0	33 2.7	16 5.2	13 4.4	25 2.9	11 2.7	7 3.5	4 5.2	33 3.5	27 3.0	47 3.3	1 1.8	-	12 3.6
ONBOARD ANNOUNCEMENTS	31 1.7	25 1.6	6 2.2	20 1.6	5 1.6	5 1.7	16 1.9	4 1.0	6 3.0	-	16 1.7	15 1.7	26 1.8	1 1.8	-	4 1.2

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

WHAT DO YOU THINK CALTRAIN HAS MOST IMPROVED UPON THIS YEAR? (MULTIPLE RESPONSES ACCEPTED)

	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
STATION IMPROVEMENTS	24 1.3	23 1.5	1 0.4	20 1.6	3 1.0	3 1.0	12 1.4	8 1.9	1 0.5	-	12 1.3	12 1.4	19 1.3	-	-	5 1.5
ELECTRIFICATION	17 0.9	14 0.9	3 1.1	11 0.9	3 1.0	2 0.7	10 1.2	2 0.5	3 1.5	-	7 0.7	10 1.1	9 0.6	1 1.8	-	7 2.1
PAYMENT SYSTEM (CLIPPER/ GO PASS/TICKETS)	17 0.9	15 1.0	2 0.7	12 1.0	3 1.0	4 1.4	6 0.7	5 1.2	2 1.0	-	10 1.1	7 0.8	12 0.8	-	-	5 1.5
SAFETY/SECURITY	15 0.8	13 0.8	2 0.7	12 1.0	1 0.3	1 0.3	10 1.2	2 0.5	2 1.0	-	8 0.8	7 0.8	13 0.9	-	-	2 0.6
DID NOT PROVIDE IMPROVEMENT - PROVIDED CRITICISM INSTEAD [EXCLUSIVE]	265 14.5	227 14.6	38 13.8	171 13.7	56 18.1	51 17.3	125 14.7	51 12.4	30 15.1	8 10.4	146 15.5	119 13.4	191 13.4	13 23.2	3 25.0	58 17.4
BLANK	1327	1109	218	874	235	212	581	316	160	58	726	601	1060	29	3	235

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

WHAT DO YOU THINK CALTRAIN HAS MOST IMPROVED UPON THIS YEAR? (MULTIPLE RESPONSES ACCEPTED)

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
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BASE - ALL RESPONDENTS	1830 100.0	16 100.0	6 100.0	28 100.0	28 100.0	23 100.0	30 100.0	60 100.0	59 100.0	21 100.0	23 100.0	36 100.0	41 100.0	10 100.0	119 100.0	42 100.0	49 100.0	76 100.0	30 100.0	21 100.0	17 100.0	95 100.0	43 100.0
NOT APPLICABLE/HAVEN'T RIDDEN LONG ENOUGH TO KNOW [EXCLUSIVE]	372 20.3	1 6.3	1 16.7	9 32.1	2 7.1	6 26.1	8 26.7	18 30.0	19 32.2	3 14.3	8 34.8	3 8.3	6 14.6	-	18 15.1	8 19.0	9 18.4	12 15.8	3 10.0	2 9.5	3 17.6	17 17.9	6 14.0
RELIABILITY/CONSISTENCY/ FEWER ACCIDENTS OR DELAYS	341 18.6	5 31.3	2 33.3	7 25.0	6 21.4	5 21.7	1 3.3	8 13.3	6 10.2	2 9.5	2 8.7	8 22.2	7 17.1	4 40.0	26 21.8	14 33.3	8 16.3	17 22.4	7 23.3	7 33.3	2 11.8	17 17.9	18 41.9
SCHEDULE	212 11.6	5 31.3	-	5 17.9	1 3.6	2 8.7	3 10.0	3 5.0	5 8.5	2 9.5	2 8.7	10 27.8	5 12.2	-	16 13.4	3 7.1	11 22.4	12 15.8	7 23.3	3 14.3	1 5.9	17 17.9	1 2.3
NOTHING HAS IMPROVED [EXCLUSIVE]	132 7.2	-	1 16.7	1 3.6	5 17.9	4 17.4	1 3.3	6 10.0	5 8.5	2 9.5	2 8.7	2 5.6	5 12.2	1 10.0	12 10.1	1 2.4	5 10.2	2 2.6	2 6.7	-	1 5.9	9 9.5	2 4.7
BETTER COMMUNICATION ABOUT DELAYS/INFORMATION AVAILABILITY	130 7.1	-	-	-	2 7.1	1 4.3	2 6.7	5 8.3	4 6.8	2 9.5	1 4.3	1 2.8	7 17.1	2 20.0	9 7.6	3 7.1	3 6.1	10 13.2	3 10.0	3 14.3	1 5.9	7 7.4	2 4.7
CLEANLINESS	94 5.1	-	-	1 3.6	3 10.7	-	2 6.7	6 10.0	3 5.1	2 9.5	3 13.0	1 2.8	1 2.4	-	6 5.0	3 7.1	-	2 2.6	-	-	-	4 4.2	1 2.3
CAPACITY PLANNING/ REDUCTION IN CROWDING	92 5.0	-	-	-	1 3.6	-	-	5 8.3	1 1.7	-	-	4 11.1	1 2.4	-	8 6.7	1 2.4	2 4.1	3 3.9	2 6.7	2 9.5	2 11.8	6 6.3	-
SIGNAGE/INFO BOARDS (AT STATIONS)	84 4.6	-	-	-	-	-	-	5 8.3	1 1.7	2 9.5	-	1 2.8	3 7.3	-	1 0.8	3 7.1	1 2.0	2 2.6	3 10.0	1 4.8	2 11.8	5 5.3	1 2.3
ADDING EXTRA BIKE CARS (SPECIFICALLY)	70 3.8	-	-	-	-	-	1 3.3	-	1 1.7	-	-	4 11.1	-	3 30.0	6 5.0	-	3 6.1	4 5.3	2 6.7	1 4.8	1 5.9	-	2 4.7
GENERAL EXPERIENCE (BETTER/NICER IN GENERAL)	66 3.6	2 12.5	-	1 3.6	1 3.6	-	1 3.3	5 8.3	4 6.8	3 14.3	2 8.7	1 2.8	1 2.4	-	6 5.0	2 4.8	1 2.0	2 2.6	1 3.3	-	-	3 3.2	1 2.3
STAFF SERVICE/ FRIENDLINESS	60 3.3	-	-	-	1 3.6	1 4.3	3 10.0	1 1.7	3 5.1	3 14.3	1 4.3	5 13.9	3 7.3	-	2 1.7	1 2.4	1 2.0	1 1.3	-	2 9.5	1 5.9	2 2.1	1 2.3
ONBOARD ANNOUNCEMENTS	31 1.7	1 6.3	-	-	-	-	-	2 3.3	-	1 4.8	1 4.3	-	1 2.4	-	5 4.2	-	-	-	1 3.3	1 4.8	-	4 4.2	1 2.3
STATION IMPROVEMENTS	24 1.3	-	-	1 3.6	-	1 4.3	-	1 1.7	-	-	-	1 2.8	2 4.9	-	1 0.8	1 2.4	-	5 6.6	-	-	-	-	-
ELECTRIFICATION	17 0.9	-	1 16.7	-	-	-	-	-	-	1 4.8	-	-	-	1 10.0	1 0.8	-	-	1 1.3	-	1 4.8	1 5.9	1 1.1	2 4.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

WHAT DO YOU THINK CALTRAIN HAS MOST IMPROVED UPON THIS YEAR? (MULTIPLE RESPONSES ACCEPTED)

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
PAYMENT SYSTEM (CLIPPER/ GO PASS/TICKETS)	17 0.9	-	1 16.7	-	1 3.6	-	-	1 1.7	1 1.7	-	-	1 2.8	-	-	1 0.8	-	-	-	-	-	-	1 1.1	-
SAFETY/SECURITY	15 0.8	-	-	1 3.6	-	-	-	-	-	-	-	-	-	-	4 3.4	3 7.1	-	-	-	-	-	-	-
DID NOT PROVIDE IMPROVEMENT - PROVIDED CRITICISM INSTEAD [EXCLUSIVE]	265 14.5	3 18.8	-	5 17.9	7 25.0	4 17.4	9 30.0	4 6.7	12 20.3	4 19.0	3 13.0	1 2.8	4 9.8	-	15 12.6	4 9.5	8 16.3	14 18.4	6 20.0	3 14.3	5 29.4	11 11.6	8 18.6
BLANK	1327	12	4	27	30	15	22	26	46	15	15	8	24	21	73	40	35	43	24	30	9	48	25

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

WHAT DO YOU THINK CALTRAIN HAS MOST IMPROVED UPON THIS YEAR? (MULTIPLE RESPONSES ACCEPTED)

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	1830 100.0	95 100.0	36 100.0	41 100.0	47 100.0	27 100.0	24 100.0	61 100.0	49 100.0	41 100.0	48 100.0	58 100.0	76 100.0	37 100.0	41 100.0	27 100.0	26 100.0	24 100.0	46 100.0	37 100.0	39 100.0	45 100.0	32 100.0
NOT APPLICABLE/HAVEN'T RIDDEN LONG ENOUGH TO KNOW [EXCLUSIVE]	372 20.3	13 13.7	7 19.4	5 12.2	15 31.9	5 18.5	6 25.0	5 8.2	8 16.3	1 2.4	10 20.8	9 15.5	21 27.6	8 21.6	6 14.6	13 48.1	5 19.2	3 12.5	13 28.3	11 29.7	13 33.3	18 40.0	15 46.9
RELIABILITY/CONSISTENCY/ FEWER ACCIDENTS OR DELAYS	341 18.6	24 25.3	8 22.2	10 24.4	8 17.0	7 25.9	4 16.7	13 21.3	6 12.2	7 17.1	6 12.5	14 24.1	12 15.8	7 18.9	9 22.0	1 3.7	5 19.2	1 4.2	3 6.5	7 18.9	6 15.4	3 6.7	1 3.1
SCHEDULE	212 11.6	9 9.5	2 5.6	4 9.8	6 12.8	2 7.4	2 8.3	10 16.4	7 14.3	5 12.2	7 14.6	7 12.1	9 11.8	10 27.0	5 12.2	3 11.1	2 7.7	1 4.2	2 4.3	2 5.4	2 5.1	-	1 3.1
NOTHING HAS IMPROVED [EXCLUSIVE]	132 7.2	3 3.2	1 2.8	-	1 2.1	1 3.7	-	5 8.2	9 18.4	1 2.4	6 12.5	5 8.6	8 10.5	2 5.4	4 9.8	1 3.7	-	6 25.0	4 8.7	1 2.7	-	3 6.7	2 6.3
BETTER COMMUNICATION ABOUT DELAYS/INFORMATION AVAILABILITY	130 7.1	2 2.1	1 2.8	2 4.9	5 10.6	1 3.7	2 8.3	10 16.4	3 6.1	4 9.8	4 8.3	2 3.4	7 9.2	3 8.1	2 4.9	1 3.7	1 3.8	-	2 4.3	3 8.1	3 7.7	3 6.7	1 3.1
CLEANLINESS	94 5.1	7 7.4	2 5.6	2 4.9	-	1 3.7	3 12.5	1 1.6	2 4.1	2 4.9	-	2 3.4	4 5.3	-	2 4.9	-	2 7.7	4 16.7	4 8.7	4 10.8	5 12.8	3 6.7	6 18.8
CAPACITY PLANNING/ REDUCTION IN CROWDING	92 5.0	14 14.7	2 5.6	3 7.3	4 8.5	1 3.7	1 4.2	10 16.4	-	-	2 4.2	4 6.9	6 7.9	-	1 2.4	-	-	1 4.2	-	-	-	3 6.7	2 6.3
SIGNAGE/INFO BOARDS (AT STATIONS)	84 4.6	5 5.3	1 2.8	2 4.9	2 4.3	-	1 4.2	3 4.9	3 6.1	4 9.8	5 10.4	1 1.7	6 7.9	3 8.1	2 4.9	1 3.7	-	-	2 4.3	4 10.8	2 5.1	6 13.3	-
ADDING EXTRA BIKE CARS (SPECIFICALLY)	70 3.8	4 4.2	-	6 14.6	1 2.1	6 22.2	1 4.2	-	4 8.2	2 4.9	1 2.1	8 13.8	5 6.6	2 5.4	-	-	1 3.8	1 4.2	-	-	-	-	-
GENERAL EXPERIENCE (BETTER/NICER IN GENERAL)	66 3.6	-	5 13.9	-	-	1 3.7	1 4.2	2 3.3	-	1 2.4	-	1 1.7	-	-	1 2.4	1 3.7	2 7.7	5 20.8	4 8.7	1 2.7	2 5.1	1 2.2	1 3.1
STAFF SERVICE/ FRIENDLINESS	60 3.3	1 1.1	-	2 4.9	1 2.1	1 3.7	1 4.2	1 1.6	1 2.0	-	1 2.1	2 3.4	1 1.3	2 5.4	3 7.3	-	1 3.8	1 4.2	2 4.3	1 2.7	2 5.1	3 6.7	1 3.1
ONBOARD ANNOUNCEMENTS	31 1.7	1 1.1	-	-	-	1 3.7	1 4.2	-	-	-	-	1 1.7	-	1 2.7	2 4.9	1 3.7	1 3.8	2 8.3	1 2.2	-	1 2.6	-	-
STATION IMPROVEMENTS	24 1.3	1 1.1	-	1 2.4	-	-	-	-	1 2.0	3 7.3	3 6.3	-	1 1.3	-	-	-	-	-	1 2.2	-	-	-	-
ELECTRIFICATION	17 0.9	-	-	2 4.9	-	-	-	-	-	-	1 2.1	-	1 1.3	-	-	1 3.7	-	-	-	-	2 5.1	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

WHAT DO YOU THINK CALTRAIN HAS MOST IMPROVED UPON THIS YEAR? (MULTIPLE RESPONSES ACCEPTED)

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
PAYMENT SYSTEM (CLIPPER/ GO PASS/TICKETS)	17 0.9	1 1.1	-	-	1 2.1	1 3.7	-	-	-	-	-	2 3.4	1 1.3	-	2 4.9	-	-	-	1 2.2	1 2.7	-	-	-
SAFETY/SECURITY	15 0.8	-	-	2 4.9	-	-	1 4.2	-	-	1 2.4	-	-	-	-	1 2.4	-	-	-	1 2.2	-	1 2.6	-	-
DID NOT PROVIDE IMPROVEMENT - PROVIDED CRITICISM INSTEAD [EXCLUSIVE]	265 14.5	19 20.0	9 25.0	4 9.8	6 12.8	4 14.8	4 16.7	8 13.1	7 14.3	12 29.3	6 12.5	6 10.3	4 5.3	4 10.8	4 9.8	5 18.5	7 26.9	-	7 15.2	5 13.5	6 15.4	5 11.1	3 9.4
BLANK	1327	73	30	18	37	28	15	54	27	55	40	38	51	16	35	19	15	24	35	43	24	30	28

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

TRAIN NUMBER

TRAIN NUMBER	OVERALL CALTRAIN EXPERIENCE															
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT	SMWHT	VERY	NTRAL	
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/BLANK
BASE - ALL RESPONDENTS	3157 100.0	2663 100.0	494 100.0	2118 100.0	545 100.0	506 100.0	1430 100.0	727 100.0	359 100.0	135 100.0	1669 100.0	1488 100.0	2489 100.0	85 100.0	15 100.0	568 100.0
101	28 0.9	28 1.1	-	28 1.3	-	28 5.5	-	-	-	-	28 1.7	-	27 1.1	-	-	1 0.2
102	10 0.3	10 0.4	-	10 0.5	-	10 2.0	-	-	-	-	10 0.6	-	7 0.3	-	-	3 0.5
142	55 1.7	55 2.1	-	-	55 10.1	55 10.9	-	-	-	-	55 3.3	-	44 1.8	1 1.2	-	10 1.8
143	58 1.8	58 2.2	-	-	58 10.6	58 11.5	-	-	-	-	58 3.5	-	49 2.0	-	-	9 1.6
150	38 1.2	38 1.4	-	-	38 7.0	38 7.5	-	-	-	-	-	38 2.6	34 1.4	1 1.2	-	3 0.5
151	52 1.6	52 2.0	-	-	52 9.5	52 10.3	-	-	-	-	52 3.1	-	41 1.6	-	-	11 1.9
190	86 2.7	86 3.2	-	-	86 15.8	86 17.0	-	-	-	-	86 5.2	-	71 2.9	4 4.7	-	11 1.9
192	105 3.3	105 3.9	-	-	105 19.3	105 20.8	-	-	-	-	105 6.3	-	89 3.6	3 3.5	2 13.3	11 1.9
195	36 1.1	36 1.4	-	-	36 6.6	36 7.1	-	-	-	-	36 2.2	-	28 1.1	1 1.2	-	7 1.2
197	38 1.2	38 1.4	-	-	38 7.0	38 7.5	-	-	-	-	38 2.3	-	29 1.2	1 1.2	-	8 1.4
206	44 1.4	44 1.7	-	44 2.1	-	-	44 3.1	-	-	-	-	44 3.0	33 1.3	1 1.2	-	10 1.8
207	65 2.1	65 2.4	-	65 3.1	-	-	65 4.5	-	-	-	65 3.9	-	49 2.0	2 2.4	-	14 2.5
216	31 1.0	31 1.2	-	31 1.5	-	-	31 2.2	-	-	-	-	31 2.1	28 1.1	-	-	3 0.5

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

TRAIN NUMBER

TRAIN NUMBER	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/	
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE			BLANK	
217	192 6.1	192 7.2	-	192 9.1	-	-	192 13.4	-	-	-	-	192 12.9	144 5.8	2 2.4	1 6.7	45 7.9
222	82 2.6	82 3.1	-	82 3.9	-	-	82 5.7	-	-	-	82 4.9	-	67 2.7	1 1.2	-	14 2.5
225	84 2.7	84 3.2	-	84 4.0	-	-	84 5.9	-	-	-	-	84 5.6	61 2.5	2 2.4	1 6.7	20 3.5
232	119 3.8	119 4.5	-	119 5.6	-	-	119 8.3	-	-	-	-	119 8.0	93 3.7	4 4.7	-	22 3.9
233	54 1.7	54 2.0	-	54 2.5	-	-	54 3.8	-	-	-	-	54 3.6	42 1.7	-	2 13.3	10 1.8
254	51 1.6	51 1.9	-	-	51 9.4	-	51 3.6	-	-	-	-	51 3.4	42 1.7	1 1.2	-	8 1.4
257	26 0.8	26 1.0	-	-	26 4.8	-	26 1.8	-	-	-	-	26 1.7	20 0.8	1 1.2	-	5 0.9
262	143 4.5	143 5.4	-	143 6.8	-	-	143 10.0	-	-	-	143 8.6	-	104 4.2	7 8.2	3 20.0	29 5.1
267	68 2.2	68 2.6	-	68 3.2	-	-	68 4.8	-	-	-	-	68 4.6	52 2.1	3 3.5	-	13 2.3
268	168 5.3	168 6.3	-	168 7.9	-	-	168 11.7	-	-	-	-	168 11.3	132 5.3	3 3.5	-	33 5.8
273	66 2.1	66 2.5	-	66 3.1	-	-	66 4.6	-	-	-	66 4.0	-	54 2.2	-	-	12 2.1
277	59 1.9	59 2.2	-	59 2.8	-	-	59 4.1	-	-	-	-	59 4.0	44 1.8	3 3.5	-	12 2.1
282	84 2.7	84 3.2	-	84 4.0	-	-	84 5.9	-	-	-	84 5.0	-	66 2.7	4 4.7	-	14 2.5
288	55 1.7	55 2.1	-	55 2.6	-	-	55 3.8	-	-	-	-	55 3.7	43 1.7	1 1.2	-	11 1.9

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

TRAIN NUMBER

TRAIN NUMBER	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/	
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE			BLANK	
289	39 1.2	39 1.5	-	39 1.8	-	-	39 2.7	-	-	-	-	39 2.6	30 1.2	2 2.4	-	7 1.2
313	115 3.6	115 4.3	-	115 5.4	-	-	-	115 15.8	-	-	115 6.9	-	99 4.0	2 2.4	-	14 2.5
324	76 2.4	76 2.9	-	76 3.6	-	-	-	76 10.5	-	-	-	76 5.1	64 2.6	3 3.5	-	9 1.6
329	96 3.0	96 3.6	-	96 4.5	-	-	-	96 13.2	-	-	96 5.8	-	72 2.9	1 1.2	-	23 4.0
330	88 2.8	88 3.3	-	88 4.2	-	-	-	88 12.1	-	-	88 5.3	-	64 2.6	6 7.1	-	18 3.2
360	96 3.0	96 3.6	-	96 4.5	-	-	-	96 13.2	-	-	-	96 6.5	63 2.5	4 4.7	-	29 5.1
376	127 4.0	127 4.8	-	127 6.0	-	-	-	127 17.5	-	-	-	127 8.5	92 3.7	8 9.4	1 6.7	26 4.6
381	53 1.7	53 2.0	-	53 2.5	-	-	-	53 7.3	-	-	-	53 3.6	43 1.7	-	-	10 1.8
385	76 2.4	76 2.9	-	76 3.6	-	-	-	76 10.5	-	-	76 4.6	-	61 2.5	5 5.9	-	10 1.8
421	46 1.5	-	46 9.3	-	-	-	-	-	46 12.8	-	46 2.8	-	41 1.6	-	-	5 0.9
424	41 1.3	-	41 8.3	-	-	-	-	-	41 11.4	-	41 2.5	-	33 1.3	1 1.2	-	7 1.2
432	48 1.5	-	48 9.7	-	-	-	-	-	48 13.4	-	-	48 3.2	42 1.7	-	2 13.3	4 0.7
433	81 2.6	-	81 16.4	-	-	-	-	-	81 22.6	-	81 4.9	-	67 2.7	1 1.2	2 13.3	11 1.9
438	80 2.5	-	80 16.2	-	-	-	-	-	80 22.3	-	80 4.8	-	60 2.4	4 4.7	-	16 2.8

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
63 2.0	-	63 12.8	-	-	-	-	-	63 17.5	-	63 3.8	-	54 2.2	1 1.2	-	8 1.4
75 2.4	-	75 15.2	-	-	-	-	-	-	75 55.6	75 4.5	-	62 2.5	-	1 6.7	12 2.1
60 1.9	-	60 12.1	-	-	-	-	-	-	60 44.4	-	60 4.0	49 2.0	1 1.2	-	10 1.8

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

TRAIN NUMBER	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - ALL RESPONDENTS	3157 100.0	28 100.0	10 100.0	55 100.0	58 100.0	38 100.0	52 100.0	86 100.0	105 100.0	36 100.0	38 100.0	44 100.0	65 100.0	31 100.0	192 100.0	82 100.0	84 100.0	119 100.0	54 100.0	51 100.0	26 100.0	143 100.0	68 100.0
101	28 0.9	28 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
102	10 0.3	-	10 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
142	55 1.7	-	-	55 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
143	58 1.8	-	-	-	58 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
150	38 1.2	-	-	-	-	38 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
151	52 1.6	-	-	-	-	-	52 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
190	86 2.7	-	-	-	-	-	-	86 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
192	105 3.3	-	-	-	-	-	-	-	105 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-
195	36 1.1	-	-	-	-	-	-	-	-	36 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-
197	38 1.2	-	-	-	-	-	-	-	-	-	38 100.0	-	-	-	-	-	-	-	-	-	-	-	-
206	44 1.4	-	-	-	-	-	-	-	-	-	-	44 100.0	-	-	-	-	-	-	-	-	-	-	-
207	65 2.1	-	-	-	-	-	-	-	-	-	-	-	65 100.0	-	-	-	-	-	-	-	-	-	-
216	31 1.0	-	-	-	-	-	-	-	-	-	-	-	-	31 100.0	-	-	-	-	-	-	-	-	-
217	192 6.1	-	-	-	-	-	-	-	-	-	-	-	-	-	192 100.0	-	-	-	-	-	-	-	-
222	82 2.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	82 100.0	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

TRAIN NUMBER

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
225	84 2.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	84 100.0	-	-	-	-	-	-
232	119 3.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	119 100.0	-	-	-	-	-
233	54 1.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	54 100.0	-	-	-	-
254	51 1.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	51 100.0	-	-	-
257	26 0.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	26 100.0	-	-
262	143 4.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	143 100.0	-
267	68 2.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	68 100.0
268	168 5.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
273	66 2.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
277	59 1.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
282	84 2.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
288	55 1.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
289	39 1.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
313	115 3.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
324	76 2.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
329	96 3.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

TRAIN NUMBER

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
330	88 2.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
360	96 3.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
376	127 4.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
381	53 1.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
385	76 2.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
421	46 1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
424	41 1.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
432	48 1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
433	81 2.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
438	80 2.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
441	63 2.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
801	75 2.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
804	60 1.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

TRAIN NUMBER	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
BASE - ALL RESPONDENTS	3157 100.0	168 100.0	66 100.0	59 100.0	84 100.0	55 100.0	39 100.0	115 100.0	76 100.0	96 100.0	88 100.0	96 100.0	127 100.0	53 100.0	76 100.0	46 100.0	41 100.0	48 100.0	81 100.0	80 100.0	63 100.0	75 100.0	60 100.0
101	28 0.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
102	10 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
142	55 1.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
143	58 1.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
150	38 1.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
151	52 1.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
190	86 2.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
192	105 3.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
195	36 1.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
197	38 1.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
206	44 1.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
207	65 2.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
216	31 1.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
217	192 6.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
222	82 2.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

TRAIN NUMBER

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
225	84 2.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
232	119 3.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
233	54 1.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
254	51 1.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
257	26 0.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
262	143 4.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
267	68 2.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
268	168 5.3	168 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
273	66 2.1	-	66 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
277	59 1.9	-	-	59 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
282	84 2.7	-	-	-	84 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
288	55 1.7	-	-	-	-	55 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
289	39 1.2	-	-	-	-	-	39 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
313	115 3.6	-	-	-	-	-	-	115 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
324	76 2.4	-	-	-	-	-	-	-	76 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-
329	96 3.0	-	-	-	-	-	-	-	-	96 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

TRAIN NUMBER

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
330	88 2.8	-	-	-	-	-	-	-	-	-	88 100.0	-	-	-	-	-	-	-	-	-	-	-	-
360	96 3.0	-	-	-	-	-	-	-	-	-	-	96 100.0	-	-	-	-	-	-	-	-	-	-	-
376	127 4.0	-	-	-	-	-	-	-	-	-	-	-	127 100.0	-	-	-	-	-	-	-	-	-	-
381	53 1.7	-	-	-	-	-	-	-	-	-	-	-	-	53 100.0	-	-	-	-	-	-	-	-	-
385	76 2.4	-	-	-	-	-	-	-	-	-	-	-	-	-	76 100.0	-	-	-	-	-	-	-	-
421	46 1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	46 100.0	-	-	-	-	-	-	-
424	41 1.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	41 100.0	-	-	-	-	-	-
432	48 1.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	48 100.0	-	-	-	-	-
433	81 2.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	81 100.0	-	-	-	-
438	80 2.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80 100.0	-	-	-
441	63 2.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	63 100.0	-	-
801	75 2.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	75 100.0	-
804	60 1.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	60 100.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	3157 100.0	2663 100.0	494 100.0	2118 100.0	545 100.0	506 100.0	1430 100.0	727 100.0	359 100.0	135 100.0	1669 100.0	1488 100.0	2489 100.0	85 100.0	15 100.0	568 100.0
LOCAL	865 27.4	506 19.0	359 72.7	38 1.8	468 85.9	506 100.0	-	-	359 100.0	-	779 46.7	86 5.8	716 28.8	18 21.2	6 40.0	125 22.0
LIMITED	1430 45.3	1430 53.7	-	1353 63.9	77 14.1	-	1430 100.0	-	-	-	440 26.4	990 66.5	1104 44.4	37 43.5	7 46.7	282 49.6
BULLET	862 27.3	727 27.3	135 27.3	727 34.3	-	-	-	727 100.0	-	135 100.0	450 27.0	412 27.7	669 26.9	30 35.3	2 13.3	161 28.3

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

TYPE OF SERVICE

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
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BASE - ALL RESPONDENTS	3157	28	10	55	58	38	52	86	105	36	38	44	65	31	192	82	84	119	54	51	26	143	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	865	28	10	55	58	38	52	86	105	36	38	-	-	-	-	-	-	-	-	-	-	-	-
	27.4	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	-	-	-	-	-	-	-	-	-	-	-	-
LIMITED	1430	-	-	-	-	-	-	-	-	-	-	44	65	31	192	82	84	119	54	51	26	143	68
	45.3	-	-	-	-	-	-	-	-	-	-	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	862	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	27.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

TYPE OF SERVICE

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	3157	168	66	59	84	55	39	115	76	96	88	96	127	53	76	46	41	48	81	80	63	75	60
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	865	-	-	-	-	-	-	-	-	-	-	-	-	-	-	46	41	48	81	80	63	-	-
	27.4															100.0	100.0	100.0	100.0	100.0	100.0		
LIMITED	1430	168	66	59	84	55	39	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	45.3	100.0	100.0	100.0	100.0	100.0	100.0																
BULLET	862	-	-	-	-	-	-	115	76	96	88	96	127	53	76	-	-	-	-	-	-	75	60
	27.3							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 2017

STRATA

TOTAL	WEEKDAY		WEEKDAY		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD		TIME PERIOD							REGULAR CAR?					
	=====		=====												
	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
3157	2663	494	2118	545	506	1430	727	359	135	1669	1488	2489	85	15	568
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2118	2118	-	2118	-	38	1353	727	-	-	853	1265	1634	64	8	412
67.1	79.5		100.0		7.5	94.6	100.0			51.1	85.0	65.6	75.3	53.3	72.5
545	545	-	-	545	468	77	-	-	-	430	115	447	13	2	83
17.3	20.5			100.0	92.5	5.4				25.8	7.7	18.0	15.3	13.3	14.6
494	-	494	-	-	-	-	-	359	135	386	108	408	8	5	73
15.6		100.0						100.0	100.0	23.1	7.3	16.4	9.4	33.3	12.9

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

STRATA

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
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BASE - ALL RESPONDENTS	3157 100.0	28 100.0	10 100.0	55 100.0	58 100.0	38 100.0	52 100.0	86 100.0	105 100.0	36 100.0	38 100.0	44 100.0	65 100.0	31 100.0	192 100.0	82 100.0	84 100.0	119 100.0	54 100.0	51 100.0	26 100.0	143 100.0	68 100.0
WEEKDAY PEAK	2118 67.1	28 100.0	10 100.0	-	-	-	-	-	-	-	-	44 100.0	65 100.0	31 100.0	192 100.0	82 100.0	84 100.0	119 100.0	54 100.0	-	-	143 100.0	68 100.0
WEEKDAY OFF-PEAK	545 17.3	-	-	55 100.0	58 100.0	38 100.0	52 100.0	86 100.0	105 100.0	36 100.0	38 100.0	-	-	-	-	-	-	-	-	51 100.0	26 100.0	-	-
WEEKEND	494 15.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

STRATA

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	3157	168	66	59	84	55	39	115	76	96	88	96	127	53	76	46	41	48	81	80	63	75	60
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	2118	168	66	59	84	55	39	115	76	96	88	96	127	53	76	-	-	-	-	-	-	-	-
	67.1	100.0	100.0	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	545	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	17.3																						
WEEKEND	494	-	-	-	-	-	-	-	-	-	-	-	-	-	-	46	41	48	81	80	63	75	60
	15.6															100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

DIRECTION

											OVERALL CALTRAIN EXPERIENCE						
			WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT SATIS				NTRAL NA/BLANK	
	TIME PERIOD		OFF-PEAK														
	TOTAL	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	VERY DISSAT	NA/ BLANK	
BASE - ALL RESPONDENTS	3157 100.0	2663 100.0	494 100.0	2118 100.0	545 100.0	506 100.0	1430 100.0	727 100.0	359 100.0	135 100.0	1669 100.0	1488 100.0	2489 100.0	85 100.0	15 100.0	568 100.0	
NORTH	1469 46.5	1204 45.2	265 53.6	994 46.9	210 38.5	211 41.7	653 45.7	340 46.8	190 52.9	75 55.6	894 53.6	575 38.6	1168 46.9	27 31.8	7 46.7	267 47.0	
SOUTH	1688 53.5	1459 54.8	229 46.4	1124 53.1	335 61.5	295 58.3	777 54.3	387 53.2	169 47.1	60 44.4	775 46.4	913 61.4	1321 53.1	58 68.2	8 53.3	301 53.0	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

DIRECTION

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
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BASE - ALL RESPONDENTS	3157	28	10	55	58	38	52	86	105	36	38	44	65	31	192	82	84	119	54	51	26	143	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1469	27	-	-	58	-	52	-	-	36	38	-	65	-	192	-	84	-	54	-	26	-	68
	46.5	96.4			100.0		100.0			100.0	100.0		100.0		100.0		100.0		100.0		100.0		100.0
SOUTH	1688	1	10	55	-	38	-	86	105	-	-	44	-	31	-	82	-	119	-	51	-	143	-
	53.5	3.6	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 2017

DIRECTION

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	3157	168	66	59	84	55	39	115	76	96	88	96	127	53	76	46	41	48	81	80	63	75	60
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1469	-	66	59	-	-	39	115	-	96	-	-	-	53	76	46	-	-	81	-	63	75	-
	46.5		100.0	100.0			100.0	100.0		100.0				100.0	100.0	100.0			100.0		100.0	100.0	
SOUTH	1688	168	-	-	84	55	-	-	76	-	88	96	127	-	-	-	41	48	-	80	-	-	60
	53.5	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 2017

BIKE CAR

											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?	VERY/ SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK		
	=====		=====		=====			=====								
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE				
BASE - ALL RESPONDENTS	3157 100.0	2663 100.0	494 100.0	2118 100.0	545 100.0	506 100.0	1430 100.0	727 100.0	359 100.0	135 100.0	1669 100.0	1488 100.0	2489 100.0	85 100.0	15 100.0	568 100.0
BIKE CAR	1488 47.1	1380 51.8	108 21.9	1265 59.7	115 21.1	38 7.5	990 69.2	352 48.4	48 13.4	60 44.4	- 100.0	1488 100.0	1151 46.2	40 47.1	7 46.7	290 51.1
REGULAR TRAIN CAR	1669 52.9	1283 48.2	386 78.1	853 40.3	430 78.9	468 92.5	440 30.8	375 51.6	311 86.6	75 55.6	1669 100.0	-	1338 53.8	45 52.9	8 53.3	278 48.9

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

BIKE CAR

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
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BASE - ALL RESPONDENTS	3157	28	10	55	58	38	52	86	105	36	38	44	65	31	192	82	84	119	54	51	26	143	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1488	-	-	-	-	38	-	-	-	-	-	44	-	31	192	-	84	119	54	51	26	-	68
	47.1					100.0						100.0		100.0	100.0		100.0	100.0	100.0	100.0	100.0		100.0
REGULAR TRAIN CAR	1669	28	10	55	58	-	52	86	105	36	38	-	65	-	-	82	-	-	-	-	-	143	-
	52.9	100.0	100.0	100.0	100.0		100.0	100.0	100.0	100.0	100.0		100.0			100.0						100.0	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

BIKE CAR

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	3157	168	66	59	84	55	39	115	76	96	88	96	127	53	76	46	41	48	81	80	63	75	60
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	1488	168	-	59	-	55	39	-	76	-	-	96	127	53	-	-	-	48	-	-	-	-	60
	47.1	100.0		100.0		100.0	100.0		100.0			100.0	100.0	100.0				100.0					100.0
REGULAR TRAIN CAR	1669	-	66	-	84	-	-	115	-	96	88	-	-	-	76	46	41	-	81	80	63	75	-
	52.9		100.0		100.0			100.0		100.0	100.0				100.0	100.0	100.0		100.0	100.0	100.0	100.0	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

LANGUAGE

TOTAL	OVERALL CALTRAIN EXPERIENCE																	
	TIME PERIOD		WEEKDAY		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT SATIS				SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
	TIME PERIOD		WEEKDAY		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		VERY/SMWHT SATIS				SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
	TIME PERIOD		WEEKDAY		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	VERY/SMWHT SATIS				SMWHT DISSAT	VERY DISSAT	NTRAL NA/ BLANK
3157	2663	494	2118	545	506	1430	727	359	135	1669	1488	2489	85	15	568			
100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			
3151	2661	490	2117	544	505	1429	727	356	134	1663	1488	2483	85	15	568			
99.8	99.9	99.2	100.0	99.8	99.8	99.9	100.0	99.2	99.3	99.6	100.0	99.8	100.0	100.0	100.0			
6	2	4	1	1	1	1	-	3	1	6	-	6	-	-	-			
0.2	0.1	0.8	*	0.2	0.2	0.1		0.8	0.7	0.4		0.2						

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

LANGUAGE

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
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	3157	28	10	55	58	38	52	86	105	36	38	44	65	31	192	82	84	119	54	51	26	143	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	3151	28	10	54	58	38	52	86	105	36	38	44	64	31	192	82	84	119	54	51	26	143	68
	99.8	100.0	100.0	98.2	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	98.5	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
SPANISH	6	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	0.2			1.8									1.5										

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

LANGUAGE

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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	3157	168	66	59	84	55	39	115	76	96	88	96	127	53	76	46	41	48	81	80	63	75	60
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	3151	168	66	59	84	55	39	115	76	96	88	96	127	53	76	44	41	48	81	80	62	74	60
	99.8	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	95.7	100.0	100.0	100.0	100.0	98.4	98.7	100.0
SPANISH	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	1	1	-
	0.2															4.3					1.6	1.3	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

HOW SURVEY RECEIVED

											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	3157 100.0	2663 100.0	494 100.0	2118 100.0	545 100.0	506 100.0	1430 100.0	727 100.0	359 100.0	135 100.0	1669 100.0	1488 100.0	2489 100.0	85 100.0	15 100.0	568 100.0
COLLECTED ON BOARD	3107 98.4	2617 98.3	490 99.2	2075 98.0	542 99.4	504 99.6	1393 97.4	720 99.0	358 99.7	132 97.8	1654 99.1	1453 97.6	2455 98.6	81 95.3	14 93.3	557 98.1
MAILED IN	50 1.6	46 1.7	4 0.8	43 2.0	3 0.6	2 0.4	37 2.6	7 1.0	1 0.3	3 2.2	15 0.9	35 2.4	34 1.4	4 4.7	1 6.7	11 1.9

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

HOW SURVEY RECEIVED

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
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BASE - ALL RESPONDENTS	3157	28	10	55	58	38	52	86	105	36	38	44	65	31	192	82	84	119	54	51	26	143	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	3107	28	10	54	58	38	52	86	104	36	38	42	65	31	183	81	79	116	54	50	26	143	67
	98.4	100.0	100.0	98.2	100.0	100.0	100.0	100.0	99.0	100.0	100.0	95.5	100.0	100.0	95.3	98.8	94.0	97.5	100.0	98.0	100.0	100.0	98.5
MAILED IN	50	-	-	1	-	-	-	-	1	-	-	2	-	-	9	1	5	3	-	1	-	-	1
	1.6			1.8					1.0			4.5			4.7	1.2	6.0	2.5		2.0			1.5

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

HOW SURVEY RECEIVED

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	3157	168	66	59	84	55	39	115	76	96	88	96	127	53	76	46	41	48	81	80	63	75	60
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	3107	161	64	56	82	54	39	113	75	96	86	95	127	52	76	46	41	48	80	80	63	72	60
	98.4	95.8	97.0	94.9	97.6	98.2	100.0	98.3	98.7	100.0	97.7	99.0	100.0	98.1	100.0	100.0	100.0	100.0	98.8	100.0	100.0	96.0	100.0
MAILED IN	50	7	2	3	2	1	-	2	1	-	2	1	-	1	-	-	-	-	1	-	-	3	-
	1.6	4.2	3.0	5.1	2.4	1.8		1.7	1.3		2.3	1.0		1.9				1.2			4.0		

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

SHARE OF RESPONDENTS WHO PROVIDED A COMMENT OF SOME TYPE

											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	3157 100.0	2663 100.0	494 100.0	2118 100.0	545 100.0	506 100.0	1430 100.0	727 100.0	359 100.0	135 100.0	1669 100.0	1488 100.0	2489 100.0	85 100.0	15 100.0	568 100.0
PROVIDED A COMMENT	970 30.7	866 32.5	104 21.1	718 33.9	148 27.2	133 26.3	484 33.8	249 34.3	70 19.5	34 25.2	447 26.8	523 35.1	705 28.3	41 48.2	6 40.0	218 38.4
DID NOT PROVIDE A COMMENT	2187 69.3	1797 67.5	390 78.9	1400 66.1	397 72.8	373 73.7	946 66.2	478 65.7	289 80.5	101 74.8	1222 73.2	965 64.9	1784 71.7	44 51.8	9 60.0	350 61.6

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	222	225	232	233	254	257	262	267
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BASE - ALL RESPONDENTS	3157	28	10	55	58	38	52	86	105	36	38	44	65	31	192	82	84	119	54	51	26	143	68
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	970	4	6	12	15	15	8	23	32	10	8	18	25	10	81	23	29	46	12	16	9	41	14
	30.7	14.3	60.0	21.8	25.9	39.5	15.4	26.7	30.5	27.8	21.1	40.9	38.5	32.3	42.2	28.0	34.5	38.7	22.2	31.4	34.6	28.7	20.6
DID NOT PROVIDE A COMMENT	2187	24	4	43	43	23	44	63	73	26	30	26	40	21	111	59	55	73	42	35	17	102	54
	69.3	85.7	40.0	78.2	74.1	60.5	84.6	73.3	69.5	72.2	78.9	59.1	61.5	67.7	57.8	72.0	65.5	61.3	77.8	68.6	65.4	71.3	79.4

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

SHARE OF RESPONDENTS WHO PROVIDED A COMMENT OF SOME TYPE

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS	3157	168	66	59	84	55	39	115	76	96	88	96	127	53	76	46	41	48	81	80	63	75	60
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	970	70	17	19	20	20	14	40	27	29	26	31	50	17	29	9	7	15	12	13	14	24	10
	30.7	41.7	25.8	32.2	23.8	36.4	35.9	34.8	35.5	30.2	29.5	32.3	39.4	32.1	38.2	19.6	17.1	31.3	14.8	16.3	22.2	32.0	16.7
DID NOT PROVIDE A COMMENT	2187	98	49	40	64	35	25	75	49	67	62	65	77	36	47	37	34	33	69	67	49	51	50
	69.3	58.3	74.2	67.8	76.2	63.6	64.1	65.2	64.5	69.8	70.5	67.7	60.6	67.9	61.8	80.4	82.9	68.8	85.2	83.8	77.8	68.0	83.3

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

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	SMWHT	VERY	NTRAL	
	TIME PERIOD		WEEKDAY TIME PERIOD		WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		SATIS	DISSAT	DISSAT	NA/BLANK	
	WKDAY	SAT	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE					
970 100.0	866 100.0	104 100.0	718 100.0	148 100.0	133 100.0	484 100.0	249 100.0	70 100.0	34 100.0	447 100.0	523 100.0	705 100.0	41 100.0	6 100.0	218 100.0	
2187	1797	390	1400	397	373	946	478	289	101	1222	965	1784	44	9	350	
183 18.9	157 18.1	26 25.0	135 18.8	22 14.9	21 15.8	89 18.4	47 18.9	20 28.6	6 17.6	87 19.5	96 18.4	133 18.9	5 12.2	1 16.7	44 20.2	
104 10.7	98 11.3	6 5.8	80 11.1	18 12.2	16 12.0	52 10.7	30 12.0	3 4.3	3 8.8	46 10.3	58 11.1	76 10.8	5 12.2	-	23 10.6	
96 9.9	88 10.2	8 7.7	78 10.9	10 6.8	10 7.5	56 11.6	22 8.8	6 8.6	2 5.9	44 9.8	52 9.9	73 10.4	2 4.9	-	21 9.6	
84 8.7	64 7.4	20 19.2	42 5.8	22 14.9	22 16.5	34 7.0	8 3.2	10 14.3	10 29.4	49 11.0	35 6.7	80 11.3	-	-	4 1.8	
82 8.5	73 8.4	9 8.7	57 7.9	16 10.8	12 9.0	45 9.3	16 6.4	5 7.1	4 11.8	42 9.4	40 7.6	59 8.4	1 2.4	-	22 10.1	
81 8.4	70 8.1	11 10.6	59 8.2	11 7.4	9 6.8	41 8.5	20 8.0	9 12.9	2 5.9	43 9.6	38 7.3	55 7.8	1 2.4	-	25 11.5	
79 8.1	77 8.9	2 1.9	70 9.7	7 4.7	4 3.0	47 9.7	26 10.4	2 2.9	-	34 7.6	45 8.6	38 5.4	8 19.5	2 33.3	31 14.2	
76 7.8	74 8.5	2 1.9	69 9.6	5 3.4	3 2.3	45 9.3	26 10.4	1 1.4	1 2.9	8 1.8	68 13.0	58 8.2	4 9.8	2 33.3	12 5.5	
62 6.4	58 6.7	4 3.8	50 7.0	8 5.4	6 4.5	33 6.8	19 7.6	2 2.9	2 5.9	23 5.1	39 7.5	35 5.0	3 7.3	-	24 11.0	
57 5.9	54 6.2	3 2.9	45 6.3	9 6.1	8 6.0	33 6.8	13 5.2	2 2.9	1 2.9	25 5.6	32 6.1	26 3.7	8 19.5	2 33.3	21 9.6	
56 5.8	50 5.8	6 5.8	41 5.7	9 6.1	8 6.0	27 5.6	15 6.0	5 7.1	1 2.9	19 4.3	37 7.1	42 6.0	4 9.8	1 16.7	9 4.1	
55 5.7	53 6.1	2 1.9	44 6.1	9 6.1	7 5.3	29 6.0	17 6.8	2 2.9	-	22 4.9	33 6.3	37 5.2	2 4.9	1 16.7	15 6.9	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

CATEGORIES/TYPES OF COMMENTS PROVIDED

	WEEKDAY										OVERALL CALTRAIN EXPERIENCE						
	TIME PERIOD			TIME PERIOD			WEEKDAY SERVICE			SAT. SVC.		BIKE CAR OR REGULAR CAR?		=====			
	=====			=====			=====			=====		=====		VERY/ SMWHT	SMWHT	VERY	NTRAL
	TOTAL	WKDAY	SAT	PEAK	OFF- PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	NA/ BLANK	
TRAIN/CAR CONDITION/ COMFORT OF RIDE	53 5.5	52 6.0	1 1.0	43 6.0	9 6.1	8 6.0	33 6.8	11 4.4	1 1.4	-	23 5.1	30 5.7	26 3.7	4 9.8	1 16.7	22 10.1	
ENFORCEMENT/SECURITY	51 5.3	47 5.4	4 3.8	40 5.6	7 4.7	6 4.5	28 5.8	13 5.2	2 2.9	2 5.9	22 4.9	29 5.5	33 4.7	2 4.9	-	16 7.3	
PERSONNEL	43 4.4	37 4.3	6 5.8	30 4.2	7 4.7	8 6.0	19 3.9	10 4.0	5 7.1	1 2.9	23 5.1	20 3.8	29 4.1	1 2.4	1 16.7	12 5.5	
SIGNAGE/PRINTED SCHEDULES/COMMUNICATION	40 4.1	36 4.2	4 3.8	26 3.6	10 6.8	10 7.5	16 3.3	10 4.0	4 5.7	-	21 4.7	19 3.6	25 3.5	3 7.3	-	12 5.5	
PARKING/PARKING MACHINES	31 3.2	30 3.5	1 1.0	27 3.8	3 2.0	3 2.3	18 3.7	9 3.6	-	1 2.9	16 3.6	15 2.9	21 3.0	2 4.9	-	8 3.7	
ELECTRIFICATION/HIGH SPEED RAIL/SYSTEM MODERNIZATION	26 2.7	21 2.4	5 4.8	18 2.5	3 2.0	3 2.3	13 2.7	5 2.0	4 5.7	1 2.9	15 3.4	11 2.1	18 2.6	-	-	8 3.7	
TRANSIT CONNECTIONS/ TRANSFERS	24 2.5	21 2.4	3 2.9	18 2.5	3 2.0	4 3.0	11 2.3	6 2.4	3 4.3	-	11 2.5	13 2.5	16 2.3	1 2.4	-	7 3.2	
SAN FRANCISCO GIANTS/ SPORTING EVENTS	16 1.6	13 1.5	3 2.9	12 1.7	1 0.7	1 0.8	9 1.9	3 1.2	2 2.9	1 2.9	8 1.8	8 1.5	11 1.6	-	-	5 2.3	
ROUTES/STOPS	15 1.5	12 1.4	3 2.9	10 1.4	2 1.4	2 1.5	8 1.7	2 0.8	-	3 8.8	9 2.0	6 1.1	10 1.4	1 2.4	-	4 1.8	
PHONE/WEBSITE/INTERNET	13 1.3	11 1.3	2 1.9	6 0.8	5 3.4	5 3.8	4 0.8	2 0.8	2 2.9	-	8 1.8	5 1.0	10 1.4	1 2.4	-	2 0.9	
OTHER COMMENTS	10 1.0	8 0.9	2 1.9	6 0.8	2 1.4	2 1.5	4 0.8	2 0.8	2 2.9	-	5 1.1	5 1.0	6 0.9	-	-	4 1.8	
COMMENTS ABOUT SURVEY	6 0.6	6 0.7	-	4 0.6	2 1.4	2 1.5	2 0.4	2 0.8	-	-	3 0.7	3 0.6	3 0.4	-	-	3 1.4	
DELAY/ACCIDENT RESPONSE	2 0.2	2 0.2	-	2 0.3	-	-	2 0.4	-	-	-	-	2 0.4	1 0.1	1 2.4	-	-	
LOST AND FOUND	1 0.1	1 0.1	-	1 0.1	-	-	1 0.2	-	-	-	1 0.2	-	1 0.1	-	-	-	

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
BASE - ALL RESPONDENTS PROVIDING A COMMENT	970 100.0	4 100.0	6 100.0	12 100.0	15 100.0	15 100.0	8 100.0	23 100.0	32 100.0	10 100.0	8 100.0	18 100.0	25 100.0	10 100.0	81 100.0	23 100.0	29 100.0	46 100.0	12 100.0	16 100.0	9 100.0	41 100.0	14 100.0
BLANK	2187	24	4	43	43	23	44	63	73	26	30	26	40	21	111	59	55	73	42	35	17	102	54
SCHEDULES/FREQUENCY	183 18.9	-	-	2 16.7	3 20.0	2 13.3	1 12.5	4 17.4	6 18.8	2 20.0	1 12.5	1 5.6	2 8.0	2 20.0	20 24.7	3 13.0	5 17.2	13 28.3	2 16.7	1 6.3	-	7 17.1	4 28.6
CAR FEATURES/AMENITIES	104 10.7	-	-	3 25.0	2 13.3	1 6.7	-	2 8.7	4 12.5	3 30.0	1 12.5	2 11.1	2 8.0	-	14 17.3	2 8.7	2 6.9	4 8.7	2 16.7	2 12.5	-	2 4.9	-
DELAY INFORMATION/ SERVICE ANNOUNCEMENTS/ UPDATES	96 9.9	-	-	-	-	1 6.7	1 12.5	2 8.7	5 15.6	1 10.0	-	2 11.1	3 12.0	-	5 6.2	3 13.0	4 13.8	4 8.7	2 16.7	-	-	4 9.8	2 14.3
GENERAL COMPLIMENTS	84 8.7	-	3 50.0	-	5 33.3	4 26.7	2 25.0	5 21.7	2 6.3	-	1 12.5	1 5.6	4 16.0	2 20.0	4 4.9	-	-	2 4.3	-	2 12.5	1 11.1	3 7.3	-
STATION AMENITIES/ CONDITION/CLEANLINESS	82 8.5	-	1 16.7	1 8.3	1 6.7	-	1 12.5	2 8.7	3 9.4	1 10.0	2 25.0	4 22.2	1 4.0	-	9 11.1	3 13.0	4 13.8	-	-	5 31.3	-	6 14.6	-
FARE/FARE POLICY/TICKET VALIDATION PROCEDURE	81 8.4	1 25.0	-	-	1 6.7	-	2 25.0	-	4 12.5	1 10.0	-	-	7 28.0	-	10 12.3	2 8.7	1 3.4	1 2.2	1 8.3	1 6.3	2 22.2	2 4.9	2 14.3
CROWDING/SEAT AVAILABILITY	79 8.1	-	-	1 8.3	-	1 6.7	1 12.5	-	1 3.1	-	-	-	3 12.0	-	11 13.6	1 4.3	4 13.8	4 8.7	3 25.0	3 18.8	-	2 4.9	1 7.1
BIKES/BIKE CARS	76 7.8	1 25.0	-	-	-	-	-	-	1 3.1	1 10.0	-	2 11.1	-	2 20.0	6 7.4	1 4.3	4 13.8	8 17.4	-	2 12.5	1 11.1	2 4.9	-
CLIPPER SYSTEM	62 6.4	-	-	-	1 6.7	-	1 12.5	3 13.0	-	1 10.0	-	-	2 8.0	1 10.0	5 6.2	2 8.7	2 6.9	4 8.7	2 16.7	-	2 22.2	2 4.9	2 14.3
ON-TIME PERFORMANCE/ RELIABILITY	57 5.9	-	1 16.7	-	-	2 13.3	1 12.5	1 4.3	1 3.1	1 10.0	1 12.5	-	2 8.0	-	5 6.2	1 4.3	4 13.8	3 6.5	2 16.7	1 6.3	1 11.1	2 4.9	1 7.1
TICKET/CLIPPER MACHINES	56 5.8	1 25.0	-	1 8.3	1 6.7	2 13.3	-	-	3 9.4	-	-	-	-	2 20.0	3 3.7	2 8.7	3 10.3	4 8.7	-	1 6.3	1 11.1	1 2.4	2 14.3
TRAIN CLEANLINESS (EXTERIOR AND INTERIOR)	55 5.7	-	-	1 8.3	-	-	-	-	3 9.4	2 20.0	1 12.5	1 5.6	-	-	7 8.6	2 8.7	2 6.9	3 6.5	-	2 12.5	-	6 14.6	1 7.1
TRAIN/CAR CONDITION/ COMFORT OF RIDE	53 5.5	-	-	1 8.3	-	1 6.7	-	1 4.3	3 9.4	2 20.0	-	1 5.6	-	2 20.0	2 2.5	3 13.0	-	6 13.0	1 8.3	-	1 11.1	4 9.8	2 14.3
ENFORCEMENT/SECURITY	51 5.3	-	-	-	-	2 13.3	-	1 4.3	2 6.3	1 10.0	-	4 22.2	1 4.0	1 10.0	1 1.2	2 8.7	-	3 6.5	-	1 6.3	-	1 2.4	1 7.1

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	101	102	142	143	150	151	190	192	195	197	206	207	216	217	222	225	232	233	254	257	262	267
PERSONNEL	43 4.4	1 25.0	2 33.3	-	1 6.7	-	-	2 8.7	-	1 10.0	1 12.5	3 16.7	-	-	3 3.7	1 4.3	1 3.4	1 2.2	-	1 6.3	1 11.1	4 9.8	-
SIGNAGE/PRINTED SCHEDULES/COMMUNICATION	40 4.1	-	-	1 8.3	-	2 13.3	-	2 8.7	2 6.3	2 20.0	1 12.5	3 16.7	1 4.0	-	3 3.7	-	-	1 2.2	1 8.3	-	-	1 2.4	-
PARKING/PARKING MACHINES	31 3.2	-	-	-	1 6.7	1 6.7	-	1 4.3	-	-	-	-	2 8.0	-	2 2.5	1 4.3	3 10.3	-	-	-	-	4 9.8	1 7.1
ELECTRIFICATION/HIGH SPEED RAIL/SYSTEM MODERNIZATION	26 2.7	-	-	-	-	-	-	-	1 3.1	2 20.0	-	-	-	2 20.0	1 1.2	1 4.3	3 10.3	-	1 8.3	-	-	2 4.9	-
TRANSIT CONNECTIONS/ TRANSFERS	24 2.5	1 25.0	-	-	1 6.7	-	1 12.5	-	1 3.1	-	-	1 5.6	-	-	3 3.7	-	-	1 2.2	-	-	-	1 2.4	2 14.3
SAN FRANCISCO GIANTS/ SPORTING EVENTS	16 1.6	-	-	1 8.3	-	-	-	-	-	-	-	1 5.6	1 4.0	-	-	1 4.3	-	1 2.2	1 8.3	-	-	-	-
ROUTES/STOPS	15 1.5	-	-	-	-	-	-	1 4.3	1 3.1	-	-	1 5.6	1 4.0	-	2 2.5	-	-	-	-	-	-	1 2.4	-
PHONE/WEBSITE/INTERNET	13 1.3	-	-	-	-	1 6.7	-	1 4.3	1 3.1	1 10.0	1 12.5	1 5.6	-	-	-	1 4.3	-	-	-	-	-	-	-
OTHER COMMENTS	10 1.0	-	-	1 8.3	1 6.7	-	-	-	-	-	-	-	-	-	-	1 4.3	-	2 4.3	-	-	-	-	-
COMMENTS ABOUT SURVEY	6 0.6	-	-	1 8.3	-	-	-	-	-	-	1 12.5	-	-	-	1 1.2	-	-	-	-	-	-	-	-
DELAY/ACCIDENT RESPONSE	2 0.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2.2	-	-	-	-	-
LOST AND FOUND	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2.4	-

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
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BASE - ALL RESPONDENTS PROVIDING A COMMENT	970 100.0	70 100.0	17 100.0	19 100.0	20 100.0	20 100.0	14 100.0	40 100.0	27 100.0	29 100.0	26 100.0	31 100.0	50 100.0	17 100.0	29 100.0	9 100.0	7 100.0	15 100.0	12 100.0	13 100.0	14 100.0	24 100.0	10 100.0
BLANK	2187	98	49	40	64	35	25	75	49	67	62	65	77	36	47	37	34	33	69	67	49	51	50
SCHEDULES/FREQUENCY	183 18.9	10 14.3	4 23.5	6 31.6	2 10.0	4 20.0	3 21.4	6 15.0	1 3.7	11 37.9	6 23.1	4 12.9	10 20.0	3 17.6	6 20.7	2 22.2	1 14.3	4 26.7	5 41.7	4 30.8	4 28.6	5 20.8	1 10.0
CAR FEATURES/AMENITIES	104 10.7	8 11.4	2 11.8	1 5.3	4 20.0	3 15.0	2 14.3	3 7.5	-	2 6.9	4 15.4	9 29.0	7 14.0	1 5.9	4 13.8	-	-	-	-	-	3 21.4	3 12.5	-
DELAY INFORMATION/ SERVICE ANNOUNCEMENTS/ UPDATES	96 9.9	20 28.6	1 5.9	-	2 10.0	2 10.0	2 14.3	5 12.5	1 3.7	2 6.9	4 15.4	1 3.2	2 4.0	2 11.8	5 17.2	2 22.2	2 28.6	-	-	-	2 14.3	-	2 20.0
GENERAL COMPLIMENTS	84 8.7	7 10.0	4 23.5	-	1 5.0	1 5.0	2 14.3	1 2.5	-	1 3.4	-	-	2 4.0	2 11.8	2 6.9	2 22.2	-	3 20.0	2 16.7	-	3 21.4	8 33.3	2 20.0
STATION AMENITIES/ CONDITION/CLEANLINESS	82 8.5	4 5.7	3 17.6	3 15.8	1 5.0	2 10.0	-	5 12.5	3 11.1	2 6.9	1 3.8	-	1 2.0	2 11.8	2 6.9	-	2 28.6	1 6.7	1 8.3	1 7.7	-	2 8.3	2 20.0
FARE/FARE POLICY/TICKET VALIDATION PROCEDURE	81 8.4	5 7.1	-	2 10.5	4 20.0	1 5.0	-	1 2.5	2 7.4	4 13.8	1 3.8	4 12.9	3 6.0	1 5.9	4 13.8	2 22.2	1 14.3	1 6.7	1 8.3	3 23.1	1 7.1	1 4.2	1 10.0
CROWDING/SEAT AVAILABILITY	79 8.1	8 11.4	1 5.9	-	3 15.0	2 10.0	1 7.1	10 25.0	-	4 13.8	6 23.1	3 9.7	3 6.0	-	-	-	1 14.3	1 6.7	-	-	-	-	-
BIKES/BIKE CARS	76 7.8	6 8.6	-	7 36.8	-	3 15.0	1 7.1	-	6 22.2	-	1 3.8	10 32.3	7 14.0	1 5.9	1 3.4	-	-	1 6.7	-	-	-	-	1 10.0
CLIPPER SYSTEM	62 6.4	4 5.7	1 5.9	-	2 10.0	-	2 14.3	-	4 14.8	1 3.4	1 3.8	3 9.7	7 14.0	1 5.9	2 6.9	-	-	-	-	2 15.4	-	2 8.3	-
ON-TIME PERFORMANCE/ RELIABILITY	57 5.9	5 7.1	2 11.8	-	2 10.0	1 5.0	1 7.1	2 5.0	1 3.7	2 6.9	3 11.5	1 3.2	3 6.0	1 5.9	-	-	-	-	-	1 7.7	1 7.1	1 4.2	-
TICKET/CLIPPER MACHINES	56 5.8	2 2.9	2 11.8	2 10.5	-	2 10.0	-	-	5 18.5	3 10.3	-	-	2 4.0	4 23.5	1 3.4	-	-	2 13.3	1 8.3	2 15.4	-	1 4.2	-
TRAIN CLEANLINESS (EXTERIOR AND INTERIOR)	55 5.7	4 5.7	-	-	-	1 5.0	-	3 7.5	3 11.1	1 3.4	2 7.7	2 6.5	5 10.0	1 5.9	-	-	1 14.3	1 6.7	-	-	-	-	-
TRAIN/CAR CONDITION/ COMFORT OF RIDE	53 5.5	3 4.3	2 11.8	2 10.5	1 5.0	1 5.0	2 14.3	1 2.5	-	1 3.4	1 3.8	1 3.2	4 8.0	1 5.9	2 6.9	-	1 14.3	-	-	-	-	-	-
ENFORCEMENT/SECURITY	51 5.3	5 7.1	1 5.9	3 15.8	2 10.0	1 5.0	1 7.1	3 7.5	1 3.7	1 3.4	1 3.8	-	2 4.0	1 5.9	4 13.8	-	-	-	-	2 15.4	-	-	2 20.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - JUNE 2017

CATEGORIES/TYPES OF COMMENTS PROVIDED

	TOTAL	268	273	277	282	288	289	313	324	329	330	360	376	381	385	421	424	432	433	438	441	801	804
PERSONNEL	43 4.4	2 2.9	-	-	1 5.0	-	1 7.1	2 5.0	1 3.7	-	2 7.7	2 6.5	3 6.0	-	-	1 11.1	2 28.6	-	1 8.3	1 7.7	-	-	1 10.0
SIGNAGE/PRINTED SCHEDULES/COMMUNICATION	40 4.1	3 4.3	-	1 5.3	1 5.0	-	1 7.1	1 2.5	1 3.7	-	2 7.7	1 3.2	1 2.0	1 5.9	3 10.3	1 11.1	-	-	1 8.3	-	2 14.3	-	-
PARKING/PARKING MACHINES	31 3.2	2 2.9	1 5.9	1 5.3	-	1 5.0	-	3 7.5	1 3.7	1 3.4	-	1 3.2	2 4.0	-	1 3.4	-	-	-	-	-	-	1 4.2	-
ELECTRIFICATION/HIGH SPEED RAIL/SYSTEM MODERNIZATION	26 2.7	1 1.4	-	-	1 5.0	-	1 7.1	1 2.5	-	-	-	1 3.2	-	-	3 10.3	-	1 14.3	1 6.7	-	1 7.7	1 7.1	1 4.2	-
TRANSIT CONNECTIONS/ TRANSFERS	24 2.5	2 2.9	-	1 5.3	-	-	-	-	-	3 10.3	1 3.8	-	2 4.0	-	-	-	2 28.6	1 6.7	-	-	-	-	-
SAN FRANCISCO GIANTS/ SPORTING EVENTS	16 1.6	2 2.9	1 5.9	-	-	1 5.0	-	-	1 3.7	-	1 3.8	1 3.2	-	-	-	1 11.1	-	-	-	1 7.7	-	1 4.2	-
ROUTES/STOPS	15 1.5	2 2.9	-	-	1 5.0	-	-	2 5.0	-	-	-	-	-	-	-	-	-	-	-	-	-	2 8.3	1 10.0
PHONE/WEBSITE/INTERNET	13 1.3	1 1.4	1 5.9	-	-	-	-	-	-	-	-	-	2 4.0	-	-	-	-	-	1 8.3	-	1 7.1	-	-
OTHER COMMENTS	10 1.0	-	1 5.9	-	-	-	-	-	1 3.7	-	1 3.8	-	-	-	-	-	-	2 13.3	-	-	-	-	-
COMMENTS ABOUT SURVEY	6 0.6	-	-	-	-	1 5.0	-	1 2.5	1 3.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DELAY/ACCIDENT RESPONSE	2 0.2	1 1.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
LOST AND FOUND	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-