CALTRAIN CUSTOMER SATISFACTION SURVEY JUNE 2013

SUMMARY REPORT

CONTENTS

Note: Crosstabulated Tables and Verbatim Comments included under separate cover

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INTRODUCTION

This report details the findings of an onboard survey of Caltrain riders for the annual Caltrain Customer Satisfaction Survey. The fieldwork on this study was conducted in June 2013. In total, 3,774 surveys were distributed, and 2,904 surveys were completed. Of the 2,904 completed surveys, 2,892 were English language surveys and 12 were Spanish language surveys.

Key objectives of the survey include:
- Reporting trip characteristics, such as peak/off-peak/Saturday use.
- Ratings of 18 specific service characteristics, including six various aspects of Caltrain stations, 11 aspects of onboard service, and one overall assessment of the entire Caltrain experience.
- Rider evaluation of Caltrain's performance trend over the past year
- Customer input on potential areas for improvement.

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

Questions regarding this project may be directed to: Christiane Kwok, Caltrain, 650.508.7926.

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

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

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The overall response rate (77%) was calculated by dividing the total number of completes (2,904) by all eligible passengers riding on the sampled trains (3,774).

Notes:
- *"All eligible passengers" includes everyone except: children age 13 and younger and riders who had already participated.*
- *Please see the appendix for additional details on distribution procedures and response rate information.*

Field interviewing on this project was conducted on Thursday, June 6, 2013; Saturday, June 8, 2013; Tuesday, June 11, 2013; Wednesday, June 12, 2013; and Thursday, June 13, 2013. Additionally, two supplemental runs were conducted on Thursday, June 20, 2013. The weekday shifts were allocated to allow for surveying during morning and afternoon peak periods, as well as off-peak periods. Saturday trains were also surveyed at various times of the day.

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

Sampling
In total, 2,904 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 1.82% (at the 95% confidence level).

The sampling on the study was designed to achieve a cross section of riders utilizing trains at various times of the day. Surveys were conducted on weekdays and on Saturday. For this study, we sampled a total of 36 weekday trains and 10 Saturday trains. Of the 36 weekday trains surveyed, 10 were local trains, 8 were bullet trains, and 18 were limited trains. Of the 10 Saturday trains surveyed, eight were local trains and two were bullet trains. For each train sampled, a specific car was selected, and we attempted to survey every passenger in the selected car.

Statistically Significant Differences
As was mentioned previously, for the total number of respondents (n =2,904) who participated in the survey, the margin of error is +/- 1.82% at the 95% confidence level. The margins of error for some key sub-groups shown in this report are:
- Weekday peak (n = 1,924): +/- 2.23% at the 95% confidence level;
- Weekday off-peak (n =566): +/- 4.12% at the 95% confidence level;
- Saturday (n = 405): +/- 4.87% at the 95% confidence level.

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EXECUTIVE SUMMARY

Overall Satisfaction (station and onboard experience)
- The average (mean) score increased to 4.04 from 4.01 in 2012.
- 81% of riders were somewhat or very satisfied with their overall Caltrain experience, and only 3% were very or somewhat dissatisfied.

Station Specific and Onboard Ratings
- Riders were more satisfied with their onboard experience overall, at a mean rating of 4.10, than with their station experience overall, which received a mean rating of 3.97.

- The overall station experience rating increased significantly to 3.97 in 2013 from 3.92 in 2012.

    - There were no statistically significant decreases since 2012. The largest statistically significant increase was "Being informed of delays that exceed 10 minutes," which increased 0.31 points since 2012, but "Posted information on info. boards" also saw a significant increase of 0.11 since 2012.

    - The greatest disparity between those who felt Caltrain's performance is declining over the past year and those who felt it is improving is "Being informed of delays that exceed 10 minutes." Riders who felt that Caltrain is improving rated it 3.68 and those who felt it is declining rated it 2.57 (1.11 difference).

- The overall onboard experience rating remained about the same, from 4.09 in 2012 to 4.10 in 2013. While an increase, it was not statistically significant.

    - Two of the 10 onboard ratings showed significant improvement when compared with 2012. These were "On-time arrival at your destination" (from 3.82 in 2012 to 4.01 in 2013) and "Being informed of delays that exceed 10 minutes" (from 3.57 in 2012 to 3.68 in 2013). One of the 10 onboard ratings showed significant decreases when compared with 2012. This was "cleanliness of train exteriors" (from 4.14 in 2012 to 3.22 in 2013).
    - The greatest disparity between those who felt Caltrain's performance is declining over the past year and those who felt it is improving is the rating for "On-time arrival at your destination". Riders who felt that Caltrain is improving rated this attribute 4.14 and those riders who felt that Caltrain has declined rated this attribute 3.05 (1.09 difference).

Performance Trend, Recommendations, and Priorities for Improvement
- Overall, half of Caltrain's riders (56%) felt that Caltrain's performance has remained the same. One-third (39%) felt that Caltrain's performance has improved.

- Most (92%) riders would recommend Caltrain to their friends and family.

- Nearly half (45%) of the riders felt that improving frequency should be Caltrain's highest priority for improvement. Riders also felt Caltrain should communicate service delays better, improve on-time performance, and reduce crowding.

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CHARTS – KEY FINDINGS

OVERALL SATISFACTION (Asked Question)

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

Base: Total (2,904)

(See Statistical Table 18)

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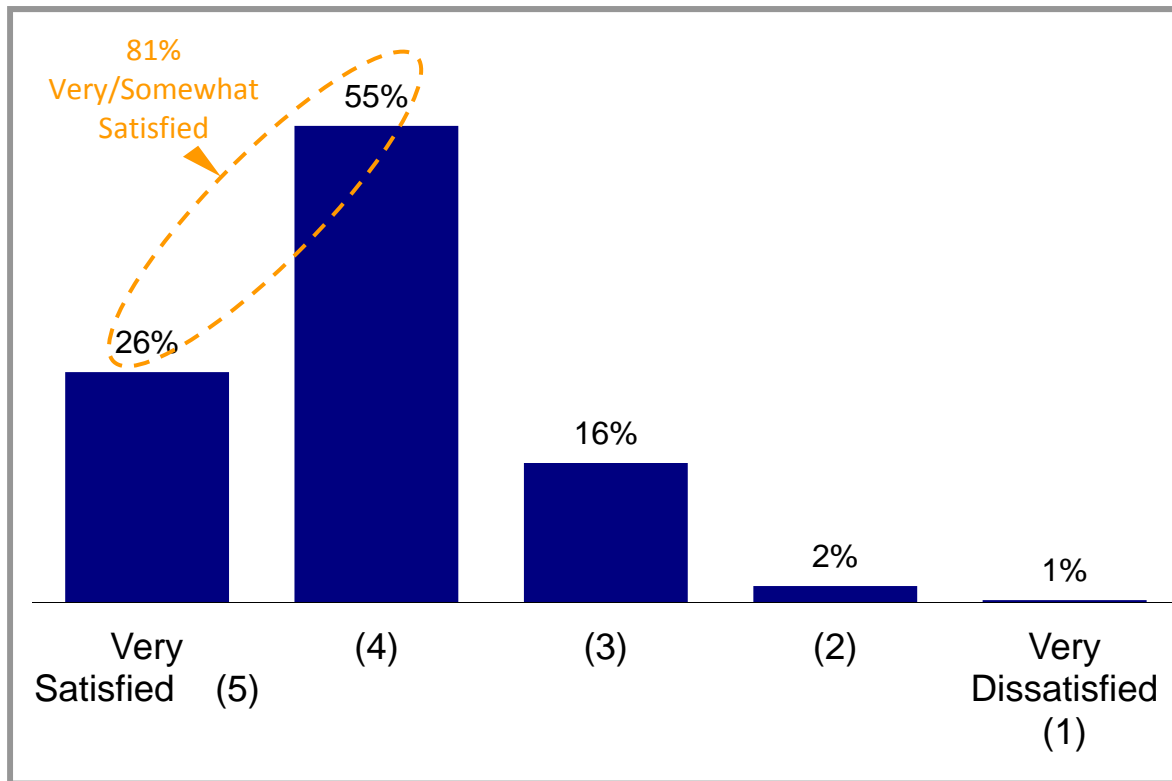
STATION ATTRIBUTE RATINGS (MEAN SCORES – ASKED QUESTIONS)

	Mean Score (5 point scale)
Functioning of lights at stations/parking lots....	**4.27**
Cleanliness of stations/parking lots	**4.03**
Posted information on info. boards..................	**3.92**
Ease of use of ticket vending machines	**3.73**
Being informed of delays that exceed 10 minutes	**3.48**
▸ OVERALL EXPERIENCE AT CALTRAIN STATIONS	**3.97** ◂

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.
Base: Total (2,904)

(See Statistical Tables 1-6)

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ONBOARD RATINGS (MEAN SCORES – ASKED QUESTIONS)

	Mean Score (5 point scale)
Professional appearance of the conductors	**4.37**
Your sense of personal security while on the train	**4.30**
Courtesy of conductors.....................................	**4.24**
Availability of printed materials........................	**4.23**
Cleanliness of train exteriors	**4.09**
On-time arrival at your destination	**4.01**
Cleanliness of train interiors	**3.86**
Adequacy & clarity of onboard announcements	**3.68**
Being informed of delays that exceed 10 minutes	**3.68**
Cleanliness of onboard restrooms	**3.22**
▸ OVERALL EXPERIENCE ONBOARD TRAINS.........	**4.10** ◂

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.
Base: Total (2,904)

(See Statistical Tables 7-17)

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AVERAGE SCORES – JUNE 2013

	Blank N/A	1	2	3	4	5	Average Mean
ASKED QUESTIONS^							
1. Cleanliness of stations/parking lots	68	20	99	532	1,310	875	4.03
2. Functioning of lights at stations	303	14	32	308	1,125	1,122	4.27
3. Posted information on info. boards (schedules, flyers)	143	58	171	587	1,058	887	3.92
4. Ease of use of ticket vending machines	241	136	253	585	917	772	3.73
5. Being informed of delays that exceed 10 minutes	322	211	378	609	733	651	3.48
6. Everything considered, how would you rate your overall experience at Caltrain stations?	**33**	**14**	**77**	**584**	**1,510**	**686**	**3.97**
7. Courtesy of conductors	103	25	79	344	1,101	1,252	4.24
8. Professional appearance of the conductors	107	8	30	262	1,112	1,385	4.37
9. Availability of printed materials (schedules, brochures, notices)	257	12	84	363	1,016	1,172	4.23
10. Cleanliness of train exteriors	74	22	86	505	1,211	1,006	4.09
11. Cleanliness of train interiors	38	50	187	677	1,159	793	3.86
12. Cleanliness of onboard restrooms	998	165	338	610	491	302	3.22
13. Adequacy and clarity of routine onboard announcements (station delays, special events)	138	111	272	686	1,021	676	3.68
14. Being informed of delays that exceed 10 minutes	378	134	255	573	894	670	3.68
15. On-time arrival at your destination (within five minutes of scheduled arrival time)	78	53	133	498	1,178	964	4.01
16. Your sense of personal security while on the train	30	8	46	304	1,241	1,275	4.30
17. Everything considered, how would you rate your onboard experience on Caltrain	**30**	**9**	**48**	**432**	**1,556**	**829**	**4.10**
18. Considering both your station and onboard experience, how would you rate your overall Caltrain	**70**	**23**	**54**	**454**	**1,552**	**751**	**4.04**

WEIGHTED AVERAGES^^

	Blank N/A	1	2	3	4	5	Average Mean
TOTAL STATIONS AND PARKING (Questions 1. through 6.)^^	**1,110**	**453**	**1,010**	**3,205**	**6,653**	**4,993**	**3.90**
TOTAL ONBOARD (Questions 7. through 17.)^^	**2,251**	**597**	**1,558**	**5,254**	**11,980**	**10,324**	**4.01**
TOTAL STATIONS AND ONBOARD (Questions 1. through 17.)^^	**1,681**	**525**	**1,284**	**4,230**	**9,317**	**7,659**	**3.97**

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

^^Weighted averages are calculated as follows: "Total Stations and Parking" is calculated using the total responses for Question 1 through Question 6. "Total Onboard Experience" is calculated using the total responses for Question 7 through Question 17. "Total Stations & Onboard" is calculated by taking the average of "Total Stations and Parking" and "Total Onboard Experience." The total number of responses shown for "Total Stations & Onboard Experience" is thus an average of these two sub-categories.

(See Statistical Tables 1-18)

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MEAN SCORES - 2013 COMPARED TO 2012

SCALE: 1=Poor, 5=Excellent	2013 Mean	2012 Mean	Mean Difference	Statistically Significant?
ASKED QUESTIONS^				
1. Cleanliness of stations/parking lots	4.03	4.05	-0.02	No
2. Functioning of lights at stations	4.27	4.22	0.05	Yes
3. Posted information on info. Boards (schedules, flyers)	3.92	3.81	0.11	Yes
4. Ease of use of ticket vending machines	3.73	3.77	-0.04	No
5. Being informed of delays that exceed 10 minutes	3.48	3.17	0.31	Yes
6. Everything considered, how would you rate your overall experience at Caltrain stations?	**3.97**	**3.92**	**0.05**	**Yes**
7. Courtesy of conductors	4.24	4.22	0.02	No
8. Professional appearance of the conductors	4.37	4.35	0.02	No
9. Availability of printed materials (schedules, brochures, notices)	4.23	4.22	0.01	No
10. Cleanliness of train exteriors	4.09	4.14	-0.05	Yes
11. Cleanliness of train interiors	3.86	3.91	-0.05	No
12. Cleanliness of onboard restrooms	3.22	3.23	-0.01	No
13. Adequacy and clarity of routine onboard announcements (station delays, special events)	3.68	3.64	0.04	No
14. Being informed of delays that exceed 10 minutes	3.68	3.57	0.11	Yes
15. On-time arrival at your destination (within five minutes of scheduled arrival time)	4.01	3.82	0.19	Yes
16. Your sense of personal security while on the train	4.30	4.31	-0.01	No
17. Everything considered, how would you rate your onboard experience on Caltrain	**4.10**	**4.09**	**0.01**	**No**
18. Considering both your station and onboard experience, how would you rate your overall Caltrain experience?	**4.04**	**4.01**	**0.03**	**No**
WEIGHTED AVERAGES^^				
TOTAL STATIONS AND PARKING (Questions 1. through 6.)	**3.90**	**3.83**	**0.07**	**Yes**
TOTAL ONBOARD (Questions 7. through 17.)	**4.01**	**3.98**	**0.03**	**Yes**
TOTAL STATIONS AND ONBOARD (Questions 1. through 17.)	**3.97**	**3.93**	**0.04**	**Yes**

^Asked question ratings are based on the actual number of responses for each particular question.
^^Weighted averages are calculated as follows: "Total Stations and Parking" is calculated using the total responses for Question 1. through Question 6. "Total Onboard Experience" is calculated using the total responses for Question 7 through Question 17. "Total Stations & Onboard" is calculated by taking the average of "Total Stations and Parking" and "Total Onboard Experience.

(See Statistical Tables 1-18)

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LONG-TERM TRENDS IN OVERALL SATISFACTION

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

Mean Scores, Overall Satisfaction, 1998-2013
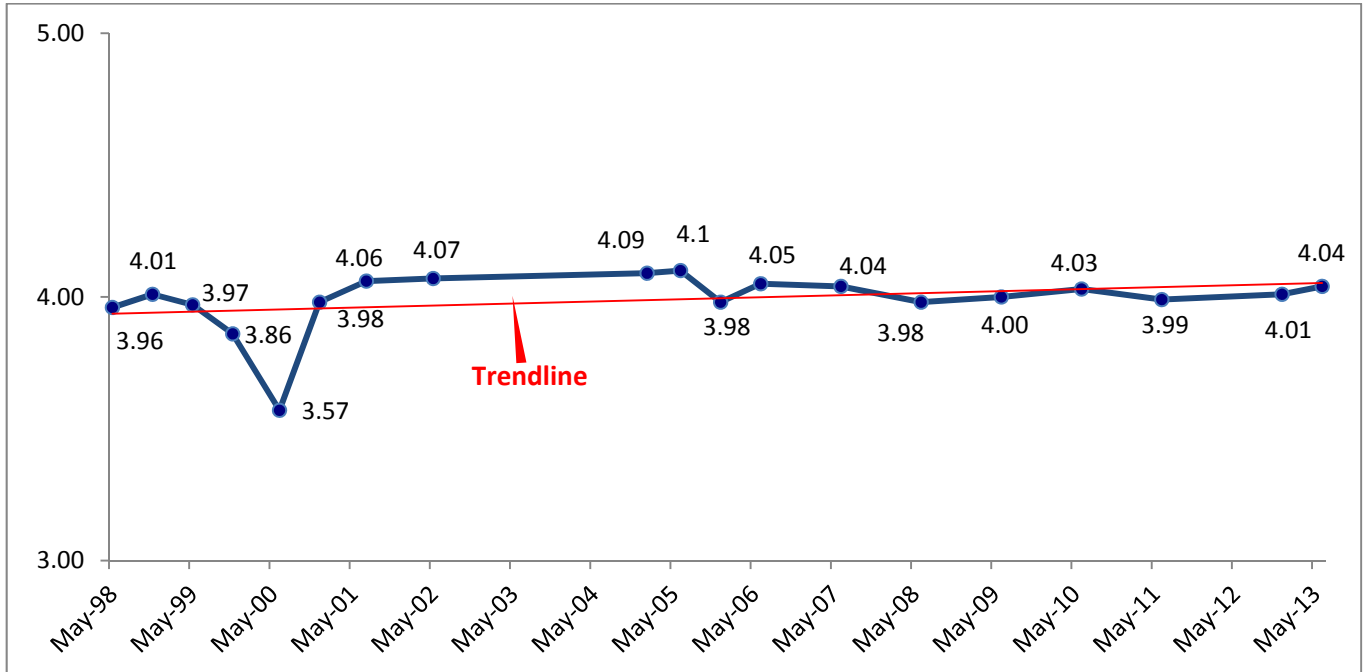
Points represent surveys (May 98, Nov 98, May 99, Nov 99, Jun 00, Dec 00, Jul 01, May 02, Jan 05, Jun 05, Dec 05, Jun 06, Jun 07, Jun 08, Jun 09, Jun 10, Jun 11, Dec 12, and Jun 13)
No data available for late 2002-late 2004.

Note: In comparing attributes to one another, a statistically significant mean difference, at the 95% confidence level is approximately 0.03 for these overall scores.

(See Historical Data and Statistical Table Q18)

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CALTRAIN PERFORMANCE TREND

Q19. Has Caltrain performance improved or declined over the past year?

Base: Total (2,904)

(See Statistical Table 19)

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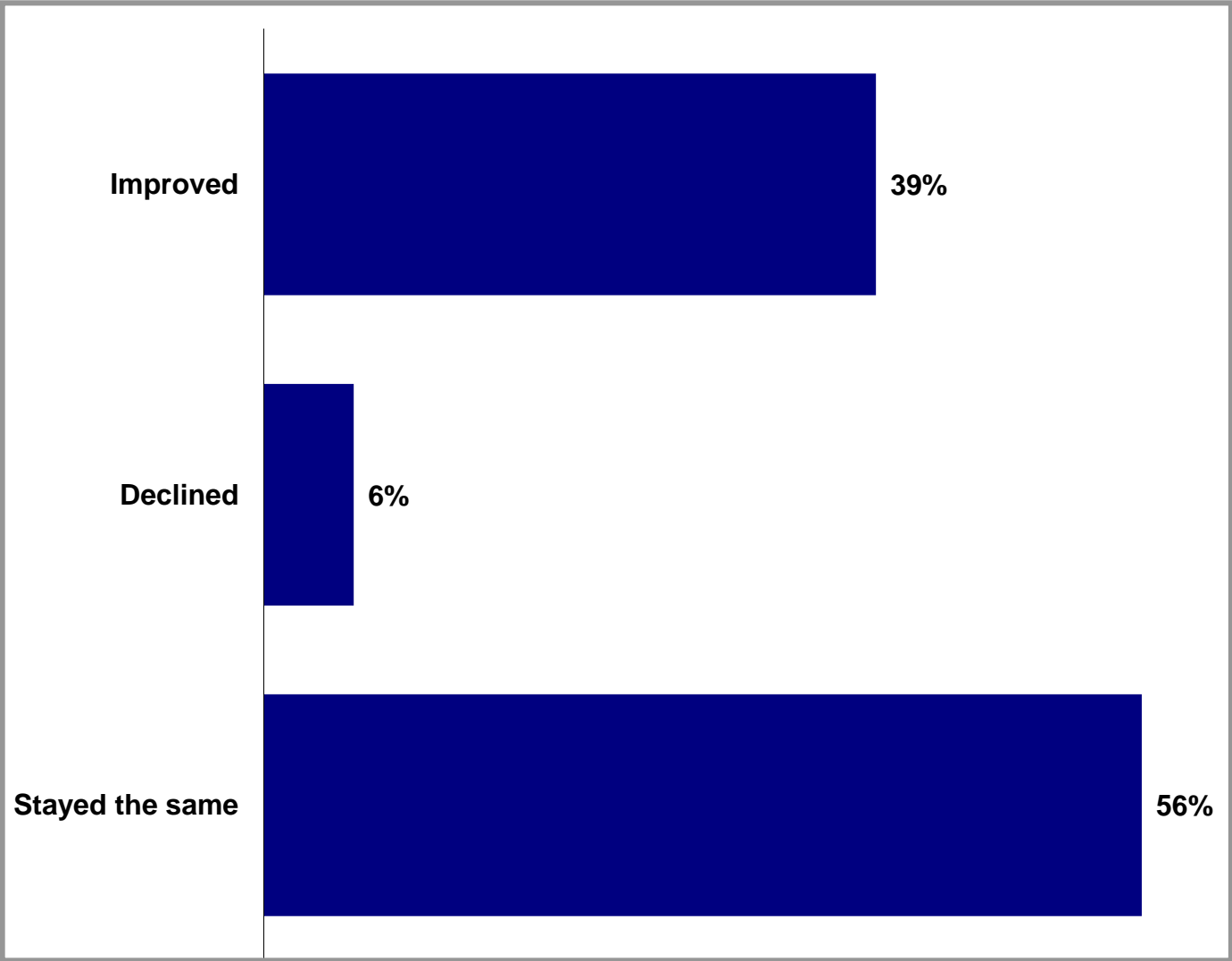
RECOMMENDATION

Q20. Would you recommend Caltrain service to your friends and family?

61%

92% Would Recommend

31%

6%

2%

>1%

| Definitely (5) | Probably (4) | Might or Might Not (3) | Probably Not (2) | Defintely Not (1) |

Base: Total (2,904)

(See Statistical Table 20)

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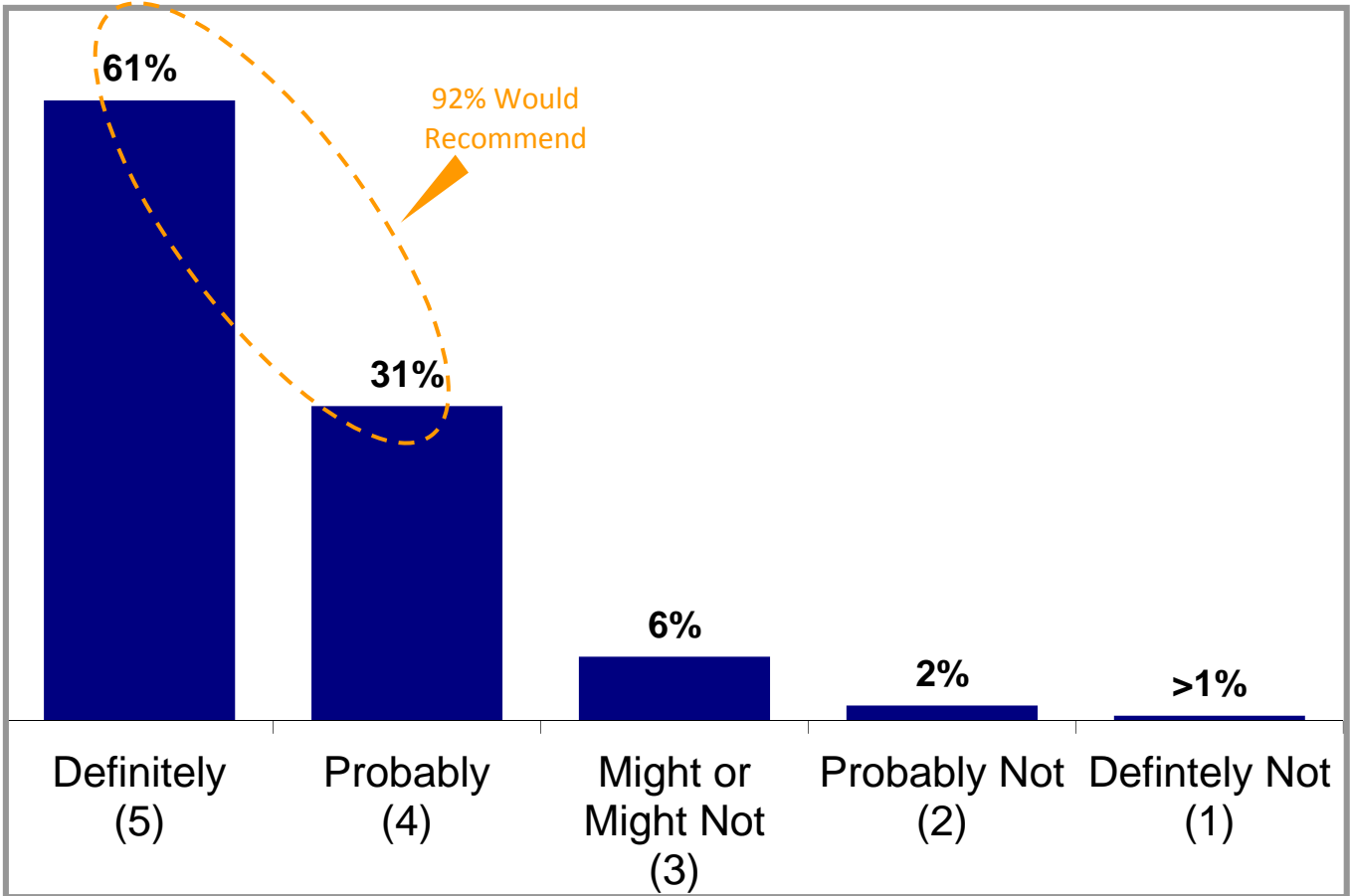
IMPROVEMENT PRIORITIES

Q21. What areas should be the highest priority for improvement?

Priority	Percentage
Frequency of service	45%
Communicating service delays	28%
On-time performance	23%
Seating availability	13%
No concerns	9%
Parking availability	8%
Onboard customer service	6%
Security	6%
Better/More improved ticketing system/machines*	4%
More outlets/Wi-fi/Internet access/phone coverage/smart apps*	4%
More bike space/cars/tags/bike parking*	3%
Improved restroom onboard*	2%
Cleaner trains*	2%
Reduce cost/Fare is too high*	2%

MULTIPLE ANSWERS ACCEPTED

Base: Total (2,904)
Note: Only responses from 2% or greater of respondents are shown. See Statistical Table 21 for a full list.

*Response not listed on survey instrument, but was written as "Other" by respondents

(See Statistical Table 21)

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DETAILED RESULTS

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RATING OF CALTRAIN SERVICE

STATION RATINGS OVERALL

- The rating for overall experience at Caltrain stations has increased significantly since 2012.

- There were no statistically significant decreases since 2012.

- The largest statistically significant increase was "Being informed of delays that exceed 10 minutes," which increased 0.31 points since 2012, but "Posted information in info. boards" also saw a significant increase of 0.11 since 2012.

	MEAN SCORES (5 point scale)		
	JUNE 2013	DECEMBER 2012	JUNE 2011
Base: (All Respondents)	2,904*	1,856*	2,417*
Functioning of lights at stations	4.27	4.22	4.26
Cleanliness of stations/parking lots...............	4.03	4.05	4.13
Posted information on info. boards (schedules, flyers)	3.92	3.81	3.79
Ease of use of ticket vending machines.........	3.73	3.77	3.78
Being informed of delays that exceed 10 minutes	3.48	3.17	3.18
Everything considered, how would you rate your overall experience at Caltrain stations?	3.97	3.92	3.91

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.
* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 1-6)

STATION RATINGS OVERALL (continued)

N=base of survey participants

JUNE 2013 N=2,904* DECEMBER 2012 N=1,856* JUNE 2011 N=2,417*	VERY SATISFIED 5	 4	 3	 DISSATISFIED 2	VERY 1	NOT APPLICABLE [ ]	MEAN SCORE (5 Pt. Scale)
	- read % across ▶ - - - - - - - - - - - - - - - - -						
Functioning of lights at stations							
JUNE 2013...............................	**39**	**39**	**11**	**1**	**1**	**10**	**4.27**
DECEMBER 2012	39	39	14	2	<1	6	4.22
JUNE 2011	40	38	12	1	<1	9	4.26
Cleanliness of stations/parking lots							
JUNE 2013...............................	**30**	**45**	**19**	**3**	**1**	**2**	**4.03**
DECEMBER 2012	32	44	19	3	1	2	4.05
JUNE 2011	35	45	16	2	1	1	4.13
Posted information on info. boards							
JUNE 2013...............................	**31**	**20**	**6**	**2**	**2**	**4**	**3.92**
DECEMBER 2012	30	33	25	7	3	3	3.81
JUNE 2011	28	34	24	8	3	3	3.79
Ease of use of ticket vending machines							
JUNE 2013...............................	**27**	**32**	**20**	**9**	**5**	**8**	**3.73**
DECEMBER 2012	30	29	22	9	4	7	3.77
JUNE 2011	29	31	21	9	4	7	3.78
Being informed of delays that exceed 10 minutes							
JUNE 2013...............................	**23**	**26**	**21**	**13**	**7**	**10**	**3.48**
DECEMBER 2012	17	20	24	15	12	12	3.17
JUNE 2011	16	22	22	16	11	13	3.18

Everything considered, how would you rate your overall experience at Caltrain stations?							
JUNE 2013...............................	**24**	**52**	**20**	**3**	**1**	**1**	**3.97**
DECEMBER 2012	23	49	25	2	1	<1	3.92
JUNE 2011	22	52	22	3	1	1	3.91

(See Statistical Tables 1-6)

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

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

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STATION RATINGS BY TIME PERIOD

- Weekday peak riders rated their overall satisfaction lower than any group by time period, while Saturday riders rated it the highest.

- The greatest disparity between weekday peak riders and Saturday riders is their rating of "Being informed of delays that exceed 10 minutes," with Saturday riders rating this attribute 3.83, and weekday peak riders rating this same attribute 3.34 (0.49 difference).

- Weekday periods saw a significant increase in "Overall experience at Caltrain stations" since 2012. The Saturday period remained the same.
    - Weekday Peak: 3.90 (2013) vs. 3.74 (2012)
    - Weekday Off-peak: 4.10 (2013) vs. 3.98 (2012)
    - Saturday: 4.13 (2013) vs. 4.14 (2012)

	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Saturday
(Base = All Respondents) (5 point scale)	2,904*	1,924*	566*	411*
Functioning of lights at stations	4.27	4.25	4.31	4.31
Cleanliness of stations/parking lots......	4.03	3.98	4.13	4.15
Posted information on info. boards	3.92	3.88	4.03	3.97
Ease of use of ticket vending machines	3.73	3.66	3.87	3.83
Being informed of delays that exceed 10 minutes	3.48	3.34	3.77	3.83
Overall experience at Caltrain stations	3.97	3.90	4.10	4.13

- read across ▶ -

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

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 1-6)

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STATION RATINGS BY TYPE OF SERVICE

- Saturday local or bullet riders provided the highest station ratings in every category, while Weekday Bullet riders provided the lowest.

- read across ▶ -

	Overall Mean Score	Weekday Local	Weekday Limited	Weekday Bullet	Saturday Local	Saturday Bullet
(Base = All Respondents) (5 point scale)	2,904*	491*	1,399*	600*	321*	90*
Functioning of lights at stations	4.27	4.33	4.27	4.21	4.29	4.37
Cleanliness of stations/parking lots......	4.03	4.13	3.99	3.95	4.13	4.21
Posted information on info. boards	3.92	4.05	3.89	3.87	3.98	3.90
Ease of use of ticket vending machines	3.73	3.86	3.70	3.59	3.83	3.81
Being informed of delays that exceed 10 minutes	3.48	3.76	3.38	3.29	3.86	3.72
Overall experience at Caltrain stations	3.97	4.10	3.92	3.88	4.12	4.15

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

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 1-7)

STATION RATINGS BY BIKE CAR

- Riders in regular cars are more satisfied than those in bike cars regarding the "Overall experience at Caltrain stations."
- The largest difference in rating of station attributes comes from each group's perception of the "Ease of use of ticket vending machines." Those in bike cars rate the ease of use 0.15 points lower than those riders in regular cars.

	Overall	Car Type	
	Mean Score	**Regular**	**Bike**
(Base = All Respondents) (5 point scale)	2,904*	1,849*	1,052*
Functioning of lights at stations	4.27	4.27	4.28
Cleanliness of stations/parking lots......	4.03	4.03	4.04
Posted information on info. boards	3.92	3.95	3.88
Ease of use of ticket vending machines	3.73	3.78	3.63
Being informed of delays that exceed 10 minutes	3.48	3.51	3.42
Overall experience at Caltrain stations	3.97	3.99	3.92

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

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 1-6)

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STATION RATINGS BY PERFORMANCE TREND

- The greatest disparity between those who felt Caltrain's performance is declining over the past year and those who felt it is improving is "Being informed of delays that exceed 10 minutes." Riders who felt that Caltrain is improving rated it 3.68 and those who felt it is declining rated it 2.57 (1.11 difference).

	Overall Mean Score	Caltrain's performance is:		
		Improving	Declining	Staying the same
(Base = All Respondents) (5 point scale)	2,904*	999*	148*	1,432*
Functioning of lights at stations 4.27		4.36	3.94	4.21
Cleanliness of stations/parking lots...... 4.03		4.12	3.63	3.95
Posted information on info. boards 3.92		4.12	3.37	3.83
Ease of use of ticket vending machines 3.73		3.90	3.18	3.65
Being informed of delays that exceed 10 minutes 3.48		3.68	2.57	3.37
Overall experience at Caltrain stations 3.97		4.11	3.30	3.90

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

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 1-6)

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ONBOARD RATINGS OVERALL

- The overall onboard experience rating increased slightly from 4.09 in 2012.
- Two of the 10 onboard ratings showed significant improvement when compared with 2012. These were "On-time arrival at your destination" (from 3.82 in 2012 to 4.01 in 2013) and "Being informed of delays that exceed ten minutes" (from 3.57 in 2012 to 3.68 in 2013).
- One of the ten onboard ratings showed significant decreases when compared with 2012. This was "cleanliness of train exteriors" (from 4.14 in 2012 to 3.22 in 2013).

	MEAN SCORES (5 point scale)		
	JUNE 2013	**DECEMBER 2012**	JUNE 2011
Base: (All Respondents)	2,904*	1,856*	2,417*
Professional appearance of conductors	4.37	4.35	4.35
Your sense of personal security while on the train..	4.30	4.31	4.31
Courtesy of conductors.....................................	4.24	4.22	4.17
Availability of printed materials	4.23	4.22	4.05
Cleanliness of train exteriors	4.09	4.14	4.07
On-time arrival at your destination	4.01	3.82	3.85
Cleanliness of train interiors.............................	3.86	3.91	3.90
Adequacy and clarity of routine onboard announcements	3.68	3.64	3.63
Being informed of delays that exceed 10 minutes	3.68	3.57	3.57
Cleanliness of onboard restrooms....................	3.22	3.23	3.34
Onboard experience (overall) on Caltrain	4.10	4.09	4.07

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

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 7-17)

ONBOARD RATINGS OVERALL (continued)

N=base of survey participants

	VERY SATISFIED			VERY DISSATISFIED		NOT APPLICABLE	MEAN SCORE
JUNE 2013 N=2,904*							
DECEMBER 2012 N=1,856*							
JUNE 2011 N=2,417*	5	4	3	2	1	[ ]	(5 Pt. Scale)
Professional appearance of the conductors							
JUNE 2013...............................	**48**	**39**	**9**	**1**	**<1**	**3**	**4.37**
DECEMBER 2012	48	38	10	1	1	2	4.35
JUNE 2011	48	38	9	1	1	3	4.35
Your sense of personal security while on the train							
JUNE 2013...............................	**44**	**43**	**11**	**2**	**<1**	**1**	**4.30**
DECEMBER 2012	46	41	10	2	1	1	4.31
JUNE 2011	46	42	10	2	1	<1	4.31
Courtesy of conductors							
JUNE 2013...............................	**44**	**38**	**12**	**3**	**1**	**3**	**4.24**
DECEMBER 2012	43	39	12	3	1	2	4.22
JUNE 2011	41	39	14	3	1	3	4.17
Availability of printed materials							
JUNE 2013...............................	**41**	**35**	**13**	**3**	**<1**	**8**	**4.23**
DECEMBER 2012	41	37	14	2	1	6	4.22
JUNE 2011	36	36	18	4	2	6	4.05
Cleanliness of train exteriors							
JUNE 2013...............................	**35**	**42**	**18**	**3**	**1**	**2**	**4.09**
DECEMBER 2012	37	43	15	3	1	2	4.14
JUNE 2011	34	42	17	4	1	2	4.07
On-time arrival at your destination							
JUNE 2013...............................	**34**	**41**	**17**	**5**	**2**	**2**	**4.01**
DECEMBER 2012	28	38	22	6	4	2	3.82
JUNE 2011	29	39	21	7	3	2	3.85
Cleanliness of train interiors							
JUNE 2013...............................	**28**	**40**	**24**	**7**	**2**	**1**	**3.86**
DECEMBER 2012	29	43	21	6	2	<1	3.91
JUNE 2011	29	41	21	7	2	<1	3.90
Adequacy and clarity of routine onboard announcements							
JUNE 2013...............................	**24**	**36**	**24**	**10**	**4**	**4**	**3.68**
DECEMBER 2012	25	32	25	11	5	3	3.64
JUNE 2011	24	34	23	12	5	4	3.63
Being informed of delays that exceed 10 minutes							
JUNE 2013...............................	**23**	**31**	**20**	**9**	**5**	**12**	**3.68**
DECEMBER 2012	23	27	21	11	6	13	3.57
JUNE 2011	21	30	18	11	7	14	3.57
Cleanliness of onboard restrooms							
JUNE 2013...............................	**11**	**17**	**21**	**12**	**6**	**33**	**3.22**
DECEMBER 2012	12	18	23	11	7	31	3.23
JUNE 2011	12	19	21	10	5	34	3.34
Everything considered, how would you rate your **onboard** experience on Caltrain?							
JUNE 2013...............................	**29**	**54**	**15**	**2**	**<1**	**<1**	**4.10**
DECEMBER 2012	30	51	16	2	<1	<1	4.09
JUNE 2011	28	54	15	2	1	<1	4.07

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

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 7-17)

COREY, CANAPARY & GALANIS

ONBOARD RATINGS BY TIME PERIOD

- Weekday peak riders rated every onboard attribute except for "Availability of printed material" and "Courtesy of conductors" lower than riders in other time period.
- The largest disparity among rider groups was for the attribute, "Cleanliness of onboard restrooms," with a difference of 0.44 between the rating given by Weekday Peak and Saturday riders.
  The "Onboard experience (overall) on Caltrain" increased significantly across weekday time periods compared to 2012. Although the Saturday score decreased slightly, the decrease is not statistically significant.

  - o Weekday Peak: 4.03 (2013) vs. 3.95 (2012)
  - o Weekday Off-peak: 4.20 (2013) vs. 4.12 (2012)
  - o Saturday: 4.25 (2013) vs. 4.28 (2012)

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	Overall Mean Score	Weekday Peak	Weekday Off-Peak	Saturday
(Base = All Respondents) (5 point scale)	2,904*	1,924*	566*	411*
Professional appearance of the conductors	4.37	4.37	4.38	4.36
Your sense of personal security while on the train	4.30	4.29	4.31	4.30
Courtesy of conductors	4.24	4.24	4.27	4.23
Cleanliness of train exteriors	4.09	4.06	4.19	4.13
Availability of printed materials	4.23	4.24	4.19	4.22
On-time arrival at your destination	4.01	3.95	4.11	4.20
Cleanliness of train interiors	3.86	3.78	4.02	4.03
Adequacy and clarity of routine onboard announcements	3.68	3.60	3.83	3.86
Being informed of delays that exceed 10 minutes	3.68	3.60	3.85	3.87
Cleanliness of onboard restrooms	3.22	3.13	3.33	3.57
Onboard experience (overall) on Caltrain	4.10	4.03	4.20	4.25

Mean score is based on number giving a rating, eliminating not applicable and blanks. The higher the mean the better the rating. Optimum positive mean score = 5.00. Lowest negative mean score possible = 1.00.
* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

COREY, CANAPARY & GALANIS

ONBOARD RATINGS BY TYPE OF SERVICE

- In general, Weekday Bullet riders gave lower scores, while Saturday Bullet riders provided the highest ratings.

	Overall Mean Score	Weekday Local	Weekday Limited	Weekday Bullet	Saturday Local	Saturday Bullet
(Base = All Respondents) (5 point scale)	2,904*	491*	1,399*	600*	321*	90*
Professional appearance of the conductors	4.37	4.39	4.37	4.36	4.35	4.40
Your sense of personal security while on the train	4.30	4.31	4.29	4.30	4.28	4.36
Courtesy of conductors..............................	4.24	4.28	4.25	4.21	4.20	4.34
Cleanliness of train exteriors	4.09	4.20	4.09	3.99	4.09	4.25
Availability of printed materials	4.23	4.22	4.26	4.18	4.22	4.20
On-time arrival at your destination	4.01	4.11	3.96	3.94	4.19	4.24
Cleanliness of train interiors.......................	3.86	4.00	3.82	3.72	4.04	3.99
Adequacy and clarity of routine onboard announcements	3.68	3.85	3.59	3.64	3.85	3.89
Being informed of delays that exceed 10 minutes	3.68	3.85	3.62	3.58	3.88	3.83
Cleanliness of onboard restrooms..............	3.22	3.36	3.14	3.09	3.61	3.45
Onboard experience (overall) on Caltrain ..	4.10	4.20	4.06	4.00	4.24	4.31

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

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

COREY, CANAPARY & GALANIS

ONBOARD RATINGS BY BIKE CAR

- Riders in regular cars rated the onboard experience generally the same or higher than riders in bicycle cars.
- The highest difference in ratings was "Cleanliness of train interiors," with those in Bike cars rating this 0.14 lower.

	Overall Mean Score	Car Type	
		Regular	Bike
(Base = All Respondents) (5 point scale)	2,904*	1,849*	1,052*
Professional appearance of the conductors	4.37	4.40	4.33
Your sense of personal security while on the train	4.30	4.29	4.31
Courtesy of conductors..............................	4.24	4.28	4.18
Cleanliness of train exteriors	4.09	4.06	4.19
Availability of printed materials	4.23	4.23	4.22
On-time arrival at your destination	4.01	4.12	4.04
Cleanliness of train interiors......................	3.86	3.91	3.77
Adequacy and clarity of routine onboard announcements	3.68	3.69	3.67
Being informed of delays that exceed 10 minutes	3.68	3.67	3.69
Cleanliness of onboard restrooms..............	3.22	3.28	3.15
Onboard experience (overall) on Caltrain ..	4.10	4.11	4.07

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

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 7-17)

COREY, CANAPARY & GALANIS

ONBOARD RATINGS BY PERFORMANCE TREND

- The greatest disparity is the rating for "On-time arrival at your destination between those who felt Caltrain's performance is declining over the past year and those who felt it is improving. Riders who felt that Caltrain is improving rated this attribute 4.14 and those riders who felt that Caltrain has declined rated this attribute 3.05 (1.09 difference).

	Overall Mean Score	Caltrain's performance is:		
		Improving	Declining	Staying the same
(Base = All Respondents) (5 point scale)	2,904*	999*	148*	1,432*
Professional appearance of the conductors	4.37	4.47	4.03	4.32
Your sense of personal security while on the train	4.30	4.39	3.90	4.25
Courtesy of conductors...............................	4.24	4.33	3.73	4.20
Cleanliness of train exteriors	4.09	4.21	3.69	4.03
Availability of printed materials	4.23	4.39	4.03	4.16
On-time arrival at your destination	4.01	4.14	3.05	3.98
Cleanliness of train interiors.......................	3.86	3.98	3.26	3.77
Adequacy and clarity of routine onboard announcements	3.68	3.82	2.88	3.64
Being informed of delays that exceed 10 minutes	3.68	3.83	2.89	3.61
Cleanliness of onboard restrooms..............	3.22	3.43	2.53	3.09
Onboard experience (overall) on Caltrain ..	4.10	4.26	3.40	4.02

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

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 7-17)

COREY, CANAPARY & GALANIS

OVERALL SATISFACTION WITH CALTRAIN

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

- The average (mean) score increased to 4.04 from 4.01 in 2012.

	2013 Total	2012 Total	2011 Total
Base: (All Respondents)	2,904*	1,856*	2,417*
	%	%	%
Very Satisfied (5)............................	26	27	25
(4)...	55	50	54
(3)...	16	20	17
(2)...	2	2	3
Very Dissatisfied (1)	1	1	1
Not Applicable	<1	<1	
	100	100	100
RECAP %:			
Satisfied (5 or 4).............................	81	81	79
Neutral (3)	16	20	17
Dissatisfied (1 or 2)	3	3	4
MEAN	**4.04**	**4.01**	**3.99**

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Table 18)

COREY, CANAPARY & GALANIS

OVERALL SATISFACTION WITH CALTRAIN – BY SUB-GROUPS

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	BASE #	MEAN (5 pt scale)	Very Satisfied (5 rating) %	Satisfied (4 rating) %	Dissatisfied (2 or 1 rating) %	Neutral/NA (3 rating) %
TOTAL	(2,904)	4.04	26	55	3	16
BY RIDERSHIP SEGMENT						
Weekday Peak	(1,924)	3.99	23	57	3	18
Weekday Off-peak	(566)	4.14	33	51	2	14
Saturday	(411)	4.18	35	50	2	11
BY TYPE OF SERVICE						
Weekday Local	(491)	4.14	33	51	2	14
Weekday Limited	(1,399)	3.99	23	57	3	17
Weekday Bullet	(600)	3.98	23	56	3	18
Saturday Local	(321)	4.17	34	51	3	11
Saturday Bullet	(90)	4.20	39	46	2	13
BY CAR TYPE						
Regular	(1,849)	4.06	28	54	3	16
Bike	(1,052)	4.01	25	56	3	17
BY PERFORMANCE TREND Caltrain's performance is:						
Improving	(999)	4.19	33	55	1	11
Declining	(148)	3.24	10	28	18	44
Staying the same	(1,432)	3.98	22	57	2	19

(See Statistical Table 18)

COREY, CANAPARY & GALANIS

CALTRAIN PERFORMANCE TREND

Has Caltrain performance improved or declined over the past year?

- Overall, half of Caltrain's riders (56%) feel that Caltrain's performance has remained the same. One-third (39%) feel that Caltrain's performance has improved.

Ridership Segment	Overall	Weekday Peak	Weekday Off-Peak	Saturday
(Base = All Respondents) (5 point scale)	2,904*	1,924*	566*	411*
	%	%	%	%
Improved..	39	38	42	39
Declined	6	7	4	4
Stayed the same	56	56	55	57
	100	100	100	100

- read across ▶ -

	Overall Mean Score	Weekday Local	Weekday Limited	Weekday Bullet	Saturday Local	Saturday Bullet
(Base = All Respondents) (5 point scale)	2,904*	491*	1,399*	600*	321*	90*
	%	%	%	%	%	%
Improved..	39	41	41	33	39	37
Declined	6	5	6	8	4	5
Stayed the same	56	54	54	60	57	57
	100	100	100	100	100	100

Bike Car	Overall	Car Type	
		Regular	Bike
(Base = All Respondents) (5 point scale)	2,904*	1,849*	1,052*
Improved..	39	38	40
Declined	6	6	5
Stayed the same	56	56	55
	100	100	100

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Table 19)

COREY, CANAPARY & GALANIS

RECOMMENDATION
Would you recommend Caltrain service to your friends and family?

- Most (92%) of riders would recommend Caltrain to their friends and family.

Ridership Segment	Overall	Weekday Peak	Weekday Off-Peak	Saturday
(Base = All Respondents) (5 point scale)	2,904*	1,924*	566*	411*
	%	%	%	%
Definitely (5)	61	60	63	65
Probably (4)..	31	32	29	31
Might or might not (3)	6	7	6	4
Probably not (2)	2	2	2	1
Definitely not (1)..	<1	<1	<1	1
	100	100	100	100
RECAP %:				
Would recommend (4 or 5)	92	91	92	95
Neutral (3)...	6	7	6	4
Would not recommend (2 or 1).................	2	2	3	1
MEAN	**4.51**	**4.49**	**4.52**	**4.58**

	Overall Mean Score	Weekday Local	Weekday Limited	Weekday Bullet	Saturday Local	Saturday Bullet
(Base = All Respondents) (5 point scale)	2,904*	491*	1,399*	600*	321*	90*
Definitely (5)	61	63	61	58	64	66
Probably (4)..	31	29	31	32	30	32
Might or might not (3)	6	6	7	8	5	1
Probably not (2)	2	2	2	2	1	1
Definitely not (1)..	<1	<1	<1	1	1	-
	100	100	100	100	100	100
RECAP %:						
Would recommend (4 or 5)	92	92	92	90	94	98
Neutral (3)...	6	6	7	8	5	1
Would not recommend (2 or 1).................	2	2	2	2	1	1
MEAN	**4.51**	**4.52**	**4.50**	**4.44**	**4.57**	**4.62**

(See Statistical Table 20)

COREY, CANAPARY & GALANIS

RECOMMENDATION (Continued)

Bike Car	Overall	Car Type	
		Regular	**Bike**
(Base = All Respondents) (5 point scale)	2,904*	1,849*	1,052*
Definitely (5)	61	60	62
Probably (4)..	31	32	30
Might or might not (3)	6	6	7
Probably not (2)	2	2	1
Definitely not (1)...	<1	1	<1
	100	100	100
RECAP %:			
Would recommend (4 or 5)	92	92	92
Neutral (3)...	6	6	7
Would not recommend (2 or 1).................	2	2	1
MEAN	**4.51**	**4.50**	**4.52**

Performance Trend	Overall Mean Score	Caltrain's performance is:		
		Improving	**Declining**	**Staying the same**
(Base = All Respondents) (5 point scale)	2,904*	999*	148*	1,432*
	%	%	%	%
Definitely (5)	61	77	17	53
Probably (4)..	31	20	45	38
Might or might not (3)	6	3	24	7
Probably not (2)	2	1	12	1
Definitely not (1)...	<1	-	3	<1
	100	100	100	100
RECAP %:				
Would recommend (4 or 5)	92	97	62	91
Neutral (3)...	6	3	24	7
Would not recommend (2 or 1).................	2	1	14	2
MEAN	**4.51**	**4.73**	**3.62**	**4.42**

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Table 20)

COREY, CANAPARY & GALANIS

IMPROVEMENT
What areas should be the highest priority for improvement?

- Nearly half (45%) of riders felt that improving frequency should be Caltrain's highest priority for improvement.

- Riders also felt Caltrain should communicate service delays better, improve on-time performance, and reduce crowding.

Ridership Segment	Overall	Weekday Peak	Weekday Off-Peak	Saturday
(Base = All Respondents) (5 point scale)	2,904*	1,924*	566*	411*
MULTIPLE RESPONSES				
Frequency of service	45	46	47	39
Communicating service delays	28	32	20	19
On-time performance	23	25	22	17
Seating availability	13	15	9	11
Parking availability	8	9	7	7
Onboard customer service	6	5	9	9
Security	6	4	7	10
Better/More/Improved ticketing system/ machines^	4	4	4	5
More bike space/cars/tags/bike parking^	3	4	3	2
Improved restrooms onboard^	2	2	2	4
Cleaner trains^	2	2	1	2
Faster trains/More bullet/express trains^	2	2	2	2
Reduce cost/Fare is too high^	2	1	2	3
Additional/expanded service (particular stations/days/times)^	1	1	1	2
Improve mechanical fitness of trains/too bumpy a ride/reduce noise/reduce diesel fumes/Electrify/Reduce pollution from trains/have back-up of trains/Get new trains/new cars^	1	2	2	<1
Additional station amenities (shade/seating restrooms/parking lot/repaving/ restriping/overnight parking at stations/ additional staff/cleaner stations/better lighting/signage)^	1	1	1	1

Note: Only responses from 1% or greater of respondents are shown. See Statistical Table 21 for a full list.

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

^Response was not listed on survey instrument, but was written as "Other" by respondents

COREY, CANAPARY & GALANIS

IMPROVEMENT (Continued)

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Ridership Segment	Overall	Weekday Peak	Weekday Off-Peak	Saturday
(Base = All Respondents) (5 point scale)	2,904*	1,924*	566*	411*
Lessen the impact of delays/Reduce accidents/impact on train schedule/ better communication of impact^...........	1	1	1	1
Enforce on board rules (e.g. food, rowdy/ noisy passengers, seating, alcohol on trains/inebriated passengers/non-bike passengers in bike car/littering/fare enforcement)^	1	1	1	<1
Real-time departure/arrival info/Real-time departure boards/Show which track^.....	1	1	1	1
Onboard amenities (quiet car, more cupholders/trash bins, better climate control, better/more seatback trays, increased leg room, info on board that says "where is this train going")^....................	1	1	1	1
Add stops/Stop at weekend only stations during week/Add SF stops/Stop more at infrequent locations (Broadway, Tamien, Lawrence, etc.)^.......................................	1	1	1	-
Better coordination with other systems (VTA, SFMTA, BART)^..............................	1	<1	1	1
Lessen impact of Giants games and other special events (e.g. crowding, lack of fare enforcement, drunkenness, rowdiness, noise, security)^.......................................	1	1	-	1
No Concerns..	9	7	12	13

Note: Only responses from 1% or greater of respondents are shown. See Statistical Table 21 for a full list.

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

^Response was not listed on survey instrument, but was written as "Other" by respondents

COREY, CANAPARY & **GALANIS**

BOARDING STATION
At which station did you get on this train?

- One-quarter (24%) of all riders boarded at San Francisco.

- Four stations - San Francisco, Palo Alto, Mountain View, San Jose Diridon - account for half (52%) of all riders.

- read % across ▶ - - - - - - - - - - - - - - - - - -

Ridership Segment	Overall	Weekday Peak	Weekday Off-Peak	Saturday
(Base = All Respondents) (5 point scale)	2,904*	1,924*	566*	411*
San Francisco	24	26	23	17
Palo Alto	10	10	12	8
Mountain View	9	10	8	9
San Jose Diridon	9	9	7	12
Sunnyvale	7	7	5	9
Millbrae	6	4	8	10
Hillsdale	5	6	4	4
Redwood City	5	4	6	7
San Mateo	4	3	4	6
Menlo Park	3	3	4	2
Lawrence	3	3	1	2
San Carlos	2	3	2	1
California Ave	2	2	2	2
Tamien	2	2	1	-
Santa Clara	2	2	2	3
22nd St	2	2	1	2
San Antonio	2	2	2	2
Burlingame	1	1	1	2
Belmont	1	<1	3	1
South San Francisco	1	1	1	1
San Bruno	1	1	1	1
Hayward Park	1	<1	1	1
Blossom Hill	<1	<1	-	-
Morgan Hill	<1	<1	-	-
Broadway	<1	-	-	1
Gilroy	<1	<1	-	-
Bayshore	<1	-	<1	<1
Capitol	<1	<1	-	-
San Martin	<1	<1	-	-

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 22)

COREY, CANAPARY & GALANIS

ALIGHTING STATION
At which station will you get off this train?

- Nearly one-third (30%) of all riders alighted at San Francisco.

- Three stations - San Francisco, Palo Alto, Mountain View - account for half (50%) of all riders.

- read % across ▸ - - - - - - - - - - - - - - - - - -

Ridership Segment	Overall	Weekday Peak	Weekday Off-Peak	Saturday
(Base = All Respondents) (5 point scale)	2,904*	1,924*	566*	411*
San Francisco	30	30	25	38
Palo Alto	12	14	9	9
Mountain View	8	8	8	5
Millbrae	7	6	8	6
San Jose Diridon	6	5	8	6
Sunnyvale	5	6	5	1
Hillsdale	5	5	4	4
Redwood City	5	4	6	4
San Mateo	3	2	4	6
California Ave	3	3	3	1
Lawrence	3	3	1	1
22nd St	2	3	3	<1
San Carlos	2	2	2	3
Menlo Park	2	2	4	2
Burlingame	2	2	1	2
San Antonio	1	1	2	1
Santa Clara	1	1	2	3
San Bruno	1	1	1	2
Belmont	1	<1	2	2
South San Francisco	1	1	1	1
Tamien	1	1	1	-
Bayshore	<1	<1	<1	2
Hayward Park	<1	<1	<1	1
Blossom Hill	<1	<1	-	-
Morgan Hill	<1	<1	-	-
Broadway	<1	-	-	<1
San Martin	<1	<1	-	-
Gilroy	<1	<1	-	-
Capitol	-	-	-	-

* Number of passengers 18 years and older responding to the survey. Respondents may or may not have responded to the individual question.

(See Statistical Tables 23)

COREY, CANAPARY & GALANIS

APPENDICES

APPENDIX A
QUESTIONNAIRES

COREY, CANAPARY & GALANIS

Dear Caltrain Customer:

Thank you for participating in the **June 2013 Caltrain Customer Satisfaction Survey**, part of our ongoing program to solicit input about our performance in providing you with convenient and safe rail service. Your response helps us to know which areas of Caltrain service are meeting or exceeding your expectations and where we can improve. Please respond to all questions by circling the number that best reflects your rating of Caltrain service where: **5=Very Satisfied** and **1=Very Dissatisfied**. If the question does not apply to your trip, circle **NA for Not Applicable.**

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

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

Comments: _____

Train # _____

Please tape here.

Please tape here.

Caltrain

COREY, CANAPARY & GALANIS

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

At Stations

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

Onboard Trains

	Very Satisfied			Very Dissatisfied		Not Applicable
7. Courtesy of conductors	5	4	3	2	1	NA
8. Professional appearance of the conductors	5	4	3	2	1	NA
9. Availability of printed materials (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			Very Dissatisfied		Not 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. Has Caltrain service improved or declined over the last year?
☐ Improved   ☐ Declined   ☐ Stayed the same

20. Would you recommend Caltrain service to your friends and family?
☐ Definitely
☐ Probably
☐ Might or Might Not
☐ Probably Not
☐ Definitely Not

21. What areas should be the highest priority for improvement? (Select top TWO)
☐ Communicating service delays   ☐ Parking availability
☐ Frequency of service   ☐ Seating availability
☐ Onboard customer service   ☐ Security
☐ On-time performance
☐ Other - specify: _____
☐ No concerns

22. At which station did you **get on** this train?

_____

23. At which station will you **get off** this train?

_____

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.
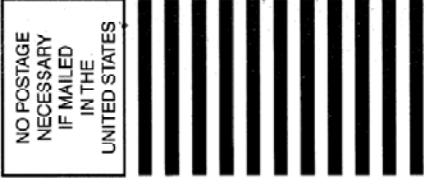
6/13-4 2K-CFK-E

COREY, CANAPARY & GALANIS

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

POSTAGE WILL BE PAID BY ADDRESSEE

CUSTOMER SATISFACTION SURVEY
CALTRAIN
PO BOX 3006
SAN CARLOS CA 94070-9927
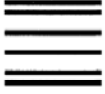
Estimado Cliente de Caltrain:

Gracias por su participación en la **Encuesta de Satisfacción del Cliente de Caltrain, junio del 2013,** 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 dobre y cierre con una cinta adhesiva dónde está marcada. *Por favor no use grapa. No necesita sello.* Estaremos esperando noticias suyas y gracias por viajar en Caltrain.

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

Comentarios: _____

_____

_____

Train # _____

Por favor cierre aquí con cinta adhesiva.

Por favor cierre aquí con cinta adhesiva.

Caltrain

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COREY, CANAPARY & GALANIS

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

En la Estación

	Muy Satisfecho		Muy Insatisfecho		No Aplica
1. Limpieza de las estaciones y estacionamiento	5	4	3	2	1	NA
2. Funcionamiento de las luces en las estaciones y el estacionamiento	5	4	3	2	1	NA
3. Información colocada en las tablas de información (horarios, folletos)	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

	Muy Satisfecho		Muy Insatisfecho		No Aplica
7. Cortesía de los conductores	5	4	3	2	1	NA
8. Apariencia profesional de los conductores	5	4	3	2	1	NA
9. Disponibles materiales impresos (horarios, folletos, notas)	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 (retrasos del tren, eventos especiales)	5	4	3	2	1	NA
14. Información sobre los retrasos que excedan 10 minutos:	5	4	3	2	1	NA
15. Arribo a su destino final a tiempo (dentro de cinco minutos del horario de llegada)	5	4	3	2	1	NA

	Muy Satisfecho		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. ¿Ha mejorado o disminuido el servicio de Caltrain en el último año?
☐ Mejorado ☐ Disminuido ☐ Sigue igual

20. ¿Recomendaría el servicio de Caltrain a tus amigos y familiares?
☐ Definitivamente Sí
☐ Probablemente Sí
☐ Podría o No Podría
☐ Probablemente No
☐ Definitivamente No

21. ¿En qué áreas debería ser la máxima prioridad para el mejoramento? (Seleccione los DOS principales)
☐ Comunicar retrasos en el servicio   ☐ Disponibilidad de aparcamiento
☐ Frecuencia de servicio   ☐ Disponibilidad de asientos
☐ Servicio al cliente a bordo del tren   ☐ Seguridad
☐ Desempeño en puntualidad
☐ Otros - especifique: _____
☐ No hay preocupaciones

22. ¿En qué estación **abordó** en este tren?

_____

23. ¿En qué estación se **bajará** de este tren?

_____

Gracias por participar en nuestra encuesta. Siéntase libre de agregar cualquier comentario o sugerencia que tenga acerca del servicio de Caltrain en el reverso de esta hoja.

6/13-0.3-CFK-E

COREY, CANAPARY & **GALANIS**

APPENDIX B
INTERVIEWER TRAINING INSTRUCTIONS

INTERVIEWER INSTRUCTIONS
Caltrain On-Board Survey (June 2013)

PROJECT OVERVIEW: This project is a passenger survey being conducted to assess how well Caltrain is meeting the needs of its passengers. It is an onboard self-administered questionnaire to be distributed on Caltrain trains. The questionnaires will be handed out and collected on sampled Caltrain routes. The fieldwork will take place June 5-13, 2013. One or two surveyors will be utilized on each sampled route.

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GENERAL GUIDELINES

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

SAFETY

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

DISTRIBUTION OF QUESTIONNAIRES

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

COREY, CANAPARY & GALANIS

BEGINNING OF SHIFT

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

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

SURVEY CONTROL SHEET (White Card)

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

AT THE START OF EACH RUN YOU SHOULD ENTER**:**

- ✓ **the current date and day**
- ✓ **route number of the train**
- ✓ **your last name**
- ✓ **the specific station where you are boarding the train to start the run. ("*Trip Start Location*")**
- ✓ **the time the run started (time you boarded the train)**

PROCEDURE FOR DISTRIBUTING QUESTIONNAIRES

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

- **Nearly all Caltrain trains have a total of 5 cars. You will be distributing questionnaires on only** <u>**one of these cars**</u>**. The train car for you to survey will be pre-assigned and listed on your Interviewer Survey Schedule. For example - "Train car number: 2" – means that you will survey the second car on the train. Be sure to only survey this assigned car. See the "Car Selection" section on page 5 of these specifications for detailed instructions on how to determine the car number.**
  - ⇒ **Please note that there may be occasions when a train may have fewer cars than your assigned train car number. IF the car number on your assignment sheet exceeds the length of the train, board the train and hand out questionnaires on the car which is in the same position your assigned car would be on a 5-car train.**

COREY, CANAPARY & GALANIS

⇒ **For example, car 4 out of 5 is one car from the end of the train. If your train was only 3 cars long, you would hand out questionnaires in car 2 (which is one car from the end of the train).**

⇒ **Note the** actual car selected **and # of cars on train on the Completed Questionnaires envelope (next to the Car Number) whenever:**
  o **Your train has fewer than 5 cars; and/or**
  o **You must survey a different car than originally assigned (as explained above).**

- **Attempt to distribute surveys to all passengers on this car who appear to be 13 or older. All riders traveling in a group should be given a questionnaire.**
  Do not distribute questionnaires to:
  o **Passengers who appear to be under 13 years of age**
  o **Employees of Caltrain**
  o **Passengers who tell you that they have already participated in** this **survey on a previous trip (within the last week or so). But** do **include passengers that may have participated in other previous surveys.**
  o **Sleeping passengers**

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

- **Instruct passengers to return completed surveys to you.**

- **After surveys are distributed, walk through the train car every few minutes and watch for people who may have questions or are finished. Be polite: "I'll take the survey if you are done", or "I can take that for you". Attempt to collect every survey you distribute.**

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

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

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

DEFINITIONS:
LANGUAGE BARRIER: Spanish speaking passengers who refuse a questionnaire are tallied as "refusals" since we have a Spanish instrument. Only passengers who speak a language other than English or Spanish are tallied as language barrier.

COREY, CANAPARY & GALANIS

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

AT THE END OF EACH RUN

On the Survey Control Sheet enter:

- ✓ **Location/station where you exited the train**
- ✓ **The time that the run ended**
- ✓ **The total number of questionnaires** *DISTRIBUTED* **for both English and Spanish.**
- ✓ **The total number of questionnaires** *RETURNED* **(combine English and Spanish)**
- ✓ **All returned surveys and the completed survey control sheet should be rubber banded together and placed in the Completed Questionnaire Envelope labeled for** <u>that specific run</u>. **You will have several Completed Questionnaire Envelopes at the end of your shift.**
- ✓ **The bottom half of the Completed Questionnaires envelope should be filled in by you at the end of your run. Fill in all information and** *combine* **the information from individual tally sheets (if working in teams) here.**

AT THE END OF THE SHIFT

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

CONTACT INFORMATION

- COREY, CANAPARY & GALANIS RESEARCH
  Project Manager - Jon Canapary (Cell 415-577-2428)
  Lead Supervisor – Elizabeth Grant
     CCG 800 Number is 1 (800) 877-1201
- CALTRAIN
  Christiane Kwok, Caltrain Marketing
     650-508-7926

NOTES

COREY, CANAPARY & GALANIS

CAR SELECTION

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

For example:

At the San Francisco station:

		Bike Car							Bike Car		
S T A T I O N		CAR 5 (CAB)	CAR 4	CAR 3		CAR 2		CAR 1		Locomotive	

Travel Direction (SOUTH) →
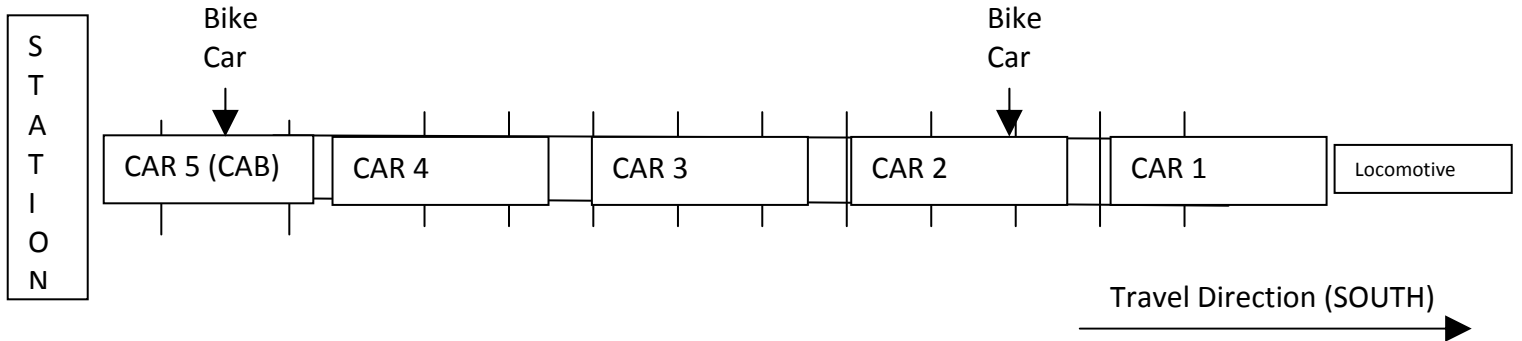
At the San Jose Diridon Station:

STATION

Bike Car					Bike Car				
CAR 1 (CAB)	CAR 2	CAR 3		CAR 4		CAR 5	Locomotive		

← Travel Direction (NORTH)

COREY, CANAPARY & GALANIS
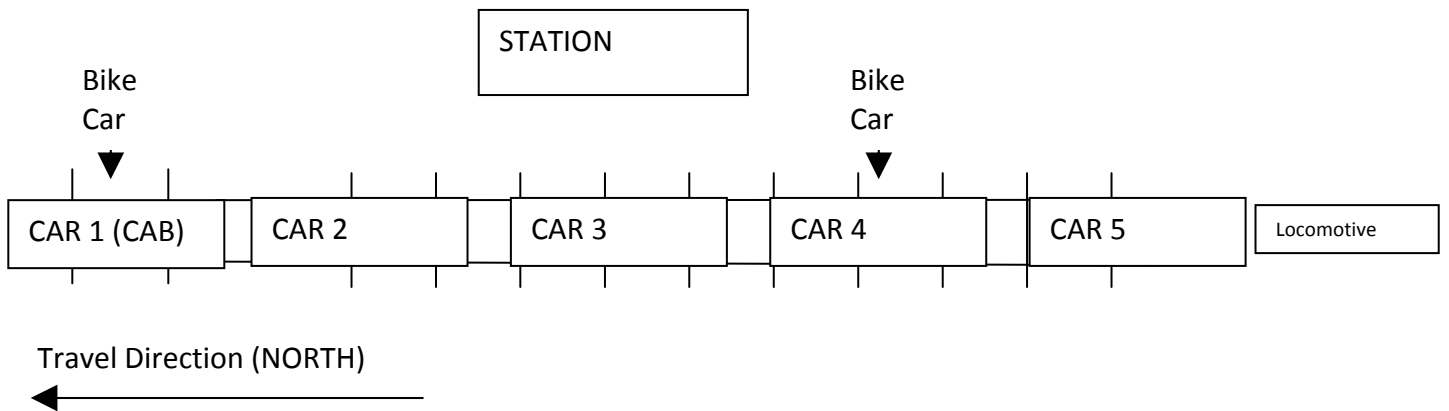
APPENDIX C
SCHEDULE

COREY, CANAPARY & GALANIS

June 2013 Schedule

Train #	Type	Time Period	Station Boarding	Departure Time	Station Exiting	Time Exiting	Day Surveying	Date Surveying	Direction	Packet ID#	Car #	Bike Car
101	LOCAL	P	SJ-Diridon	4:30 AM	SF-4th/King	6:01 AM	THUR	6-Jun	N	1	3	
216	LIMITED	P	SF-4th/King	7:19 AM	SJ-Diridon	8:28 AM	THUR	6-Jun	S	2	2	B
233	LIMITED	P	SJ-Diridon	8:40 AM	SF-4th/King	10:02 AM	THUR	6-Jun	N	3	4	B
329	BULLET	P	SJ-Diridon	8:03 AM	SF-4th/King	9:02 AM	THUR	6-Jun	N	4	2	
142	LOCAL	O	SF-4th/King	11:07 AM	SJ-Diridon	12:38 PM	THUR	6-Jun	S	5	1	
151	LOCAL	O	SJ-Diridon	1:10 PM	SF-4th/King	2:41 PM	THUR	6-Jun	N	6	3	
257	LIMITED	O	SJ-Diridon	2:40 PM	SF-4th/King	4:02 PM	THUR	6-Jun	N	7	3	
268	LIMITED	P	SF-4th/King	4:56 PM	Gilroy	7:07 PM	THUR	6-Jun	S	8	2	B
376	BULLET	P	SF-4th/King	5:33 PM	SJ-Diridon	6:32 PM	THUR	6-Jun	S	9	4	
289	LIMITED	P	SJ-Diridon	6:45 PM	SF-4th/King	8:00 PM	THUR	6-Jun	N	10	5	
192	LOCAL	O	SF-4th/King	8:40 PM	SJ-Diridon	10:11 PM	THUR	6-Jun	S	11	2	B
421	SAT LOCAL	S	SJ-Diridon	7:00 AM	SF-4th/King	8:36 AM	SAT	8-Jun	N	12	5	
424	SAT LOCAL	S	SF-4th/King	9:15 AM	SJ-Diridon	10:51 AM	SAT	8-Jun	S	13	2	B
801	SAT BULLET	S	SJ-Diridon	10:35 AM	SF-4th/King	11:39 AM	SAT	8-Jun	N	14	1	B
432	SAT LOCAL	S	SF-4th/King	1:15 PM	SJ-Diridon	2:51 PM	SAT	8-Jun	S	15	1	
433	SAT LOCAL	S	SJ-Diridon	1:00 PM	SF-4th/King	2:36 PM	SAT	8-Jun	N	16	1	B
438	SAT LOCAL	S	SF-4th/King	4:15 PM	SJ-Diridon	5:51 PM	SAT	8-Jun	S	17	4	
441	SAT LOCAL	S	SJ-Diridon	5:00 PM	SF-4th/King	6:36 PM	SAT	8-Jun	N	18	5	
804	SAT BULLET	S	SF-4th/King	6:59 PM	SJ-Diridon	8:03 PM	SAT	8-Jun	S	19	2	B
102	LOCAL	P	SF-4th/King	4:55 AM	SJ-Diridon	6:26 AM	TUE	11-Jun	S	20	4	
313	BULLET	P	SJ-Diridon	6:45 AM	SF-4th/King	7:42 AM	TUE	11-Jun	N	21	4	B
324	BULLET	P	SF-4th/King	8:14 AM	SJ-Diridon	9:13 AM	TUE	11-Jun	S	22	5	B

Caltrain Customer Satisfaction Survey – June 2013 | Summary Report

Train #	Type	Time Period	Station Boarding	Departure Time	Station Exiting	Time Exiting	Day Surveying	Date Surveying	Direction	Packet ID#	Car #	Bike Car
217	LIMITED	P	Gilroy	6:07 AM	SF-4th/King	8:19 AM	TUE	11-Jun	N	23	3	
332	BULLET	P	SF-4th/King	8:57 AM	SJ-Diridon	9:58 AM	TUE	11-Jun	S	24	5	B
207	LIMITED	P	SJ-Diridon	5:57 AM	SF-4th/King	7:19 AM	TUE	11-Jun	N	25	1	B
220	LIMITED	P	SF-4th/King	7:44 AM	SJ-Diridon	9:05 AM	TUE	11-Jun	S	26	4	
254	LIMITED	O	SF-4th/King	2:37 PM	SJ-Diridon	4:00 PM	TUE	11-Jun	S	27	1	
267	LIMITED	P	SJ-Diridon	4:31 PM	SF-4th/King	5:39 PM	TUE	11-Jun	N	28	1	B
282	LIMITED	P	SF-4th/King	6:20 PM	SJ-Diridon	7:28 PM	TUE	11-Jun	S	29	3	
360	BULLET	P	SF-4th/King	4:09 PM	SJ-Diridon	5:06 PM	TUE	11-Jun	S	30	5	B
277	LIMITED	P	SJ-Diridon	5:31 PM	SF-4th/King	6:39 PM	TUE	11-Jun	N	31	1	B
288	LIMITED	P	SF-4th/King	6:56 PM	SJ-Diridon	8:12 PM	TUE	11-Jun	S	32	4	
195	LOCAL	O	SJ-Diridon	8:30 PM	SF-4th/King	10:01 PM	TUE	11-Jun	N	33	2	
206	LIMITED	P	SF-4th/King	6:11 AM	SJ-Diridon	7:24 AM	WED	12-Jun	S	34	3	
225	LIMITED	P	SJ-Diridon	7:50 AM	SF-4th/King	8:57 AM	WED	12-Jun	N	35	2	
230	LIMITED	P	SF-4th/King	8:44 AM	SJ-Diridon	10:05 AM	WED	12-Jun	S	36	3	
143	LOCAL	O	SJ-Diridon	11:10 AM	SF-4th/King	12:41 PM	WED	12-Jun	N	37	3	
150	LOCAL	O	SF-4th/King	1:07 PM	SJ-Diridon	2:38 PM	WED	12-Jun	S	38	4	
262	LIMITED	P	SF-4th/King	4:19 PM	SJ-Diridon	5:27 PM	WED	12-Jun	S	39	1	
381	BULLET	P	SJ-Diridon	5:45 PM	SF-4th/King	6:44 PM	WED	12-Jun	N	40	5	
273	LIMITED	P	SJ-Diridon	5:05 PM	SF-4th/King	6:29 PM	WED	12-Jun	N	41	5	
190	LOCAL	O	SF-4th/King	7:30 PM	SJ-Diridon	9:01 PM	WED	12-Jun	S	42	2	B
197	LOCAL	O	SJ-Diridon	9:30 PM	SF-4th/King	11:01 PM	WED	12-Jun	N	43	4	B

Caltrain Customer Satisfaction Survey – June 2013 | Summary Report

Train #	Type	Time Period	Station Boarding	Departure Time	Station Exiting	Time Exiting	Day Surveying	Date Surveying	Direction	Packet ID#	Car #	Bike Car
385	BULLET	P	SJ-Diridon	6:23 PM	SF-4th/King	7:24 PM	THUR	13-Jun	N	44	3	
206*	LIMITED	P	SF-4th/King	6:11 AM	SJ-Diridon	7:24 AM	THUR	20-Jun	S	34	3	
225*	LIMITED	P	SJ-Diridon	7:50 AM	SF-4th/King	8:57 AM	THUR	20-Jun	N	35	2	

Time period: Based on Departure Time. Weekday Peak = 6:00am-9:00am OR 3:30pm – 6:30pm; Weekday Off-Peak = all other times; Saturday = any Saturday train, P: Wkday Peak, O: Wkday Offpeak, S: Saturday,
Direction: N: North, S: South
The train car number is determined by counting from the direction the train is traveling. On Southbound trains car number one is the southernmost car; on Northbound trains car number one is the northernmost car.

*Runs were redone, as a review of the returns from the initial runs on June 12 seemed abnormally low.

COREY, CANAPARY & GALANIS

APPENDIX D
TEST OF STATISTICAL SIGNIFICANCE

TEST OF STATISTICAL SIGNIFICANCE

95% Confidence Level

SCALE: 1=Poor, 5=Excellent	2013					2012					Mean Diff.	T-Score	Statistically Significant?
	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation			
ASKED QUESTIONS^													
1. CLEANLINESS	2,904	47	2,883	4.03	0.84	1,856	27	1,829	4.05	0.85	-0.02	-0.79071	no
2. FUNCTIONING OF LIGHTS	2,904	280	2,881	4.27	0.76	1,856	41	1,815	4.22	0.79	0.05	2.14306	yes
3. POSTED INFORMATION	2,904	116	2,877	3.92	0.98	1,856	36	1,820	3.81	1.04	0.11	3.61072	yes
4. EASE OF USE/TICKET VENDING	2,904	227	2,890	3.73	1.13	1,856	33	1,823	3.77	1.12	-0.04	-1.18996	no
5. BEING INFORMED OF DELAYS	2,904	293	2875	3.48	1.24	1,856	49	1,807	3.17	1.30	0.31	8.08524	yes
6. OVERALL STATIONS	**2,904**	**13**	**2,884**	**3.97**	**0.77**	**1,856**	**49**	**1,807**	**3.91**	**0.79**	**0.06**	**2.55617**	**yes**
7. COURTESY OF CONDUCTORS	2,904	77	2,878	4.24	0.84	1,856	38	1,818	4.22	0.87	0.02	0.77761	no
8. PROF. APPEARANCE OF CONDUCTORS	2,904	87	2,884	4.37	0.72	1,856	42	1,814	4.35	0.77	0.02	0.88858	no
9. AVAILABILITY OF PRINTED MATERIALS	2,904	229	2,876	4.23	0.83	1,856	104	1,813	4.22	0.83	0.01	0.40177	no
10. CLEANLINESS/TRAIN EXTERIORS	2,904	51	2,881	4.09	0.85	1,856	39	1,817	4.14	0.84	-0.05	-1.97779	yes
11. CLEANLINESS/TRAIN INTERIORS	2,904	20	2,886	3.86	0.95	1,856	33	1,823	3.91	0.94	-0.05	-1.77063	no
12. CLEANLINESS/ONBOARD RESTROOMS	2,904	943	2,849	3.22	1.17	1,856	85	1,771	3.23	1.18	-0.01	-0.28097	no
13. ADEQUACY/CLARITY ONBOARD ANN	2,904	107	2,873	3.68	1.07	1,856	54	1,802	3.64	1.12	0.04	1.20901	no
14. BEING INFORMED OF DELAYS	2,904	355	2,881	3.68	1.13	1,856	60	1,796	3.57	1.20	0.11	3.11752	yes
15. ONTIME ARRIVAL AT DESTINATION	2,904	48	2,874	4.01	0.94	1,856	176	1,680	3.82	1.04	0.19	6.16034	yes
16. YOUR SENSE OF PERSONAL SECURITY	2,904	14	2,888	4.30	0.74	1,856	35	1,821	4.31	0.76	-0.01	-0.44420	no
17. OVERALL ONBOARD	**2,904**	**7**	**2,881**	**4.10**	**0.72**	**1,856**	**39**	**1,817**	**4.09**	**0.75**	**0.01**	**0.45198**	**no**

TEST OF STATISTICAL SIGNIFICANCE

95% Confidence Level	2013					2012							
SCALE: 1=Poor, 5=Excellent	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation	Mean Diff.	T-Score	Statistically Significant?
18. BOTH STATION/ONBOARD	2,904	8	2,842	4.04	0.76	1,856	66	1,790	4.01	0.80	0.03	1.26685	no
WEIGHTED AVERAGES^^													
TOTAL STATIONS AND PARKING	17,424	976	16,448	3.90	1.00	11,136	235	10,901	3.83	1.04	0.07	5.53368	yes
TOTAL ONBOARD EXPERIENCE	31,944	1,938	30,006	4.01	0.96	20,416	705	19,711	3.98	0.99	0.03	3.34497	yes
TOTAL STATIONS & ONBOARD	24,684	1,457	23,227	3.97	0.97	15,776	470	15,306	3.93	1.01	0.04	3.86413	yes

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

^^Weighted averages are calculated as follows: "Total Stations and Parking" is calculated using the total responses for Question 1 through Question 6. "Total Onboard Experience" is calculated using the total responses for Question 7 through Question 17. "Total Stations & Onboard" is calculated by taking the average of "Total Stations and Parking" and "Total Onboard Experience." The total number of responses shown for "Total Stations & Onboard Experience" is thus an average of these two sub-categories.

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