

Cross-Tabulated Statistical Tables

By Key Sub-Groups

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q1. HOW OFTEN DO YOU RIDE CALTRAIN?

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
BASE - ALL RESPONDENTS	3070 100.0	2682 100.0	388 100.0	2153 100.0	529 100.0	448 100.0	1505 100.0	730 100.0	283 100.0	104 100.0	2040 100.0	1030 100.0	2200 100.0	140 100.0	26 100.0	704 100.0
5 DAYS PER WEEK	1437 46.8	1399 52.2	38 9.8	1221 56.7	178 33.6	147 32.8	844 56.1	408 55.9	34 12.0	4 3.8	952 46.7	485 47.1	993 45.1	81 57.9	13 50.0	350 49.7
4 DAYS PER WEEK	391 12.7	379 14.1	12 3.1	329 15.3	50 9.5	42 9.4	220 14.6	117 16.0	9 3.2	3 2.9	249 12.2	142 13.8	274 12.5	18 12.9	3 11.5	96 13.6
LESS THAN ONCE A MONTH	371 12.1	199 7.4	172 44.3	101 4.7	98 18.5	88 19.6	72 4.8	39 5.3	117 41.3	55 52.9	253 12.4	118 11.5	297 13.5	5 3.6	2 7.7	67 9.5
3 DAYS PER WEEK	212 6.9	194 7.2	18 4.6	152 7.1	42 7.9	34 7.6	114 7.6	46 6.3	13 4.6	5 4.8	133 6.5	79 7.7	155 7.0	9 6.4	1 3.8	47 6.7
1-3 DAYS A MONTH	196 6.4	132 4.9	64 16.5	77 3.6	55 10.4	41 9.2	62 4.1	29 4.0	45 15.9	19 18.3	142 7.0	54 5.2	155 7.0	6 4.3	2 7.7	33 4.7
2 DAYS PER WEEK	179 5.8	152 5.7	27 7.0	112 5.2	40 7.6	34 7.6	80 5.3	38 5.2	23 8.1	4 3.8	119 5.8	60 5.8	134 6.1	10 7.1	2 7.7	33 4.7
6-7 DAYS PER WEEK	171 5.6	146 5.4	25 6.4	100 4.6	46 8.7	43 9.6	72 4.8	31 4.2	21 7.4	4 3.8	111 5.4	60 5.8	119 5.4	4 2.9	3 11.5	45 6.4
1 DAY PER WEEK	104 3.4	74 2.8	30 7.7	56 2.6	18 3.4	17 3.8	39 2.6	19 2.6	20 7.1	9 8.7	76 3.7	28 2.7	69 3.1	6 4.3	-	29 4.1
BLANK/MULTIPLE RESPONSES	9 0.3	7 0.3	2 0.5	5 0.2	2 0.4	2 0.4	2 0.1	3 0.4	1 0.4	1 1.0	5 0.2	4 0.4	4 0.2	1 0.7	-	4 0.6

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q2. HOW DID YOU PAY FOR THIS TRAIN TRIP (TODAY)?

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL			
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT	SMWHT	VERY	NA/
													SATIS	DISSAT	DISSAT	BLANK
BASE - ALL RESPONDENTS	3070	2682	388	2153	529	448	1505	730	283	104	2040	1030	2200	140	26	704
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
CLIPPER - MONTHLY PASS	1007	969	38	836	133	119	565	285	27	11	659	348	695	57	14	241
	32.8	36.1	9.8	38.8	25.1	26.6	37.5	39.0	9.5	10.6	32.3	33.8	31.6	40.7	53.8	34.2
GO PASS	677	643	34	569	74	53	403	187	27	7	453	224	467	31	3	176
	22.1	24.0	8.8	26.4	14.0	11.8	26.8	25.6	9.5	6.7	22.2	21.7	21.2	22.1	11.5	25.0
CLIPPER - CASH VALUE	668	566	102	438	128	108	303	156	74	27	438	230	477	34	6	151
	21.8	21.1	26.3	20.3	24.2	24.1	20.1	21.4	26.1	26.0	21.5	22.3	21.7	24.3	23.1	21.4
PAPER - ONE WAY TICKET	290	189	101	90	99	82	74	33	79	22	196	94	226	6	2	56
	9.4	7.0	26.0	4.2	18.7	18.3	4.9	4.5	27.9	21.2	9.6	9.1	10.3	4.3	7.7	8.0
PAPER - DAY PASS	186	115	71	78	37	34	63	18	49	22	129	57	136	3	1	46
	6.1	4.3	18.3	3.6	7.0	7.6	4.2	2.5	17.3	21.2	6.3	5.5	6.2	2.1	3.8	6.5
MOBILE APP - ONE WAY TICKET	123	94	29	63	31	29	37	28	21	8	81	42	105	7	-	11
	4.0	3.5	7.5	2.9	5.9	6.5	2.5	3.8	7.4	7.7	4.0	4.1	4.8	5.0	-	1.6
MOBILE APP - DAY PASS	61	51	10	37	14	13	24	14	4	6	43	18	49	1	-	11
	2.0	1.9	2.6	1.7	2.6	2.9	1.6	1.9	1.4	5.8	2.1	1.7	2.2	0.7	-	1.6
OTHER	25	24	1	20	4	2	20	2	1	-	20	5	17	1	-	7
	0.8	0.9	0.3	0.9	0.8	0.4	1.3	0.3	0.4	-	1.0	0.5	0.8	0.7	-	1.0
WORK PROVIDED PASS	14	14	-	13	1	1	9	4	-	-	10	4	12	-	-	2
	0.5	0.5	-	0.6	0.2	0.2	0.6	0.5	-	-	0.5	0.4	0.5	-	-	0.3
BLANK/MULTIPLE RESPONSES	19	17	2	9	8	7	7	3	1	1	11	8	16	-	-	3
	0.6	0.6	0.5	0.4	1.5	1.6	0.5	0.4	0.4	1.0	0.5	0.8	0.7	-	-	0.4

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q3A. AT WHAT STATION DID YOU GET ON THIS TRAIN?

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
	TOTAL	WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
BASE - ALL RESPONDENTS	3056	2669	387	2148	521	439	1502	729	282	104	2028	1028	2191	140	26	699
	100.0	100.0	100.0	100.0	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	891	759	132	599	160	139	354	266	79	53	582	309	611	44	11	225
	29.2	28.4	34.1	27.9	30.7	31.7	23.6	36.5	28.0	51.0	28.7	30.1	27.9	31.4	42.3	32.2
PALO ALTO	340	309	31	243	66	40	192	77	22	9	221	119	244	13	2	81
	11.1	11.6	8.0	11.3	12.7	9.1	12.8	10.6	7.8	8.7	10.9	11.6	11.1	9.3	7.7	11.6
SAN JOSE-DIRIDON	279	235	44	200	35	36	77	122	24	20	162	117	193	15	1	70
	9.1	8.8	11.4	9.3	6.7	8.2	5.1	16.7	8.5	19.2	8.0	11.4	8.8	10.7	3.8	10.0
MOUNTAIN VIEW	257	239	18	216	23	21	105	113	9	9	175	82	181	11	1	64
	8.4	9.0	4.7	10.1	4.4	4.8	7.0	15.5	3.2	8.7	8.6	8.0	8.3	7.9	3.8	9.2
REDWOOD CITY	172	149	23	113	36	28	76	45	20	3	112	60	130	9	-	33
	5.6	5.6	5.9	5.3	6.9	6.4	5.1	6.2	7.1	2.9	5.5	5.8	5.9	6.4	-	4.7
SUNNYVALE	129	107	22	78	29	26	73	8	13	9	69	60	102	4	2	21
	4.2	4.0	5.7	3.6	5.6	5.9	4.9	1.1	4.6	8.7	3.4	5.8	4.7	2.9	7.7	3.0
MILLBRAE	124	101	23	78	23	19	59	23	22	1	95	29	101	4	-	19
	4.1	3.8	5.9	3.6	4.4	4.3	3.9	3.2	7.8	1.0	4.7	2.8	4.6	2.9	-	2.7
HILLSDALE	113	94	19	83	11	10	68	16	19	-	70	43	83	7	1	22
	3.7	3.5	4.9	3.9	2.1	2.3	4.5	2.2	6.7	-	3.5	4.2	3.8	5.0	3.8	3.1
MENLO PARK	85	72	13	55	17	12	54	6	13	-	69	16	64	4	-	17
	2.8	2.7	3.4	2.6	3.3	2.7	3.6	0.8	4.6	-	3.4	1.6	2.9	2.9	-	2.4
SAN MATEO	84	75	9	57	18	19	48	8	9	-	64	20	63	3	1	17
	2.7	2.8	2.3	2.7	3.5	4.3	3.2	1.1	3.2	-	3.2	1.9	2.9	2.1	3.8	2.4
LAWRENCE	75	71	4	61	10	8	61	2	4	-	68	7	49	2	2	22
	2.5	2.7	1.0	2.8	1.9	1.8	4.1	0.3	1.4	-	3.4	0.7	2.2	1.4	7.7	3.1
22ND STREET	71	64	7	56	8	8	38	18	7	-	58	13	56	4	-	11
	2.3	2.4	1.8	2.6	1.5	1.8	2.5	2.5	2.5	-	2.9	1.3	2.6	2.9	-	1.6
CALIFORNIA AVENUE	66	65	1	42	23	16	46	3	1	-	41	25	50	5	1	10
	2.2	2.4	0.3	2.0	4.4	3.6	3.1	0.4	0.4	-	2.0	2.4	2.3	3.6	3.8	1.4
SANTA CLARA	53	40	13	33	7	7	33	-	13	-	30	23	41	2	1	9
	1.7	1.5	3.4	1.5	1.3	1.6	2.2	-	4.6	-	1.5	2.2	1.9	1.4	3.8	1.3
SAN CARLOS	50	45	5	40	5	4	41	1	4	-	39	11	36	2	-	12
	1.6	1.7	1.3	1.9	1.0	0.9	2.7	0.1	1.4	-	1.9	1.1	1.6	1.4	-	1.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q3A. AT WHAT STATION DID YOU GET ON THIS TRAIN?

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL					
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK	
SAN ANTONIO	45 1.5	41 1.5	4 1.0	30 1.4	11 2.1	11 2.5	28 1.9	2 0.3	4 1.4	-	32 1.6	13 1.3	31 1.4	5 3.6	-	9 1.3	
SAN BRUNO	42 1.4	38 1.4	4 1.0	26 1.2	12 2.3	11 2.5	27 1.8	-	4 1.4	-	26 1.3	16 1.6	38 1.7	2 1.4	-	2 0.3	
TAMIEN	42 1.4	42 1.6	-	41 1.9	1 0.2	-	31 2.1	11 1.5	-	-	25 1.2	17 1.7	21 1.0	2 1.4	1 3.8	18 2.6	
BURLINGAME	32 1.0	27 1.0	5 1.3	16 0.7	11 2.1	9 2.1	18 1.2	-	5 1.8	-	23 1.1	9 0.9	26 1.2	-	-	6 0.9	
BELMONT	22 0.7	20 0.7	2 0.5	14 0.7	6 1.2	1 0.2	17 1.1	2 0.3	2 0.7	-	9 0.4	13 1.3	14 0.6	-	1 3.8	7 1.0	
SOUTH SAN FRANCISCO	18 0.6	18 0.7	-	14 0.7	4 0.8	5 1.1	12 0.8	1 0.1	-	-	10 0.5	8 0.8	16 0.7	-	-	2 0.3	
HAYWARD PARK	13 0.4	10 0.4	3 0.8	8 0.4	2 0.4	6 1.4	4 0.3	-	3 1.1	-	6 0.3	7 0.7	10 0.5	-	-	3 0.4	
GILROY	12 0.4	12 0.4	-	12 0.6	-	-	11 0.7	1 0.1	-	-	11 0.5	1 0.1	7 0.3	-	-	5 0.7	
MORGAN HILL	12 0.4	12 0.4	-	12 0.6	-	-	10 0.7	2 0.3	-	-	10 0.5	2 0.2	6 0.3	-	-	6 0.9	
BLOSSOM HILL	8 0.3	8 0.3	-	8 0.4	-	-	7 0.5	1 0.1	-	-	7 0.3	1 0.1	3 0.1	1 0.7	1 3.8	3 0.4	
SAN MARTIN	7 0.2	7 0.3	-	7 0.3	-	-	7 0.5	-	-	-	7 0.3	-	5 0.2	-	-	2 0.3	
BAYSHORE	6 0.2	4 0.1	2 0.5	1 *	3 0.6	3 0.7	1 0.1	-	2 0.7	-	3 0.1	3 0.3	5 0.2	-	-	1 0.1	
CAPITOL	5 0.2	5 0.2	-	5 0.2	-	-	4 0.3	1 0.1	-	-	4 0.2	1 0.1	3 0.1	1 0.7	-	1 0.1	
ATHERTON	3 0.1	-	3 0.8	-	-	-	-	-	3 1.1	-	-	3 0.3	2 0.1	-	-	1 0.1	
BLANK	14	13	1	5	8	9	3	1	1	-	12	2	9	-	-	5	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q3B. AT WHAT STATION WILL YOU GET OFF THIS TRAIN?

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
	TOTAL	WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
BASE - ALL RESPONDENTS	3052	2667	385	2148	519	437	1502	729	280	104	2026	1026	2186	140	26	700
	100.0	100.0	100.0	100.0	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	672	590	82	509	81	81	297	213	48	33	388	284	468	40	5	159
	22.0	22.1	21.3	23.7	15.6	18.5	19.8	29.2	17.1	31.7	19.2	27.7	21.4	28.6	19.2	22.7
PALO ALTO	385	334	51	302	32	33	215	86	38	13	282	103	276	16	4	89
	12.6	12.5	13.2	14.1	6.2	7.6	14.3	11.8	13.6	12.5	13.9	10.0	12.6	11.4	15.4	12.7
SAN JOSE-DIRIDON	275	231	44	187	44	29	96	106	31	13	142	133	201	11	2	61
	9.0	8.7	11.4	8.7	8.5	6.6	6.4	14.5	11.1	12.5	7.0	13.0	9.2	7.9	7.7	8.7
MOUNTAIN VIEW	201	165	36	125	40	38	74	53	32	4	131	70	147	7	1	46
	6.6	6.2	9.4	5.8	7.7	8.7	4.9	7.3	11.4	3.8	6.5	6.8	6.7	5.0	3.8	6.6
SUNNYVALE	201	166	35	132	34	27	100	39	22	13	144	57	150	10	4	37
	6.6	6.2	9.1	6.1	6.6	6.2	6.7	5.3	7.9	12.5	7.1	5.6	6.9	7.1	15.4	5.3
REDWOOD CITY	178	156	22	122	34	31	53	72	10	12	121	57	122	12	-	44
	5.8	5.8	5.7	5.7	6.6	7.1	3.5	9.9	3.6	11.5	6.0	5.6	5.6	8.6	-	6.3
HILLSDALE	176	157	19	127	30	29	97	31	8	11	124	52	123	10	1	42
	5.8	5.9	4.9	5.9	5.8	6.6	6.5	4.3	2.9	10.6	6.1	5.1	5.6	7.1	3.8	6.0
SAN MATEO	155	147	8	118	29	25	109	13	6	2	116	39	103	5	4	43
	5.1	5.5	2.1	5.5	5.6	5.7	7.3	1.8	2.1	1.9	5.7	3.8	4.7	3.6	15.4	6.1
MILLBRAE	152	134	18	86	48	38	52	44	16	2	99	53	118	5	1	28
	5.0	5.0	4.7	4.0	9.2	8.7	3.5	6.0	5.7	1.9	4.9	5.2	5.4	3.6	3.8	4.0
CALIFORNIA AVENUE	81	74	7	59	15	12	56	6	7	-	66	15	65	1	-	15
	2.7	2.8	1.8	2.7	2.9	2.7	3.7	0.8	2.5	-	3.3	1.5	3.0	0.7	-	2.1
TAMIEN	74	74	-	48	26	2	56	16	-	-	44	30	57	2	1	14
	2.4	2.8	-	2.2	5.0	0.5	3.7	2.2	-	-	2.2	2.9	2.6	1.4	3.8	2.0
22ND STREET	73	67	6	61	6	7	16	44	6	-	51	22	50	8	-	15
	2.4	2.5	1.6	2.8	1.2	1.6	1.1	6.0	2.1	-	2.5	2.1	2.3	5.7	-	2.1
MENLO PARK	56	48	8	37	11	8	36	4	8	-	46	10	42	1	-	13
	1.8	1.8	2.1	1.7	2.1	1.8	2.4	0.5	2.9	-	2.3	1.0	1.9	0.7	-	1.9
SANTA CLARA	56	40	16	27	13	8	32	-	16	-	36	20	44	3	1	8
	1.8	1.5	4.2	1.3	2.5	1.8	2.1	-	5.7	-	1.8	1.9	2.0	2.1	3.8	1.1
LAWRENCE	54	52	2	41	11	7	45	-	2	-	46	8	37	-	-	17
	1.8	1.9	0.5	1.9	2.1	1.6	3.0	-	0.7	-	2.3	0.8	1.7	-	-	2.4

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q3B. AT WHAT STATION WILL YOU GET OFF THIS TRAIN?

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	VERY DISSAT		NTRAL			
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK	
SAN CARLOS	54 1.8	51 1.9	3 0.8	47 2.2	4 0.8	5 1.1	46 3.1	-	2 0.7	1 1.0	47 2.3	7 0.7	37 1.7	1 0.7	-	16 2.3	
BURLINGAME	44 1.4	40 1.5	4 1.0	22 1.0	18 3.5	17 3.9	23 1.5	-	4 1.4	-	28 1.4	16 1.6	32 1.5	-	-	12 1.7	
SAN ANTONIO	43 1.4	36 1.3	7 1.8	22 1.0	14 2.7	12 2.7	24 1.6	-	7 2.5	-	37 1.8	6 0.6	24 1.1	2 1.4	1 3.8	16 2.3	
SAN BRUNO	41 1.3	38 1.4	3 0.8	27 1.3	11 2.1	9 2.1	28 1.9	1 0.1	3 1.1	-	22 1.1	19 1.9	28 1.3	2 1.4	-	11 1.6	
BELMONT	22 0.7	16 0.6	6 1.6	7 0.3	9 1.7	8 1.8	8 0.5	-	6 2.1	-	12 0.6	10 1.0	18 0.8	1 0.7	-	3 0.4	
SOUTH SAN FRANCISCO	16 0.5	14 0.5	2 0.5	11 0.5	3 0.6	3 0.7	11 0.7	-	2 0.7	-	9 0.4	7 0.7	12 0.5	1 0.7	-	3 0.4	
HAYWARD PARK	10 0.3	8 0.3	2 0.5	5 0.2	3 0.6	5 1.1	3 0.2	-	2 0.7	-	5 0.2	5 0.5	8 0.4	1 0.7	-	1 0.1	
MORGAN HILL	10 0.3	10 0.4	-	9 0.4	1 0.2	1 0.2	9 0.6	-	-	-	9 0.4	1 0.1	7 0.3	1 0.7	-	2 0.3	
BAYSHORE	5 0.2	4 0.1	1 0.3	2 0.1	2 0.4	2 0.5	1 0.1	1 0.1	1 0.4	-	3 0.1	2 0.2	5 0.2	-	-	-	
GILROY	5 0.2	5 0.2	-	5 0.2	-	-	5 0.3	-	-	-	5 0.2	-	5 0.2	-	-	-	
SAN MARTIN	4 0.1	4 0.1	-	4 0.2	-	-	4 0.3	-	-	-	4 0.2	-	3 0.1	-	-	1 0.1	
BLOSSOM HILL	3 0.1	3 0.1	-	3 0.1	-	-	3 0.2	-	-	-	3 0.1	-	2 0.1	-	-	1 0.1	
CAPITOL	3 0.1	3 0.1	-	3 0.1	-	-	3 0.2	-	-	-	3 0.1	-	-	-	-	3 0.4	
ATHERTON	1 *	-	1 0.3	-	-	-	-	-	1 0.4	-	1 *	-	-	-	1 3.8	-	
BROADWAY	1 *	-	1 0.3	-	-	-	-	-	1 0.4	-	1 *	-	1 *	-	-	-	
COLLEGE PARK	1 *	-	1 0.3	-	-	-	-	-	1 0.4	-	1 *	-	1 *	-	-	-	
BLANK	18	15	3	5	10	11	3	1	3	-	14	4	14	-	-	4	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6A. RATING OF CALTRAIN AT STATIONS - CLEANLINESS OF STATIONS/PARKING LOTS

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK	
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	
BASE - TOTAL RESPONDING	3055	2669	386	2145	524	443	1500	727	281	104	2033	1022	2187	140	26	702	
	100.0	100.0	100.0	100.0	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	727	621	106	460	161	137	337	148	76	29	500	227	661	10	-	56	
	23.8	23.3	27.5	21.4	30.7	30.9	22.5	20.4	27.0	27.9	24.6	22.2	30.2	7.1	-	8.0	
(4)	1252	1101	151	891	210	179	622	300	115	36	825	427	981	36	4	231	
	41.0	41.3	39.1	41.5	40.1	40.4	41.5	41.3	40.9	34.6	40.6	41.8	44.9	25.7	15.4	32.9	
(3)	746	657	89	546	111	92	373	192	60	29	489	257	414	43	7	282	
	24.4	24.6	23.1	25.5	21.2	20.8	24.9	26.4	21.4	27.9	24.1	25.1	18.9	30.7	26.9	40.2	
(2)	210	185	25	162	23	19	102	64	16	9	145	65	90	32	4	84	
	6.9	6.9	6.5	7.6	4.4	4.3	6.8	8.8	5.7	8.7	7.1	6.4	4.1	22.9	15.4	12.0	
(1) VERY DISSATISFIED	69	63	6	51	12	9	43	11	5	1	43	26	13	15	11	30	
	2.3	2.4	1.6	2.4	2.3	2.0	2.9	1.5	1.8	1.0	2.1	2.5	0.6	10.7	42.3	4.3	
NOT APPLICABLE	51	42	9	35	7	7	23	12	9	-	31	20	28	4	-	19	
	1.7	1.6	2.3	1.6	1.3	1.6	1.5	1.7	3.2	-	1.5	2.0	1.3	2.9	-	2.7	
BLANK	15	13	2	8	5	5	5	3	2	-	7	8	13	-	-	2	
MEAN	3.78	3.77	3.86	3.73	3.94	3.95	3.75	3.71	3.89	3.80	3.80	3.76	4.01	2.96	2.15	3.29	
STANDARD DEVIATION	0.96	0.97	0.95	0.96	0.95	0.94	0.98	0.94	0.94	0.98	0.97	0.96	0.85	1.11	1.16	0.94	
STANDARD ERROR	0.02	0.02	0.05	0.02	0.04	0.05	0.03	0.04	0.06	0.10	0.02	0.03	0.02	0.10	0.23	0.04	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6B. RATING OF CALTRAIN AT STATIONS - BEING INFORMED OF DELAYS THAT EXCEED 10 MINUTES

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK	
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	
BASE - TOTAL RESPONDING	3053 100.0	2668 100.0	385 100.0	2141 100.0	527 100.0	446 100.0	1498 100.0	725 100.0	280 100.0	104 100.0	2030 100.0	1023 100.0	2190 100.0	139 100.0	26 100.0	698 100.0	
(5) VERY SATISFIED	705 23.1	595 22.3	110 28.6	441 20.6	154 29.2	133 29.8	331 22.1	132 18.2	83 29.6	26 25.0	477 23.5	228 22.3	661 30.2	3 2.2	-	41 5.9	
(4)	831 27.2	740 27.7	91 23.6	601 28.1	139 26.4	118 26.5	403 26.9	219 30.2	66 23.6	25 24.0	525 25.9	306 29.9	642 29.3	15 10.8	4 15.4	170 24.4	
(3)	695 22.8	636 23.8	59 15.3	534 24.9	102 19.4	85 19.1	363 24.2	188 25.9	43 15.4	16 15.4	467 23.0	228 22.3	461 21.1	29 20.9	8 30.8	197 28.2	
(2)	371 12.2	342 12.8	29 7.5	297 13.9	45 8.5	36 8.1	218 14.6	88 12.1	23 8.2	6 5.8	267 13.2	104 10.2	179 8.2	37 26.6	2 7.7	153 21.9	
(1) VERY DISSATISFIED	224 7.3	211 7.9	13 3.4	183 8.5	28 5.3	23 5.2	119 7.9	69 9.5	12 4.3	1 1.0	149 7.3	75 7.3	75 3.4	51 36.7	12 46.2	86 12.3	
NOT APPLICABLE	227 7.4	144 5.4	83 21.6	85 4.0	59 11.2	51 11.4	64 4.3	29 4.0	53 18.9	30 28.8	145 7.1	82 8.0	172 7.9	4 2.9	-	51 7.3	
BLANK	17	14	3	12	2	2	7	5	3	-	10	7	10	1	-	6	
MEAN	3.50	3.46	3.85	3.40	3.74	3.76	3.42	3.37	3.81	3.93	3.48	3.54	3.81	2.13	2.15	2.89	
STANDARD DEVIATION	1.22	1.22	1.15	1.22	1.19	1.18	1.23	1.21	1.19	1.01	1.23	1.20	1.10	1.11	1.19	1.13	
STANDARD ERROR	0.02	0.02	0.07	0.03	0.05	0.06	0.03	0.05	0.08	0.12	0.03	0.04	0.02	0.10	0.23	0.04	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6C. RATING OF CALTRAIN AT STATIONS - INFORMATION POSTED ON ELECTRONIC PLATFORM SIGNS

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL			
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT	SMWHT	VERY	NA/
													SATIS	DISSAT	DISSAT	BLANK
BASE - TOTAL RESPONDING	3038	2654	384	2132	522	441	1492	722	279	104	2018	1020	2174	139	26	699
	100.0	100.0	100.0	100.0	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	776	176	585	191	163	413	201	134	41	635	317	874	9	1	68
	31.3	29.2	45.8	27.4	36.6	37.0	27.7	27.8	48.0	39.4	31.5	31.1	40.2	6.5	3.8	9.7
(4)	1047	923	124	743	180	149	514	260	83	41	686	361	793	26	4	224
	34.5	34.8	32.3	34.8	34.5	33.8	34.5	36.0	29.7	39.4	34.0	35.4	36.5	18.7	15.4	32.0
(3)	622	576	46	484	92	78	346	152	30	16	417	205	343	30	3	246
	20.5	21.7	12.0	22.7	17.6	17.7	23.2	21.1	10.8	15.4	20.7	20.1	15.8	21.6	11.5	35.2
(2)	279	257	22	219	38	33	158	66	19	3	194	85	112	48	7	112
	9.2	9.7	5.7	10.3	7.3	7.5	10.6	9.1	6.8	2.9	9.6	8.3	5.2	34.5	26.9	16.0
(1) VERY DISSATISFIED	101	93	8	81	12	9	46	38	8	-	59	42	27	24	11	39
	3.3	3.5	2.1	3.8	2.3	2.0	3.1	5.3	2.9		2.9	4.1	1.2	17.3	42.3	5.6
NOT APPLICABLE	37	29	8	20	9	9	15	5	5	3	27	10	25	2	-	10
	1.2	1.1	2.1	0.9	1.7	2.0	1.0	0.7	1.8	2.9	1.3	1.0	1.1	1.4		1.4
BLANK	32	28	4	21	7	7	13	8	4	-	22	10	26	1	-	5
MEAN	3.82	3.77	4.16	3.73	3.97	3.98	3.74	3.73	4.15	4.19	3.83	3.82	4.11	2.62	2.12	3.25
STANDARD DEVIATION	1.08	1.08	1.00	1.09	1.03	1.03	1.07	1.12	1.06	0.81	1.07	1.09	0.94	1.17	1.24	1.02
STANDARD ERROR	0.02	0.02	0.05	0.02	0.05	0.05	0.03	0.04	0.06	0.08	0.02	0.03	0.02	0.10	0.24	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6D. RATING OF CALTRAIN AT STATIONS - REAL-TIME PREDICTIONS POSTED ON ELECTRONIC PLATFORM SIGNS

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL			
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT	SMWHT	VERY	NTRAL
													SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING	3042	2658	384	2139	519	439	1497	723	279	104	2023	1019	2179	140	26	697
	100.0	100.0	100.0	100.0	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	896	738	158	543	195	168	379	192	117	40	599	297	820	6	1	69
	29.5	27.8	41.1	25.4	37.6	38.3	25.3	26.6	41.9	38.5	29.6	29.1	37.6	4.3	3.8	9.9
(4)	996	868	128	708	160	140	491	237	93	35	661	335	767	28	2	199
	32.7	32.7	33.3	33.1	30.8	31.9	32.8	32.8	33.3	33.7	32.7	32.9	35.2	20.0	7.7	28.6
(3)	612	562	50	470	92	70	336	156	36	14	407	205	341	42	7	222
	20.1	21.1	13.0	22.0	17.7	15.9	22.4	21.6	12.9	13.5	20.1	20.1	15.6	30.0	26.9	31.9
(2)	321	302	19	262	40	31	187	84	13	6	223	98	153	33	5	130
	10.6	11.4	4.9	12.2	7.7	7.1	12.5	11.6	4.7	5.8	11.0	9.6	7.0	23.6	19.2	18.7
(1) VERY DISSATISFIED	134	126	8	111	15	13	74	39	8	-	87	47	45	28	11	50
	4.4	4.7	2.1	5.2	2.9	3.0	4.9	5.4	2.9		4.3	4.6	2.1	20.0	42.3	7.2
NOT APPLICABLE	83	62	21	45	17	17	30	15	12	9	46	37	53	3	-	27
	2.7	2.3	5.5	2.1	3.3	3.9	2.0	2.1	4.3	8.7	2.3	3.6	2.4	2.1		3.9
BLANK	28	24	4	14	10	9	8	7	4	-	17	11	21	-	-	7
MEAN	3.74	3.69	4.13	3.63	3.96	3.99	3.62	3.65	4.12	4.15	3.74	3.75	4.02	2.64	2.12	3.16
STANDARD DEVIATION	1.13	1.14	0.98	1.15	1.08	1.07	1.14	1.16	1.01	0.90	1.14	1.13	1.01	1.15	1.18	1.09
STANDARD ERROR	0.02	0.02	0.05	0.03	0.05	0.05	0.03	0.04	0.06	0.09	0.03	0.04	0.02	0.10	0.23	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6E. RATING OF CALTRAIN AT STATIONS - POSTED INFORMATION ON INFO. BOARDS (SCHEDULES, FLYERS)

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
BASE - TOTAL RESPONDING	3005	2628	377	2110	518	438	1474	717	275	101	1999	1006	2153	135	26	691
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	876	731	145	546	185	156	386	190	109	35	594	282	808	8	1	59
	29.2	27.8	38.5	25.9	35.7	35.6	26.2	26.5	39.6	34.7	29.7	28.0	37.5	5.9	3.8	8.5
(4)	959	837	122	687	150	135	470	232	85	37	642	317	736	25	2	196
	31.9	31.8	32.4	32.6	29.0	30.8	31.9	32.4	30.9	36.6	32.1	31.5	34.2	18.5	7.7	28.4
(3)	586	537	49	452	85	64	316	157	34	15	378	208	299	40	4	243
	19.5	20.4	13.0	21.4	16.4	14.6	21.4	21.9	12.4	14.9	18.9	20.7	13.9	29.6	15.4	35.2
(2)	168	153	15	121	32	27	86	40	12	3	106	62	62	31	3	72
	5.6	5.8	4.0	5.7	6.2	6.2	5.8	5.6	4.4	3.0	5.3	6.2	2.9	23.0	11.5	10.4
(1) VERY DISSATISFIED	62	55	7	44	11	9	29	17	7	-	37	25	11	16	14	21
	2.1	2.1	1.9	2.1	2.1	2.1	2.0	2.4	2.5		1.9	2.5	0.5	11.9	53.8	3.0
NOT APPLICABLE	354	315	39	260	55	47	187	81	28	11	242	112	237	15	2	100
	11.8	12.0	10.3	12.3	10.6	10.7	12.7	11.3	10.2	10.9	12.1	11.1	11.0	11.1	7.7	14.5
BLANK	65	54	11	43	11	10	31	13	8	3	41	24	47	5	-	13
MEAN	3.91	3.88	4.13	3.85	4.01	4.03	3.85	3.85	4.12	4.16	3.94	3.86	4.18	2.82	1.88	3.34
STANDARD DEVIATION	1.00	1.01	0.96	1.00	1.04	1.02	1.00	1.01	1.01	0.82	0.99	1.03	0.85	1.12	1.23	0.94
STANDARD ERROR	0.02	0.02	0.05	0.02	0.05	0.05	0.03	0.04	0.06	0.09	0.02	0.03	0.02	0.10	0.25	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6F. RATING OF CALTRAIN AT STATIONS - ADEQUACY AND CLARITY OF STATION ANNOUNCEMENTS

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WEEKDAY	WEEKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
BASE - TOTAL RESPONDING	3029	2650	379	2133	517	436	1491	724	276	102	2015	1014	2168	139	26	696
	100.0	100.0	100.0	100.0	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	762	637	125	468	169	144	341	153	95	29	528	234	701	6	1	54
	25.2	24.0	33.0	21.9	32.7	33.0	22.9	21.1	34.4	28.4	26.2	23.1	32.3	4.3	3.8	7.8
(4)	970	851	119	686	165	145	477	229	85	34	648	322	773	20	6	171
	32.0	32.1	31.4	32.2	31.9	33.3	32.0	31.6	30.8	33.3	32.2	31.8	35.7	14.4	23.1	24.6
(3)	749	669	80	570	99	77	397	195	56	24	484	265	457	29	2	261
	24.7	25.2	21.1	26.7	19.1	17.7	26.6	26.9	20.3	23.5	24.0	26.1	21.1	20.9	7.7	37.5
(2)	355	328	27	271	57	46	192	90	18	9	230	125	165	46	5	139
	11.7	12.4	7.1	12.7	11.0	10.6	12.9	12.4	6.5	8.8	11.4	12.3	7.6	33.1	19.2	20.0
(1) VERY DISSATISFIED	121	105	16	92	13	11	58	36	13	3	77	44	26	36	12	47
	4.0	4.0	4.2	4.3	2.5	2.5	3.9	5.0	4.7	2.9	3.8	4.3	1.2	25.9	46.2	6.8
NOT APPLICABLE	72	60	12	46	14	13	26	21	9	3	48	24	46	2	-	24
	2.4	2.3	3.2	2.2	2.7	3.0	1.7	2.9	3.3	2.9	2.4	2.4	2.1	1.4		3.4
BLANK	41	32	9	20	12	12	14	6	7	2	25	16	32	1	-	8
MEAN	3.64	3.61	3.84	3.56	3.83	3.86	3.58	3.53	3.87	3.78	3.67	3.58	3.92	2.37	2.19	3.07
STANDARD DEVIATION	1.11	1.11	1.11	1.10	1.09	1.08	1.10	1.12	1.12	1.06	1.11	1.11	0.98	1.15	1.36	1.03
STANDARD ERROR	0.02	0.02	0.06	0.02	0.05	0.05	0.03	0.04	0.07	0.11	0.02	0.04	0.02	0.10	0.27	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6G. RATING OF CALTRAIN AT STATIONS - EASE OF USE OF CALTRAIN TICKET MACHINES

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WEEKDAY	WEEKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK	
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	
BASE - TOTAL RESPONDING	3038	2657	381	2132	525	444	1491	723	279	101	2022	1016	2176	137	26	699	
	100.0	100.0	100.0	100.0	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	713	147	516	197	169	378	167	109	37	591	269	762	8	1	89	
	28.3	26.8	38.6	24.2	37.5	38.1	25.4	23.1	39.1	36.6	29.2	26.5	35.0	5.8	3.8	12.7	
(4)	886	783	103	632	151	128	458	197	74	29	599	287	653	27	6	200	
	29.2	29.5	27.0	29.6	28.8	28.8	30.7	27.2	26.5	28.7	29.6	28.2	30.0	19.7	23.1	28.6	
(3)	519	466	53	394	72	59	280	127	39	14	336	183	293	36	5	185	
	17.1	17.5	13.9	18.5	13.7	13.3	18.8	17.6	14.0	13.9	16.6	18.0	13.5	26.3	19.2	26.5	
(2)	243	211	32	172	39	36	98	77	21	11	149	94	116	27	3	97	
	8.0	7.9	8.4	8.1	7.4	8.1	6.6	10.7	7.5	10.9	7.4	9.3	5.3	19.7	11.5	13.9	
(1) VERY DISSATISFIED	105	90	15	73	17	15	50	25	11	4	66	39	32	24	11	38	
	3.5	3.4	3.9	3.4	3.2	3.4	3.4	3.5	3.9	4.0	3.3	3.8	1.5	17.5	42.3	5.4	
NOT APPLICABLE	425	394	31	345	49	37	227	130	25	6	281	144	320	15	-	90	
	14.0	14.8	8.1	16.2	9.3	8.3	15.2	18.0	9.0	5.9	13.9	14.2	14.7	10.9	-	12.9	
BLANK	32	25	7	21	4	4	14	7	4	3	18	14	24	3	-	5	
MEAN	3.82	3.80	3.96	3.75	3.99	3.98	3.80	3.68	3.98	3.88	3.86	3.75	4.08	2.74	2.35	3.34	
STANDARD DEVIATION	1.11	1.10	1.15	1.10	1.10	1.12	1.07	1.14	1.14	1.17	1.09	1.14	0.98	1.20	1.35	1.10	
STANDARD ERROR	0.02	0.02	0.06	0.03	0.05	0.06	0.03	0.05	0.07	0.12	0.03	0.04	0.02	0.11	0.27	0.04	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6H. RATING OF CALTRAIN AT STATIONS - EXPERIENCE PURCHASING YOUR TICKET

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL					
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK	
BASE - TOTAL RESPONDING	3031	2650	381	2131	519	439	1488	724	278	102	2013	1018	2175	139	25	692	
	100.0	100.0	100.0	100.0	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	963	799	164	575	224	190	416	194	126	37	662	301	853	16	2	92	
	31.8	30.2	43.0	27.0	43.2	43.3	28.0	26.8	45.3	36.3	32.9	29.6	39.2	11.5	8.0	13.3	
(4)	855	751	104	613	138	123	429	199	70	34	562	293	623	22	5	205	
	28.2	28.3	27.3	28.8	26.6	28.0	28.8	27.5	25.2	33.3	27.9	28.8	28.6	15.8	20.0	29.6	
(3)	497	450	47	383	67	53	260	137	33	14	331	166	287	30	5	175	
	16.4	17.0	12.3	18.0	12.9	12.1	17.5	18.9	11.9	13.7	16.4	16.3	13.2	21.6	20.0	25.3	
(2)	205	185	20	148	37	34	95	56	16	4	130	75	104	24	4	73	
	6.8	7.0	5.2	6.9	7.1	7.7	6.4	7.7	5.8	3.9	6.5	7.4	4.8	17.3	16.0	10.5	
(1) VERY DISSATISFIED	133	117	16	103	14	11	69	37	9	7	79	54	44	28	9	52	
	4.4	4.4	4.2	4.8	2.7	2.5	4.6	5.1	3.2	6.9	3.9	5.3	2.0	20.1	36.0	7.5	
NOT APPLICABLE	378	348	30	309	39	28	219	101	24	6	249	129	264	19	-	95	
	12.5	13.1	7.9	14.5	7.5	6.4	14.7	14.0	8.6	5.9	12.4	12.7	12.1	13.7		13.7	
BLANK	39	32	7	22	10	9	17	6	5	2	27	12	25	1	1	12	
MEAN	3.87	3.84	4.08	3.77	4.09	4.09	3.81	3.73	4.13	3.94	3.91	3.80	4.12	2.78	2.48	3.36	
STANDARD DEVIATION	1.14	1.14	1.11	1.14	1.08	1.08	1.13	1.16	1.09	1.17	1.12	1.17	1.00	1.35	1.39	1.14	
STANDARD ERROR	0.02	0.02	0.06	0.03	0.05	0.05	0.03	0.05	0.07	0.12	0.03	0.04	0.02	0.12	0.28	0.05	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6I. RATING OF CALTRAIN AT STATIONS - EXPERIENCE USING YOUR TICKET

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
BASE - TOTAL RESPONDING	3016	2638	378	2119	519	439	1478	722	275	102	2004	1012	2164	138	26	688
	100.0	100.0	100.0	100.0	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	1379	1180	199	909	271	227	654	300	146	52	941	438	1192	23	2	162
	45.7	44.7	52.6	42.9	52.2	51.7	44.2	41.6	53.1	51.0	47.0	43.3	55.1	16.7	7.7	23.5
(4)	870	759	111	624	135	121	422	216	78	33	575	295	592	33	5	240
	28.8	28.8	29.4	29.4	26.0	27.6	28.6	29.9	28.4	32.4	28.7	29.2	27.4	23.9	19.2	34.9
(3)	366	326	40	270	56	44	191	91	29	11	235	131	183	25	4	154
	12.1	12.4	10.6	12.7	10.8	10.0	12.9	12.6	10.5	10.8	11.7	12.9	8.5	18.1	15.4	22.4
(2)	139	130	9	113	17	17	66	47	7	2	79	60	60	25	4	50
	4.6	4.9	2.4	5.3	3.3	3.9	4.5	6.5	2.5	2.0	3.9	5.9	2.8	18.1	15.4	7.3
(1) VERY DISSATISFIED	86	77	9	64	13	11	41	25	6	3	55	31	23	21	11	31
	2.9	2.9	2.4	3.0	2.5	2.5	2.8	3.5	2.2	2.9	2.7	3.1	1.1	15.2	42.3	4.5
NOT APPLICABLE	176	166	10	139	27	19	104	43	9	1	119	57	114	11	-	51
	5.8	6.3	2.6	6.6	5.2	4.3	7.0	6.0	3.3	1.0	5.9	5.6	5.3	8.0	-	7.4
BLANK	54	44	10	34	10	9	27	8	8	2	36	18	36	2	-	16
MEAN	4.17	4.15	4.31	4.11	4.29	4.28	4.15	4.06	4.32	4.28	4.20	4.10	4.40	3.09	2.35	3.71
STANDARD DEVIATION	1.03	1.04	0.93	1.05	0.98	0.98	1.03	1.09	0.93	0.95	1.01	1.06	0.85	1.36	1.41	1.08
STANDARD ERROR	0.02	0.02	0.05	0.02	0.04	0.05	0.03	0.04	0.06	0.09	0.02	0.03	0.02	0.12	0.28	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6J. RATING OF CALTRAIN AT STATIONS - LOCATION OF CLIPPER TAG ON AND OFF EQUIPMENT

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL					
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK	
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	
BASE - TOTAL RESPONDING	3025	2648	377	2130	518	439	1485	725	276	100	2008	1017	2168	140	26	691	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
(5) VERY SATISFIED	783	674	109	525	149	129	363	183	79	29	526	257	689	13	2	79	
	25.9	25.5	28.9	24.6	28.8	29.4	24.4	25.2	28.6	29.0	26.2	25.3	31.8	9.3	7.7	11.4	
(4)	832	743	89	593	150	131	434	178	67	22	549	283	628	22	3	179	
	27.5	28.1	23.6	27.8	29.0	29.8	29.2	24.6	24.3	22.0	27.3	27.8	29.0	15.7	11.5	25.9	
(3)	542	491	51	418	73	59	289	143	38	13	359	183	318	36	5	183	
	17.9	18.5	13.5	19.6	14.1	13.4	19.5	19.7	13.8	13.0	17.9	18.0	14.7	25.7	19.2	26.5	
(2)	241	216	25	193	23	22	130	64	17	8	151	90	119	24	4	94	
	8.0	8.2	6.6	9.1	4.4	5.0	8.8	8.8	6.2	8.0	7.5	8.8	5.5	17.1	15.4	13.6	
(1) VERY DISSATISFIED	119	111	8	88	23	18	62	31	6	2	78	41	43	25	11	40	
	3.9	4.2	2.1	4.1	4.4	4.1	4.2	4.3	2.2	2.0	3.9	4.0	2.0	17.9	42.3	5.8	
NOT APPLICABLE	508	413	95	313	100	80	207	126	69	26	345	163	371	20	1	116	
	16.8	15.6	25.2	14.7	19.3	18.2	13.9	17.4	25.0	26.0	17.2	16.0	17.1	14.3	3.8	16.8	
BLANK	45	34	11	23	11	9	20	5	7	4	32	13	32	-	-	13	
MEAN	3.76	3.74	3.94	3.70	3.91	3.92	3.71	3.70	3.95	3.92	3.78	3.73	4.00	2.78	2.24	3.28	
STANDARD DEVIATION	1.13	1.13	1.09	1.14	1.11	1.10	1.13	1.16	1.08	1.12	1.13	1.14	1.02	1.27	1.36	1.11	
STANDARD ERROR	0.02	0.02	0.06	0.03	0.05	0.06	0.03	0.05	0.07	0.13	0.03	0.04	0.02	0.12	0.27	0.05	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6K. RATING OF CALTRAIN AT STATIONS - YOUR SENSE OF SECURITY AT THE STATION

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK	
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	
BASE - TOTAL RESPONDING	3044	2661	383	2136	525	445	1496	721	279	103	2026	1018	2182	137	26	699	
	100.0	100.0	100.0	100.0	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	839	722	117	567	155	135	392	196	87	29	557	282	757	12	1	69	
	27.6	27.1	30.5	26.5	29.5	30.3	26.2	27.2	31.2	28.2	27.5	27.7	34.7	8.8	3.8	9.9	
(4)	1211	1075	136	869	206	179	604	292	106	30	805	406	922	35	3	251	
	39.8	40.4	35.5	40.7	39.2	40.2	40.4	40.5	38.0	29.1	39.7	39.9	42.3	25.5	11.5	35.9	
(3)	699	608	91	501	107	86	350	172	58	33	473	226	391	39	6	263	
	23.0	22.8	23.8	23.5	20.4	19.3	23.4	23.9	20.8	32.0	23.3	22.2	17.9	28.5	23.1	37.6	
(2)	201	174	27	137	37	27	107	40	20	7	131	70	80	37	7	77	
	6.6	6.5	7.0	6.4	7.0	6.1	7.2	5.5	7.2	6.8	6.5	6.9	3.7	27.0	26.9	11.0	
(1) VERY DISSATISFIED	69	60	9	50	10	9	35	16	7	2	46	23	15	13	9	32	
	2.3	2.3	2.3	2.3	1.9	2.0	2.3	2.2	2.5	1.9	2.3	2.3	0.7	9.5	34.6	4.6	
NOT APPLICABLE	25	22	3	12	10	9	8	5	1	2	14	11	17	1	-	7	
	0.8	0.8	0.8	0.6	1.9	2.0	0.5	0.7	0.4	1.9	0.7	1.1	0.8	0.7	-	1.0	
BLANK	26	21	5	17	4	3	9	9	4	1	14	12	18	3	-	5	
MEAN	3.84	3.84	3.86	3.83	3.89	3.93	3.81	3.85	3.88	3.76	3.84	3.85	4.07	2.97	2.23	3.36	
STANDARD DEVIATION	0.98	0.97	1.01	0.97	0.98	0.97	0.98	0.96	1.01	1.01	0.98	0.98	0.86	1.13	1.18	0.96	
STANDARD ERROR	0.02	0.02	0.05	0.02	0.04	0.05	0.03	0.04	0.06	0.10	0.02	0.03	0.02	0.10	0.23	0.04	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6L. RATING OF CALTRAIN AT STATIONS - EVERYTHING CONSIDERED, HOW WOULD YOU RATE YOUR EXPERIENCE AT CALTRAIN STATIONS?

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL			
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT	SMWHT	VERY	NTRAL
													SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING	3042	2660	382	2137	523	443	1492	726	279	102	2027	1015	2185	140	26	691
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	671	550	121	397	153	135	298	118	92	28	461	210	644	4	-	23
	22.1	20.7	31.7	18.6	29.3	30.5	20.0	16.3	33.0	27.5	22.7	20.7	29.5	2.9	-	3.3
(4)	1461	1285	176	1046	239	206	724	355	127	49	968	493	1254	18	-	189
	48.0	48.3	46.1	48.9	45.7	46.5	48.5	48.9	45.5	48.0	47.8	48.6	57.4	12.9	-	27.4
(3)	731	662	69	559	103	78	384	200	49	20	487	244	260	46	2	423
	24.0	24.9	18.1	26.2	19.7	17.6	25.7	27.5	17.6	19.6	24.0	24.0	11.9	32.9	7.7	61.2
(2)	136	126	10	108	18	14	70	42	6	4	84	52	20	64	8	44
	4.5	4.7	2.6	5.1	3.4	3.2	4.7	5.8	2.2	3.9	4.1	5.1	0.9	45.7	30.8	6.4
(1) VERY DISSATISFIED	33	28	5	23	5	5	14	9	4	1	20	13	2	7	15	9
	1.1	1.1	1.3	1.1	1.0	1.1	0.9	1.2	1.4	1.0	1.0	1.3	0.1	5.0	57.7	1.3
NOT APPLICABLE	10	9	1	4	5	5	2	2	1	-	7	3	5	1	1	3
	0.3	0.3	0.3	0.2	1.0	1.1	0.1	0.3	0.4		0.3	0.3	0.2	0.7	3.8	0.4
BLANK	28	22	6	16	6	5	13	4	4	2	13	15	15	-	-	13
MEAN	3.86	3.83	4.04	3.79	4.00	4.03	3.82	3.73	4.07	3.97	3.87	3.83	4.16	2.63	1.48	3.25
STANDARD DEVIATION	0.85	0.85	0.85	0.84	0.85	0.85	0.84	0.84	0.85	0.85	0.84	0.86	0.66	0.88	0.65	0.68
STANDARD ERROR	0.02	0.02	0.04	0.02	0.04	0.04	0.02	0.03	0.05	0.08	0.02	0.03	0.01	0.07	0.13	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6M. RATING OF CALTRAIN ABOARD TRAINS - POLITENESS AND HELPFULNESS OF CONDUCTORS

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WEEKDAY	WEEKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
BASE - TOTAL RESPONDING	3053	2669	384	2141	528	447	1496	727	281	102	2031	1022	2191	140	26	696
	100.0	100.0	100.0	100.0	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	1450	1246	204	992	254	217	677	353	155	48	1000	450	1234	34	3	179
	47.5	46.7	53.1	46.3	48.1	48.5	45.3	48.6	55.2	47.1	49.2	44.0	56.3	24.3	11.5	25.7
(4)	1051	944	107	760	184	154	545	245	73	34	683	368	733	35	5	278
	34.4	35.4	27.9	35.5	34.8	34.5	36.4	33.7	26.0	33.3	33.6	36.0	33.5	25.0	19.2	39.9
(3)	339	308	31	260	48	39	190	79	23	8	214	125	133	28	2	176
	11.1	11.5	8.1	12.1	9.1	8.7	12.7	10.9	8.2	7.8	10.5	12.2	6.1	20.0	7.7	25.3
(2)	80	73	7	57	16	14	38	21	5	2	52	28	17	24	7	32
	2.6	2.7	1.8	2.7	3.0	3.1	2.5	2.9	1.8	2.0	2.6	2.7	0.8	17.1	26.9	4.6
(1) VERY DISSATISFIED	39	33	6	28	5	3	20	10	6	-	22	17	8	12	9	10
	1.3	1.2	1.6	1.3	0.9	0.7	1.3	1.4	2.1		1.1	1.7	0.4	8.6	34.6	1.4
NOT APPLICABLE	94	65	29	44	21	20	26	19	19	10	60	34	66	7	-	21
	3.1	2.4	7.6	2.1	4.0	4.5	1.7	2.6	6.8	9.8	3.0	3.3	3.0	5.0		3.0
BLANK	17	13	4	12	1	1	9	3	2	2	9	8	9	-	-	8
MEAN	4.28	4.27	4.40	4.25	4.31	4.33	4.24	4.29	4.40	4.39	4.31	4.22	4.49	3.41	2.46	3.87
STANDARD DEVIATION	0.87	0.87	0.86	0.87	0.84	0.83	0.87	0.88	0.90	0.74	0.85	0.90	0.68	1.29	1.45	0.91
STANDARD ERROR	0.02	0.02	0.05	0.02	0.04	0.04	0.02	0.03	0.06	0.08	0.02	0.03	0.01	0.11	0.28	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6N. RATING OF CALTRAIN ABOARD TRAINS - PROFESSIONAL APPEARANCE OF CONDUCTORS

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT	SMWHT	VERY	NA/	
													SATIS	DISSAT	DISSAT	BLANK	
BASE - TOTAL RESPONDING	3051 100.0	2666 100.0	385 100.0	2140 100.0	526 100.0	445 100.0	1497 100.0	725 100.0	282 100.0	102 100.0	2030 100.0	1021 100.0	2190 100.0	140 100.0	26 100.0	695 100.0	
(5) VERY SATISFIED	1614 52.9	1402 52.6	212 55.1	1112 52.0	290 55.1	241 54.2	780 52.1	382 52.7	159 56.4	52 51.0	1102 54.3	512 50.1	1375 62.8	36 25.7	2 7.7	201 28.9	
(4)	1026 33.6	921 34.5	105 27.3	762 35.6	159 30.2	136 30.6	526 35.1	259 35.7	74 26.2	31 30.4	671 33.1	355 34.8	654 29.9	49 35.0	7 26.9	316 45.5	
(3)	254 8.3	222 8.3	32 8.3	180 8.4	42 8.0	36 8.1	134 9.0	52 7.2	22 7.8	10 9.8	151 7.4	103 10.1	82 3.7	31 22.1	5 19.2	136 19.6	
(2)	35 1.1	30 1.1	5 1.3	25 1.2	5 1.0	4 0.9	18 1.2	8 1.1	5 1.8	-	22 1.1	13 1.3	8 0.4	10 7.1	2 7.7	15 2.2	
(1) VERY DISSATISFIED	27 0.9	23 0.9	4 1.0	16 0.7	7 1.3	4 0.9	13 0.9	6 0.8	4 1.4	-	18 0.9	9 0.9	1 *	8 5.7	10 38.5	8 1.2	
NOT APPLICABLE	95 3.1	68 2.6	27 7.0	45 2.1	23 4.4	24 5.4	26 1.7	18 2.5	18 6.4	9 8.8	66 3.3	29 2.8	70 3.2	6 4.3	-	19 2.7	
BLANK	19	16	3	13	3	3	8	5	1	2	10	9	10	-	-	9	
MEAN	4.41	4.40	4.44	4.40	4.43	4.44	4.39	4.42	4.44	4.45	4.43	4.36	4.60	3.71	2.58	4.02	
STANDARD DEVIATION	0.77	0.77	0.80	0.76	0.80	0.77	0.77	0.75	0.84	0.68	0.76	0.79	0.59	1.12	1.45	0.83	
STANDARD ERROR	0.01	0.02	0.04	0.02	0.04	0.04	0.02	0.03	0.05	0.07	0.02	0.03	0.01	0.10	0.28	0.03	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q60. RATING OF CALTRAIN ABOARD TRAINS - VISIBILITY OF CONDUCTORS

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
BASE - TOTAL RESPONDING	3046	2664	382	2138	526	445	1494	726	279	102	2024	1022	2184	140	25	697
	100.0	100.0	100.0	100.0	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	1087	934	153	742	192	163	507	265	118	34	717	370	955	19	2	111
	35.7	35.1	40.1	34.7	36.5	36.6	33.9	36.5	42.3	33.3	35.4	36.2	43.7	13.6	8.0	15.9
(4)	1049	950	99	775	175	151	533	266	76	23	702	347	772	36	4	237
	34.4	35.7	25.9	36.2	33.3	33.9	35.7	36.6	27.2	22.5	34.7	34.0	35.3	25.7	16.0	34.0
(3)	588	515	73	419	96	77	305	133	42	31	390	198	309	38	8	233
	19.3	19.3	19.1	19.6	18.3	17.3	20.4	18.3	15.1	30.4	19.3	19.4	14.1	27.1	32.0	33.4
(2)	165	148	17	123	25	22	96	30	12	5	110	55	57	33	2	73
	5.4	5.6	4.5	5.8	4.8	4.9	6.4	4.1	4.3	4.9	5.4	5.4	2.6	23.6	8.0	10.5
(1) VERY DISSATISFIED	54	40	14	26	14	11	17	12	11	3	35	19	12	11	9	22
	1.8	1.5	3.7	1.2	2.7	2.5	1.1	1.7	3.9	2.9	1.7	1.9	0.5	7.9	36.0	3.2
NOT APPLICABLE	103	77	26	53	24	21	36	20	20	6	70	33	79	3	-	21
	3.4	2.9	6.8	2.5	4.6	4.7	2.4	2.8	7.2	5.9	3.5	3.2	3.6	2.1		3.0
BLANK	24	18	6	15	3	3	11	4	4	2	16	8	16	-	1	7
MEAN	4.00	4.00	4.01	4.00	4.01	4.02	3.97	4.05	4.07	3.83	4.00	4.01	4.24	3.14	2.52	3.51
STANDARD DEVIATION	0.98	0.96	1.09	0.95	1.01	1.00	0.96	0.94	1.09	1.07	0.98	0.99	0.84	1.17	1.36	1.00
STANDARD ERROR	0.02	0.02	0.06	0.02	0.05	0.05	0.03	0.04	0.07	0.11	0.02	0.03	0.02	0.10	0.27	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6P. RATING OF CALTRAIN ABOARD TRAINS - AVAILABILITY OF PRINTED MATERIALS

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL					
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK	
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	
BASE - TOTAL RESPONDING	3018	2641	377	2118	523	443	1481	718	274	102	2005	1013	2166	139	24	689	
	100.0	100.0	100.0	100.0	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	906	786	120	610	176	152	435	200	93	26	605	301	812	16	2	76	
	30.0	29.8	31.8	28.8	33.7	34.3	29.4	27.9	33.9	25.5	30.2	29.7	37.5	11.5	8.3	11.0	
(4)	868	783	85	639	144	123	438	222	61	24	555	313	625	37	5	201	
	28.8	29.6	22.5	30.2	27.5	27.8	29.6	30.9	22.3	23.5	27.7	30.9	28.9	26.6	20.8	29.2	
(3)	538	466	72	377	89	69	277	120	42	30	365	173	283	33	9	213	
	17.8	17.6	19.1	17.8	17.0	15.6	18.7	16.7	15.3	29.4	18.2	17.1	13.1	23.7	37.5	30.9	
(2)	132	119	13	97	22	18	69	32	12	1	78	54	56	19	-	57	
	4.4	4.5	3.4	4.6	4.2	4.1	4.7	4.5	4.4	1.0	3.9	5.3	2.6	13.7		8.3	
(1) VERY DISSATISFIED	42	33	9	30	3	3	18	12	6	3	25	17	14	9	6	13	
	1.4	1.2	2.4	1.4	0.6	0.7	1.2	1.7	2.2	2.9	1.2	1.7	0.6	6.5	25.0	1.9	
NOT APPLICABLE	532	454	78	365	89	78	244	132	60	18	377	155	376	25	2	129	
	17.6	17.2	20.7	17.2	17.0	17.6	16.5	18.4	21.9	17.6	18.8	15.3	17.4	18.0	8.3	18.7	
BLANK	52	41	11	35	6	5	24	12	9	2	35	17	34	1	2	15	
MEAN	3.99	3.99	3.98	3.97	4.08	4.10	3.97	3.97	4.04	3.82	4.01	3.96	4.21	3.28	2.86	3.48	
STANDARD DEVIATION	0.97	0.96	1.04	0.97	0.93	0.93	0.96	0.97	1.05	1.01	0.96	0.99	0.87	1.14	1.32	0.93	
STANDARD ERROR	0.02	0.02	0.06	0.02	0.04	0.05	0.03	0.04	0.07	0.11	0.02	0.03	0.02	0.11	0.28	0.04	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6Q. RATING OF CALTRAIN ABOARD TRAINS - DIGITAL COMMUNICATIONS

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
BASE - TOTAL RESPONDING	3012	2635	377	2116	519	440	1474	722	274	102	1999	1013	2162	140	25	685
	100.0	100.0	100.0	100.0	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	665	568	97	414	154	132	296	141	73	23	447	218	619	4	2	40
	22.1	21.6	25.7	19.6	29.7	30.0	20.1	19.5	26.6	22.5	22.4	21.5	28.6	2.9	8.0	5.8
(4)	778	695	83	561	134	119	393	183	60	23	512	266	634	12	3	129
	25.8	26.4	22.0	26.5	25.8	27.0	26.7	25.3	21.9	22.5	25.6	26.3	29.3	8.6	12.0	18.8
(3)	687	622	65	532	90	71	379	172	40	25	453	234	395	38	2	252
	22.8	23.6	17.2	25.1	17.3	16.1	25.7	23.8	14.6	24.5	22.7	23.1	18.3	27.1	8.0	36.8
(2)	290	263	27	219	44	36	140	87	21	6	186	104	138	40	5	107
	9.6	10.0	7.2	10.3	8.5	8.2	9.5	12.0	7.7	5.9	9.3	10.3	6.4	28.6	20.0	15.6
(1) VERY DISSATISFIED	122	109	13	94	15	12	61	36	12	1	79	43	34	30	13	45
	4.1	4.1	3.4	4.4	2.9	2.7	4.1	5.0	4.4	1.0	4.0	4.2	1.6	21.4	52.0	6.6
NOT APPLICABLE	470	378	92	296	82	70	205	103	68	24	322	148	342	16	-	112
	15.6	14.3	24.4	14.0	15.8	15.9	13.9	14.3	24.8	23.5	16.1	14.6	15.8	11.4		16.4
BLANK	58	47	11	37	10	8	31	8	9	2	41	17	38	-	1	19
MEAN	3.62	3.60	3.79	3.54	3.84	3.87	3.57	3.49	3.78	3.78	3.63	3.59	3.92	2.35	2.04	3.02
STANDARD DEVIATION	1.13	1.13	1.15	1.12	1.12	1.10	1.11	1.16	1.20	1.00	1.13	1.13	1.01	1.05	1.37	1.00
STANDARD ERROR	0.02	0.02	0.07	0.03	0.05	0.06	0.03	0.05	0.08	0.11	0.03	0.04	0.02	0.09	0.27	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6R. RATING OF CALTRAIN ABOARD TRAINS - BEING INFORMED OF DELAYS THAT EXCEED 10 MINUTES

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL			
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT	SMWHT	VERY	NTRAL
													SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING	3031 100.0	2656 100.0	375 100.0	2131 100.0	525 100.0	444 100.0	1490 100.0	723 100.0	274 100.0	100 100.0	2010 100.0	1021 100.0	2177 100.0	139 100.0	26 100.0	689 100.0
(5) VERY SATISFIED	785 25.9	674 25.4	111 29.6	511 24.0	163 31.0	137 30.9	358 24.0	180 24.9	89 32.5	21 21.0	524 26.1	261 25.6	731 33.6	3 2.2	2 7.7	49 7.1
(4)	863 28.5	780 29.4	83 22.1	634 29.8	146 27.8	125 28.2	457 30.7	198 27.4	62 22.6	21 21.0	554 27.6	309 30.3	679 31.2	20 14.4	3 11.5	161 23.4
(3)	603 19.9	551 20.7	52 13.9	468 22.0	83 15.8	66 14.9	329 22.1	156 21.6	35 12.8	17 17.0	402 20.0	201 19.7	351 16.1	25 18.0	3 11.5	224 32.5
(2)	316 10.4	297 11.2	19 5.1	249 11.7	48 9.1	41 9.2	173 11.6	83 11.5	12 4.4	7 7.0	215 10.7	101 9.9	137 6.3	46 33.1	6 23.1	127 18.4
(1) VERY DISSATISFIED	180 5.9	166 6.3	14 3.7	146 6.9	20 3.8	14 3.2	91 6.1	61 8.4	14 5.1	-	119 5.9	61 6.0	58 2.7	37 26.6	11 42.3	74 10.7
NOT APPLICABLE	284 9.4	188 7.1	96 25.6	123 5.8	65 12.4	61 13.7	82 5.5	45 6.2	62 22.6	34 34.0	196 9.8	88 8.6	221 10.2	8 5.8	1 3.8	54 7.8
BLANK	39	26	13	22	4	4	15	7	9	4	30	9	23	1	-	15
MEAN	3.64	3.61	3.92	3.56	3.83	3.86	3.58	3.52	3.94	3.85	3.63	3.65	3.97	2.28	2.16	2.97
STANDARD DEVIATION	1.19	1.20	1.14	1.20	1.15	1.13	1.18	1.25	1.19	1.00	1.20	1.18	1.05	1.10	1.34	1.11
STANDARD ERROR	0.02	0.02	0.07	0.03	0.05	0.06	0.03	0.05	0.08	0.12	0.03	0.04	0.02	0.10	0.27	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6S. RATING OF CALTRAIN ABOARD TRAINS - ADEQUACY AND CLARITY OF ROUTINE ONBOARD ANNOUNCEMENTS

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK	
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	
BASE - TOTAL RESPONDING	3026	2648	378	2127	521	441	1488	720	277	100	2012	1014	2173	139	26	688	
	100.0	100.0	100.0	100.0	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	835	717	118	537	180	152	382	184	93	24	564	271	766	8	1	60	
	27.6	27.1	31.2	25.2	34.5	34.5	25.7	25.6	33.6	24.0	28.0	26.7	35.3	5.8	3.8	8.7	
(4)	1070	939	131	754	185	161	531	247	99	32	713	357	836	32	3	199	
	35.4	35.5	34.7	35.4	35.5	36.5	35.7	34.3	35.7	32.0	35.4	35.2	38.5	23.0	11.5	28.9	
(3)	696	629	67	537	92	72	385	172	39	28	466	230	378	38	8	272	
	23.0	23.8	17.7	25.2	17.7	16.3	25.9	23.9	14.1	28.0	23.2	22.7	17.4	27.3	30.8	39.5	
(2)	273	244	29	212	32	26	136	82	21	8	174	99	119	43	7	104	
	9.0	9.2	7.7	10.0	6.1	5.9	9.1	11.4	7.6	8.0	8.6	9.8	5.5	30.9	26.9	15.1	
(1) VERY DISSATISFIED	81	70	11	55	15	14	34	22	10	1	53	28	23	18	7	33	
	2.7	2.6	2.9	2.6	2.9	3.2	2.3	3.1	3.6	1.0	2.6	2.8	1.1	12.9	26.9	4.8	
NOT APPLICABLE	71	49	22	32	17	16	20	13	15	7	42	29	51	-	-	20	
	2.3	1.9	5.8	1.5	3.3	3.6	1.3	1.8	5.4	7.0	2.1	2.9	2.3			2.9	
BLANK	44	34	10	26	8	7	17	10	6	4	28	16	27	1	-	16	
MEAN	3.78	3.77	3.89	3.72	3.96	3.97	3.74	3.69	3.93	3.75	3.79	3.76	4.04	2.78	2.38	3.22	
STANDARD DEVIATION	1.04	1.04	1.06	1.04	1.03	1.03	1.02	1.07	1.08	0.97	1.04	1.05	0.93	1.12	1.13	0.98	
STANDARD ERROR	0.02	0.02	0.06	0.02	0.05	0.05	0.03	0.04	0.07	0.10	0.02	0.03	0.02	0.09	0.22	0.04	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6T. RATING OF CALTRAIN ABOARD TRAINS - ON-TIME ARRIVAL (WITHIN FIVE MINUTES OF SCHEDULED ARRIVAL TIME)

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL			
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT	SMWHT	VERY	NTRAL
													SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING	3038	2662	376	2138	524	443	1497	723	275	100	2018	1020	2188	139	26	685
	100.0	100.0	100.0	100.0	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	1059	890	169	667	223	185	477	229	121	47	698	361	970	10	1	78
	34.9	33.4	44.9	31.2	42.6	41.8	31.9	31.7	44.0	47.0	34.6	35.4	44.3	7.2	3.8	11.4
(4)	1248	1111	137	924	187	159	637	315	107	30	836	412	947	25	1	275
	41.1	41.7	36.4	43.2	35.7	35.9	42.6	43.6	38.9	30.0	41.4	40.4	43.3	18.0	3.8	40.1
(3)	495	457	38	384	73	64	266	127	25	13	329	166	205	50	7	233
	16.3	17.2	10.1	18.0	13.9	14.4	17.8	17.6	9.1	13.0	16.3	16.3	9.4	36.0	26.9	34.0
(2)	135	123	12	100	23	19	71	33	8	4	87	48	31	35	5	64
	4.4	4.6	3.2	4.7	4.4	4.3	4.7	4.6	2.9	4.0	4.3	4.7	1.4	25.2	19.2	9.3
(1) VERY DISSATISFIED	54	48	6	41	7	6	29	13	5	1	37	17	3	17	12	22
	1.8	1.8	1.6	1.9	1.3	1.4	1.9	1.8	1.8	1.0	1.8	1.7	0.1	12.2	46.2	3.2
NOT APPLICABLE	47	33	14	22	11	10	17	6	9	5	31	16	32	2	-	13
	1.5	1.2	3.7	1.0	2.1	2.3	1.1	0.8	3.3	5.0	1.5	1.6	1.5	1.4	-	1.9
BLANK	32	20	12	15	5	5	8	7	8	4	22	10	12	1	-	19
MEAN	4.04	4.02	4.25	3.98	4.16	4.15	3.99	4.00	4.24	4.24	4.04	4.05	4.32	2.82	2.00	3.48
STANDARD DEVIATION	0.93	0.93	0.89	0.93	0.92	0.92	0.93	0.92	0.88	0.92	0.93	0.93	0.72	1.10	1.13	0.93
STANDARD ERROR	0.02	0.02	0.05	0.02	0.04	0.04	0.02	0.03	0.05	0.09	0.02	0.03	0.02	0.09	0.22	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6U. RATING OF CALTRAIN ABOARD TRAINS - ON-TIME ARRIVAL DURING CALTRAIN CONSTRUCTION (WITHIN FIVE MINUTES OF SCHEDULED ARRIVAL TIME)

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL			
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT	SMWHT	VERY	NTRAL
													SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING	2995	2620	375	2106	514	435	1476	710	276	98	1990	1005	2156	139	26	674
	100.0	100.0	100.0	100.0	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	664	559	105	432	127	107	304	148	77	28	437	227	613	3	1	47
	22.2	21.3	28.0	20.5	24.7	24.6	20.6	20.8	27.9	28.6	22.0	22.6	28.4	2.2	3.8	7.0
(4)	833	751	82	603	148	125	425	201	59	23	537	296	680	16	-	137
	27.8	28.7	21.9	28.6	28.8	28.7	28.8	28.3	21.4	23.5	27.0	29.5	31.5	11.5	-	20.3
(3)	561	500	61	411	89	77	280	143	45	16	374	187	283	39	6	233
	18.7	19.1	16.3	19.5	17.3	17.7	19.0	20.1	16.3	16.3	18.8	18.6	13.1	28.1	23.1	34.6
(2)	181	167	14	132	35	29	98	40	9	5	129	52	59	36	7	79
	6.0	6.4	3.7	6.3	6.8	6.7	6.6	5.6	3.3	5.1	6.5	5.2	2.7	25.9	26.9	11.7
(1) VERY DISSATISFIED	73	63	10	53	10	9	37	17	9	1	47	26	13	24	10	26
	2.4	2.4	2.7	2.5	1.9	2.1	2.5	2.4	3.3	1.0	2.4	2.6	0.6	17.3	38.5	3.9
NOT APPLICABLE	683	580	103	475	105	88	332	161	77	25	466	217	508	21	2	152
	22.8	22.1	27.5	22.6	20.4	20.2	22.5	22.7	27.9	25.5	23.4	21.6	23.6	15.1	7.7	22.6
BLANK	75	62	13	47	15	13	29	20	7	6	50	25	44	1	-	30
MEAN	3.79	3.77	3.95	3.75	3.85	3.84	3.75	3.77	3.93	3.99	3.78	3.82	4.10	2.47	1.96	3.19
STANDARD DEVIATION	1.04	1.04	1.07	1.04	1.03	1.04	1.04	1.02	1.10	1.01	1.05	1.03	0.86	1.04	1.04	0.97
STANDARD ERROR	0.02	0.02	0.06	0.03	0.05	0.06	0.03	0.04	0.08	0.12	0.03	0.04	0.02	0.10	0.21	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6V. RATING OF CALTRAIN ABOARD TRAINS - FREQUENCY OF TRAINS

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
BASE - TOTAL RESPONDING	3037	2659	378	2136	523	443	1494	723	275	102	2016	1021	2185	139	26	687
	100.0	100.0	100.0	100.0	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	430	371	59	271	100	83	195	94	41	17	275	155	407	1	-	22
	14.2	14.0	15.6	12.7	19.1	18.7	13.1	13.0	14.9	16.7	13.6	15.2	18.6	0.7	-	3.2
(4)	726	625	101	493	132	112	350	163	76	25	479	247	648	6	1	71
	23.9	23.5	26.7	23.1	25.2	25.3	23.4	22.5	27.6	24.5	23.8	24.2	29.7	4.3	3.8	10.3
(3)	894	797	97	665	132	108	451	238	73	24	595	299	656	20	3	215
	29.4	30.0	25.7	31.1	25.2	24.4	30.2	32.9	26.5	23.5	29.5	29.3	30.0	14.4	11.5	31.3
(2)	641	577	64	470	107	97	329	151	45	19	428	213	346	46	6	243
	21.1	21.7	16.9	22.0	20.5	21.9	22.0	20.9	16.4	18.6	21.2	20.9	15.8	33.1	23.1	35.4
(1) VERY DISSATISFIED	315	266	49	222	44	35	160	71	37	12	219	96	107	65	16	127
	10.4	10.0	13.0	10.4	8.4	7.9	10.7	9.8	13.5	11.8	10.9	9.4	4.9	46.8	61.5	18.5
NOT APPLICABLE	31	23	8	15	8	8	9	6	3	5	20	11	21	1	-	9
	1.0	0.9	2.1	0.7	1.5	1.8	0.6	0.8	1.1	4.9	1.0	1.1	1.0	0.7	-	1.3
BLANK	33	23	10	17	6	5	11	7	8	2	24	9	15	1	-	17
MEAN	3.10	3.10	3.15	3.06	3.27	3.26	3.06	3.08	3.14	3.16	3.08	3.15	3.42	1.78	1.58	2.44
STANDARD DEVIATION	1.20	1.19	1.26	1.18	1.23	1.23	1.19	1.16	1.26	1.28	1.20	1.20	1.11	0.90	0.86	1.01
STANDARD ERROR	0.02	0.02	0.07	0.03	0.05	0.06	0.03	0.04	0.08	0.13	0.03	0.04	0.02	0.08	0.17	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6W. RATING OF CALTRAIN ABOARD TRAINS - CLEANLINESS OF TRAIN INTERIORS

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL			
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT	SMWHT	VERY	NTRAL
													SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING	3039	2658	381	2139	519	438	1497	724	279	101	2019	1020	2183	139	26	691
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) VERY SATISFIED	708	588	120	429	159	130	335	124	93	26	484	224	662	8	-	38
	23.3	22.1	31.5	20.1	30.6	29.7	22.4	17.1	33.3	25.7	24.0	22.0	30.3	5.8	-	5.5
(4)	1241	1109	132	911	198	177	624	308	104	28	831	410	1039	16	-	186
	40.8	41.7	34.6	42.6	38.2	40.4	41.7	42.5	37.3	27.7	41.2	40.2	47.6	11.5	-	26.9
(3)	736	653	83	545	108	88	359	206	52	31	478	258	388	41	6	301
	24.2	24.6	21.8	25.5	20.8	20.1	24.0	28.5	18.6	30.7	23.7	25.3	17.8	29.5	23.1	43.6
(2)	258	228	30	188	40	30	138	60	17	13	159	99	72	49	8	129
	8.5	8.6	7.9	8.8	7.7	6.8	9.2	8.3	6.1	12.9	7.9	9.7	3.3	35.3	30.8	18.7
(1) VERY DISSATISFIED	83	69	14	58	11	10	37	22	12	2	59	24	15	23	12	33
	2.7	2.6	3.7	2.7	2.1	2.3	2.5	3.0	4.3	2.0	2.9	2.4	0.7	16.5	46.2	4.8
NOT APPLICABLE	13	11	2	8	3	3	4	4	1	1	8	5	7	2	-	4
	0.4	0.4	0.5	0.4	0.6	0.7	0.3	0.6	0.4	1.0	0.4	0.5	0.3	1.4	-	0.6
BLANK	31	24	7	14	10	10	8	6	4	3	21	10	17	1	-	13
MEAN	3.74	3.72	3.83	3.69	3.88	3.89	3.72	3.63	3.90	3.63	3.76	3.70	4.04	2.54	1.77	3.10
STANDARD DEVIATION	1.00	0.99	1.08	0.98	1.00	0.99	0.99	0.96	1.07	1.07	1.00	0.99	0.82	1.08	0.82	0.93
STANDARD ERROR	0.02	0.02	0.06	0.02	0.04	0.05	0.03	0.04	0.06	0.11	0.02	0.03	0.02	0.09	0.16	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6X. RATING OF CALTRAIN ABOARD TRAINS - RELIABILITY OF TRAIN EQUIPMENT

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT	SMWHT	VERY	NTRAL	
													SATIS	DISSAT	DISSAT	NA/ BLANK	
BASE - TOTAL RESPONDING	3014	2641	373	2123	518	440	1487	715	273	99	2007	1007	2172	138	26	678	
	100.0	100.0	100.0	100.0	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	714	590	124	427	163	141	321	129	97	26	493	221	683	6	-	25	
	23.7	22.3	33.2	20.1	31.5	32.0	21.6	18.0	35.5	26.3	24.6	21.9	31.4	4.3	-	3.7	
(4)	1113	981	132	784	197	168	550	263	97	35	728	385	941	9	-	163	
	36.9	37.1	35.4	36.9	38.0	38.2	37.0	36.8	35.5	35.4	36.3	38.2	43.3	6.5	-	24.0	
(3)	693	630	63	539	91	78	367	185	37	26	460	233	365	41	4	283	
	23.0	23.9	16.9	25.4	17.6	17.7	24.7	25.9	13.6	26.3	22.9	23.1	16.8	29.7	15.4	41.7	
(2)	259	245	14	212	33	27	136	82	12	2	173	86	78	43	4	134	
	8.6	9.3	3.8	10.0	6.4	6.1	9.1	11.5	4.4	2.0	8.6	8.5	3.6	31.2	15.4	19.8	
(1) VERY DISSATISFIED	96	88	8	78	10	6	52	30	6	2	58	38	8	33	17	38	
	3.2	3.3	2.1	3.7	1.9	1.4	3.5	4.2	2.2	2.0	2.9	3.8	0.4	23.9	65.4	5.6	
NOT APPLICABLE	139	107	32	83	24	20	61	26	24	8	95	44	97	6	1	35	
	4.6	4.1	8.6	3.9	4.6	4.5	4.1	3.6	8.8	8.1	4.7	4.4	4.5	4.3	3.8	5.2	
BLANK	56	41	15	30	11	8	18	15	10	5	33	23	28	2	-	26	
MEAN	3.73	3.69	4.03	3.62	3.95	3.98	3.67	3.55	4.07	3.89	3.75	3.69	4.07	2.33	1.48	3.00	
STANDARD DEVIATION	1.04	1.04	0.96	1.04	0.98	0.95	1.04	1.06	0.97	0.92	1.03	1.04	0.83	1.07	0.77	0.92	
STANDARD ERROR	0.02	0.02	0.05	0.02	0.04	0.05	0.03	0.04	0.06	0.10	0.02	0.03	0.02	0.09	0.15	0.04	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6Y. RATING OF CALTRAIN ABOARD TRAINS - COMFORT OF RIDE

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL			
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT	SMWHT	VERY	NTRAL
													SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING	3041	2660	381	2139	521	440	1495	726	279	101	2021	1020	2185	138	26	692
	100.0	100.0	100.0	100.0	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	818	689	129	503	186	162	379	149	102	26	558	260	779	3	-	36
	26.9	25.9	33.9	23.5	35.7	36.8	25.4	20.5	36.6	25.7	27.6	25.5	35.7	2.2	-	5.2
(4)	1237	1085	152	875	210	177	615	293	115	37	817	420	1020	15	-	202
	40.7	40.8	39.9	40.9	40.3	40.2	41.1	40.4	41.2	36.6	40.4	41.2	46.7	10.9	-	29.2
(3)	711	641	70	548	93	74	372	195	40	30	467	244	324	45	3	339
	23.4	24.1	18.4	25.6	17.9	16.8	24.9	26.9	14.3	29.7	23.1	23.9	14.8	32.6	11.5	49.0
(2)	193	175	18	151	24	20	98	57	12	6	129	64	48	45	7	93
	6.3	6.6	4.7	7.1	4.6	4.5	6.6	7.9	4.3	5.9	6.4	6.3	2.2	32.6	26.9	13.4
(1) VERY DISSATISFIED	72	63	9	57	6	5	29	29	8	1	44	28	7	29	16	20
	2.4	2.4	2.4	2.7	1.2	1.1	1.9	4.0	2.9	1.0	2.2	2.7	0.3	21.0	61.5	2.9
NOT APPLICABLE	10	7	3	5	2	2	2	3	2	1	6	4	7	1	-	2
	0.3	0.3	0.8	0.2	0.4	0.5	0.1	0.4	0.7	1.0	0.3	0.4	0.3	0.7	-	0.3
BLANK	29	22	7	14	8	8	10	4	4	3	19	10	15	2	-	12
MEAN	3.84	3.81	3.99	3.76	4.05	4.08	3.82	3.66	4.05	3.81	3.85	3.81	4.16	2.40	1.50	3.20
STANDARD DEVIATION	0.97	0.97	0.97	0.98	0.91	0.91	0.95	1.02	0.97	0.93	0.97	0.98	0.77	1.01	0.71	0.84
STANDARD ERROR	0.02	0.02	0.05	0.02	0.04	0.04	0.02	0.04	0.06	0.09	0.02	0.03	0.02	0.09	0.14	0.03

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6Z. RATING OF CALTRAIN ABOARD TRAINS - ONBOARD SEATING AVAILABILITY

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL			
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT	SMWHT	VERY	NTRAL
													SATIS	DISSAT	DISSAT	NA/ BLANK
BASE - TOTAL RESPONDING	3037	2656	381	2138	518	438	1494	725	278	102	2015	1022	2185	139	26	687
	100.0	100.0	100.0	100.0	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	653	516	137	361	155	138	273	106	103	33	458	195	604	5	1	43
	21.5	19.4	36.0	16.9	29.9	31.5	18.3	14.6	37.1	32.4	22.7	19.1	27.6	3.6	3.8	6.3
(4)	1007	876	131	692	184	154	512	210	98	33	685	322	842	14	-	151
	33.2	33.0	34.4	32.4	35.5	35.2	34.3	29.0	35.3	32.4	34.0	31.5	38.5	10.1	-	22.0
(3)	829	762	67	647	115	91	445	226	44	23	529	300	528	29	4	268
	27.3	28.7	17.6	30.3	22.2	20.8	29.8	31.2	15.8	22.5	26.3	29.4	24.2	20.9	15.4	39.0
(2)	388	358	30	307	51	44	194	120	21	9	238	150	168	45	6	169
	12.8	13.5	7.9	14.4	9.8	10.0	13.0	16.6	7.6	8.8	11.8	14.7	7.7	32.4	23.1	24.6
(1) VERY DISSATISFIED	151	138	13	126	12	10	68	60	11	2	100	51	38	45	15	53
	5.0	5.2	3.4	5.9	2.3	2.3	4.6	8.3	4.0	2.0	5.0	5.0	1.7	32.4	57.7	7.7
NOT APPLICABLE	9	6	3	5	1	1	2	3	1	2	5	4	5	1	-	3
	0.3	0.2	0.8	0.2	0.2	0.2	0.1	0.4	0.4	2.0	0.2	0.4	0.2	0.7	-	0.4
BLANK	33	26	7	15	11	10	11	5	5	2	25	8	15	1	-	17
MEAN	3.54	3.48	3.92	3.40	3.81	3.84	3.49	3.25	3.94	3.86	3.58	3.45	3.83	2.20	1.69	2.94
STANDARD DEVIATION	1.11	1.11	1.08	1.11	1.04	1.05	1.07	1.15	1.09	1.04	1.11	1.11	0.98	1.11	1.01	1.01
STANDARD ERROR	0.02	0.02	0.06	0.02	0.05	0.05	0.03	0.04	0.07	0.10	0.02	0.03	0.02	0.09	0.20	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6A1. RATING OF CALTRAIN ABOARD TRAINS - NOISE LEVEL OF TRAIN

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
BASE - TOTAL RESPONDING	3036	2658	378	2139	519	440	1495	724	278	99	2020	1016	2183	140	26	687
	100.0	100.0	100.0	100.0	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	589	488	101	351	137	123	258	108	77	23	405	184	554	6	-	29
	19.4	18.4	26.7	16.4	26.4	28.0	17.3	14.9	27.7	23.2	20.0	18.1	25.4	4.3	-	4.2
(4)	1023	878	145	684	194	163	498	217	105	40	682	341	884	16	3	120
	33.7	33.0	38.4	32.0	37.4	37.0	33.3	30.0	37.8	40.4	33.8	33.6	40.5	11.4	11.5	17.5
(3)	878	803	75	683	120	98	477	228	55	20	588	290	544	29	3	302
	28.9	30.2	19.8	31.9	23.1	22.3	31.9	31.5	19.8	20.2	29.1	28.5	24.9	20.7	11.5	44.0
(2)	342	309	33	273	36	30	167	112	23	10	217	125	135	49	5	153
	11.3	11.6	8.7	12.8	6.9	6.8	11.2	15.5	8.3	10.1	10.7	12.3	6.2	35.0	19.2	22.3
(1) VERY DISSATISFIED	175	158	17	129	29	24	80	54	13	4	110	65	44	38	15	78
	5.8	5.9	4.5	6.0	5.6	5.5	5.4	7.5	4.7	4.0	5.4	6.4	2.0	27.1	57.7	11.4
NOT APPLICABLE	29	22	7	19	3	2	15	5	5	2	18	11	22	2	-	5
	1.0	0.8	1.9	0.9	0.6	0.5	1.0	0.7	1.8	2.0	0.9	1.1	1.0	1.4	-	0.7
BLANK	34	24	10	14	10	8	10	6	5	5	20	14	17	-	-	17
MEAN	3.50	3.47	3.75	3.40	3.72	3.76	3.46	3.30	3.77	3.70	3.53	3.45	3.82	2.30	1.77	2.81
STANDARD DEVIATION	1.10	1.10	1.09	1.09	1.10	1.10	1.07	1.13	1.10	1.07	1.10	1.12	0.95	1.12	1.07	1.00
STANDARD ERROR	0.02	0.02	0.06	0.02	0.05	0.05	0.03	0.04	0.07	0.11	0.02	0.04	0.02	0.10	0.21	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6B1. RATING OF CALTRAIN ABOARD TRAINS - ABILITY TO REPORT SECURITY OR SAFETY ISSUES

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL			
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
BASE - TOTAL RESPONDING	2979	2612	367	2100	512	434	1468	711	271	95	1979	1000	2145	139	25	670
	100.0	100.0	100.0	100.0	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	544	454	90	335	119	104	241	110	72	17	364	180	515	1	-	28
	18.3	17.4	24.5	16.0	23.2	24.0	16.4	15.5	26.6	17.9	18.4	18.0	24.0	0.7		4.2
(4)	688	615	73	474	141	126	316	173	54	19	440	248	583	16	1	88
	23.1	23.5	19.9	22.6	27.5	29.0	21.5	24.3	19.9	20.0	22.2	24.8	27.2	11.5	4.0	13.1
(3)	607	543	64	456	87	68	322	153	37	27	401	206	320	34	7	246
	20.4	20.8	17.4	21.7	17.0	15.7	21.9	21.5	13.7	28.4	20.3	20.6	14.9	24.5	28.0	36.7
(2)	201	187	14	163	24	19	107	61	11	3	131	70	69	34	4	94
	6.7	7.2	3.8	7.8	4.7	4.4	7.3	8.6	4.1	3.2	6.6	7.0	3.2	24.5	16.0	14.0
(1) VERY DISSATISFIED	84	71	13	56	15	14	31	26	11	2	59	25	24	23	10	27
	2.8	2.7	3.5	2.7	2.9	3.2	2.1	3.7	4.1	2.1	3.0	2.5	1.1	16.5	40.0	4.0
NOT APPLICABLE	855	742	113	616	126	103	451	188	86	27	584	271	634	31	3	187
	28.7	28.4	30.8	29.3	24.6	23.7	30.7	26.4	31.7	28.4	29.5	27.1	29.6	22.3	12.0	27.9
BLANK	91	70	21	53	17	14	37	19	12	9	61	30	55	1	1	34
MEAN	3.66	3.64	3.84	3.59	3.84	3.87	3.62	3.54	3.89	3.68	3.66	3.67	3.99	2.43	1.95	2.99
STANDARD DEVIATION	1.08	1.07	1.13	1.07	1.05	1.06	1.05	1.10	1.17	1.00	1.09	1.06	0.94	1.02	1.00	0.91
STANDARD ERROR	0.02	0.02	0.07	0.03	0.05	0.06	0.03	0.05	0.09	0.12	0.03	0.04	0.02	0.10	0.21	0.04

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q6C1. RATING OF CALTRAIN ABOARD TRAINS - EVERYTHING CONSIDERED, HOW WOULD YOU RATE YOUR ONBOARD EXPERIENCE ON CALTRAIN?

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD			WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT	SMWHT	VERY	NA/ BLANK	
													SATIS	DISSAT	DISSAT		
BASE - TOTAL RESPONDING	3016	2641	375	2123	518	439	1484	719	273	101	2005	1011	2171	139	26	680	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
(5) VERY SATISFIED	613	508	105	371	137	118	278	113	81	23	419	194	605	-	-	8	
	20.3	19.2	28.0	17.5	26.4	26.9	18.7	15.7	29.7	22.8	20.9	19.2	27.9			1.2	
(4)	1467	1291	176	1040	251	215	728	348	132	44	985	482	1350	7	-	110	
	48.6	48.9	46.9	49.0	48.5	49.0	49.1	48.4	48.4	43.6	49.1	47.7	62.2	5.0		16.2	
(3)	737	665	72	562	103	84	384	197	46	26	483	254	199	37	3	498	
	24.4	25.2	19.2	26.5	19.9	19.1	25.9	27.4	16.8	25.7	24.1	25.1	9.2	26.6	11.5	73.2	
(2)	148	136	12	121	15	14	74	48	9	3	84	64	6	85	3	54	
	4.9	5.1	3.2	5.7	2.9	3.2	5.0	6.7	3.3	3.0	4.2	6.3	0.3	61.2	11.5	7.9	
(1) VERY DISSATISFIED	33	29	4	23	6	4	14	11	3	1	23	10	1	8	20	4	
	1.1	1.1	1.1	1.1	1.2	0.9	0.9	1.5	1.1	1.0	1.1	1.0	*	5.8	76.9	0.6	
NOT APPLICABLE	18	12	6	6	6	4	6	2	2	4	11	7	10	2	-	6	
	0.6	0.5	1.6	0.3	1.2	0.9	0.4	0.3	0.7	4.0	0.5	0.7	0.5	1.4		0.9	
BLANK	54	41	13	30	11	9	21	11	10	3	35	19	29	1	-	24	
MEAN	3.83	3.80	3.99	3.76	3.97	3.99	3.80	3.70	4.03	3.88	3.85	3.78	4.18	2.31	1.35	3.09	
STANDARD DEVIATION	0.85	0.85	0.84	0.84	0.83	0.82	0.83	0.87	0.84	0.84	0.84	0.86	0.60	0.66	0.69	0.55	
STANDARD ERROR	0.02	0.02	0.04	0.02	0.04	0.04	0.02	0.03	0.05	0.09	0.02	0.03	0.01	0.06	0.14	0.02	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

Q7. HOW WOULD YOU RATE YOUR OVERALL CALTRAIN EXPERIENCE?

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL					
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK	
BASE - TOTAL RESPONDING	3026	2649	377	2129	520	439	1491	720	274	102	2005	1021	2200	140	26	660	
	100.0	100.0	100.0	100.0	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	602	495	107	356	139	117	267	112	79	27	395	207	602	-	-	-	
	19.9	18.7	28.4	16.7	26.7	26.7	17.9	15.6	28.8	26.5	19.7	20.3	27.4				
(4)	1598	1407	191	1139	268	230	791	386	144	47	1080	518	1598	-	-	-	
	52.8	53.1	50.7	53.5	51.5	52.4	53.1	53.6	52.6	46.1	53.9	50.7	72.6				
(3)	655	592	63	500	92	74	354	164	39	24	426	229	-	-	-	655	
	21.6	22.3	16.7	23.5	17.7	16.9	23.7	22.8	14.2	23.5	21.2	22.4				99.2	
(2)	140	129	11	114	15	14	66	49	8	3	84	56	-	140	-	-	
	4.6	4.9	2.9	5.4	2.9	3.2	4.4	6.8	2.9	2.9	4.2	5.5		100.0			
(1) VERY DISSATISFIED	26	22	4	17	5	3	12	7	4	-	18	8	-	-	26	-	
	0.9	0.8	1.1	0.8	1.0	0.7	0.8	1.0	1.5		0.9	0.8			100.0		
NOT APPLICABLE	5	4	1	3	1	1	1	2	-	1	2	3	-	-	-	5	
	0.2	0.2	0.3	0.1	0.2	0.2	0.1	0.3		1.0	0.1	0.3				0.8	
BLANK	44	33	11	24	9	9	14	10	9	2	35	9	-	-	-	44	
MEAN	3.86	3.84	4.03	3.80	4.00	4.01	3.83	3.76	4.04	3.97	3.87	3.84	4.27	2.00	1.00	3.00	
STANDARD DEVIATION	0.81	0.81	0.82	0.81	0.81	0.79	0.80	0.83	0.82	0.79	0.80	0.83	0.45	0.00	0.00	0.00	
STANDARD ERROR	0.01	0.02	0.04	0.02	0.04	0.04	0.02	0.03	0.05	0.08	0.02	0.03	0.01	0.00	0.00	0.00	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

COMMENTS - SHARE WHO PROVIDED

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
	3070	2682	388	2153	529	448	1505	730	283	104	2040	1030	2200	140	26	704
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
PROVIDED A COMMENT	1440	1288	152	1046	242	214	717	357	109	43	970	470	973	93	15	359
	46.9	48.0	39.2	48.6	45.7	47.8	47.6	48.9	38.5	41.3	47.5	45.6	44.2	66.4	57.7	51.0
DID NOT PROVIDE A COMMENT	1630	1394	236	1107	287	234	788	373	174	61	1070	560	1227	47	11	345
	53.1	52.0	60.8	51.4	54.3	52.2	52.4	51.1	61.5	58.7	52.5	54.4	55.8	33.6	42.3	49.0

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

COMMENT CATEGORY DETAIL

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE					WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL			
		WEEKDAY	WEEKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK	
BASE - THOSE PROVIDING A COMMENT	1440 100.0	1288 100.0	152 100.0	1046 100.0	242 100.0	214 100.0	717 100.0	357 100.0	109 100.0	43 100.0	970 100.0	470 100.0	973 100.0	93 100.0	15 100.0	359 100.0	
SCHEDULES/FREQUENCY	361 25.1	316 24.5	45 29.6	256 24.5	60 24.8	57 26.6	169 23.6	90 25.2	28 25.7	17 39.5	257 26.5	104 22.1	231 23.7	29 31.2	5 33.3	96 26.7	
DELAY INFORMATION/SERVICE ANNOUNCEMENTS/UPDATES	189 13.1	178 13.8	11 7.2	147 14.1	31 12.8	26 12.1	106 14.8	46 12.9	8 7.3	3 7.0	131 13.5	58 12.3	116 11.9	20 21.5	2 13.3	51 14.2	
FARES/FARE POLICY/TICKET VALIDATION PROCEDURE	177 12.3	167 13.0	10 6.6	135 12.9	32 13.2	27 12.6	91 12.7	49 13.7	6 5.5	4 9.3	121 12.5	56 11.9	106 10.9	17 18.3	3 20.0	51 14.2	
TRAIN/CAR CONDITION/COMFORT OF THE RIDE	163 11.3	143 11.1	20 13.2	117 11.2	26 10.7	23 10.7	83 11.6	37 10.4	11 10.1	9 20.9	108 11.1	55 11.7	88 9.0	25 26.9	3 20.0	47 13.1	
CROWDING/SEAT AVAILABILITY	131 9.1	126 9.8	5 3.3	115 11.0	11 4.5	12 5.6	66 9.2	48 13.4	4 3.7	1 2.3	91 9.4	40 8.5	79 8.1	17 18.3	2 13.3	33 9.2	
CAR FEATURES/AMENITIES	113 7.8	100 7.8	13 8.6	78 7.5	22 9.1	15 7.0	52 7.3	33 9.2	10 9.2	3 7.0	82 8.5	31 6.6	73 7.5	8 8.6	2 13.3	30 8.4	
TRAIN CLEANLINESS (EXTERIOR AND INTERIOR)	109 7.6	99 7.7	10 6.6	78 7.5	21 8.7	18 8.4	50 7.0	31 8.7	8 7.3	2 4.7	67 6.9	42 8.9	58 6.0	10 10.8	-	41 11.4	
ON-TIME PERFORMANCE/RELIABILITY	103 7.2	100 7.8	3 2.0	81 7.7	19 7.9	17 7.9	52 7.3	31 8.7	3 2.8	-	73 7.5	30 6.4	47 4.8	15 16.1	5 33.3	36 10.0	
ENFORCEMENT/SECURITY	96 6.7	86 6.7	10 6.6	69 6.6	17 7.0	16 7.5	54 7.5	16 4.5	9 8.3	1 2.3	71 7.3	25 5.3	50 5.1	10 10.8	-	36 10.0	
TICKET/CLIPPER MACHINES	92 6.4	84 6.5	8 5.3	71 6.8	13 5.4	11 5.1	58 8.1	15 4.2	5 4.6	3 7.0	59 6.1	33 7.0	67 6.9	4 4.3	1 6.7	20 5.6	
ROUTES/ADDITIONAL STOPS	89 6.2	83 6.4	6 3.9	75 7.2	8 3.3	7 3.3	61 8.5	15 4.2	5 4.6	1 2.3	59 6.1	30 6.4	67 6.9	1 1.1	-	21 5.8	
PERSONNEL	89 6.2	80 6.2	9 5.9	67 6.4	13 5.4	9 4.2	47 6.6	24 6.7	6 5.5	3 7.0	64 6.6	25 5.3	63 6.5	5 5.4	-	21 5.8	
STATION AMENITIES/CONDITION/CLEANLINESS	88 6.1	80 6.2	8 5.3	62 5.9	18 7.4	13 6.1	56 7.8	11 3.1	6 5.5	2 4.7	62 6.4	26 5.5	56 5.8	4 4.3	1 6.7	27 7.5	
GENERAL COMPLIMENTS	78 5.4	61 4.7	17 11.2	34 3.3	27 11.2	25 11.7	28 3.9	8 2.2	12 11.0	5 11.6	56 5.8	22 4.7	75 7.7	-	1 6.7	2 0.6	
BIKES/BIKE CARS	57 4.0	55 4.3	2 1.3	46 4.4	9 3.7	5 2.3	28 3.9	22 6.2	1 0.9	1 2.3	9 0.9	48 10.2	37 3.8	7 7.5	1 6.7	12 3.3	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

COMMENT CATEGORY DETAIL

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL					
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK	
APP/PHONE/WEBSITE/INTERNET	57 4.0	49 3.8	8 5.3	42 4.0	7 2.9	8 3.7	32 4.5	9 2.5	8 7.3	-	42 4.3	15 3.2	36 3.7	3 3.2	-	18 5.0	
SIGNAGE/PRINTED SCHEDULES/ COMMUNICATION	43 3.0	37 2.9	6 3.9	30 2.9	7 2.9	5 2.3	18 2.5	14 3.9	4 3.7	2 4.7	22 2.3	21 4.5	33 3.4	-	-	10 2.8	
PARKING	36 2.5	33 2.6	3 2.0	33 3.2	-	-	29 4.0	4 1.1	2 1.8	1 2.3	25 2.6	11 2.3	20 2.1	4 4.3	-	12 3.3	
ELECTRIFICATION/HIGH SPEED RAIL/ SYSTEM MODERNIZATION	31 2.2	27 2.1	4 2.6	20 1.9	7 2.9	6 2.8	9 1.3	12 3.4	3 2.8	1 2.3	21 2.2	10 2.1	16 1.6	-	-	15 4.2	
HOMELESS ISSUES	31 2.2	29 2.3	2 1.3	25 2.4	4 1.7	4 1.9	20 2.8	5 1.4	1 0.9	1 2.3	24 2.5	7 1.5	21 2.2	3 3.2	2 13.3	5 1.4	
CLIPPER SYSTEM	26 1.8	22 1.7	4 2.6	20 1.9	2 0.8	2 0.9	13 1.8	7 2.0	4 3.7	-	17 1.8	9 1.9	13 1.3	4 4.3	1 6.7	8 2.2	
DELAY/ACCIDENT RESPONSE	16 1.1	15 1.2	1 0.7	14 1.3	1 0.4	1 0.5	8 1.1	6 1.7	-	1 2.3	9 0.9	7 1.5	9 0.9	-	-	7 1.9	
SAN FRANCISCO GIANTS/SPORTING EVENTS	16 1.1	14 1.1	2 1.3	14 1.3	-	-	5 0.7	9 2.5	2 1.8	-	5 0.5	11 2.3	9 0.9	1 1.1	-	6 1.7	
OTHER COMMENTS	14 1.0	11 0.9	3 2.0	11 1.1	-	-	4 0.6	7 2.0	2 1.8	1 2.3	11 1.1	3 0.6	7 0.7	-	2 13.3	5 1.4	
TRANSIT CONNECTIONS/TRANSFERS	11 0.8	11 0.9	-	9 0.9	2 0.8	2 0.9	5 0.7	4 1.1	-	-	9 0.9	2 0.4	7 0.7	1 1.1	-	3 0.8	
SAFETY ISSUES	8 0.6	7 0.5	1 0.7	7 0.7	-	-	4 0.6	3 0.8	-	1 2.3	5 0.5	3 0.6	5 0.5	1 1.1	-	2 0.6	
SURVEY COMMENTS	7 0.5	6 0.5	1 0.7	4 0.4	2 0.8	2 0.9	3 0.4	1 0.3	-	1 2.3	5 0.5	2 0.4	4 0.4	1 1.1	-	2 0.6	
LOST AND FOUND	2 0.1	2 0.2	-	2 0.2	-	-	2 0.3	-	-	-	1 0.1	1 0.2	1 0.1	1 1.1	-	-	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

TRAIN NUMBER

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NTRAL NA/BLANK			
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET					REG	BIKE	
																	=====
BASE - ALL RESPONDENTS	3070 100.0	2682 100.0	388 100.0	2153 100.0	529 100.0	448 100.0	1505 100.0	730 100.0	283 100.0	104 100.0	2040 100.0	1030 100.0	2200 100.0	140 100.0	26 100.0	704 100.0	
101	16 0.5	16 0.6	-	16 0.7	-	16 3.6	-	-	-	-	16 0.8	-	14 0.6	1 0.7	-	1 0.1	
102	10 0.3	10 0.4	-	10 0.5	-	10 2.2	-	-	-	-	-	10 1.0	9 0.4	-	-	1 0.1	
142	38 1.2	38 1.4	-	-	38 7.2	38 8.5	-	-	-	-	38 1.9	-	34 1.5	-	-	4 0.6	
143	48 1.6	48 1.8	-	-	48 9.1	48 10.7	-	-	-	-	48 2.4	-	33 1.5	1 0.7	1 3.8	13 1.8	
150	38 1.2	38 1.4	-	-	38 7.2	38 8.5	-	-	-	-	-	38 3.7	30 1.4	1 0.7	-	7 1.0	
151	68 2.2	68 2.5	-	-	68 12.9	68 15.2	-	-	-	-	68 3.3	-	58 2.6	1 0.7	-	9 1.3	
190	81 2.6	81 3.0	-	-	81 15.3	81 18.1	-	-	-	-	-	81 7.9	55 2.5	8 5.7	2 7.7	16 2.3	
192	75 2.4	75 2.8	-	-	75 14.2	75 16.7	-	-	-	-	75 3.7	-	58 2.6	2 1.4	-	15 2.1	
195	36 1.2	36 1.3	-	-	36 6.8	36 8.0	-	-	-	-	-	36 3.5	26 1.2	-	-	10 1.4	
197	38 1.2	38 1.4	-	-	38 7.2	38 8.5	-	-	-	-	38 1.9	-	30 1.4	-	-	8 1.1	
206	44 1.4	44 1.6	-	44 2.0	-	-	44 2.9	-	-	-	44 2.2	-	35 1.6	2 1.4	-	7 1.0	
207	62 2.0	62 2.3	-	62 2.9	-	-	62 4.1	-	-	-	-	62 6.0	41 1.9	5 3.6	1 3.8	15 2.1	
216	71 2.3	71 2.6	-	71 3.3	-	-	71 4.7	-	-	-	71 3.5	-	55 2.5	3 2.1	-	13 1.8	
217	181 5.9	181 6.7	-	181 8.4	-	-	181 12.0	-	-	-	181 8.9	-	118 5.4	9 6.4	1 3.8	53 7.5	
222	82 2.7	82 3.1	-	82 3.8	-	-	82 5.4	-	-	-	82 4.0	-	65 3.0	1 0.7	1 3.8	15 2.1	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

TRAIN NUMBER

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE				WEEKEND SVC.		REGULAR CAR?		VERY/	VERY DISSAT		NTRAL		
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK	
225	92 3.0	92 3.4	-	92 4.3	-	-	92 6.1	-	-	-	-	92 8.9	60 2.7	11 7.9	1 3.8	20 2.8	
232	65 2.1	65 2.4	-	65 3.0	-	-	65 4.3	-	-	-	65 3.2	-	50 2.3	2 1.4	-	13 1.8	
233	105 3.4	105 3.9	-	105 4.9	-	-	105 7.0	-	-	-	105 5.1	-	73 3.3	3 2.1	1 3.8	28 4.0	
254	79 2.6	79 2.9	-	-	79 14.9	-	79 5.2	-	-	-	-	79 7.7	62 2.8	1 0.7	-	16 2.3	
257	29 0.9	28 1.0	1 0.3	-	28 5.3	-	29 1.9	-	-	-	29 1.4	-	22 1.0	1 0.7	2 7.7	4 0.6	
262	103 3.4	103 3.8	-	103 4.8	-	-	103 6.8	-	-	-	-	103 10.0	73 3.3	6 4.3	-	24 3.4	
267	76 2.5	76 2.8	-	76 3.5	-	-	76 5.0	-	-	-	76 3.7	-	52 2.4	2 1.4	1 3.8	21 3.0	
268	176 5.7	176 6.6	-	176 8.2	-	-	176 11.7	-	-	-	176 8.6	-	125 5.7	12 8.6	2 7.7	37 5.3	
273	58 1.9	58 2.2	-	58 2.7	-	-	58 3.9	-	-	-	-	58 5.6	45 2.0	-	-	13 1.8	
277	80 2.6	80 3.0	-	80 3.7	-	-	80 5.3	-	-	-	80 3.9	-	46 2.1	2 1.4	1 3.8	31 4.4	
282	99 3.2	99 3.7	-	99 4.6	-	-	99 6.6	-	-	-	99 4.9	-	63 2.9	4 2.9	-	32 4.5	
288	70 2.3	70 2.6	-	70 3.3	-	-	70 4.7	-	-	-	70 3.4	-	48 2.2	1 0.7	1 3.8	20 2.8	
289	33 1.1	33 1.2	-	33 1.5	-	-	33 2.2	-	-	-	33 1.6	-	25 1.1	1 0.7	-	7 1.0	
313	77 2.5	77 2.9	-	77 3.6	-	-	-	77 10.5	-	-	-	77 7.5	51 2.3	4 2.9	-	22 3.1	
324	68 2.2	68 2.5	-	68 3.2	-	-	-	68 9.3	-	-	68 3.3	-	50 2.3	3 2.1	-	15 2.1	
329	71 2.3	71 2.6	-	71 3.3	-	-	-	71 9.7	-	-	-	71 6.9	42 1.9	5 3.6	2 7.7	22 3.1	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

TRAIN NUMBER

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE				WEEKEND SVC.		REGULAR CAR?		VERY/	VERY/		NTRAL		
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT	SMWHT	VERY	NTRAL	
													SATIS	DISSAT	DISSAT	NA/ BLANK	
330	47 1.5	47 1.8	-	47 2.2	-	-	-	47 6.4	-	-	-	47 4.6	36 1.6	3 2.1	-	8 1.1	
360	104 3.4	104 3.9	-	104 4.8	-	-	-	104 14.2	-	-	-	104 10.1	71 3.2	6 4.3	-	27 3.8	
365	70 2.3	70 2.6	-	70 3.3	-	-	-	70 9.6	-	-	-	70 6.8	49 2.2	3 2.1	1 3.8	17 2.4	
376	137 4.5	137 5.1	-	137 6.4	-	-	-	137 18.8	-	-	137	-	93 4.2	10 7.1	4 15.4	30 4.3	
381	75 2.4	75 2.8	-	75 3.5	-	-	-	75 10.3	-	-	75	-	47 2.1	7 5.0	-	21 3.0	
385	81 2.6	81 3.0	-	81 3.8	-	-	-	81 11.1	-	-	81	-	59 2.7	8 5.7	-	14 2.0	
421	29 0.9	-	29 7.5	-	-	-	-	-	29 10.2	-	29	-	27 1.2	-	-	2 0.3	
424	33 1.1	-	33 8.5	-	-	-	-	-	33 11.7	-	33	-	26 1.2	-	-	7 1.0	
432	120 3.9	-	120 30.9	-	-	-	-	-	120 42.4	-	120	-	89 4.0	3 2.1	2 7.7	26 3.7	
433	48 1.6	-	48 12.4	-	-	-	-	-	48 17.0	-	-	48 4.7	41 1.9	2 1.4	1 3.8	4 0.6	
438	31 1.0	-	31 8.0	-	-	-	-	-	31 11.0	-	31	-	23 1.0	2 1.4	1 3.8	5 0.7	
441	22 0.7	-	22 5.7	-	-	-	-	-	22 7.8	-	22	-	17 0.8	1 0.7	-	4 0.6	
801	50 1.6	-	50 12.9	-	-	-	-	-	-	50 48.1	50	-	40 1.8	2 1.4	-	8 1.1	
804	54 1.8	-	54 13.9	-	-	-	-	-	-	54 51.9	-	54 5.2	34 1.5	1 0.7	-	19 2.7	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

TYPE OF SERVICE

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		=====		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL		
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	SMWHT	SMWHT	VERY	NA/
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK
BASE - ALL RESPONDENTS	3070	2682	388	2153	529	448	1505	730	283	104	2040	1030	2200	140	26	704
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
LOCAL	731	448	283	26	422	448	-	-	283	-	518	213	570	22	7	132
	23.8	16.7	72.9	1.2	79.8	100.0			100.0		25.4	20.7	25.9	15.7	26.9	18.8
LIMITED	1505	1504	1	1397	107	-	1505	-	-	-	1111	394	1058	66	12	369
	49.0	56.1	0.3	64.9	20.2		100.0				54.5	38.3	48.1	47.1	46.2	52.4
BULLET	834	730	104	730	-	-	-	730	-	104	411	423	572	52	7	203
	27.2	27.2	26.8	33.9				100.0		100.0	20.1	41.1	26.0	37.1	26.9	28.8

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

STRATA

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
BASE - ALL RESPONDENTS	3070 100.0	2682 100.0	388 100.0	2153 100.0	529 100.0	448 100.0	1505 100.0	730 100.0	283 100.0	104 100.0	2040 100.0	1030 100.0	2200 100.0	140 100.0	26 100.0	704 100.0
WEEKDAY PEAK	2153 70.1	2153 80.3	-	2153 100.0	-	26 5.8	1397 92.8	730 100.0	-	-	1459 71.5	694 67.4	1495 68.0	114 81.4	17 65.4	527 74.9
WEEKDAY OFF-PEAK	529 17.2	529 19.7	-	-	529 100.0	422 94.2	107 7.1	-	-	-	295 14.5	234 22.7	407 18.5	15 10.7	5 19.2	102 14.5
WEEKEND	388 12.6	-	388 100.0	-	-	-	1 0.1	-	283 100.0	104 100.0	286 14.0	102 9.9	298 13.5	11 7.9	4 15.4	75 10.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

DIRECTION

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
BASE - ALL RESPONDENTS	3070	2682	388	2153	529	448	1505	730	283	104	2040	1030	2200	140	26	704
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
NORTH	1445	1295	150	1077	218	206	716	374	99	50	931	514	1016	69	13	347
	47.1	48.3	38.7	50.0	41.2	46.0	47.6	51.2	35.0	48.1	45.6	49.9	46.2	49.3	50.0	49.3
SOUTH	1625	1387	238	1076	311	242	789	356	184	54	1109	516	1184	71	13	357
	52.9	51.7	61.3	50.0	58.8	54.0	52.4	48.8	65.0	51.9	54.4	50.1	53.8	50.7	50.0	50.7

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

BIKE CAR

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
BASE - ALL RESPONDENTS	3070	2682	388	2153	529	448	1505	730	283	104	2040	1030	2200	140	26	704
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
BIKE CAR	1030	928	102	694	234	165	394	369	48	54	-	1030	725	56	8	241
	33.6	34.6	26.3	32.2	44.2	36.8	26.2	50.5	17.0	51.9		100.0	33.0	40.0	30.8	34.2
REGULAR TRAIN CAR	2040	1754	286	1459	295	283	1111	361	235	50	2040	-	1475	84	18	463
	66.4	65.4	73.7	67.8	55.8	63.2	73.8	49.5	83.0	48.1	100.0		67.0	60.0	69.2	65.8

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

LANGUAGE

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		=====		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL			
		=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	SMWHT	SMWHT	VERY	NA/	
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SATIS	DISSAT	DISSAT	BLANK	
ENGLISH	3070	2682	388	2153	529	448	1505	730	283	104	2040	1030	2200	140	26	704	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
ENGLISH	3063	2677	386	2151	526	445	1504	729	281	104	2034	1029	2194	140	26	703	
	99.8	99.8	99.5	99.9	99.4	99.3	99.9	99.9	99.3	100.0	99.7	99.9	99.7	100.0	100.0	99.9	
SPANISH	7	5	2	2	3	3	1	1	2	-	6	1	6	-	-	1	
	0.2	0.2	0.5	0.1	0.6	0.7	0.1	0.1	0.7		0.3	0.1	0.3			0.1	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

HOW SURVEY RECEIVED

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/			NTRAL		
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
BASE - ALL RESPONDENTS	3070	2682	388	2153	529	448	1505	730	283	104	2040	1030	2200	140	26	704
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
COLLECTED ON BOARD	2996	2612	384	2085	527	447	1469	697	280	103	1993	1003	2156	133	25	682
	97.6	97.4	99.0	96.8	99.6	99.8	97.6	95.5	98.9	99.0	97.7	97.4	98.0	95.0	96.2	96.9
MAILED IN	74	70	4	68	2	1	36	33	3	1	47	27	44	7	1	22
	2.4	2.6	1.0	3.2	0.4	0.2	2.4	4.5	1.1	1.0	2.3	2.6	2.0	5.0	3.8	3.1

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

MEAN ATTRIBUTE SCORES

	WEEKDAY TIME PERIOD											BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL					
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK	
	3070	2682	388	2153	529	448	1505	730	283	104	2040	1030	2200	140	26	704	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Q6A CLEANLINESS OF STATIONS/ PARKING LOTS	3.8	3.8	3.9	3.7	3.9	4.0	3.8	3.7	3.9	3.8	3.8	3.8	4.0	3.0	2.2	3.3	
Q6B BEING INFORMED OF DELAYS THAT EXCEED 10 MINUTES	3.5	3.5	3.8	3.4	3.7	3.8	3.4	3.4	3.8	3.9	3.5	3.5	3.8	2.1	2.2	2.9	
Q6C INFORMATION POSTED ON ELECTRONIC PLATFORM SIGNS	3.8	3.8	4.2	3.7	4.0	4.0	3.7	3.7	4.2	4.2	3.8	3.8	4.1	2.6	2.1	3.2	
Q6D REAL TIME PREDICTIONS POSTED ON ELECTRONIC PLATFORM SIGNS	3.7	3.7	4.1	3.6	4.0	4.0	3.6	3.6	4.1	4.1	3.7	3.8	4.0	2.6	2.1	3.2	
Q6E POSTED INFORMATION ON INFO. BOARDS (SCHEDULES, FLYERS)	3.9	3.9	4.1	3.8	4.0	4.0	3.9	3.8	4.1	4.2	3.9	3.9	4.2	2.8	1.9	3.3	
Q6F ADEQUACY AND CLARITY OF STATION ANNOUNCEMENTS	3.6	3.6	3.8	3.6	3.8	3.9	3.6	3.5	3.9	3.8	3.7	3.6	3.9	2.4	2.2	3.1	
Q6G EASE OF USE OF CALTRAIN TICKET MACHINES	3.8	3.8	4.0	3.8	4.0	4.0	3.8	3.7	4.0	3.9	3.9	3.7	4.1	2.7	2.3	3.3	
Q6H EXPERIENCE PURCHASING YOUR TICKET	3.9	3.8	4.1	3.8	4.1	4.1	3.8	3.7	4.1	3.9	3.9	3.8	4.1	2.8	2.5	3.4	
Q6I EXPERIENCE USING YOUR TICKET	4.2	4.1	4.3	4.1	4.3	4.3	4.2	4.1	4.3	4.3	4.2	4.1	4.4	3.1	2.3	3.7	
Q6J LOCATION OF CLIPPER TAG ON AND OFF EQUIPMENT	3.8	3.7	3.9	3.7	3.9	3.9	3.7	3.7	3.9	3.9	3.8	3.7	4.0	2.8	2.2	3.3	
Q6K YOUR SENSE OF SECURITY AT THE STATION	3.8	3.8	3.9	3.8	3.9	3.9	3.8	3.9	3.9	3.8	3.8	3.8	4.1	3.0	2.2	3.4	
Q6L OVERALL EXPERIENCE AT CALTRAIN STATIONS	3.9	3.8	4.0	3.8	4.0	4.0	3.8	3.7	4.1	4.0	3.9	3.8	4.2	2.6	1.5	3.3	
Q6M POLITENESS AND HELPFULNESS OF CONDUCTORS	4.3	4.3	4.4	4.3	4.3	4.3	4.2	4.3	4.4	4.4	4.3	4.2	4.5	3.4	2.5	3.9	
Q6N PROFESSIONAL APPEARANCE OF CONDUCTORS	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.5	4.4	4.4	4.6	3.7	2.6	4.0	
Q6O VISIBILITY OF CONDUCTORS	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.1	4.1	3.8	4.0	4.0	4.2	3.1	2.5	3.5	
Q6P AVAILABILITY OF PRINTED MATERIALS	4.0	4.0	4.0	4.0	4.1	4.1	4.0	4.0	4.0	3.8	4.0	4.0	4.2	3.3	2.9	3.5	
Q6Q DIGITAL COMMUNICATIONS	3.6	3.6	3.8	3.5	3.8	3.9	3.6	3.5	3.8	3.8	3.6	3.6	3.9	2.4	2.0	3.0	
Q6R BEING INFORMED OF DELAYS THAT EXCEED 10 MINUTES	3.6	3.6	3.9	3.6	3.8	3.9	3.6	3.5	3.9	3.8	3.6	3.7	4.0	2.3	2.2	3.0	
Q6S ADEQUACY AND CLARITY OF ROUTINE ONBOARD ANNOUNCEMENTS	3.8	3.8	3.9	3.7	4.0	4.0	3.7	3.7	3.9	3.8	3.8	3.8	4.0	2.8	2.4	3.2	
Q6T ON-TIME ARRIVAL (WITHIN FIVE MINUTES OF SCHEDULED ARRIVAL TIME)	4.0	4.0	4.2	4.0	4.2	4.2	4.0	4.0	4.2	4.2	4.0	4.0	4.3	2.8	2.0	3.5	
Q6U ON-TIME ARRIVAL DURING CALTRAIN CONSTRUCTION (WITHIN FIVE MINUTES OF SCHEDULED ARRIVAL TIME)	3.8	3.8	3.9	3.8	3.8	3.8	3.8	3.8	3.9	4.0	3.8	3.8	4.1	2.5	2.0	3.2	

CALTRAIN CUSTOMER SATISFACTION SURVEY - MAY 2019

MEAN ATTRIBUTE SCORES

	WEEKDAY TIME PERIOD										BIKE CAR OR		OVERALL CALTRAIN EXPERIENCE			
	TOTAL	TIME PERIOD		WEEKDAY SERVICE			WEEKEND SVC.		REGULAR CAR?		VERY/	NTRAL				
		WKDAY	WKEND	PEAK	OFF-PEAK	LOCAL	LIMITED	BULLET	LOCAL	BULLET	REG	BIKE	SMWHT SATIS	SMWHT DISSAT	VERY DISSAT	NA/BLANK
Q6V FREQUENCY OF TRAINS	3.1	3.1	3.2	3.1	3.3	3.3	3.1	3.1	3.1	3.2	3.1	3.2	3.4	1.8	1.6	2.4
Q6W CLEANLINESS OF TRAIN INTERIORS	3.7	3.7	3.8	3.7	3.9	3.9	3.7	3.6	3.9	3.6	3.8	3.7	4.0	2.5	1.8	3.1
Q6X RELIABILITY OF TRAIN EQUIPMENT	3.7	3.7	4.0	3.6	4.0	4.0	3.7	3.6	4.1	3.9	3.7	3.7	4.1	2.3	1.5	3.0
Q6Y COMFORT OF RIDE	3.8	3.8	4.0	3.8	4.1	4.1	3.8	3.7	4.1	3.8	3.9	3.8	4.2	2.4	1.5	3.2
Q6Z ONBOARD SEATING AVAILABILITY	3.5	3.5	3.9	3.4	3.8	3.8	3.5	3.3	3.9	3.9	3.6	3.5	3.8	2.2	1.7	2.9
Q6A1 NOISE LEVEL OF TRAIN	3.5	3.5	3.8	3.4	3.7	3.8	3.5	3.3	3.8	3.7	3.5	3.5	3.8	2.3	1.8	2.8
Q6B1 ABILITY TO REPORT SECURITY OR SAFETY ISSUES	3.7	3.6	3.8	3.6	3.8	3.9	3.6	3.5	3.9	3.7	3.7	3.7	4.0	2.4	2.0	3.0
Q6C1 ONBOARD EXPERIENCE (OVERALL) ONBOARD CALTRAIN	3.8	3.8	4.0	3.8	4.0	4.0	3.8	3.7	4.0	3.9	3.8	3.8	4.2	2.3	1.3	3.1
NO ANSWER	1 *	1 *	-	1 *	-	-	-	1 0.1	-	-	1 *	-	-	-	-	1 0.1