



2012 Caltrain
Customer Satisfaction Survey

SUMMARY REPORT (REVISED)

Prepared by:

Dikita Enterprises, Inc.
1001 Bayhill Drive, 2nd Floor
San Bruno, California 94066



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Introduction

In October 2012, The Peninsula Corridor Joint Powers Board (JPB) authorized Dikita Management Services (DMS) to conduct a customer satisfaction survey of the passengers riding Caltrain service between San Francisco and Gilroy. The purpose of the survey was to assess how well the JPB and its Contractor, Transit America Services (TASI), are meeting the needs of Caltrain's passengers. Additionally, the JPB was interested in querying its customers about their online behavior. This is an annual study. However, the study was not performed in June 2012 because of the operator transition from Amtrak to TASI. Therefore, the comparison between 2011 and 2012 surveys is between June 2011 and December 2012.

The JPB designed the survey questionnaires in English and Spanish which are included in Appendix A. JPB supplied DMS with 2,600 English surveys and 500 Spanish surveys. JPB also supplied DMS with badges for surveyors, pencils, and training facility for training the surveyors. During surveyor training Caltrain staff provided an overview of Caltrain operations and instructed the trainees on safety procedures. The training manual is included in Appendix B.

DMS worked with Express Employment Professionals, Inc., a temporary staffing agency in the Bay Area, to recruit survey personnel. DMS managed and supervised the survey administration, data entry, and analysis of the survey data.

The survey was administered onboard weekday peak and off-peak, and Saturday trains between San Francisco and Gilroy (34 trains). Survey was conducted from December 4, 2012 (Tuesday) through December 8, 2012 (Saturday) with a make-up survey of a trip done on December 19, 2012.

The survey was self-administered using the following procedure: the surveyor allowed the passengers to board the train, and once the train departed the station, the surveyor walked through the designated car asking the passengers to complete a survey. As he/she distributed the surveys and pencils, he/she collected those that have been completed and placed them in a pre-labeled envelope. He/she would frequently walk the aisle to collect the surveys, especially before train approached the next stop. At the end of the trip, he/she quickly reviewed the collected survey for completeness, tallied them, and made the appropriate notations on his/her trip log before inserting the log and the surveys into the envelope. A supervisor was at the station awaiting the arrival of the train to collect the survey material and ensure the surveyor boarded his/her next train, if scheduled.

The target number of surveys to be collected was a minimum of 1,200 surveys from 24 weekday trains and 10 Saturday trains. The sampling plan was based on a random selection of cars to be surveyed on these trains. This was done using a random number generator. The sampling plan is included in Appendix C.

We actually collected 1,856 valid surveys from a total number of 2,390 passengers eligible to be surveyed amounting to a response rate of approximately 78%. (Among the riders the surveyors encountered, children younger than 16 and people who have already completed surveys were not considered eligible to be surveyed.) Of these 1,856 surveys, nine were in Spanish.

This draft project report provides an executive summary as well as detailed results of the customer satisfaction survey.

Executive Summary

Total number of passengers we attempted to survey was 2,390. Of these, only 1,856 completed the survey. The average mean score rating on overall Caltrain experience increased slightly from 3.99 in 2011 to 4.01 in 2012.

About 77% of riders are somewhat or very satisfied with the service, and about 3% are somewhat or very dissatisfied. When compared with 79% satisfied and 4% dissatisfied in 2011, the current survey suggests a slight decline at both ends of the satisfaction scale.

Riders were relatively more satisfied with train rides, with a mean rating of 4.09, than with station quality, with a mean rating of 3.92, where a rating of 1 indicates "very dissatisfied" and 5 indicates "very satisfied". This compares well with the respective ratings of 4.07 and 3.91 in 2011.

Among the station attributes, "Cleanliness of stations and parking lots" has declined in customer satisfaction significantly from a rating of 4.13 in 2011 to 4.05 in 2012. All other attributes have not changed significantly.

Among the onboard attributes, "Availability of printed materials" has significantly improved from a rating of 4.05 in 2011 to 4.22 in 2012 and "Cleanliness of train exteriors" has significantly improved from a rating of 4.07 in 2011 to 4.14 in 2012. But "Cleanliness of onboard restrooms" has declined from a rating of 3.34 in 2011 to 3.23. Scores for all other attributes have not changed significantly compared to 2011.

Among those who responded to the question on convenient Internet access, about 92% said they have Internet access and only about 8% said they did not have Internet access. Among those who had convenient Internet access, about 86% had access at home, 72% at work, and 71% using cell/mobile phone.

Among those who responded to the question on social networking websites, Facebook was the dominant one used by 68% of the respondents followed by LinkedIn at 30%, Twitter at 25%, and Google+ at 23%.

Among those who responded to the question on Smartphone operating system, iOS was the dominant platform used by about 49%, followed by Android at about 30%. Windows Operating System and Blackberry were far behind at about 4%.

Among the Bay Area cities, San Francisco has the highest percentage of respondents (22.2%) followed by San Jose (15.0%) and San Mateo (6.6%).

Caltrain schedules and on-time performance were the areas of major concern expressed by the passengers in their open comments. Next in importance was the information/announcements available to the passengers.

In terms of customer satisfaction of passengers riding at different times of the day, peak riders were the least satisfied and the Saturday riders were the most satisfied. The higher satisfaction of Saturday riders was also valid even when different train types were concerned.

Survey Results Details

This section presents the customer satisfaction scores to questions followed by responses to general information questions. The following table presents the results for questions on customer satisfaction.

Survey Responses to Station and Onboard Attributes								
	Very Satisfied/ 5	4	3	2	Very Dissatisfied/ 1	NA/ Blanks	Total Responses	2012 Mean Score
Asked Questions								
1. Cleanliness of stations & parking lots	586	796	340	52	19	63	1793	4.05
2. Functioning of lights at stations & parking lots	714	706	248	31	8	149	1707	4.22
3. Posted information on info boards (schedules, flyers)	536	593	451	130	51	95	1761	3.81
4. Ease of use of ticket vending machines	544	520	400	164	66	162	1694	3.77
5. Being informed of delays that exceed 10 minutes	305	365	431	279	216	260	1596	3.17
6. Everything considered, how would you rate your experience at Caltrain stations?	418	882	447	39	14	56	1800	3.92
7. Courtesy of conductors	784	707	214	52	24	75	1781	4.22
8. Professional appearance of conductors	878	684	176	23	12	83	1773	4.35
9. Availability of printed materials (schedules, brochures, notices)	744	663	249	43	10	147	1709	4.22
10. Cleanliness of train exteriors	675	776	271	45	19	70	1786	4.14
11. Cleanliness of train interiors	524	779	378	102	35	38	1818	3.91
12. Cleanliness of onboard restrooms	203	311	400	199	116	627	1229	3.23
13. Adequacy and clarity of onboard announcements (train delays, special events)	455	572	442	190	86	111	1745	3.64
14. Being informed of delays that exceed 10 minutes	407	491	369	190	113	286	1570	3.57
15. On-time arrival at your destination (within five minutes of scheduled arrival time)	475	634	371	104	62	210	1646	3.82
16. Your sense of personal security while on the train	836	751	184	29	10	46	1810	4.31
17. Everything considered, how would you rate your onboard experience on Caltrain?	543	933	298	32	7	43	1813	4.09
18. How would you rate your overall Caltrain experience?	490	889	352	43	13	69	1787	4.01
Weighted Averages								
Total Stations and Parking (questions 1 through 6)	374	695	2317	3862	3103	785	10351	3.83
Total Onboard (questions 7 through 17)	494	1009	3352	7301	6524	1736	18680	3.98
Total Stations and Onboard (average of Total Stations and Total Onboard)	434	852	2835	5582	4814	1261	14516	3.93

The following table provides a comparison of results of 2012 survey with those of 2011. For additional statistical details, see Appendix D.

Comparison of Survey Responses of 2012 and 2011				
	2012 Mean Score*	2011 Mean Score*	Mean Difference*	Statistically Significant at 95%?
Asked Questions				
1. Cleanliness of stations & parking lots	4.05	4.13	-0.08	Yes
2. Functioning of lights at stations & parking lots	4.22	4.26	-0.04	No
3. Posted information on info boards (schedules, flyers)	3.81	3.79	0.02	No
4. Ease of use of ticket vending machines	3.77	3.78	0.00	No
5. Being informed of delays that exceed 10 minutes	3.17	3.18	-0.01	No
6. Everything considered, how would you rate your experience at Caltrain stations?	3.92	3.91	0.01	No
7. Courtesy of conductors	4.22	4.17	0.05	No
8. Professional appearance of conductors	4.35	4.35	0.00	No
9. Availability of printed materials (schedules, brochures, notices)	4.22	4.05	0.17	Yes
10. Cleanliness of train exteriors	4.14	4.07	0.08	Yes
11. Cleanliness of train interiors	3.91	3.90	0.01	No
12. Cleanliness of onboard restrooms	3.23	3.34	-0.10	Yes
13. Adequacy and clarity of onboard announcements (train delays, special events)	3.64	3.63	0.01	No
14. Being informed of delays that exceed 10 minutes	3.57	3.57	0.00	No
15. On-time arrival at your destination (within five minutes of scheduled arrival time)	3.82	3.85	-0.02	No
16. Your sense of personal security while on the train	4.31	4.31	0.01	No
17. Everything considered, how would you rate your onboard experience on Caltrain?	4.09	4.07	0.02	No
18. How would you rate your overall Caltrain experience?	4.01	3.99	0.01	No
Weighted Averages				
Total Stations and Parking (questions 1 through 6)	3.83	3.85	-0.02	No
Total Onboard (questions 7 through 17)	3.98	3.96	0.02	Yes
Total Stations and Onboard (average of Total Stations and Total Onboard)	3.93	3.92	0.01	No

* Numbers are rounded to the second decimal.

Results for individual questions

Details of the survey results are presented in the following sections by individual survey questions.

Satisfaction with Station Attributes

The following table presents the results for the question on cleanliness of stations and parking lots, with about 77% of the riders being somewhat or very satisfied.

Q. 1 - At Stations: Cleanliness of stations & parking lots		
Score	Number of Responses	% Responses
Very Satisfied / 5	586	32.7%
4	796	44.4%
3	340	19.0%
2	52	2.9%
Very Dissatisfied / 1	19	1.1%
Total	1793	100.0%

The following table presents the results for the question on lights of stations and parking lots with about 83% of the riders being somewhat or very satisfied.

Q. 2 - Functioning of lights at stations & parking lots		
Score	Number of Responses	% Responses
Very Satisfied / 5	714	41.8%
4	706	41.4%
3	248	14.5%
2	31	1.8%
Very Dissatisfied / 1	8	0.5%
Total	1707	100.0%

The following table presents the results for the question on posted information on information boards at stations with about 64% of the riders being somewhat or very satisfied.

Q. 3- Posted information on info boards		
Score	Number of Responses	% Responses
Very Satisfied / 5	536	30.4%
4	593	33.7%
3	451	25.6%
2	130	7.4%
Very Dissatisfied / 1	51	2.9%
Total	1761	100.0%

The following table presents the results for the question on posted information on the ease of use of ticket vending machines at stations with about 63% of the riders being somewhat or very satisfied.

Q. 4 - Ease of use of ticket vending machines		
Score	Number of Responses	% Responses
Very Satisfied / 5	544	32.1%
4	520	30.7%
3	400	23.6%
2	164	9.7%
Very Dissatisfied / 1	66	3.9%
Total	1694	100.0%

The following table presents the results for the question on being informed about train delays at stations with about 42% of the riders being somewhat or very satisfied. Approximately 31% of the riders were somewhat or very dissatisfied with the availability of information at stations regarding delays.

Q. 5 - Being informed of delays that exceed 10 minutes		
Score	Number of Responses	% Responses
Very Satisfied / 5	305	19.1%
4	365	22.9%
3	431	27.0%
2	279	17.5%
Very Dissatisfied / 1	216	13.5%
Total	1596	100.0%

The following table presents the results for the question on overall satisfaction with station attributes, with about 72% of the riders being somewhat or very satisfied.

Q. 6 - Everything considered, how would you rate your experience at Caltrain stations?		
Score	Number of Responses	% Responses
Very Satisfied / 5	418	23.2%
4	882	49.0%
3	447	24.8%
2	39	2.2%
Very Dissatisfied / 1	14	0.8%
Total	1800	100.0%

Satisfaction with Onboard Attributes

The following table presents the results for the question on the courtesy of conductors onboard trains, with about 84% of the riders being somewhat or very satisfied.

Q. 7 - Courtesy of conductors		
Score	Number of Responses	% Responses
Very Satisfied / 5	784	44.0%
4	707	39.7%
3	214	12.0%
2	52	2.9%
Very Dissatisfied / 1	24	1.3%
Total	1781	100.0%

The following table presents the results for the question on the professional appearance of conductors onboard trains, with about 88% of the riders being somewhat or very satisfied.

Q. 8 - Professional appearance of the conductors		
Score	Number of Responses	% Responses
Very Satisfied / 5	878	49.5%
4	684	38.6%
3	176	9.9%
2	23	1.3%
Very Dissatisfied / 1	12	0.7%
Total	1773	100.0%

The following table presents the results for the question on the availability of printed materials (schedules, brochures, and notices) onboard trains, with about 82% of the riders being somewhat or very satisfied.

Q. 9 - Availability of printed materials		
Score	Number of Responses	% Responses
Very Satisfied / 5	744	43.5%
4	663	38.8%
3	249	14.6%
2	43	2.5%
Very Dissatisfied / 1	10	0.6%
Total	1709	100.0%

The following table presents the results for the question on the cleanliness of exteriors of trains, with about 81% of the riders being somewhat or very satisfied.

Q. 10 - Cleanliness of train exteriors		
Score	Number of Responses	% Responses
Very Satisfied / 5	675	37.8%
4	776	43.4%
3	271	15.2%
2	45	2.5%
Very Dissatisfied / 1	19	1.1%
Total	1786	100.0%

The following table presents the results for the question on the cleanliness of interiors of trains, with about 72% of the riders being somewhat or very satisfied.

Q. 11 - Cleanliness of train interiors		
Score	Number of Responses	% Responses
Very Satisfied / 5	524	28.8%
4	779	42.8%
3	378	20.8%
2	102	5.6%
Very Dissatisfied / 1	35	1.9%
Total	1818	100.0%

The following table presents the results for the question on the cleanliness of onboard restrooms in the trains. With only about 42% of the riders being somewhat or very satisfied, this is clearly an aspect that needs to be improved.

Q. 12 - Cleanliness of onboard restrooms		
Score	Number of Responses	% Responses
Very Satisfied / 5	203	16.5%
4	311	25.3%
3	400	32.5%
2	199	16.2%
Very Dissatisfied / 1	116	9.4%
Total	1229	100.0%

The following table presents the results for the question on the adequacy and clarity of announcements onboard the trains, with about 59% of the riders being somewhat or very satisfied.

Q. 13 - Adequacy and clarity of onboard announcements		
Score	Number of Responses	% Responses
Very Satisfied / 5	455	26.1%
4	572	32.8%
3	442	25.3%
2	190	10.9%
Very Dissatisfied / 1	86	4.9%
Total	1745	100.0%

The following table presents the results for the question on being informed onboard the trains about delays exceeding 10 minutes, with about 57% of the riders being somewhat or very satisfied.

Q. 14 - Being informed of delays that exceed 10 minutes		
Score	Number of Responses	% Responses
Very Satisfied / 5	407	25.9%
4	491	31.3%
3	369	23.5%
2	190	12.1%
Very Dissatisfied / 1	113	7.2%
Total	1570	100.0%

The following table presents the results for the question on the on-time arrival of trains at the passengers' destinations, with about 67% of the riders being somewhat or very satisfied.

Q. 15 - On-time arrival at your destination		
Score	Number of Responses	% Responses
Very Satisfied / 5	475	28.9%
4	634	38.5%
3	371	22.5%
2	104	6.3%
Very Dissatisfied / 1	62	3.8%
Total	1646	100.0%

The following table presents the results for the question on passengers' sense of personal security onboard the trains, with about 88% of the riders being somewhat or very satisfied.

Q. 16 - Your sense of personal security while on the train		
Score	Number of Responses	% Responses
Very Satisfied / 5	836	46.2%
4	751	41.5%
3	184	10.2%
2	29	1.6%
Very Dissatisfied / 1	10	0.6%
Total	1810	100.0%

The following table presents the results for the question on the overall onboard experience of passengers, with about 82% of the riders being somewhat or very satisfied.

Q. 17 - Everything considered, how would you rate your onboard experience on Caltrain?		
Score	Number of Responses	% Responses
Very Satisfied / 5	543	30.0%
4	933	51.5%
3	298	16.4%
2	32	1.8%
Very Dissatisfied / 1	7	0.4%
Total	1813	100.0%

The following table presents the results for the question on the overall Caltrain experience of passengers, with about 77% of the riders being somewhat or very satisfied.

Q. 18 - How would you rate your overall Caltrain experience?		
Response	Number of Responses	% Responses
Very Satisfied / 5	490	27.4%
4	889	49.7%
3	352	19.7%
2	43	2.4%
Very Dissatisfied / 1	13	0.7%
Total Surveys	1787	100.0%

General Information about the Passengers

In the following section, results for questions dealing with the passengers' use of technology, their home zip code, and their categorized comments are presented.

The following table presents the results for the question on passengers' ability to access the Internet, with about 92% of the riders having convenient access to the Internet.

Q. 19a - Do you have convenient access to the internet?		
Response	Number of Responses	% Responses
Yes	1567	92.2%
No	132	7.8%
Total	1699	100.0%

The following table presents the results for the question on where passengers access the Internet. About 86% of the respondents access the Internet at home, while approximately 72% of the respondents do that at work, and 71% of the respondents do that through their cell/mobile phone.

Q. 19b - If yes, from where? (check all that apply)		
Response	Number of Responses	% of Respondents
Home	1468	86.4%
Work	1230	72.4%
Cell/Mobile	1205	70.9%
Library	264	15.5%
Other	52	3.1%

The following table presents the results for the question on the passengers’ use of social networking websites. 1,706 respondents answered this question. About 68% of the respondents use Facebook. LinkedIn comes in second at about 30%. Twitter ranks third at about 25% closely followed by Google+ at about 23%.

Q. 20 - Which social networking websites do you use on regular basis? (Check all that apply)		
Response	Number of Responses	% of Respondents
Don't Use	336	19.7%
Facebook	1152	67.5%
Google	387	22.7%
Twitter	421	24.7%
LinkedIn	506	29.7%
Instagram	238	14.0%
Other	49	2.9%

The following table presents the results for the question on the mobile operating system used by passengers. 1,737 respondents answered this question. Apple’s iOS ranks first with use by about 49% of passengers followed by Android with use by about 30% of the riders.

Q. 21 - Which mobile (Smartphone) operating system do you use? (Check all that apply)		
Response	Number of Responses	% of Respondents
Don't Use	266	15.3%
iOS	843	48.5%
Android	527	30.3%
Windows	68	3.9%
WebOS	11	0.6%
Blackberry	65	3.7%
Don't Know	21	1.2%
Other	28	1.6%

The following table presents the results for the question on the home zip codes of the passengers based on the city in which the ZIP code is located. The city of San Francisco has the highest number of respondents (almost 24%) followed by San Jose (16%) with San Mateo a distant third with about 7% of the respondents. Respondents from non-Bay area locations formed about 7% of the respondents.

Q. 22a - What is your home ZIP code? (Percent of Responses not less than 1%)		
City	Number of Responses	Percent of Responses
San Francisco	414	23.82%
San Jose	278	16.00%
San Mateo	123	7.08%
Sunnyvale	107	6.16%
Mountain View	84	4.83%
Redwood City	71	4.09%
Santa Clara	65	3.74%
Palo Alto	60	3.45%
Menlo Park	38	2.19%
Burlingame	32	1.84%
San Carlos	26	1.50%
Belmont	24	1.38%
Millbrae	23	1.32%
Palo Alto	21	1.21%
Gilroy	20	1.15%
Morgan Hill	19	1.09%
San Bruno	18	1.04%
Daly City	18	1.04%
South San Francisco	18	1.04%
Non-Bay Area	127	7.31%

The following table presents the results for the question on the home zip codes of the passengers based on the county in which the ZIP code is located. Santa Clara County has the highest number of respondents (about 41%). San Mateo County comes in second with about 25% of the respondents closely followed by San Francisco County with about 24% of the respondents.

Q. 22b - What is your home ZIP code?		
County	Number of Responses	Percent of Responses
Santa Clara	712	40.97%
San Mateo	427	24.57%
San Francisco	414	23.82%
Alameda	33	1.90%
Contra Costa	13	0.75%
San Benito	5	0.29%
Marin	3	0.17%
Solano	2	0.12%
Sonoma	1	0.06%
Napa	1	0.06%
Non-Bay Area	127	7.31%
Total	1738	100.00%

The following table presents the free-form comments by the passengers categorized into nine categories. While most of the comments addressed aspects of Caltrain experience that needed improvement, the category 'Staff' did include some compliments. The category 'Other' included many compliments on the Caltrain service. Clearly, train schedules and on-time performance were things a plurality of passengers (18%) were concerned about. Next area of concern was the information/announcements about Caltrain service with 16% of the passengers' comments. Comments related to fare media/parking issues, and train ride quality amounted to about 14% each.

Categorized Comments by Passengers		
Category	Number	Percentage
Schedule/On-time Performance	204	18%
Information/Announcements	182	16%
Train Ride Quality	159	14%
Fare Media/Parking Issues	159	14%
Other	123	11%
Staff	101	9%
Wi-Fi/Internet on Trains	109	9%
Station Quality	76	7%
Bike	47	4%
Total	1160	100%

Crosstabulations

The following table presents the crosstabulation of customer satisfaction scores by the time period of their travel. The time period categories included Weekday Peak (6AM-9Am and 3:30 PM-6:30PM), Weekday Offpeak, and Saturday.

Customer Satisfaction by Time Period				
Question	Mean Score			
	Weekday Peak Riders	Weekday Offpeak Riders	Saturday Riders	All Riders
1. Cleanliness of stations & parking lots	3.98	4.06	4.15	4.05
2. Functioning of lights at stations & parking lots	4.13	4.27	4.34	4.22
3. Posted information on info boards (schedules, flyers)	3.66	3.84	4.05	3.81
4. Ease of use of ticket vending machines	3.56	3.83	4.06	3.77
5. Being informed of delays that exceed 10 minutes	2.88	3.31	3.61	3.17
6. Everything considered, how would you rate your experience at Caltrain stations?	3.74	3.98	4.14	3.92
7. Courtesy of conductors	4.20	4.17	4.31	4.22
8. Professional appearance of conductors	4.34	4.30	4.41	4.35
9. Availability of printed materials (schedules, brochures, notices)	4.24	4.20	4.21	4.22
10. Cleanliness of train exteriors	4.09	4.14	4.23	4.14
11. Cleanliness of train interiors	3.81	3.92	4.07	3.91
12. Cleanliness of onboard restrooms	3.08	3.23	3.50	3.23
13. Adequacy and clarity of onboard announcements (train delays, special events)	3.43	3.75	3.91	3.64
14. Being informed of delays that exceed 10 minutes	3.37	3.65	3.89	3.57
15. On-time arrival at your destination (within five minutes of scheduled arrival time)	3.62	3.89	4.12	3.82
16. Your sense of personal security while on the train	4.30	4.27	4.38	4.31
17. Everything considered, how would you rate your onboard experience on Caltrain?	3.95	4.12	4.28	4.09
18. How would you rate your overall Caltrain experience?	3.87	4.03	4.22	4.01

It is apparent that the peak period travel is the lowest in satisfaction while the Saturday travel has the highest level of satisfaction.

The following table presents the crosstabulation of customer satisfaction scores by the type of train service used by the passengers. The users of local trains seem to be more satisfied than the users of limited and Bullet trains. However, the users of Saturday service (local and Bullet trains) seem to be more satisfied than the weekday services.

Customer Satisfaction Score by Train Service Type						
Question	Customer Satisfaction Score					2012 Mean for All Services
	Weekday Local	Weekday Limited	Weekday Bullet	Saturday Local	Saturday Bullet	
1. Cleanliness of stations & parking lots	4.06	4.01	3.97	4.15	4.15	4.05
2. Functioning of lights at stations & parking lots	4.24	4.24	4.11	4.34	4.37	4.22
3. Posted information on info boards (schedules, flyers)	3.83	3.77	3.63	4.07	3.99	3.81
4. Ease of use of ticket vending machines	3.80	3.78	3.49	4.08	3.96	3.77
5. Being informed of delays that exceed 10 minutes	3.31	3.04	2.86	3.63	3.55	3.17
6. Everything considered, how would you rate your experience at Caltrain stations?	3.96	3.88	3.71	4.17	3.98	3.92
7. Courtesy of conductors	4.17	4.20	4.20	4.32	4.25	4.22
8. Professional appearance of conductors	4.28	4.35	4.34	4.42	4.38	4.35
9. Availability of printed materials (schedules, brochures, notices)	4.19	4.26	4.22	4.22	4.17	4.22
10. Cleanliness of train exteriors	4.13	4.13	4.08	4.23	4.26	4.14
11. Cleanliness of train interiors	3.89	3.91	3.78	4.06	4.13	3.91
12. Cleanliness of onboard restrooms	3.17	3.22	3.07	3.51	3.41	3.23
13. Adequacy and clarity of onboard announcements (train delays, special events)	3.74	3.54	3.42	3.92	3.87	3.64
14. Being informed of delays that exceed 10 minutes	3.62	3.51	3.36	3.89	3.88	3.57
15. On-time arrival at your destination (within five minutes of scheduled arrival time)	3.85	3.84	3.56	4.15	3.97	3.82
16. Your sense of personal security while on the train	4.26	4.31	4.29	4.37	4.45	4.31
17. Everything considered, how would you rate your onboard experience on Caltrain?	4.11	4.06	3.92	4.29	4.26	4.09
18. How would you rate your overall Caltrain experience?	4.01	3.99	3.83	4.24	4.12	4.01

The following table presents the crosstabulation of home location of the respondents and their Internet access. In the three Bay Area counties less than 10% of the respondents do not have convenient access to the Internet. Among those with convenient access to the Internet, more than 80% access the Internet from home. Among the three counties with the most responses, the Santa Clara County respondents have the highest percentage of access from home at 90% and San Mateo County has the lowest level of Internet access from home (83%), work (65%), and cell mobile (66%). San Mateo County respondents have a higher rate of access from the library (19%) than Santa Clara County respondents (14%) and San Francisco County respondents (13%).

Crosstabulation of Home Location and Convenient Internet Access							
Home Location County	Persons Responding to the Question	Persons with No Internet Access %	Accessing from Home %	Accessing from Work %	Accessing from Cell Mobile %	Accessing from Library %	Accessing from Other %
Alameda	32	19%	59%	50%	53%	28%	0%
Contra Costa	11	9%	82%	73%	73%	9%	18%
Marin	3	0%	67%	67%	67%	0%	0%
Napa	1	0%	100%	100%	0%	0%	0%
San Benito	5	0%	100%	100%	100%	20%	0%
San Francisco	401	8%	87%	79%	75%	13%	2%
San Mateo	402	9%	83%	65%	66%	19%	3%
Santa Clara	648	6%	90%	76%	75%	14%	3%
Solano	1	0%	200%	100%	200%	100%	0%
Sonoma	1	0%	100%	0%	0%	0%	0%
Non-Bay Area	194	11%	82%	66%	63%	18%	3%
Total	1699	8%	86%	72%	71%	16%	3%

Conclusions

On the whole, Caltrain customer satisfaction has stayed about the same as in 2011.

About 77% of riders are somewhat or very satisfied with the overall service, and about 3% are somewhat or very dissatisfied (with a mean rating of 4.01). Riders were relatively more satisfied with onboard train (with a mean rating of 4.09) than with station experience (with a mean rating of 3.92).

Among the station attributes, while all other attributes have remained stable, "Cleanliness of stations and parking lots" has declined in customer satisfaction significantly compared to 2011, from mean rating of 4.13 to 4.05.

Among the onboard attributes, "Availability of printed materials" and "Cleanliness of train exteriors" have significantly improved, but "cleanliness of onboard restrooms" has declined. Scores for all other attributes have virtually remained the same compared to 2011. There is no significant

difference between 2011 and 2012 in the total weighted average score for stations and onboard factors.

Train schedules/on-time performance, information/announcements, fare media/parking issues and train ride quality were the main categories of concern of passengers who provided written comments.

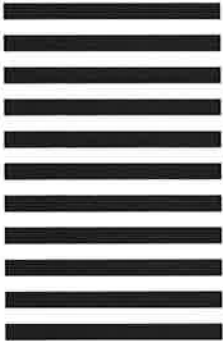
APPENDIX A



CUSTOMER SATISFACTION SURVEY
 CALTRAIN
 PO BOX 3006
 SAN CARLOS CA 94070-9927

POSTAGE WILL BE PAID BY ADDRESSEE

BUSINESS REPLY MAIL
 FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA



NO POSTAGE
 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES



Dear Caltrain Customer:

Thank you for participating in the **December 2012 Caltrain Customer Satisfaction Survey**, part of our ongoing program to solicit input about our performance in providing you with convenient and safe rail service. Your response helps us to know which areas of Caltrain service are meeting or exceeding your expectations and where we can improve. Please respond to all questions by circling the number that best reflects your rating of Caltrain service where: **5=Very Satisfied** and **1=Very Dissatisfied**. If the question does not apply to your trip, circle **NA for Not Applicable**.

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

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

Comments: _____

1850

Please tape here.



Please tape here.

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

At Stations

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

Onboard Trains

7. Courtesy of conductors	5	4	3	2	1	NA
8. Professional appearance of the conductors	5	4	3	2	1	NA
9. Availability of printed materials (schedules, brochures, notices)	5	4	3	2	1	NA
10. Cleanliness of train exteriors	5	4	3	2	1	NA
11. Cleanliness of train interiors	5	4	3	2	1	NA
12. Cleanliness of onboard restrooms	5	4	3	2	1	NA
13. Adequacy and clarity of onboard announcements (train delays, special events)	5	4	3	2	1	NA
14. Being informed of delays that exceed 10 minutes	5	4	3	2	1	NA
15. On-time arrival at your destination (within five minutes of scheduled arrival time)	5	4	3	2	1	NA

Very Satisfied

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Very Dissatisfied

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Very Satisfied

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Very Satisfied

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CUSTOMER SATISFACTION SURVEY
 CALTRAIN
 PO BOX 3006
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BUSINESS REPLY MAIL
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 UNITED STATES



Estimado Cliente de Caltrain:

Gracias por su participación en la **Encuesta de Satisfacción del Cliente de Caltrain, diciembre del 2012**, que es parte de nuestro programa actual de solicitar opiniones acerca de nuestro trabajo y proveerle con un servicio de transporte en riel conveniente y seguro. Sus respuestas nos ayudan a reconocer cuáles áreas del servicio de Caltrain están alcanzando o excediendo sus expectativas y dónde podemos mejorar.

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

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

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

Comentarios: _____



4440

Por favor cierre aquí con cinta adhesiva.

Por favor cierre aquí con cinta adhesiva.

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

En la Estación

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

A Bordo del Tren

7. Cortesía de los conductores	5	4	3	2	1	NA
8. Apariencia profesional de los conductores	5	4	3	2	1	NA
9. Disponibles materiales impresos (<i>horarios, folletos, notas</i>)	5	4	3	2	1	NA
10. Limpieza del exterior de los trenes	5	4	3	2	1	NA
11. Limpieza del interior de los trenes	5	4	3	2	1	NA
12. Limpieza de los baños a bordo	5	4	3	2	1	NA
13. Adecuación y claridad de los anuncios a bordo (<i>retrasos del tren, eventos especiales</i>)	5	4	3	2	1	NA
14. Información sobre los retrasos que exceden 10 minutos:	5	4	3	2	1	NA
15. Arribo a su destino final a tiempo (<i>dentro de cinco minutos del horario de llegada</i>)	5	4	3	2	1	NA

Muy Satisfecho

Insatisfecho

Muy Insatisfecho

No Aplica

16. Su sentido de seguridad personal estando en el tren
- 5 4 3 2 1 NA
17. Considerándolo todo, ¿Cómo calificaría su experiencia a bordo de Caltrain?
- 5 4 3 2 1 NA
18. ¿Cómo calificaría su experiencia general con Caltrain?
- 5 4 3 2 1 NA

General Information

19. ¿Tiene un acceso cómodo a internet?

Si No

En caso afirmativo, ¿en donde? (*Marque todo lo que aplique.*)

- Casa Biblioteca o otras áreas públicas
- Trabajo Otro - *especifique:* _____
- Celular/móvil _____

20. ¿Qué sitios web de redes sociales se utiliza en forma regular? (*Marque todo lo que aplique.*)

- Yo no uso de los medios sociales LinkedIn
- Facebook Instagram
- Google+ Otro - *especifique:* _____
- Twitter _____

21. ¿Cual es el sistema operativo de su móvil (smartphone)?

(*Marque todo lo que aplique.*)

- Yo no uso smartphone Web OS
- iOS (iPhone OS) Blackberry
- Android Yo no sé
- Windows mobile Otro - *especifique:* _____

22. ¿Cuál es el código postal de su casa? _____

APPENDIX B



MANAGEMENT SERVICES, INC.

DATA COLLECTION

POLICY AND PROCEDURE MANUAL

For



CUSTOMER SATISFACTION SURVEY

December 4, 2012 thru December 8, 2012



POLICY AND PROCEDURE MANUAL

This guide is designed to answer any questions you may have about why you're here and what we expect of you.

GENERAL INFORMATION

Who is Dikita and what is their relationship to Caltrain ?

Dikita Enterprises, Inc. dba Dikita Management Services, Inc. (DMS) has conducted market research and data collection projects for transit agencies all over the U.S. for more than 20 years. Our projects have included bus, light rail, and commuter rail. Dikita has a contract with The Peninsula Corridor Joint Powers Board (**JPB**) to conduct this research project for **Caltrain**, which is operated by Transit America. The information we are collecting will belong to them.

Who are you working for?

You are employees of Express Employment Professionals, Inc. **You are not employees of JPB, Caltrain or DMS. DMS has contracted with Express for your services.**

Why is this type of data collected?

All passenger transport agencies periodically conduct onboard surveys to obtain customer satisfaction, demographic, and travel pattern information from their customers. This information is then used to assist them with service planning and improvement.

Project Description

Although the specific daily procedures will be discussed later, your basic job involves boarding the trains at specific locations (San Jose, Gilroy, Tamien, or San Francisco,) and handing out surveys and pencils to every passenger who boards your assigned car; collecting completed surveys, and recording the number of passengers who refuse surveys; along with other trip information.

POLICY AND PROCEDURE MANUAL

When will the surveys be distributed?

Surveys will be distributed on specific trains operating between San Francisco, San Jose, Tamien and Gilroy from Wednesday December 5, 2012 thru Saturday December 8, 2012.

Assignments

Assignments may range from 4 to 8 hours or more; and you will likely work a split shift. All of you may not be assigned every day.

What do we expect of you?

Before describing what you will actually do during the survey, it is important to first explain some general rules and requirements. These are things that you should keep in mind to be successful on this project.

You must

- Have a car or other means of reliable transportation that provides the ability to get you to your report location at least 20 minutes before the train is scheduled to depart.
- Be reliable - attendance and punctuality are critical; if the trains run your are expected to report to work
- Be self motivated, have a positive attitude, and be customer service oriented
- Be able to ride without motion sickness or incontinence
- Carry your valid state or government issued Photo I.D. with you at all times
- Carry your Caltrain Badge with you at all times while working, or traveling to and from your assignments. Badges are **not to be used at any other times.**
- Keep your schedule with you at all times
- Comply with Caltrain rules and regulations at all times

POLICY AND PROCEDURE MANUAL

- Always follow the instructions of and comply with requests of the Conductor
- Wear a watch
- Carry a cell phone, **ALWAYS** programmed to **Vibrate Only** while on the train; and used only to communicate with your Survey Staff Supervisor if you have problems or questions while you're working; or in an emergency situation
- Always be presentable and professional

Dress Code

- Must be presentable and neatly groomed
- Must **not** exhibit any extremes in hair style, clothing, jewelry or makeup
- **No** unnatural hair color (purple, green, pink, etc.)
- **No** visible body piercings other than normal ear piercings
- **No** extreme or excessive tattoos
- Surveyors are expected to wear a plain white or solid colored shirt/sweater or blouse, **nothing** printed on the shirt or blouse; neatly ironed slacks, khakis or jeans (**no holes**), and rubber soled shoes
- **No** Open Toed Shoes
- **No** Tank Tops
- **No** T-shirts
- **No** Sleeveless shirts, Blouses or Dresses
- **No** Baseball Caps
- **No** Sports Jerseys
- **No** Short Skirts
- **No** Sagging Pants

Punctuality and Absenteeism

Your **Report Time is** 20 minutes prior to your scheduled **Departure Time**; you will be paid for this time. If you cannot make your scheduled assignment, you must notify your Survey Staff Supervisor within 24 hours prior to your scheduled **Report Time** *so a replacement can be found*. There is no opportunity to make up the work.

POLICY AND PROCEDURE MANUAL

Distractions and Alertness

The use of iPods, MP3 players, CD players, cell phones with headsets or any other distractions are not allowed while working. Often passengers will want to converse with you. Although, we do not want to appear inhospitable, it is important not to be distracted from doing your job accurately. Please refrain from carrying on extensive conversations with anyone, including the conductor or passengers.

Personal Breaks

You will have opportunities to have breaks at the end of your trips, usually between trains. Your return train may not be a working train, i.e., you may take a train back to your original departure location and not be required to distribute/collect surveys.

Other Rules to Remember

- Don't give passengers directions or answer questions about the train or its schedules. It is not your job. Refer them to Customer Service at 800-660-4287.
- Don't sit in a seat if there are no seats available for paying passengers
- Don't ever help passengers with their strollers, luggage or anything they carry on or off the train. Though your inclination is to be helpful, there are liability issues associated with these actions.
- Don't bring anything onboard that is against safety and security rules.
- Don't read a book, play a game, or do anything that distracts you from your task at hand, even though the train may not have any passengers boarding or alighting. It is important that you refrain from doing things that distract your attention from the train's arrival at the next stop.
- Don't leave personal items in a seat or leave them unattended. Keep them to a minimum and keep them with you at all times. We suggest everyone use a backpack or fanny pack.



POLICY AND PROCEDURE MANUAL

Survey Staff Supervisors

There will be a Survey Staff Supervisor on duty during all shifts. You will always report to the Survey Staff Supervisor at a predetermined location, either San Francisco, San Jose, Tamien or Gilroy, in the train station a minimum of 20 minutes prior to your **Departure Time** to begin your shift. Your Survey Staff Supervisor will supply you with your assignment materials.

At the end of your shift you will again meet your Survey Staff Supervisor at the train station to turn in your paperwork, materials, and surveys.

Survey Staff Supervisors on duty will be available by phone to resolve any problems that may arise. Your Survey Staff Supervisor is the person you should talk to regarding any issues. **Remember to program the Survey Staff Supervisor's cell numbers into your phone.**

Your Survey Staff Supervisors are:

San Francisco	Tami Pyles	925-726-5745
San Francisco	Robert Barkus	510-228-7477

Survey Project Manager:

San Jose/Tamien/Gilroy	Martin Wiggins	214-263-5746
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UNDERSTANDING YOUR SCHEDULE (see Attachment A)

Heading Descriptions

Block – Train number, Southbound=Even Numbers; Northbound=Odd Numbers

Assignment - The unique number assigned to a piece of work

Car –The car you are designated to work

Schedule Date – The date and day of the week for this assignment

Report Time – The time you must report to your Survey Staff Supervisor

POLICY AND PROCEDURE MANUAL

Start Time – The time the train departs the station

Start Location – Location of your departure train station

End Time – The time you will get off the train at the end of your assignment

Sign Out Time – The time you are officially off the clock

End Location – The location of your arrival station at the end of your trip, or the **place** where you completed your assignment and handed over your surveys and materials to your supervisor

Please disregard the remaining headings.

The most important thing to understand about your schedule is what is written between the rows. Here you will find critical information about your assignment, things like;

Working trip, you distribute and collect surveys

Deadhead (Non-working trip), relax and take in the scenery

Transfer; take another train or bus to get to your destination

Continue to Assignment, you board different train and distribute and collect surveys

TERMINOLOGY/GLOSSARY

Some terms we frequently use are defined below. Please become familiar with them.

Arrival Time – The time the train arrives at a station

Assignment – An interviewer's schedule of work for the day

Board – Get on the train

Boarding Location – The station where a passenger starts their trip

POLICY AND PROCEDURE MANUAL

Car Number – The sequential number of the cars on the train (1 –5), depending on direction of travel, car 1, car 2, etc.

Deadhead – A non-working trip (miles and hours that you travel on the train when you're not distributing and collecting surveys

De-Board – Get off the train

De-Boarding Location – The station where a person got off the train

Deck – An unopened package of 50 sequentially numbered surveys

Departure Time – The **time** the train leaves a station

Direction – The direction the route travels – specifically northbound or southbound

End Time – The **time** you will **get off the train** at the end of your assignment

End Location – The **place** where you complete your assignment, and hand over your completed Trip Envelopes and other materials to your supervisor

Report Time – The **time** you will report to work for your assignment, 20 minutes before your departure time

Report Location – The **place** you report to work for your assignment, usually the station waiting room or baggage room

Serial Number – The unique number assigned to each survey

Start Time – The **time** by which you must **get on the train** for your assignment, work begins at this time

Start Location – The **place** where you will **get on the train** for your assignment

Track Number – The location of the train at the station

Train Number – The number assigned to a specific route. Look for this number to locate your train. Your train will be on a specific track, usually described on a digital board in the station

Vehicle Number – A number painted on the outside of the car, used for identification. This number may be unique to adjacent cars



POLICY AND PROCEDURE MANUAL

ABOUT CALTRAIN

TYPES OF SERVICE

BABY BULLET EXPRESS SERVICE: Caltrain's Baby Bullet express service makes it possible to travel between San Francisco and San Jose in less than an hour, stopping at a few popular stations. Caltrain offers 22 weekday commute-hour bullet trains. **Baby Bullet train numbers always begin with 3.**

LIMITED-STOP SERVICE: Trains that serve fewer stations than local service. **Limited-Stop train numbers always begin with 2.**

LOCAL-STOP SERVICE: Trains that serve all regular service stations. **Local-Stop train numbers always begin with 1.**

ONBOARD AMENITIES

RESTROOMS: Located in the northernmost car (San Francisco end of the train).

WHEELCHAIR CAR: An area is reserved for wheelchair users in the second car from the north end of the train. On a few trains, the accessible car is the northernmost car.

LUGGAGE CAR: Dedicated luggage racks are available in the third car from the north end of the train.

BIKE CAR: Each train has two bike cars; one is always the northernmost car and the other is the fourth car from the north (San Francisco end of the train). Gallery equipment, which has one entry door per car, accommodates a total of 80 bikes (40 per bike car). Bombardier trains, with two entry doors, carry a total of 48 bikes (24 per bike car).

A diagram of the train configuration is shown in **Attachment E**.

POLICY AND PROCEDURE MANUAL

YOUR PROCEDURES

At the beginning of your assignment

When you arrive at your **Start Location**, check in with your Supervisor and sign in on the **Sign-in Sheet** (see **Attachment C**). Your supervisor will give you all the necessary supplies at the beginning of your assignment.

You **MUST** have a photo I.D. on you at all times. In addition you will need the following in order to complete your assignment:

- I.D. Badge (without it you can't get on the train)
- A Watch
- A Backpack
- Deck of Surveys (see **Attachment B**)
- Pencils & Binder Clips
- Trip Envelopes/Trip Cover Sheet (see **Attachment D**)
- Surveyor Seat Sign

It is your responsibility to keep these items (except your watch) until the conclusion of your assignment. You will return your backpack to the same location and supervisor from whom you received it. **EXCEPTION:** When you work a split shift (separate AM and PM assignments), you will receive a backpack twice—once for the morning trips and again for the evening trips. In addition, if your last trip is a **Deadhead** trip, your supervisor may pre-arrange with you to return your materials to the supervisor on duty at the location where you completed your last working trip.

1. Complete your **Trip Cover Sheet** as directed, recording your name, **Vehicle Number**, the **Car Number** you're assigned to, and the beginning **Serial Number** of your first **Deck**.
2. Locate the train assigned to you. You must board the car assigned to you. For example, if you are assigned car 3, count the cars from 1 to 3, starting with car 1. The northern most car is car 1. **The northern most car is always the car closest to San Francisco.** So if the train is **HEADED** towards **SAN JOSE**, the northern most car will be the **LAST**

POLICY AND PROCEDURE MANUAL

- CAR**; conversely, if the train is **HEADED** to **SAN FRANCISCO**, the northern most car will be the **FIRST CAR**. (see **Attachment E**)
3. Board your car and find an aisle seat if available, midway between the doors.
 4. Place your "Surveyor" sign in the seat whenever you leave the seat.
 5. After everyone has boarded, walk to the doors and work towards the opposite end and attempt to distribute surveys/pencils to each newly boarded passenger.
 6. Explain to them that we are surveying passengers to improve service. As you distribute surveys, record a "tick" mark in the appropriate space on your Trip Cover Sheet for everyone who refuses.
 - a. **Refusal** – Passenger refuses to complete the survey
 - b. **Language Barrier** – Passenger does not speak English or Spanish. If passenger speaks Spanish offer him/her a survey in Spanish
 - c. **Child Under 13** – Do not offer surveys to children under 13. Use your own judgment when assessing age
 - d. **Sleeping** – Do not wake sleeping passengers
 - e. **Left Train** – If a passenger refuses because of time constraints, or because they will de-board soon, offer them the mail back option
 - f. **Already Participated** – Passenger has previously completed the survey
 - g. **Other** – Please specify
 7. As you collect the completed surveys, put them into the trip envelope assigned to that trip/train; **do not** give them to the Conductor.
 8. Between stops, circulate at least every 2 minutes, upstairs as well, collecting completed surveys.
 9. Repeat steps 4-8 for each stop.
 10. As you approach the end of your trip, make a last walk through

POLICY AND PROCEDURE MANUAL

- a. Ask all passengers for their completed surveys. This will be your last opportunity to collect them, as everyone will be de-boarding the train (there is an opportunity for passengers to mail the survey back, but it is better to get them to complete and return the survey to you before they get off the train).
 - b. Look on the seats and on the floor
 - c. Count and record the number of completed surveys on your trip cover sheet
 - d. Record the **Serial Number** of the last survey used in End Serial box on your trip cover sheet
 - e. Place the completed surveys in your trip envelope
 - f. Tally the number of refusals by category
 - g. Keep unused surveys together in numerical order (serial number order) since they will be used on your next trip
 - h. Place your completed trip cover sheet in your trip envelope
 - i. Gather all of your belongings and get off the train
11. Locate your supervisor and return your backpack, trip envelopes with the completed surveys, trip cover sheet, and unused surveys included; and any supplies/equipment unless your return trip is a working trip.
12. Sign out on the Sign-in Sheet. The sign-in sheet is used to report your hours to the agency. **If you don't sign in and out you will not be paid.**

You will choose your schedule for the week immediately after class today.

TIPS ON GETTING PEOPLE TO FILL OUT THE SURVEY FORM

- Once the train leaves the station you must politely and clearly make an announcement to the passengers in your car about the survey. Telling them the purpose of the survey and that you will be handing out surveys for them to complete.
- Please encourage each passenger to participate in the survey. Being friendly and smiling is the most effective way to get people to fill out a survey.

POLICY AND PROCEDURE MANUAL

- If you encounter a Spanish-speaker but don't speak Spanish, show them the Spanish survey and say "Por favor" (please). Don't be afraid; they know you don't speak Spanish fluently. More than likely, they will be amused at you for trying

Roll Play and Practice Scenarios

- The announcement
- The soft No
- The firm No
- The hostile passenger

SAFETY

A Caltrain train is almost two stories tall, weighs close to one million pounds, has flashing lights and takes more than a half-mile to stop. Please stay out of its way.

The following tips will provide you with the knowledge you need to stay safe when you are near or need to cross train tracks. If you encounter an emergency on Caltrain or see something suspicious, call the Transit Police at 1.877.SAF-RAIL (1.877.723.7245).

Safety Tips

Excerpts from "*Safety Tips from Caltrain*"

- Only cross Caltrain tracks at designated crossings and when it is safe to do so. While it might not be the quickest route, it is the safest.
- Know that if you are on foot and not using a designated crossing – marked by a sign or gate – you are trespassing and are subject to a citation and fine.
- Even though they might look as if they're moving rather slowly, Caltrain reaches a top speed of 79 miles per hour. At that speed, they cover the length of a football field in less than three seconds.
- Watch out for a second train. Between San Francisco and San Jose, Caltrain operates on two tracks, and four tracks in select locations.

POLICY AND PROCEDURE MANUAL

- When you see the last car of a passing train, don't cross until you're sure that no other trains are coming on either track.
- A train will be through a crossing in less than a minute. It is better to lose one minute in life than your life in one minute.
- Be aware that Caltrain operates in "push-pull mode." The locomotive usually pulls southbound trains. However, on northbound trains, the train is "pushed" from behind by the locomotive with a passenger car leading the train. Trains can travel in either direction on either track.
- Despite their size, trains can be difficult to hear, especially in the "push" mode.
- When waiting at a station, be aware that approaching trains may not be stopping at that station and can pass near you at 79 miles per hour.
- When waiting to board a train, stand behind the yellow safety line at stations and don't cross to the center platform until the train stops.
- Don't sit on the edge of the platform. All trains overhang the rails and require that space to operate.
- Never drive onto a railroad crossing until you are sure the traffic ahead has left enough space to drive across without boxing you in. Do not shift gears while driving across the tracks. If your vehicle stalls on the crossing get everyone out and get off the tracks. Call 911 or 1.877.SAF.RAIL (1.877.723.7245) to report the situation.
- Transit Watch: You can help keep the rails safe by reporting dangerous situations, such as children playing on the tracks or people hanging out along the rail right of way. Call 1.877.723.7245 to report dangerous situations.

POLICY AND PROCEDURE MANUAL

Onboard Safety

While onboard any train, please note the following for a safer and more enjoyable trip:

- Use seat backs and handrails while walking through a moving train
- Watch your step when boarding and de-boarding the train
- Be sure to step over the gap between the train and curb
- Wear shoes with rubber soles
- Never attempt to board or exit a moving train no matter how slowly it's moving

ATTACHMENTS

Attachment A	Assignment Sheet
Attachment B	Survey
Attachment C	Sign-in Sheet
Attachment D	Trip Cover Sheet
Attachment E	Train Configuration
Attachment F	Map of Parking Option – San Francisco
Attachment G	Station Map – San Francisco
Attachment H	Station Map – San Jose
Attachment I	Map/Directions from San Jose Station to Tamien Station
Attachment J	Tamien Station Information Sheet
Attachment K	Map/Directions from San Jose Station to Gilroy Station
Attachment L	Gilroy Station Information Sheet

Surveyor Schedule by Surveyor



CalTrain

11/26/2012
3:40 PM

From	To
12/5/2012	12/5/2012

5

Week 49

Block	Assignment	Car	Schedule Date	Report Time	Start Time	Start Location	End Time	Signout Time	End Location	Trips	Asgn		Sched Time		
											Adj	Time	Adj	Time	
101	08WKA	1	12/5/2012 Wed	4:10	4:30	San Jose Diridon	6:01	6:01	San Francisco	1	0	1:51	0	1:51	1.85
CONTINUE TO ASSIGNMENT #08WKB															
208	08WKB	1	12/5/2012 Wed	6:01	6:24	San Francisco	7:50	7:50	Tamien	1	0	1:49	0	1:49	1.82
CONTINUE TO ASSIGNMENT #08WKC															
329	08WKC	5	12/5/2012 Wed	7:50	7:56	Tamien	9:02	9:02	San Francisco	1	0	1:12	0	1:12	1.20
CONTINUE TO ASSIGNMENT #08WKD															
236	08WKD	X	12/5/2012 Wed	9:02	9:37	San Francisco	11:00	11:00	San Jose Diridon	1	0	1:58	20	2:18	2.30

DEADHEAD

Total for wk 49 1:24 0:00 4 0 6:50 20 7:10 7:17

Total for E, 1:24 0:00 4 0 6:50 20 7:10 7:17

Attachment A

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

At Stations

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

Onboard Trains

- | | | | | | | |
|---|---|---|---|---|---|----|
| 7. Courtesy of conductors | 5 | 4 | 3 | 2 | 1 | NA |
| 8. Professional appearance of the conductors | 5 | 4 | 3 | 2 | 1 | NA |
| 9. Availability of printed materials (schedules, brochures, notices) | 5 | 4 | 3 | 2 | 1 | NA |
| 10. Cleanliness of train exteriors | 5 | 4 | 3 | 2 | 1 | NA |
| 11. Cleanliness of train interiors | 5 | 4 | 3 | 2 | 1 | NA |
| 12. Cleanliness of onboard restrooms | 5 | 4 | 3 | 2 | 1 | NA |
| 13. Adequacy and clarity of onboard announcements (train delays, special events) | 5 | 4 | 3 | 2 | 1 | NA |
| 14. Being informed of delays that exceed 10 minutes | 5 | 4 | 3 | 2 | 1 | NA |
| 15. On-time arrival at your destination (within five minutes of scheduled arrival time) | 5 | 4 | 3 | 2 | 1 | NA |

- | | Very Satisfied | Dissatisfied | Very Satisfied | Applicable | | |
|--|----------------|--------------|----------------|------------|---|----|
| 16. Your sense of personal security while on the train | 5 | 4 | 3 | 2 | 1 | NA |
| 17. Everything considered, how would you rate your onboard experience on Caltrain? | 5 | 4 | 3 | 2 | 1 | NA |
| 18. How would you rate your overall Caltrain experience? | 5 | 4 | 3 | 2 | 1 | NA |

General Information

19. Do you have convenient access to the internet?
- Yes No
- If yes, from where? (Check ALL that apply.)
- Home Library or other public areas
- Work Other - specify: _____
- Cell/mobile _____

20. Which social networking websites do you use on regular basis? (Check ALL that apply.)
- I don't use social media LinkedIn
- Facebook Instagram
- Google+ Other - specify: _____
- Twitter _____

21. Which mobile (smartphone) operating system do you use? (Check ALL that apply.)
- I don't use a smartphone Web OS
- iOS (iPhone OS) BlackBerry
- Android I don't know
- Windows mobile Other - specify: _____

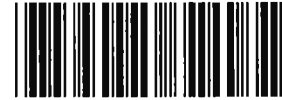
22. What is your home ZIP code? _____

Thank you for participating in our survey. Feel free to add any additional comments or suggestions you may have about Caltrain service on the reverse side of this sheet.



ID	Assignment	No Of Trips	Surveyor	Scheduled Time		Actual Time	Surveyor Signature <small>Sign in on the top line, sign out on the bottom line</small>	Beginning Serial Num	Ending Serial Num	HH Num
				In	Out					
1	01WKA San Francisco	1	A	In	17:13					
				Out	18:39					
2	01WKB Tamien	1	A	In	18:39					
				Out	22:01					
3	02WKA San Francisco	1	B	In	18:36					
				Out	20:19					
4	02WKB Tamien	1	B	In	20:19					
				Out	23:01					
5	03WKB San Jose Diridon	1	H	In	17:32					
				Out	19:24					
6	03WKC San Francisco	1	H	In	19:24					
				Out	22:01					
7	04WKB San Jose Diridon	1	F	In	17:06					
				Out	18:44					
8	04WKC San Francisco	1	F	In	18:44					
				Out	21:01					
17	08WKA San Jose Diridon	1	E	In	4:10					
				Out	6:01					

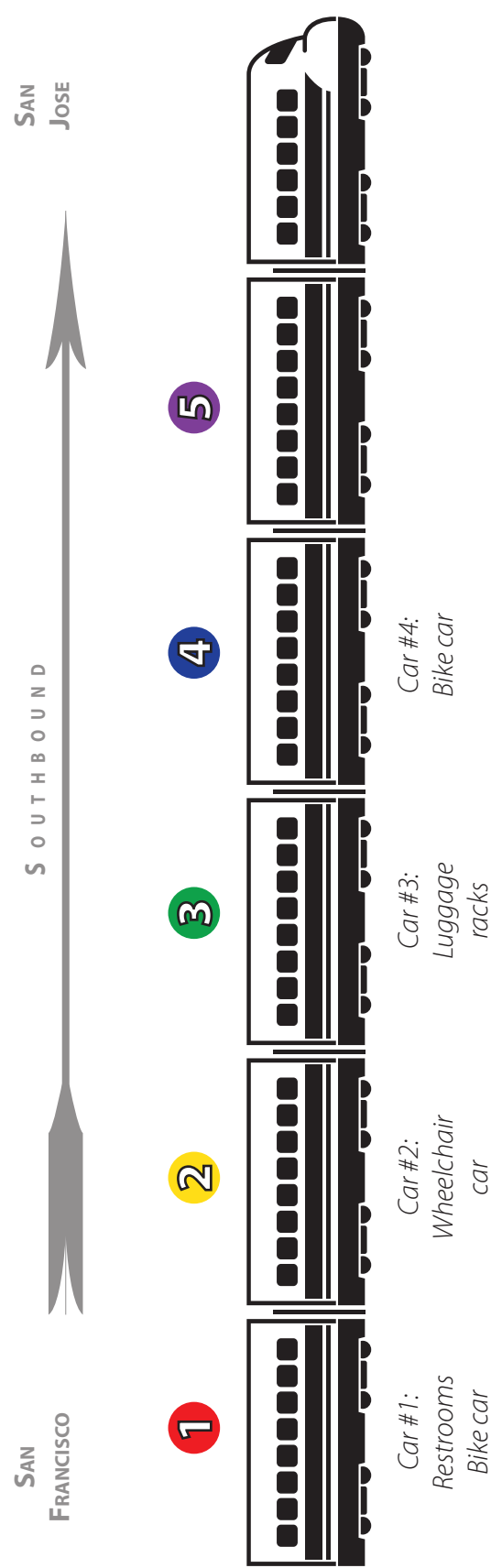
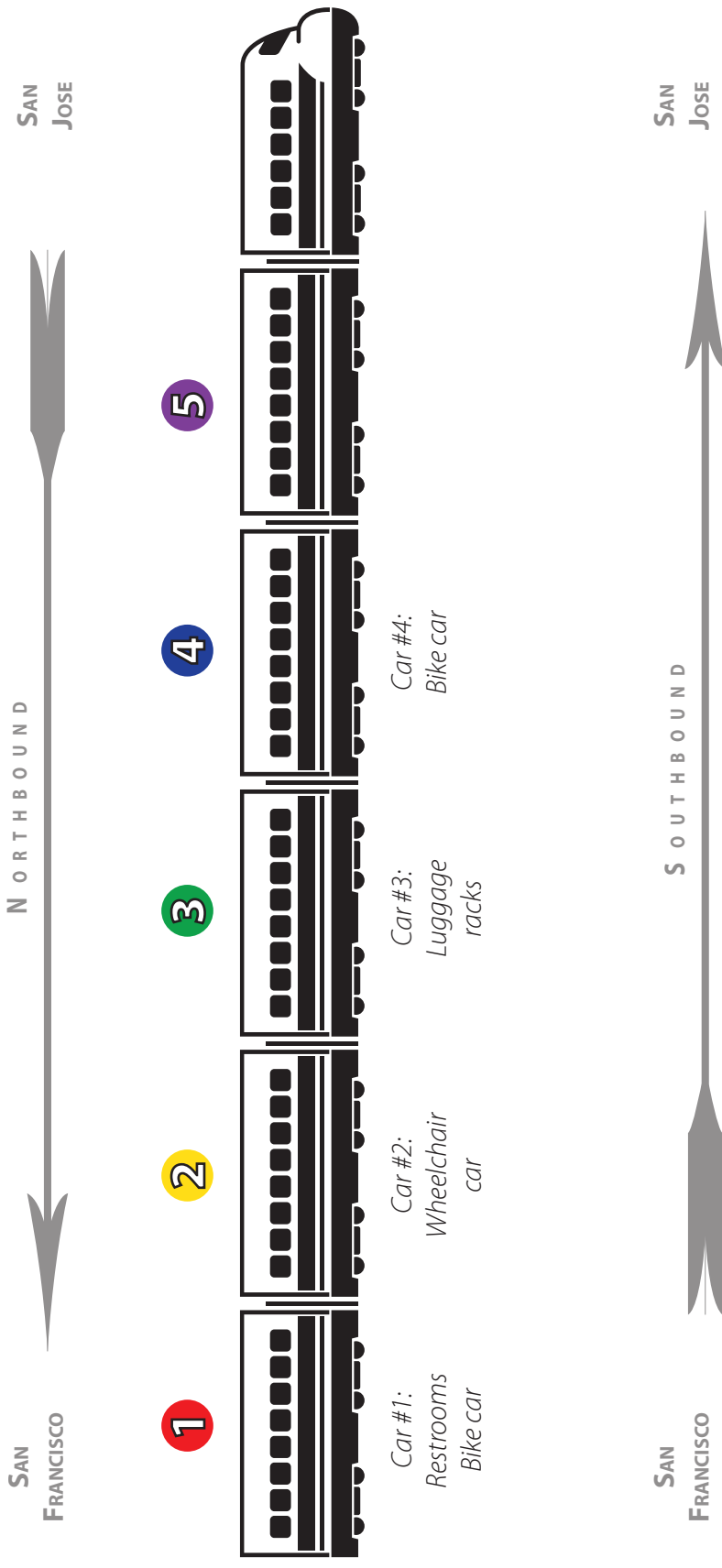
Trip Cover Sheet



CalTrain

Assignment	01WKA	Block	376
Route	CT-SB	Event ID	1_376
Date	Wednesday, December 05, 2012		
Trip Time	17:33 to 18:39		
Surveyor	A,	Vehicle No	

Survey ID							
Deck 1		Deck 2		Deck 3		Deck 4	
Begin Serial	End Serial	Begin Serial	End Serial	Begin Serial	End Serial	Begin Serial	End Serial
Total number of surveys refused:				Number of surveys enclosed:			
Refused Survey Tickmarks				<p>Passenger On</p> <p>Passenger Off</p>			
Refusal			Total				
Language							
Child (under 13)							
Sleeping							
Left Train							
Already participated							
Other							
Comments							
Supervisor:		Reviewed:		Initials:		# Comp:	

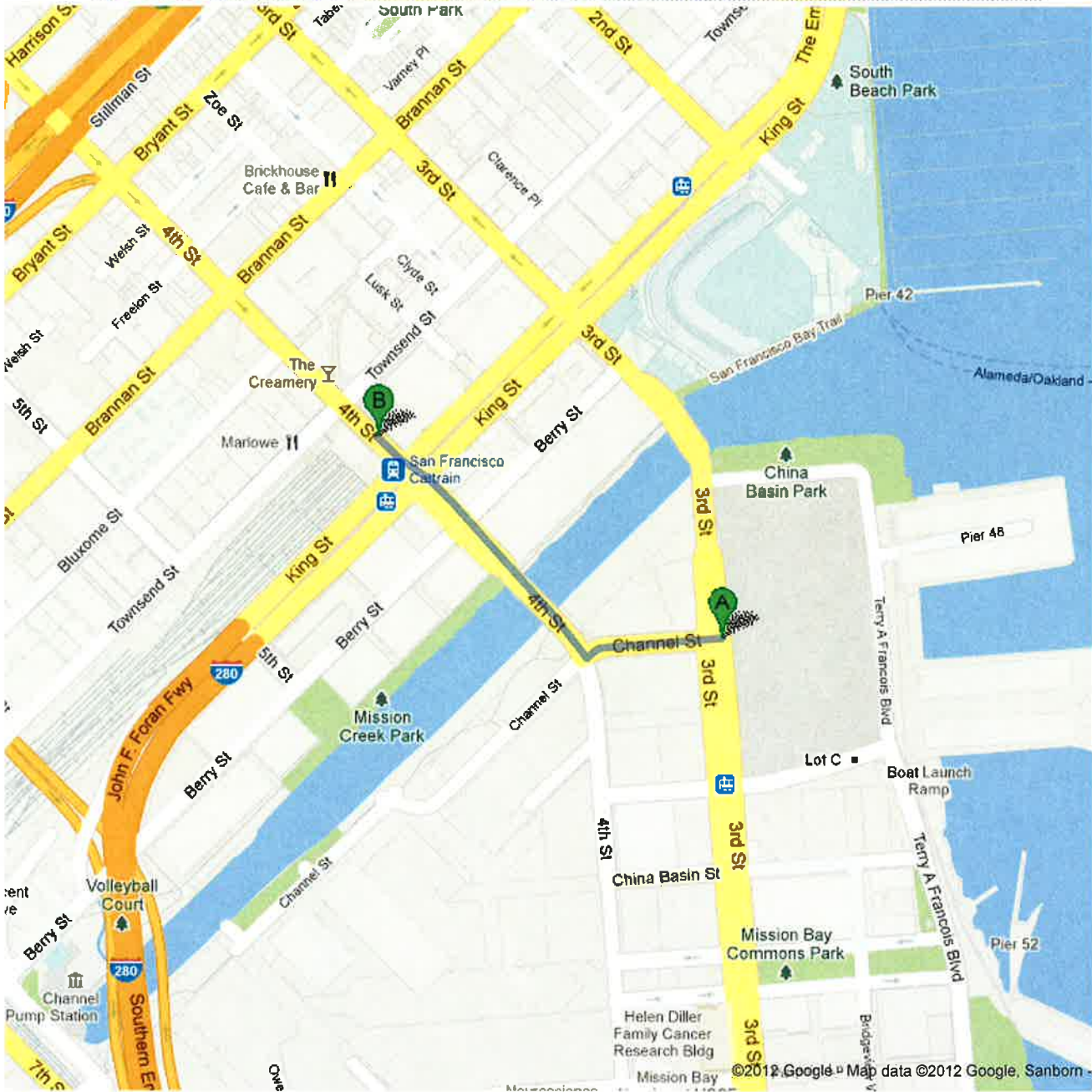


Appendix E



Directions to San Francisco Caltrain Station
700 4th Street, San Francisco, CA 94107
0.3 mi – about 7 mins

Walking directions are in beta.
Use caution – This route may be missing sidewalks or pedestrian paths.



Attachment F



3rd St & Channel St, San Francisco, CA 94158

1. Head **west** on **Channel St** toward **3rd St**
About 2 mins

go 0.1 mi
total 0.1 mi



2. Turn right onto **4th St**
Destination will be on the left
About 5 mins

go 0.2 mi
total 0.3 mi



San Francisco Caltrain Station

700 4th Street, San Francisco, CA 94107

These directions are for planning purposes only. You may find that construction projects, traffic, weather, or other events may cause conditions to differ from the map results, and you should plan your route accordingly. You must obey all signs or notices regarding your route.

Map data ©2012 Google, Sanborn

Directions weren't right? Please find your route on maps.google.com and click "Report a problem" at the bottom left.

Station Map

Mapa de la estación

車站地圖



Transit Information

San Francisco
@ 4th & King

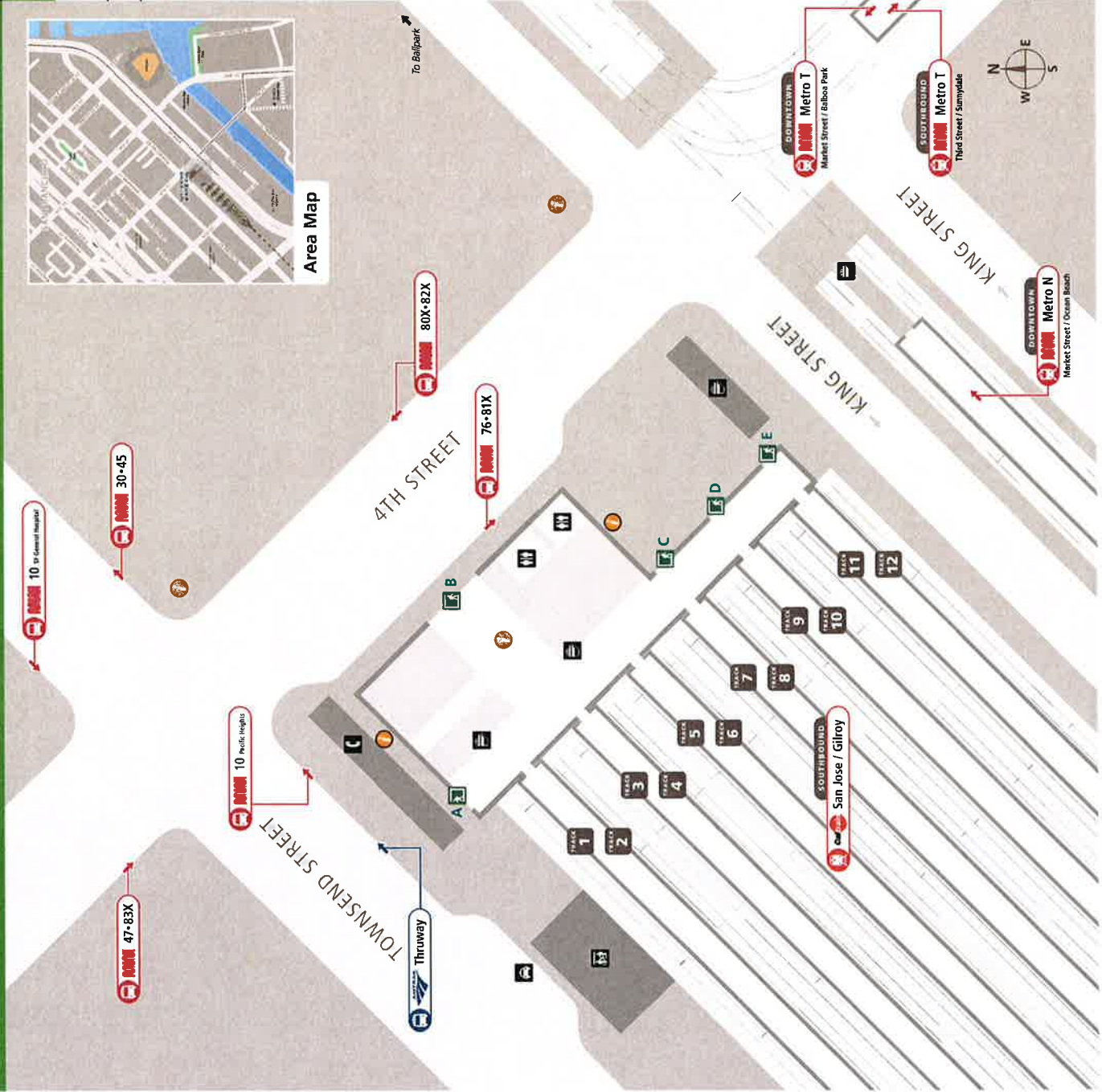
San Francisco

Map Key

- You Are Here
- Transit Information
- Exit
- A To Townsend
- B To 4th Street
- C To 4th & King
- D To 4th & King
- E To 4th & King
- Bike Parking Facility
- Restrooms
- Taxis
- Telephone
- Ticket Vending Machine
- Muni (bus)
- Muni (streetcar)
- Caltrain
- Amtrak



Area Map



Free Bay Area
Transit Information
Dial 5-511 or visit 511.org

Sponsored by the Metropolitan Transportation Commission. Map as of 10/11/2009. All rights reserved.

Station Map

Mapa de la estación

車站地圖

Số Đố Trạm Xe



Transit Information

San Jose
Diridon Transit
Center

San Jose

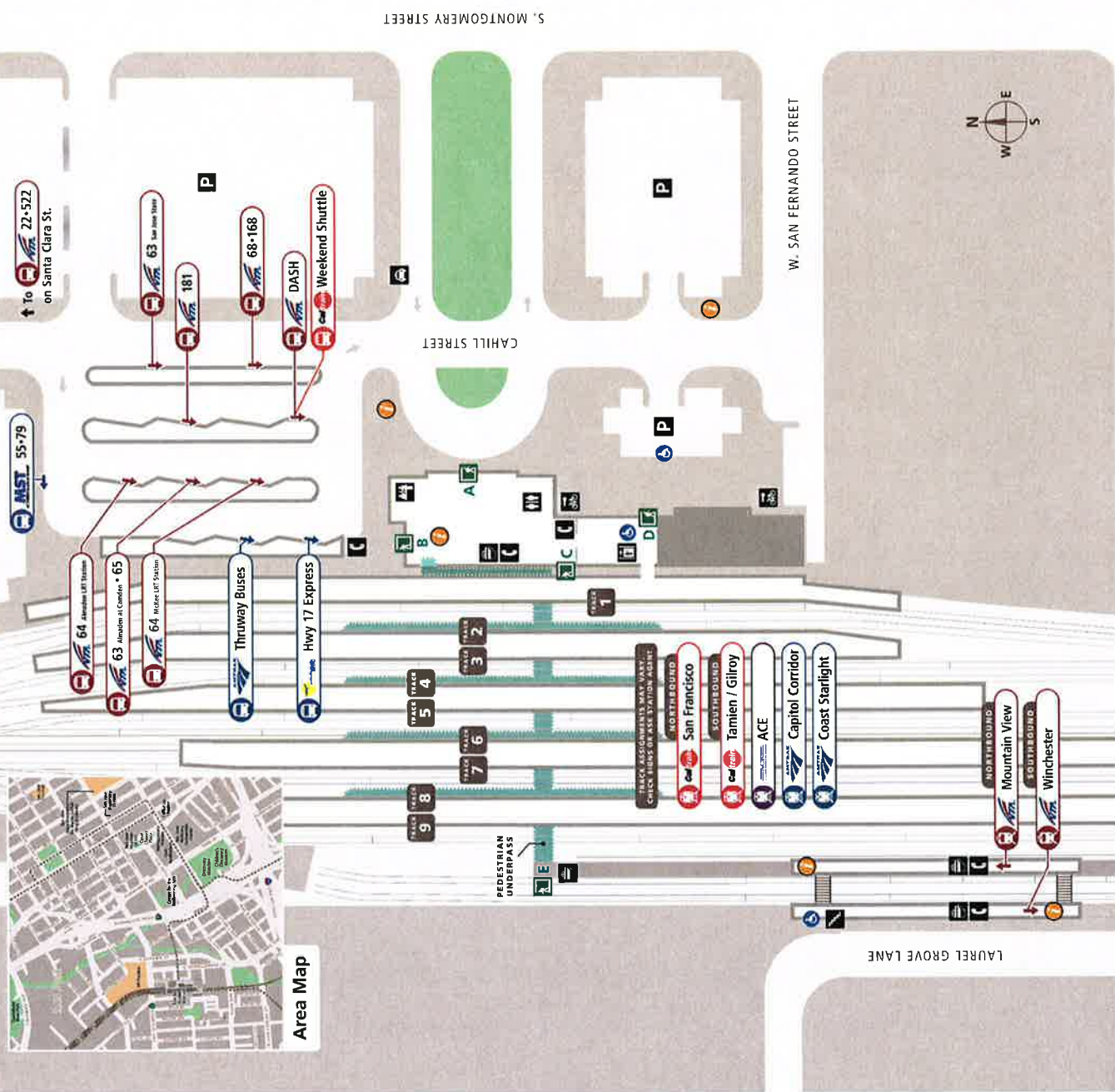
Map Key

- You Are Here
- Transit Information
- Exit
- A To Cahill Street
- B To Buses
- C To Rail
- D To Cahill Street
- E To Light Rail
- Wheelchair Accessible
- Bike Lockers
- Elevator
- Parking
- Restrooms
- Stairs
- Taxi
- Telephone
- Ticket Agent
- Ticket Vending Machine
- VTA bus
- VTA light rail
- Caltrain rail
- Caltrain shuttle
- Amtrak rail
- Amtrak bus
- Santa Cruz Metro
- ACE
- Monterey-Salinas Transit



Free Bay Area Transit Information
Dial 511 or visit 511.org

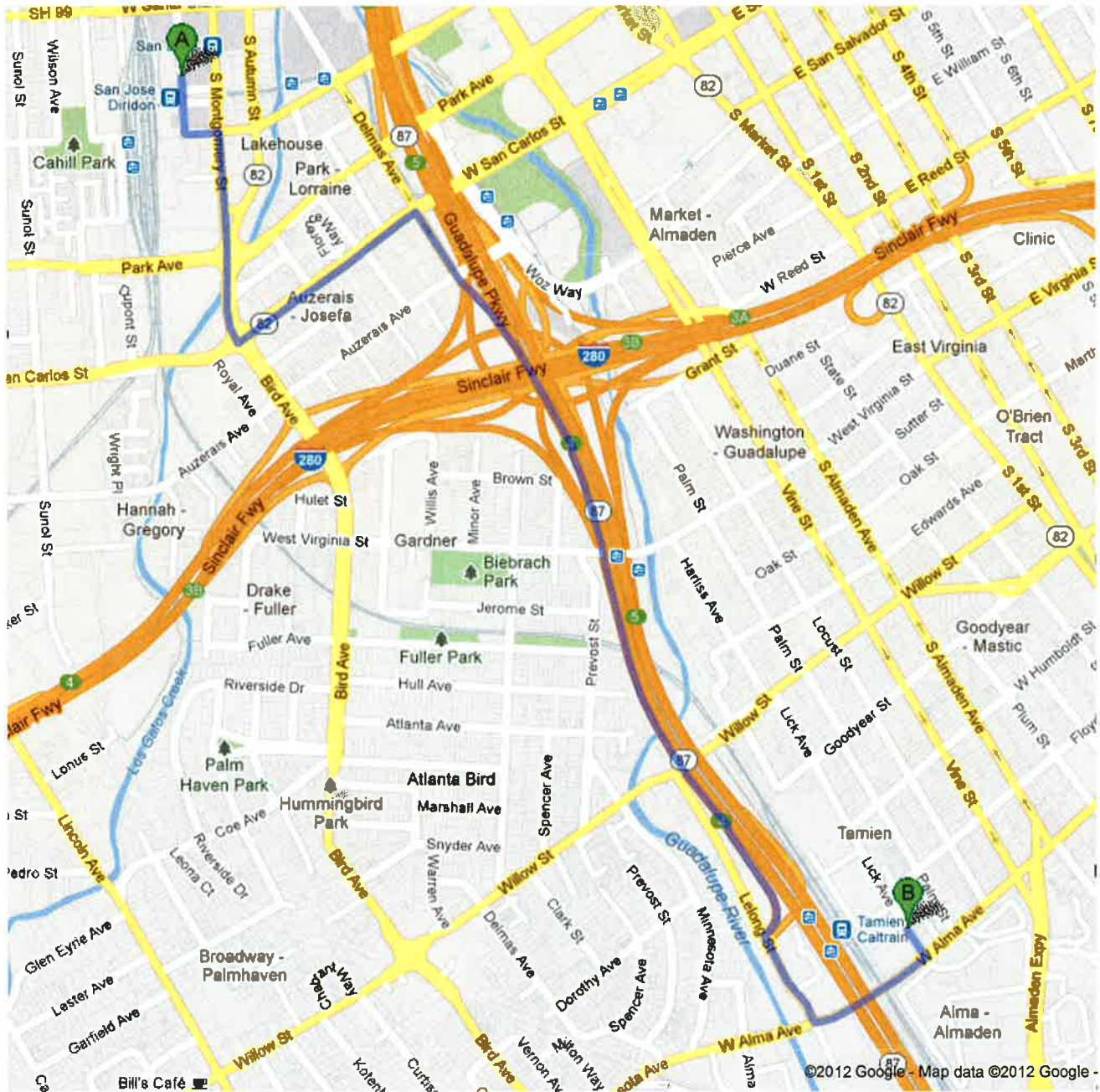
Sponsored by the Metropolitan Transportation Commission. Created by the 511 Bay Area.



Area Map



Directions to Tamien Caltrain Station
1355 Lick Ave, San Jose, California 95110
2.5 mi – about 7 mins



 **Diridon Station & (Caltrain Depot)**
United States

- | | |
|--|---------------------------|
| 1. Head south on Cahill St toward Stover St | go 0.1 mi
total 0.1 mi |
|  2. Turn right onto S Montgomery St
About 57 secs | go 0.3 mi
total 0.5 mi |
|  3. Turn left onto W San Carlos St
About 2 mins | go 0.3 mi
total 0.8 mi |
|  4. Turn right onto Delmas Ave | go 0.1 mi
total 0.9 mi |
|  5. Take the ramp onto CA-87 S/State Hwy 87 S | go 0.3 mi
total 1.2 mi |
|  6. Take exit 4 for Alma Ave
About 1 min | go 0.8 mi
total 2.1 mi |
|  7. Turn left onto Lelong St | go 0.2 mi
total 2.2 mi |
|  8. Turn left onto W Alma Ave
About 54 secs | go 0.2 mi
total 2.4 mi |
|  9. Take the 1st left onto Lick Ave | go 272 ft
total 2.5 mi |

 **Tamien Caltrain Station**
1355 Lick Ave, San Jose, California 95110

These directions are for planning purposes only. You may find that construction projects, traffic, weather, or other events may cause conditions to differ from the map results, and you should plan your route accordingly. You must obey all signs or notices regarding your route.

Map data ©2012 Google

Directions weren't right? Please find your route on maps.google.com and click "Report a problem" at the bottom left.

Tamien Station



Zone 4 - Milepost 49.1
1355 Lick Ave., San Jose 95110

Northbound Weekdays

4:58, 5:50, 5:56, 6:49, 6:56, 7:10, 7:47, 7:56, 8:33, 9:33,
2:33, 3:37, 3:58, 4:32, 4:58, 5:32, 5:58, 6:24, 8:23, 9:23

Southbound Weekdays

7:03, 7:50, 8:13, 8:50, 9:12, 9:50, 10:12, 11:07, 4:07,
4:45, 5:07, 5:39, 6:22, 7:04, 6:39, 7:23, 7:39, 8:19,
10:18, 11:18

am - *italics* | pm - **bold**

yellow - limited-stop | red - baby bullet

Weekday Rail Commute Service Only. A weekend shuttle bus operates between San Jose Diridon and Tamien stations.

Transit Connections:

VTA: 25, 82, Lightrail

Wheelchair Accessible

Both platforms.

Bicycle Parking:

2 Bike racks

.18 Lockers - Call 650.508.6350 to reserve.

Parking

275 spaces; pay through ticket vending machine.

Ticket Vending Machines

2 TVM machines.

Public Telephone












4



Directions to Caltrain/Greyhound Station - *Gilroy*
United States
32.8 mi – about 37 mins




Diridon Station & (Caltrain Depot)
 United States

- | | | |
|---|---|-----------------------------|
| | 1. Head south on Cahill St toward Stover St | go 0.1 mi
total 0.1 mi |
|  | 2. Turn right onto S Montgomery St
About 57 secs | go 0.3 mi
total 0.5 mi |
|  | 3. Turn left onto W San Carlos St
About 2 mins | go 0.3 mi
total 0.8 mi |
|  | 4. Turn right onto Delmas Ave | go 0.1 mi
total 0.9 mi |
|  | 5. Take the ramp onto CA-87 S/State Hwy 87 S
About 5 mins | go 5.0 mi
total 5.9 mi |
|  | 6. Take exit 1A on the left for California 85 S toward Gilroy
About 1 min | go 0.9 mi
total 6.8 mi |
|  | 7. Merge onto CA-85 S
About 4 mins | go 4.4 mi
total 11.2 mi |
|  | 8. Take the exit onto US-101 S
About 21 mins | go 20.6 mi
total 31.9 mi |
|  | 9. Take exit 356 for 10th St/CA-152 E | go 0.3 mi
total 32.1 mi |
|  | 10. Turn right onto E 10th St
About 57 secs | go 0.4 mi
total 32.6 mi |
|  | 11. Take the 3rd right onto Monterey St | go 0.2 mi
total 32.8 mi |
|  | 12. Take the 1st right onto W 8th St | go 52 ft
total 32.8 mi |
|  | 13. Turn left to stay on W 8th St
Destination will be on the right | go 194 ft
total 32.8 mi |


Caltrain/Greyhound Station
 United States

These directions are for planning purposes only. You may find that construction projects, traffic, weather, or other events may cause conditions to differ from the map results, and you should plan your route accordingly. You must obey all signs or notices regarding your route.

Map data ©2012 Google

Directions weren't right? Please find your route on maps.google.com and click "Report a problem" at the bottom left.

Gilroy Station



DEPARTING Northbound Weekdays

6:07, 6:28, 7:05

ARRIVING Southbound Weekdays

5:30, 7:07, 7:49

am - *italics* | **pm** - **bold**
yellow - limited-stop

Zone 6 - Milepost 77.4
7150 Monterey St., Gilroy 95020

Weekday Commute Service Only

Transit Connections:

VTA: 14, 17, 18, 19, 68, 121, 168; San Benito County Express; MST 55, MST 79; Greyhound

Parking

471 spaces

Ticket Vending Machines

1 TVM machine

APPENDIX C

Schedule Date and Day	Block Number	Assignment ID	Car	Start Time	Start Location	End Time	End Location
12/4/2012 - Tuesday	376	01WKA	5	17:33	San Francisco	18:39	Tamien
12/4/2012 - Tuesday	385	03WKB	2	18:23	San Jose Diridon	19:24	San Francisco
12/4/2012 - Tuesday	288	02WKA	5	18:56	San Francisco	20:19	Tamien
12/4/2012 - Tuesday	195	01WKB	5	20:23	Tamien	22:01	San Francisco
12/4/2012 - Tuesday	192	03WKC	4	20:40	San Francisco	22:01	San Jose Diridon
12/4/2012 - Tuesday	197	02WKB	3	21:23	Tamien	23:01	San Francisco
12/5/2012 - Wednesday	313	10WKA	5	6:45	San Jose Diridon	7:42	San Francisco
12/5/2012 - Wednesday	332	10WKB	4	8:57	San Francisco	9:58	San Jose Diridon
12/5/2012 - Wednesday	324	11WKA	5	8:14	San Francisco	9:13	San Jose Diridon
12/5/2012 - Wednesday	142	06WKA	4	11:07	San Francisco	12:38	San Jose Diridon
12/5/2012 - Wednesday	143	05WKA	4	11:10	San Jose Diridon	12:41	San Francisco
12/5/2012 - Wednesday	151	06WKB	5	13:10	San Jose Diridon	14:41	San Francisco
12/5/2012 - Wednesday	254	05WKB	2	14:37	San Francisco	16:00	San Jose Diridon
12/5/2012 - Wednesday	257	07WKA	2	14:33	Tamien	16:02	San Francisco
12/5/2012 - Wednesday	267	05WKC	3	16:31	San Jose Diridon	17:39	San Francisco
12/5/2012 - Wednesday	274	07WKB	3	17:27	San Francisco	19:49	Gilroy
12/5/2012 - Wednesday	381	04WKB	3	17:45	San Jose Diridon	18:44	San Francisco
12/5/2012 - Wednesday	190	04WKC	2	19:30	San Francisco	21:01	San Jose Diridon
12/6/2012 - Thursday	101	08WKA	1	4:30	San Jose Diridon	6:01	San Francisco
12/6/2012 - Thursday	102	09WKA	4	4:55	San Francisco	6:26	San Jose Diridon
12/6/2012 - Thursday	208	08WKB	1	6:24	San Francisco	7:50	Tamien
12/6/2012 - Thursday	221	09WKB	2	6:28	Gilroy	7:18	San Jose Diridon
12/6/2012 - Thursday	221	09WKC	3	7:18	San Jose Diridon	8:48	San Francisco
12/6/2012 - Thursday	329	08WKC	5	7:56	Tamien	9:02	San Francisco
12/6/2012 - Thursday	142	06WKA2	4	11:07	San Francisco	12:38	San Jose Diridon
12/6/2012 - Thursday	151	06WKB2	5	13:10	San Jose Diridon	14:41	San Francisco
12/6/2012 - Thursday	360	06WKC	2	16:09	San Francisco	17:06	San Jose Diridon
12/8/2012 - Saturday	421	91STA	1	7:00	San Jose Diridon	8:36	San Francisco
12/8/2012 - Saturday	424	91STB	3	9:15	San Francisco	10:51	San Jose Diridon
12/8/2012 - Saturday	425	92STA	1	9:00	San Jose Diridon	10:36	San Francisco
12/8/2012 - Saturday	801	95STB	2	10:35	San Jose Diridon	11:39	San Francisco

Schedule Date and Day	Block Number	Assignment ID	Car	Start Time	Start Location	End Time	End Location
12/8/2012 - Saturday	428	92STB	5	11:15	San Francisco	12:51	San Jose Diridon
12/8/2012 - Saturday	429	93STA	1	11:00	San Jose Diridon	12:36	San Francisco
12/8/2012 - Saturday	433	91STC	5	13:00	San Jose Diridon	14:36	San Francisco
12/8/2012 - Saturday	432	93STB	3	13:15	San Francisco	14:51	San Jose Diridon
12/8/2012 - Saturday	437	94STA	4	15:00	San Jose Diridon	16:36	San Francisco
12/8/2012 - Saturday	804	94STB	1	18:59	San Francisco	20:03	San Jose Diridon
12/19/2012 - Wednesday	190	04WKF	2	19:30	San Francisco	21:01	San Jose Diridon

APPENDIX D

Statistical Data for Customer Satisfaction Questions								
	2012 Sample Size	2012 Mean Score*	2012 Standard Deviation*	2011 Sample Size	2011 Mean Score*	2011 Standard Deviation*	2012-2011 Difference in Mean*	Difference Statistically Significant?
Asked Questions								
1. Cleanliness of stations & parking lots	1793	4.05	0.85	2368	4.13	0.81	-0.08	Yes
2. Functioning of lights at stations & parking lots	1707	4.22	0.79	2174	4.26	0.77	-0.04	No
3. Posted information on info boards (schedules, flyers)	1761	3.81	1.04	2321	3.79	1.05	0.02	No
4. Ease of use of ticket vending machines	1694	3.77	1.12	2238	3.78	1.12	0.00	No
5. Being informed of delays that exceed 10 minutes	1596	3.17	1.30	2093	3.18	1.29	-0.01	No
6. Everything considered, how would you rate your experience at Caltrain stations?	1800	3.92	0.79	2380	3.91	0.79	0.01	No
7. Courtesy of conductors	1781	4.22	0.87	2319	4.17	0.89	0.05	No
8. Professional appearance of conductors	1773	4.35	0.77	2316	4.35	0.75	0.00	No
9. Availability of printed materials (schedules, brochures, notices)	1709	4.22	0.83	2249	4.05	0.95	0.17	Yes
10. Cleanliness of train exteriors	1786	4.14	0.84	2354	4.07	0.88	0.08	Yes
11. Cleanliness of train interiors	1818	3.91	0.94	2396	3.9	0.96	0.01	No
12. Cleanliness of onboard restrooms	1229	3.23	1.18	1545	3.34	1.15	-0.10	Yes
13. Adequacy and clarity of onboard announcements (train delays, special events)	1745	3.64	1.12	2294	3.63	1.11	0.01	No
14. Being informed of delays that exceed 10 minutes	1570	3.57	1.20	2051	3.57	1.20	0.00	No
15. On-time arrival at your destination (within five minutes of scheduled arrival time)	1646	3.82	1.04	2331	3.85	1.02	-0.02	No
16. Your sense of personal security while on the train	1810	4.31	0.76	2392	4.31	0.77	0.01	No
17. Everything considered, how would you rate your onboard experience on Caltrain?	1813	4.09	0.75	2393	4.07	0.76	0.02	No
18. How would you rate your overall Caltrain experience?	1787	4.01	0.80	2389	3.99	0.79	0.01	No
Weighted Averages								
Total Stations and Parking (questions 1 through 6)	10351	3.83	1.04	13574	3.85	1.04	-0.02	No
Total Onboard (questions 7 through 17)	18680	3.98	0.99	24640	3.96	0.99	0.02	Yes
Total Stations and Onboard (average of Total Stations and Total Onboard)	14516	3.93	1.01	19107	3.92	1.01	0.01	No

* Numbers are rounded to the second decimal.