

2011 CALTRAIN RIDER SURVEY

## On-Board Survey

# SUMMARY REPORT

Prepared by

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*Note: Crosstabulated Tables and Verbatim Comments included in separate binder.*

# INTRODUCTION

This report details the findings of an onboard survey of Caltrain riders for the annual Amtrak Customer Satisfaction Survey. The fieldwork on this study was conducted in June 2011. In total, 2,611 surveys were distributed, and 2,417 surveys were conducted and completed. Of the 2,417 completed surveys, 2,401 were English language surveys and 16 were Spanish language surveys.

Since the previous study, Caltrain has made many changes which may affect rider perception.

In October 2010, Caltrain closed ticket offices in the San Francisco and San Jose Diridon stations.

On January 1, 2011, Caltrain's fares were increased by 25 cents per zone. Service changes eliminated four midday weekday trains and added four baby bullet trains to the weekend schedule.

In early 2011, Caltrain transitioned their paper 8-ride tickets and Monthly passes to the Clipper Card system.

On June 1, 2011, Caltrain added two bike cars to every consist.

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.
- Measuring the use of Clipper as a fare payment option.

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.

## 2011 Caltrain Rider Survey | Summary Report

The overall response rate (85%) was very high for a systemwide survey of this type. The response rate was calculated by dividing the total number of completes (2,417) by all eligible passengers riding on the sampled trains (2,849).

### 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 Tuesday, June 14, 2011; Wednesday, June 15, 2011; Thursday, June 16, 2011; and Saturday, June 18, 2011. Additionally, one makeup run was conducted on Saturday, June 25, 2011. 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, 2,417 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 1.99% (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. Service reductions in 2010 necessitated the replacement of three trains usually surveyed in previous years with other trains matching the same characteristics. For the regular study, we sampled a total of 24 weekday trains and 10 Saturday trains. Of the 24 weekday trains surveyed, 10 were local trains, nine were bullet trains, and five 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 =2,417) who participated in the survey, the margin of error is +/- 1.99% at the 95% confidence level. The margins of error for some key sub-groups shown in this report are:

- Weekday peak (n = 1228). +/- 2.8% at the 95% confidence level;
- Weekday off-peak (n =564). +/- 4.13% at the 95% confidence level;
- Saturday (n = 625). +/- 3.92% at the 95% confidence level.

# EXECUTIVE SUMMARY

## Overall Satisfaction (station and onboard experience)

The average (mean) score decreased slightly from 4.03 in 2010 to 3.99 in 2011.

- 79% of riders were somewhat or very satisfied with their overall Caltrain experience, and only 4% were very or somewhat dissatisfied.
- These ratings are, however, nearly equal to the ratings in 2009, when 78% were somewhat or very satisfied, 18% were neutral, and 4% were very or somewhat dissatisfied.

## Station Specific and Onboard Ratings

- Riders were more satisfied with their onboard experience overall, at a mean rating of 4.07, than with their station experience overall, which received a mean rating of 3.91.
- The overall station experience rating decreased significantly from 3.97 in 2010 to 3.91 in 2011.
- With the exception of “Being informed of delays that exceed 10 minutes (in stations),” all station attribute ratings have decreased since 2010. However, only “Ease of use of ticket vending machines,” (from 3.95 in 2010 to 3.78 in 2011), was a statistically significant decrease.
- Three of the ten onboard ratings showed significant improvement when compared with 2010. These were “Being informed of delays that exceed ten minutes” (from 3.48 in 2010 to 3.57 in 2011); Adequacy and clarity of routine onboard announcements,” (from 3.55 in 2010 to 3.63 in 2011); and “Cleanliness of train interiors,” (from 3.84 in 2010 to 3.90 in 2011).
- The overall onboard experience rating remained about the same, from 4.09 in 2010 to 4.07 in 2011.
- Two of the ten onboard ratings showed significant decreases when compared with 2010. These were “Availability of printed materials” (from 4.21 in 2010 to 4.05 in 2011) and “On time arrival at your destination” (from 4.00 in 2010 to 3.85 in 2011).

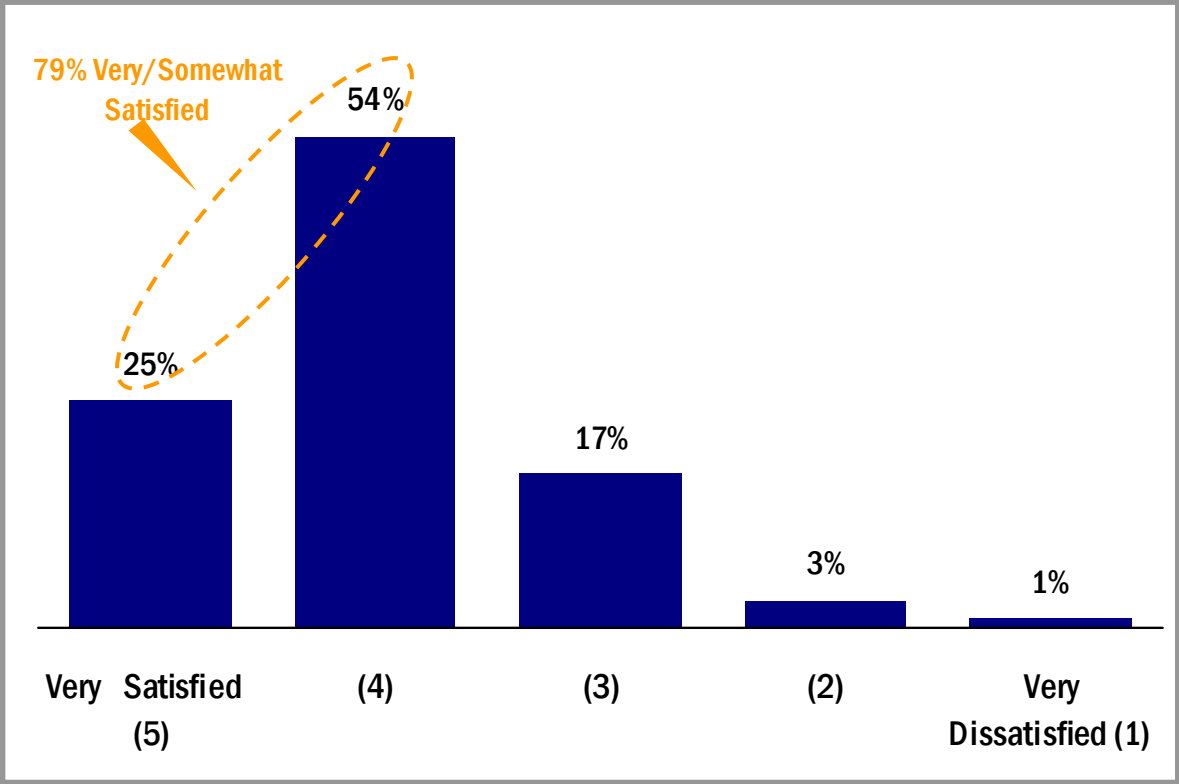
## Using the Clipper Card

- Overall, half of Caltrain’s riders (52%) use the Clipper Card.
- Those riders who used the Clipper/TransLink Card rated the Clipper/TransLink Card attributes as follows:
  - Clipper Card reads correctly during fare inspection..... 4.14
  - Functioning of Clipper Card reader at stations..... 3.92
  - Clipper Card information available at [www.caltrain.com](http://www.caltrain.com)..... 3.64
  - Overall ease of use ..... 3.48
  - Clipper Customer Service Center helpfulness (1-877-878-8883)..... 3.34

## 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 (2417)

(See Statistical Table 18)

## STATION ATTRIBUTE RATINGS (MEAN SCORES – ASKED QUESTIONS)

	Mean Score (5 point scale)
Functioning of lights at stations/parking lots .....	<b>4.26</b>
Cleanliness of stations/parking lots .....	<b>4.13</b>
Posted information on info. boards .....	<b>3.79</b>
Ease of use of ticket vending machines .....	<b>3.78</b>
Being informed of delays that exceed 10 minutes....	<b>3.18</b>
▶ <b>OVERALL EXPERIENCE AT CALTRAIN STATIONS.....</b>	<b>3.91 ◀</b>

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 (2417)

(See Statistical Tables 1-6)



## ONBOARD RATINGS (MEAN SCORES – ASKED QUESTIONS)

	<u>Mean Score</u> (5 point scale)
Professional appearance of the conductors.....	<b>4.35</b>
Your sense of personal security while on the train ....	<b>4.31</b>
Courtesy of conductors .....	<b>4.17</b>
Cleanliness of train exteriors.....	<b>4.07</b>
Availability of printed materials .....	<b>4.05</b>
Cleanliness of train interiors .....	<b>3.90</b>
On-time arrival at your destination .....	<b>3.85</b>
Adequacy & clarity of onboard announcements.....	<b>3.63</b>
Being informed of delays that exceed 10 minutes....	<b>3.57</b>
Cleanliness of onboard restrooms.....	<b>3.34</b>
<b>▶ OVERALL EXPERIENCE ONBOARD TRAINS .....</b>	<b>4.07 ◀</b>

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 (2417)

(See Statistical Tables 7-17)

## AVERAGE SCORES – JUNE 2011

	Blank N/A	1	2	3	4	5	Average Mean
<b>ASKED QUESTIONS<sup>^</sup></b>							
1. Cleanliness of stations/parking lots	49	17	56	383	1067	845	4.13
2. Functioning of lights at stations	243	10	31	279	907	947	4.26
3. Posted information on info. boards (schedules, flyers)	96	71	188	576	808	678	3.79
4. Ease of use of ticket vending machines	179	97	208	497	733	703	3.78
5. Being informed of delays that exceed 10 minutes	324	270	386	524	524	389	3.18
<b>6. Everything considered, how would you rate your overall experience at Caltrain stations?</b>	<b>37</b>	<b>20</b>	<b>72</b>	<b>533</b>	<b>1237</b>	<b>518</b>	<b>3.91</b>
7. Courtesy of conductors	98	33	75	323	918	970	4.17
8. Professional appearance of the conductors	101	13	30	224	905	1144	4.35
9. Availability of printed materials (schedules, brochures, notices)	168	44	92	417	850	846	4.05
10. Cleanliness of train exteriors	63	26	94	402	1009	823	4.07
11. Cleanliness of train interiors	21	40	163	500	993	700	3.90
12. Cleanliness of onboard restrooms	872	117	231	484	443	270	3.34
13. Adequacy and clarity of routine onboard announcements (station delays, special events)	123	108	274	536	817	559	3.63
14. Being informed of delays that exceed 10 minutes	366	154	254	429	704	510	3.57
15. On-time arrival at your destination (within five minutes of scheduled arrival time)	86	74	164	490	921	682	3.85
16. Your sense of personal security while on the train	25	15	45	230	1004	1098	4.31
<b>17. Everything considered, how would you rate your onboard experience on Caltrain</b>	<b>24</b>	<b>15</b>	<b>53</b>	<b>359</b>	<b>1286</b>	<b>680</b>	<b>4.07</b>
<b>18. Considering both your station and onboard experience, how would you rate your overall Caltrain experience?</b>	<b>28</b>	<b>26</b>	<b>62</b>	<b>415</b>	<b>1285</b>	<b>601</b>	<b>3.99</b>

<b>WEIGHTED AVERAGES<sup>^^</sup></b>							
<b>TOTAL STATIONS AND PARKING (Questions 1. through 6.)</b>	<b>928</b>	<b>485</b>	<b>941</b>	<b>2792</b>	<b>5276</b>	<b>4080</b>	<b>3.85</b>
<b>TOTAL ONBOARD (Questions 7. through 17.)</b>	<b>1947</b>	<b>639</b>	<b>1475</b>	<b>4394</b>	<b>9850</b>	<b>8282</b>	<b>3.96</b>
<b>TOTAL STATIONS AND ONBOARD (Average of TOTAL STATIONS and TOTAL ONBOARD)</b>	<b>1438</b>	<b>562</b>	<b>1208</b>	<b>3593</b>	<b>7563</b>	<b>6181</b>	<b>3.92</b>

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

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

(See Statistical Tables 1-18)

## MEAN SCORES - 2011 COMPARED TO 2010

SCALE: 1=Poor, 5=Excellent	2011 Mean	2010 Mean	Mean Difference	Statistically Significant?
<b>ASKED QUESTIONS<sup>^</sup></b>				
1. Cleanliness of stations/parking lots	4.13	4.14	-0.01	No
2. Functioning of lights at stations	4.26	4.30	-0.04	No
3. Posted information on info. Boards (schedules, flyers)	3.79	3.84	-0.05	No
4. Ease of use of ticket vending machines	3.78	3.95	-0.17	Yes
5. Being informed of delays that exceed 10 minutes	3.18	3.15	0.03	No
<b>6. Everything considered, how would you rate your overall experience at Caltrain stations?</b>	<b>3.91</b>	<b>3.97</b>	<b>-0.06</b>	<b>Yes</b>
7. Courtesy of conductors	4.17	4.14	0.03	No
8. Professional appearance of the conductors	4.35	4.31	0.04	No
9. Availability of printed materials (schedules, brochures, notices)	4.05	4.21	-0.16	Yes
10. Cleanliness of train exteriors	4.07	4.02	0.05	No
11. Cleanliness of train interiors	3.90	3.84	0.06	Yes
12. Cleanliness of onboard restrooms	3.34	3.28	0.06	No
13. Adequacy and clarity of routine onboard announcements (station delays, special events)	3.63	3.55	0.08	Yes
14. Being informed of delays that exceed 10 minutes	3.57	3.48	0.09	Yes
15. On-time arrival at your destination (within five minutes of scheduled arrival time)	3.85	4.00	-0.15	Yes
16. Your sense of personal security while on the train	4.31	4.33	-0.02	No
<b>17. Everything considered, how would you rate your onboard experience on Caltrain</b>	<b>4.07</b>	<b>4.09</b>	<b>-0.02</b>	<b>No</b>
<b>18. Considering both your station and onboard experience, how would you rate your overall Caltrain experience?</b>	<b>3.99</b>	<b>4.03</b>	<b>-0.04</b>	<b>No</b>
<b>WEIGHTED AVERAGES<sup>^^</sup></b>				
<b>TOTAL STATIONS AND PARKING (Questions 1. through 7.)</b>	<b>3.85</b>	<b>3.91</b>	<b>-0.06</b>	<b>Yes</b>
<b>TOTAL ONBOARD (Questions 8. through 18.)</b>	<b>3.96</b>	<b>3.96</b>	<b>0.00</b>	<b>No</b>
<b>TOTAL STATIONS AND ONBOARD (Questions 1. through 18.)</b>	<b>3.92</b>	<b>3.94</b>	<b>-0.02</b>	<b>No</b>

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

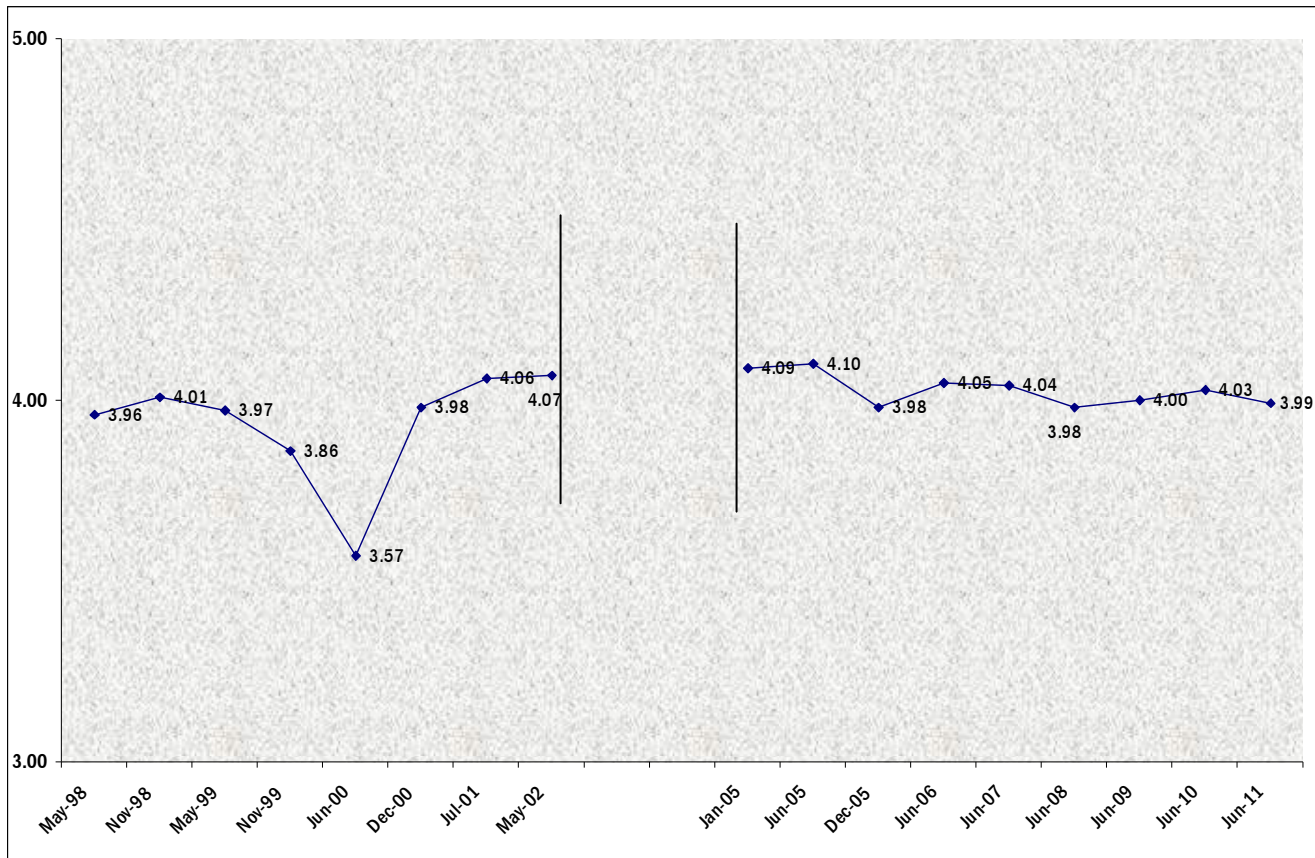
<sup>^^</sup>Weighted averages are calculated as follows: "Total Stations and Parking" is calculated using the total responses for Question 1. through Question 6. "Total Onboard Experience" is calculated using the total responses for Question 7 through Question 17. "Total Stations & Onboard" is calculated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

(See Statistical Tables 1-18)

## LONG-TERM TRENDS IN OVERALL SATISFACTION

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

Mean Scores, Overall satisfaction, 1998-2011



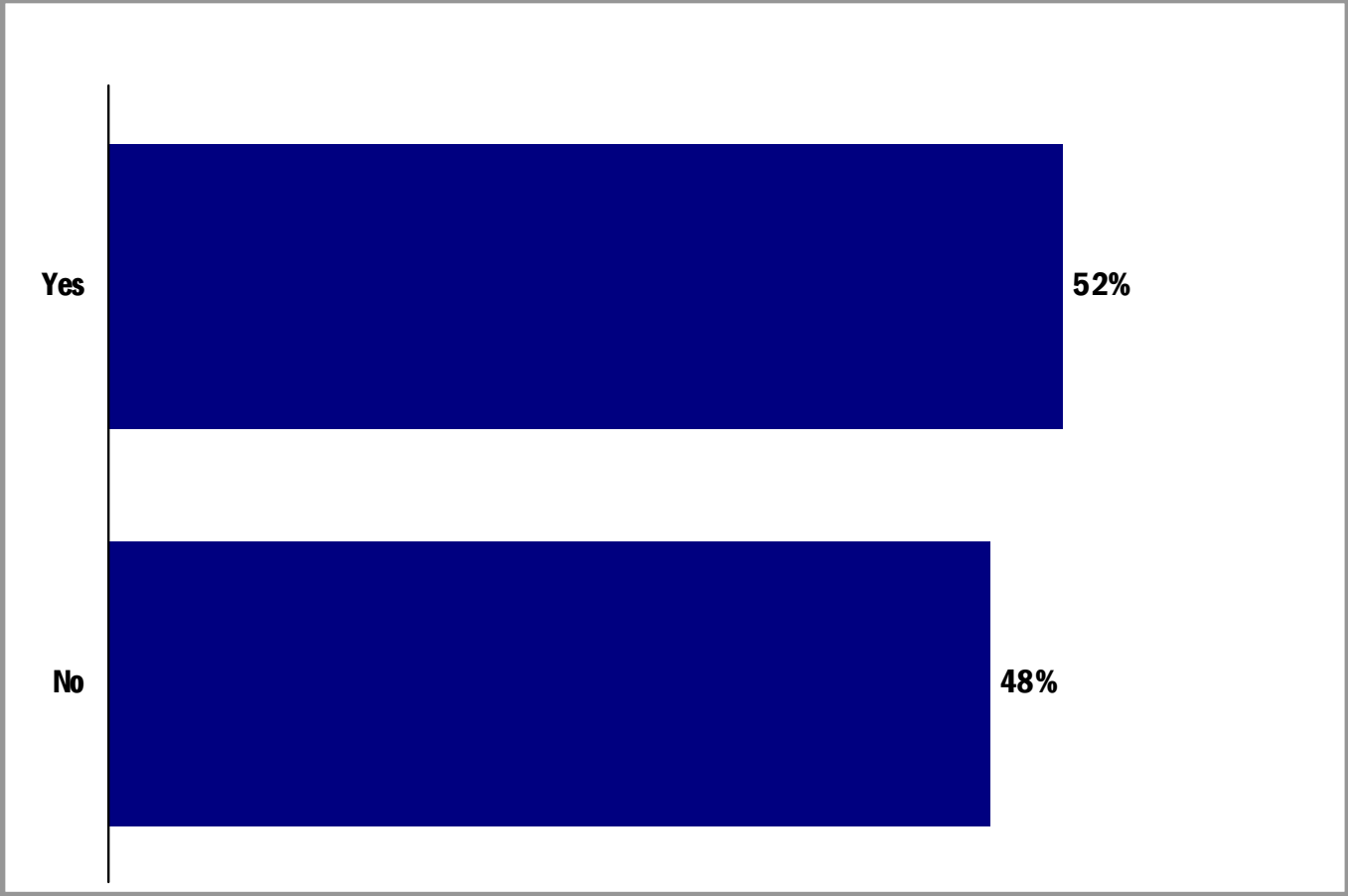
No data available for late 2002-late 2004.

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)

# CLIPPER CARD USE

Q19. Do you use a Clipper/TransLink Card on Caltrain?

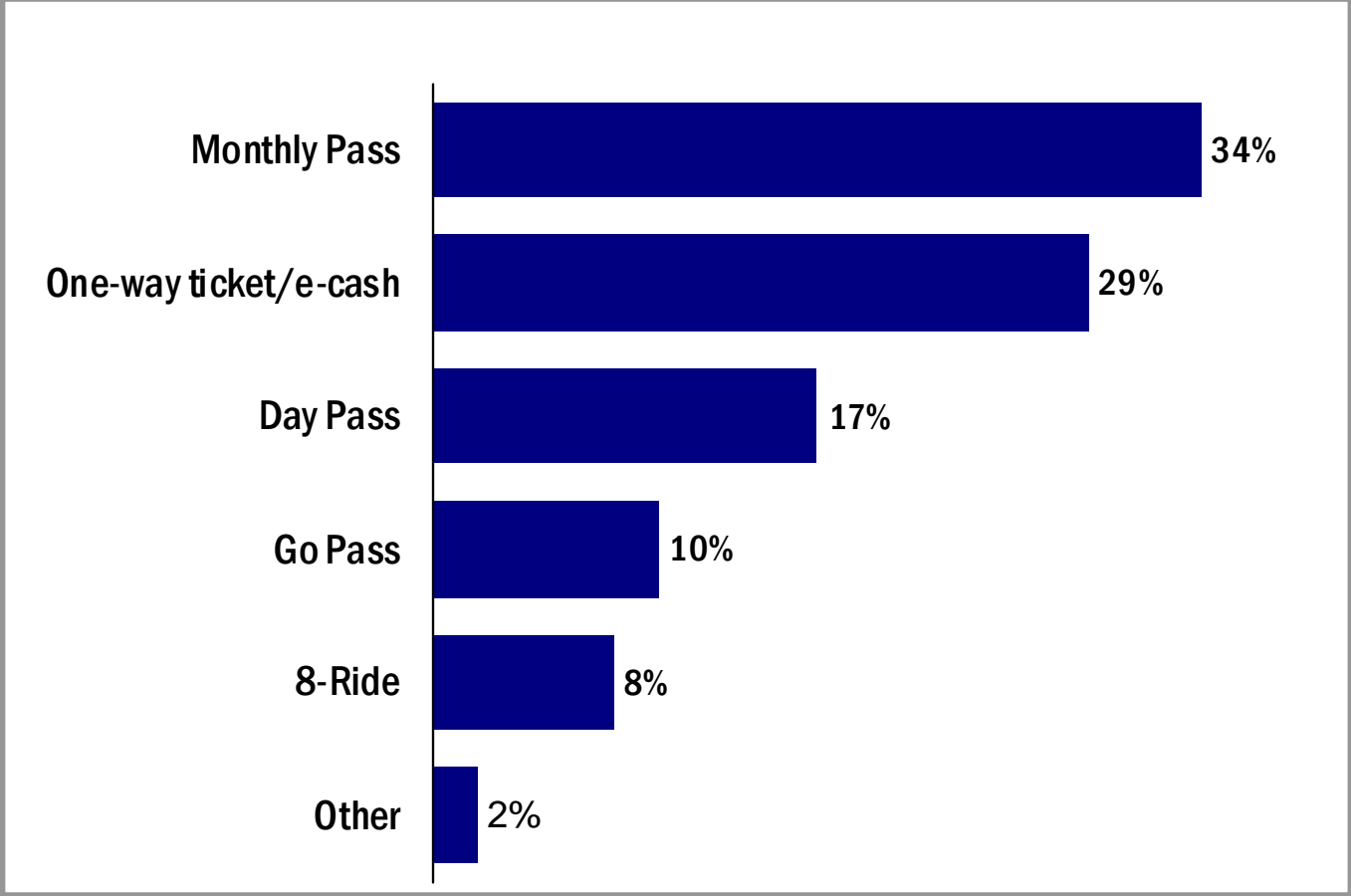


Base: Total (2417)

(See Statistical Table 19)

# TRIP PAYMENT

Q20. How did you pay for this train trip today?

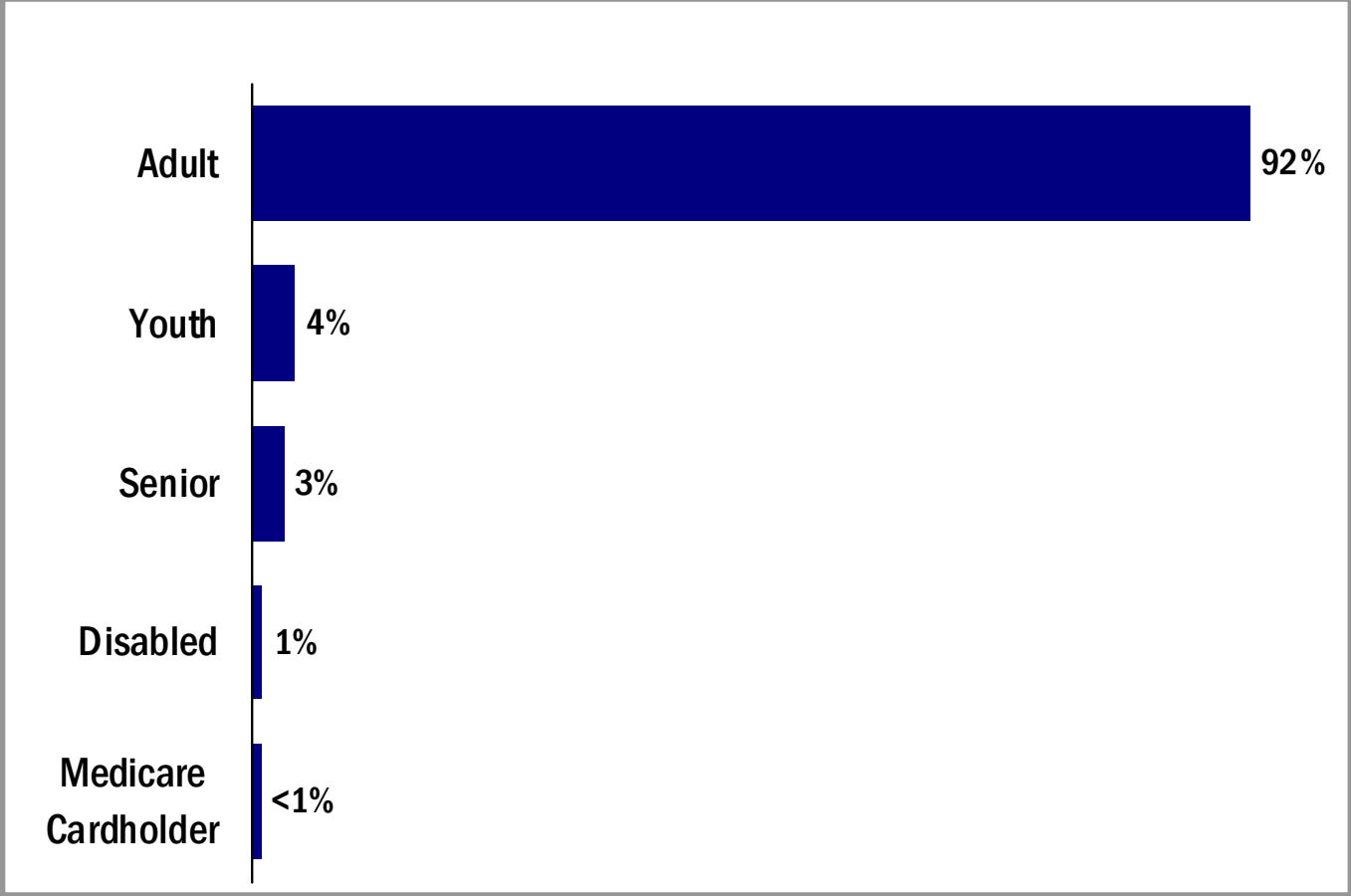


Base: Total (2417)

(See Statistical Table 20)

# FARE CATEGORY

Q21. What is your fare category?



Base: Total (2417)

(See Statistical Table 21)

## CLIPPER CARD EXPERIENCE

Q22. How is your Clipper experience on Caltrain?

	<u>Mean Score</u> (5 point scale)
<b>Card reads correctly during inspections.....</b>	<b>4.14</b>
<b>Functioning of reader at stations.....</b>	<b>3.92</b>
<b>Information available at <a href="http://www.caltrain.com">www.caltrain.com</a> .....</b>	<b>3.64</b>
<b>Overall ease of use .....</b>	<b>3.48</b>
<b>Customer Service Center helpfulness .....</b>	<b>3.34</b>

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.  
 Base: Riders who answered "Yes" to question Q19, "Do you use a Clipper/TransLink Card on Caltrain?" (1244)

(See Statistical Table 15)



## DETAILED RESULTS

# RATING OF CALTRAIN SERVICE

## STATION RATINGS OVERALL

- The rating for overall experience at Caltrain stations has decreased significantly since 2010.
- With the exception of “Being informed of delays that exceed 10 minutes” all station attribute ratings have decreased since 2010; however, “Ease of use of ticket vending machines,” was the only statistically significant decrease.
- “Ease of use of ticket vending machines,” saw a significant decrease of -0.17 points, which was the largest decrease in ratings.

	MEAN SCORES (5 point scale)		
	JUNE 2011	JUNE 2010	JUNE 2009
Base: (All Respondents)	2417*	2007*	1897*
Functioning of lights at stations .....	4.26	4.30	4.20
Cleanliness of stations/parking lots .....	4.13	4.14	4.06
Posted information on info. boards (schedules, flyers) .....	3.79	3.84	3.78
Ease of use of ticket vending machines .....	3.78	3.95	3.93
Being informed of delays that exceed 10 minutes .....	3.18	3.15	3.29
<b>Everything considered, how would you rate your overall experience at Caltrain stations? .....</b>	<b>3.91</b>	<b>3.97</b>	<b>3.98</b>

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

	VERY SATISFIED			VERY DISSATISFIED			NOT APPLICABLE	MEAN SCORE
	5	4	3	2	1	[ ]	(5 Pt. Scale)	
----- read % across ▶ -----								
<b>Functioning of lights at stations</b>								
JUNE 2011 .....	40	38	12	1	<1	9	4.26	
JUNE 2010 .....	41	36	11	1	<1	10	4.30	
JUNE 2009 .....	36	37	12	2	1	12	4.20	
<b>Cleanliness of stations/parking lots</b>								
JUNE 2011 .....	35	45	16	2	1	1	4.13	
JUNE 2010 .....	36	44	17	2	1	2	4.14	
JUNE 2009 .....	33	43	17	3	1	2	4.06	
<b>Posted information on info. boards</b>								
JUNE 2011 .....	28	34	24	8	3	3	3.79	
JUNE 2010 .....	30	33	25	7	3	3	3.84	
JUNE 2009 .....	28	33	25	8	3	3	3.78	
<b>Ease of use of ticket vending machines</b>								
JUNE 2011 .....	29	31	21	9	4	7	3.78	
JUNE 2010 .....	33	32	18	6	2	8	3.95	
JUNE 2009 .....	32	31	17	6	3	10	3.93	
<b>Being informed of delays that exceed 10 minutes</b>								
JUNE 2011 .....	16	22	22	16	11	13	3.18	
JUNE 2010 .....	16	21	21	15	13	15	3.15	
JUNE 2009 .....	16	24	22	13	9	16	3.29	
<b>Everything considered, how would you rate your overall experience at Caltrain stations?</b>								
JUNE 2011 .....	22	52	22	3	1	1	3.91	
JUNE 2010 .....	25	50	22	2	<1	1	3.97	
JUNE 2009 .....	26	50	19	3	1	1	3.98	

(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.

## 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 3.58, and weekday peak riders rating this same attribute 2.96 (0.62 difference).
- All time periods saw a decrease in “Overall experience at Caltrain stations” since 2010; however, the decrease among weekday off-peak riders is not statistically significant:
  - Weekday Peak: 3.78 (2011) vs. 3.84 (2010)
  - Weekday Off-peak: 4.01 (2011) vs. 4.03 (2010)
  - Saturday: 4.07 (2011) vs. 4.22 (2010)

	Overall Mean Score	----- read across ► -----		
		Weekday Peak	Weekday Off-Peak	Saturday
(Base = All Respondents) (5 point scale)	2417*	1228*	564*	625*
Functioning of lights at stations.....	4.26	4.20	4.32	4.34
Cleanliness of stations/parking lots.....	4.13	4.07	4.15	4.22
Posted information on info. boards.....	3.79	3.64	3.91	3.98
Ease of use of ticket vending machines.....	3.78	3.64	3.81	3.99
Being informed of delays that exceed 10 minutes.....	3.18	2.96	3.35	3.58
<b>Overall experience at Caltrain stations.....</b>	<b>3.91</b>	<b>3.78</b>	<b>4.01</b>	<b>4.07</b>

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 BY TYPE OF SERVICE

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

----- read across ▶ -----

	<b>Overall Mean Score</b>	<b>Weekday Local</b>	<b>Weekday Limited</b>	<b>Weekday Bullet</b>	<b>Saturday Local</b>	<b>Saturday Bullet</b>
<b>(Base = All Respondents) (5 point scale)</b>	<b>2417*</b>	<b>475*</b>	<b>582*</b>	<b>735*</b>	<b>493*</b>	<b>132*</b>
<b>Functioning of lights at stations.....</b>	<b>4.26</b>	<b>4.34</b>	<b>4.21</b>	<b>4.20</b>	<b>4.34</b>	<b>4.36</b>
<b>Cleanliness of stations/parking lots.....</b>	<b>4.13</b>	<b>4.17</b>	<b>4.05</b>	<b>4.08</b>	<b>4.24</b>	<b>4.13</b>
<b>Posted information on info. boards.....</b>	<b>3.79</b>	<b>3.94</b>	<b>3.72</b>	<b>3.59</b>	<b>4.01</b>	<b>3.85</b>
<b>Ease of use of ticket vending machines.....</b>	<b>3.78</b>	<b>3.86</b>	<b>3.72</b>	<b>3.57</b>	<b>4.00</b>	<b>3.94</b>
<b>Being informed of delays that exceed 10 minutes.....</b>	<b>3.18</b>	<b>3.42</b>	<b>2.99</b>	<b>2.93</b>	<b>3.58</b>	<b>3.58</b>
<b>Overall experience at Caltrain stations.....</b>	<b>3.91</b>	<b>4.03</b>	<b>3.84</b>	<b>3.75</b>	<b>3.99</b>	<b>4.09</b>

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 CLIPPER USE

- Riders who use the Clipper card rate attributes lower than those who do not.
- The greatest disparity between Clipper users and non-users is their ratings of “Ease of use of ticket vending machines,” and “Being informed of delays that exceed ten minutes.” Non-Clipper users riders rated “Ease of use” 3.98, and Clipper users rated it 3.59 (0.39 difference). Non-Clipper users riders rated “Being informed of delays” 3.39, and Clipper users rated it 3.01 (0.38 difference).

	Overall Mean Score	----- read across ▶ -----	
		Use Clipper	Do Not Use Clipper
(Base = All Respondents) (5 point scale)	2417*	1244*	1149*
Functioning of lights at stations.....	4.26	4.23	4.30
Cleanliness of stations/parking lots.....	4.13	4.07	4.19
Posted information on info. boards.....	3.79	3.70	3.89
Ease of use of ticket vending machines.....	3.78	3.59	3.98
Being informed of delays that exceed 10 minutes.....	3.18	3.01	3.39
<b>Overall experience at Caltrain stations.....</b>	<b>3.91</b>	<b>3.79</b>	<b>4.03</b>

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 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. Additionally, riders in bike cars rate “Posted information on information boards” 0.14 points lower than do riders in regular cars.

	Overall Mean Score	Car Type	
		Regular	Bike
(Base = All Respondents) (5 point scale)	2417*	1848*	569*
Functioning of lights at stations.....	4.26	4.27	4.26
Cleanliness of stations/parking lots.....	4.13	4.14	4.09
Posted information on info. boards.....	3.79	3.82	3.68
Ease of use of ticket vending machines.....	3.78	3.81	3.66
Being informed of delays that exceed 10 minutes.....	3.18	3.20	3.12
<b>Overall experience at Caltrain stations.....</b>	<b>3.91</b>	<b>3.93</b>	<b>3.85</b>

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)

## ONBOARD RATINGS OVERALL

- The overall onboard experience rating decreased significantly from 4.09 in 2010 to 4.07 in 2011.
- Three of the ten onboard ratings showed significant improvement when compared with 2010. These were “Being informed of delays that exceed ten minutes” (from 3.48 in 2010 to 3.57 in 2011); Adequacy and clarity of routine onboard announcements,” (from 3.55 in 2010 to 3.63 in 2011); and “Cleanliness of train interiors,” (from 3.84 in 2010 to 3.90 in 2011).
- Two of the ten onboard ratings showed significant decreases when compared with 2010. These were “Availability of printed materials” (from 4.21 in 2010 to 4.05 in 2011) and “On time arrival at your destination” (from 4.00 in 2010 to 3.85 in 2011).

### MEAN SCORES (5 point scale)

	JUNE 2011	JUNE 2010	JUNE 2009
Base: (All Respondents)	2417*	2007*	1897*
Professional appearance of conductors	4.35	4.31	4.21
Your sense of personal security while on the train	4.31	4.33	4.28
Courtesy of conductors	4.17	4.14	4.01
Availability of printed materials	4.05	4.21	4.05
Cleanliness of train exteriors	4.07	4.02	3.76
Cleanliness of train interiors	3.90	3.84	3.66
On-time arrival at your destination	3.85	4.00	3.99
Adequacy and clarity of routine onboard announcements	3.63	3.55	3.65
Being informed of delays that exceed 10 minutes	3.57	3.48	3.57
Cleanliness of onboard restrooms	3.34	3.28	3.22
<b>Onboard experience (overall) on Caltrain</b>	<b>4.07</b>	<b>4.09</b>	<b>4.03</b>

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)



## 2011 Caltrain Rider Survey | Summary Report

### ONBOARD RATINGS OVERALL (continued)

N=base of survey participants

JUNE 2011 N=2417\*

JUNE 2010 N=2007\*

JUNE 2009 N=1897\*

----- read % across ▶ -----

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

#### Professional appearance of the conductors

JUNE 2011 .....	48	38	9	1	1	3	4.35
JUNE 2010 .....	45	39	11	2	<1	3	4.31
JUNE 2009 .....	41	41	13	2	1	2	4.21

#### Your sense of personal security while on the train

JUNE 2011 .....	46	42	10	2	1	<1	4.31
JUNE 2010 .....	46	42	9	2	<1	1	4.33
JUNE 2009 .....	45	40	11	2	1	1	4.28

#### Courtesy of conductors

JUNE 2011 .....	41	39	14	3	1	3	4.17
JUNE 2010 .....	40	38	14	4	1	2	4.14
JUNE 2009 .....	35	39	16	5	3	2	4.01

#### Availability of printed materials

JUNE 2011 .....	36	36	18	4	2	6	4.05
JUNE 2010 .....	41	37	15	3	<1	5	4.21
JUNE 2009 .....	35	36	19	4	2	5	4.05

#### Cleanliness of train exteriors

JUNE 2011 .....	34	42	17	4	1	2	4.07
JUNE 2010 .....	33	40	20	5	1	1	4.02
JUNE 2009 .....	25	37	25	8	3	2	3.76

#### Cleanliness of train interiors

JUNE 2011 .....	29	41	21	7	2	<1	3.90
JUNE 2010 .....	29	38	24	8	2	1	3.84
JUNE 2009 .....	22	38	26	10	3	<1	3.66

#### On-time arrival at your destination

JUNE 2011 .....	29	39	21	7	3	2	3.85
JUNE 2010 .....	31	43	16	5	1	3	4.00
JUNE 2009 .....	33	41	16	5	3	3	3.99

#### Adequacy and clarity of routine onboard announcements

JUNE 2011 .....	24	34	23	12	5	4	3.63
JUNE 2010 .....	21	32	26	11	5	5	3.55
JUNE 2009 .....	23	35	23	10	5	5	3.65

#### Being informed of delays that exceed 10 minutes

JUNE 2011 .....	21	30	18	11	7	14	3.57
JUNE 2010 .....	19	26	20	11	7	17	3.48
JUNE 2009 .....	20	27	20	10	5	17	3.57

#### Cleanliness of onboard restrooms

JUNE 2011 .....	12	19	21	10	5	34	3.34
JUNE 2010 .....	11	18	21	11	5	35	3.28
JUNE 2009 .....	10	17	21	11	6	36	3.22

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

JUNE 2011 .....	28	54	15	2	1	<1	4.07
JUNE 2010 .....	29	52	16	2	<1	<1	4.09
JUNE 2009 .....	28	51	17	3	1	1	4.03

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 BY TIME PERIOD

- Weekday peak riders rated every onboard attribute except for “Availability of printed material” lower than riders in other time period.
- The largest disparity among rider groups was for the attribute, “On time arrival at your destination,” with a difference of 0.46 between the rating given by Weekday Peak and Saturday riders.
- The “Onboard experience (overall) on Caltrain” decreased in two of the three time periods compared to 2010, but only the decrease from Weekend riders is statistically significant:
  - Weekday Peak: 3.96 (2011) vs. 3.99 (2010)
  - Weekday Off-peak: 4.14 (2011) vs. 4.13 (2010)
  - Weekend: 4.22 (2011) vs. 4.30 (2010)

	Overall Mean Score	----- read across ▶ -----		
		Weekday Peak	Weekday Off-Peak	Saturday
(Base = All Respondents) (5 point scale)	2417*	1228*	564*	625*
Professional appearance of the conductors .....	4.35	4.33	4.38	4.38
Your sense of personal security while on the train .....	4.31	4.28	4.36	4.31
Courtesy of conductors.....	4.17	4.15	4.20	4.19
Cleanliness of train exteriors .....	4.07	4.00	4.12	4.14
Availability of printed materials .....	4.05	4.06	4.02	4.06
Cleanliness of train interiors.....	3.90	3.78	3.98	4.04
On-time arrival at your destination .....	3.85	3.65	3.99	4.11
Adequacy and clarity of routine onboard announcements .....	3.63	3.48	3.73	3.86
Being informed of delays that exceed 10 minutes .....	3.57	3.44	3.65	3.81
Cleanliness of onboard restrooms .....	3.34	3.25	3.36	3.48
<b>Onboard experience (overall) on Caltrain.....</b>	<b>4.07</b>	<b>3.96</b>	<b>4.14</b>	<b>4.22</b>

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 BY TYPE OF SERVICE

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

	Overall Mean Score	----- read across ▶ -----				
		Weekday Local	Weekday Limited	Weekday Bullet	Saturday Local	Saturday Bullet
(Base = All Respondents) (5 point scale)	2417*	475*	582*	735*	493*	132*
Professional appearance of the conductors .....	4.35	4.37	4.37	4.32	4.39	4.33
Your sense of personal security while on the train .....	4.31	4.36	4.29	4.28	4.33	4.27
Courtesy of conductors.....	4.17	4.19	4.15	4.16	4.21	4.09
Cleanliness of train exteriors .....	4.07	4.12	4.01	4.01	4.14	4.15
Availability of printed materials .....	4.05	4.00	4.07	4.05	4.13	3.77
Cleanliness of train interiors.....	3.90	4.00	3.81	3.77	4.04	4.05
On-time arrival at your destination.....	3.85	4.05	3.70	3.62	4.11	4.12
Adequacy and clarity of routine onboard announcements .....	3.63	3.80	3.52	3.43	3.89	3.75
Being informed of delays that exceed 10 minutes .....	3.57	3.71	3.43	3.43	3.84	3.69
Cleanliness of onboard restrooms .....	3.34	3.38	3.19	3.30	3.52	3.34
<b>Onboard experience (overall) on Caltrain.....</b>	<b>4.07</b>	<b>4.16</b>	<b>4.02</b>	<b>3.93</b>	<b>4.23</b>	<b>4.20</b>

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 BY CLIPPER USE

- Riders who use Clipper rate every onboard attribute, with the exception of “Availability of printed materials,” lower than those who do not use Clipper. Note that Clipper users tend to ride Caltrain more regularly and that regular riders tend to rate Caltrain more critically.

	Overall Mean Score	----- read across ▶ -----	
		Use Clipper	Do Not Use Clipper
(Base = All Respondents) (5 point scale)	2417*	1244*	1149*
Professional appearance of the conductors .....	4.35	4.32	4.39
Your sense of personal security while on the train .....	4.31	4.28	4.34
Courtesy of conductors.....	4.17	4.13	4.22
Cleanliness of train exteriors .....	4.07	4.02	4.12
Availability of printed materials .....	4.05	4.10	4.00
Cleanliness of train interiors.....	3.90	3.77	4.03
On-time arrival at your destination.....	3.85	3.67	4.05
Adequacy and clarity of routine onboard announcements .....	3.63	3.50	3.78
Being informed of delays that exceed 10 minutes .....	3.57	3.47	3.69
Cleanliness of onboard restrooms .....	3.34	3.23	3.45
<b>Onboard experience (overall) on Caltrain.....</b>	<b>4.07</b>	<b>3.98</b>	<b>4.18</b>

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 BY BIKE CAR

- Riders in regular cars rated the onboard experience generally higher than riders in bicycle cars.
- The highest difference in ratings was “Adequacy and clarity of routine onboard announcements,” with those in Bike cars rating this 0.17 lower.

	Overall Mean Score	Car Type	
		Regular	Bike
(Base = All Respondents) (5 point scale)	2417*	1848*	569*
Professional appearance of the conductors .....	4.35	4.37	4.32
Your sense of personal security while on the train .....	4.31	4.32	4.26
Courtesy of conductors.....	4.17	4.18	4.14
Cleanliness of train exteriors .....	4.07	4.07	4.04
Availability of printed materials .....	4.05	4.07	3.99
Cleanliness of train interiors.....	3.90	3.91	3.86
On-time arrival at your destination.....	3.85	3.85	3.85
Adequacy and clarity of routine onboard announcements .....	3.63	3.67	3.50
Being informed of delays that exceed 10 minutes .....	3.57	3.59	3.48
Cleanliness of onboard restrooms .....	3.34	3.36	3.27
<b>Onboard experience (overall) on Caltrain.....</b>	<b>4.07</b>	<b>4.08</b>	<b>4.04</b>

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)

## OVERALL SATISFACTION WITH CALTRAIN

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

- The average (mean) score decreased from 4.03 in 2010 to 3.99 in 2011.

	<b>2011</b>	<b>2010</b>	<b>2009</b>
	<b>Total</b>	<b>Total</b>	<b>Total</b>
Base: (All Respondents)	2417	2007	1897
	%	%	%
Very Satisfied (5).....	25	27	26
(4).....	54	51	52
(3).....	17	19	18
(2).....	3	2	3
Very Dissatisfied (1).....	1	<1	1
Not Applicable.....	<1	<1	<1
	100	100	100
<b>RECAP %:</b>			
Satisfied (5 or 4).....	79	79	78
Neutral (3).....	17	19	18
Dissatisfied (1 or 2).....	4	2	4
<b>MEAN</b> .....	<b>3.99</b>	<b>4.03</b>	<b>4.00</b>

(See Statistical Table 18)

## OVERALL SATISFACTION WITH CALTRAIN – BY SUB-GROUPS

----- read across ▶ -----

	BASE #	MEAN (5 pt scale)	Very Satisfied (5 rating) %	Satisfied (4 rating) %	Dissatisfied (2 or 1 rating) %	Neutral/NA (3 rating) %
<b>TOTAL</b> .....	(2417)	<b>3.99</b>	<b>25</b>	<b>54</b>	<b>4</b>	<b>17</b>
<b>BY RIDERSHIP SEGMENT</b>						
<b>Weekday Peak</b> .....	(1228)	<b>3.88</b>	<b>18</b>	<b>57</b>	<b>5</b>	<b>20</b>
<b>Weekday Off-peak</b> .....	(564)	<b>4.07</b>	<b>31</b>	<b>51</b>	<b>3</b>	<b>14</b>
<b>Saturday</b> .....	(625)	<b>4.15</b>	<b>34</b>	<b>51</b>	<b>2</b>	<b>14</b>
<b>BY TYPE OF SERVICE</b>						
<b>Local</b> .....	(475)	<b>4.09</b>	<b>32</b>	<b>52</b>	<b>4</b>	<b>13</b>
<b>Limited</b> .....	(582)	<b>3.92</b>	<b>22</b>	<b>54</b>	<b>5</b>	<b>18</b>
<b>Bullet</b> .....	(735)	<b>3.85</b>	<b>17</b>	<b>57</b>	<b>4</b>	<b>22</b>
<b>Saturday</b> .....	(625)	<b>4.15</b>	<b>34</b>	<b>51</b>	<b>2</b>	<b>14</b>
<b>BY CAR TYPE</b>						
<b>Regular</b> .....	(1848)	<b>4.00</b>	<b>26</b>	<b>53</b>	<b>4</b>	<b>17</b>
<b>Bike</b> .....	(569)	<b>3.97</b>	<b>22</b>	<b>56</b>	<b>4</b>	<b>18</b>
<b>BY CLIPPER CARD USE</b>						
<b>Use Clipper Card</b> .....	(1244)	<b>3.89</b>	<b>19</b>	<b>56</b>	<b>5</b>	<b>20</b>
<b>Do not use Clipper Card</b> .....	(1149)	<b>4.11</b>	<b>32</b>	<b>52</b>	<b>3</b>	<b>14</b>

(See Statistical Table 18)

## CLIPPER USE

Do you currently use a Clipper Card/TransLink on Caltrain?

- Overall, half of Caltrain’s riders (52%) use the Clipper Card. The majority ride during the weekday peak period.
- Nearly all 8-ride and Monthly Pass users use the Clipper Card.

Ridership Segment	Overall	Weekday Peak	Weekday Off-Peak	Saturday
(Base = All Respondents)	2417*	1228*	564*	625*
	%	%	%	%
Yes .....	52	69	45	25
No .....	48	31	55	75
	100	100	100	100

Ticket Type	Overall	One-way Ticket	Day Pass	8-Ride Ticket	Monthly Pass	GO Pass
(Base = All Respondents)	2417*	687*	412*	196*	813*	225*
	%	%	%	%	%	%
Yes .....	52	24	8	100	99	5
No .....	48	76	92	1	1	95
	100	100	100	100	100	100

Fare Category	Overall	Adult	Senior	Disabled	Medicare	Youth
(Base = All Respondents)	2417*	2182*	80*	19*^	10*^	92*
	%	%	%	%	%	%
Yes .....	52	55	36	37	50	11
No .....	48	45	64	63	50	89
	100	100	100	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.

^ Caution - Low Base

(See Statistical Table 19)



## TRIP PAYMENT AND FARE CATEGORY

How did you pay for this train trip today?

What is your fare category?

- The Monthly Pass is the most popular trip payment option; however, one-way tickets/e-Cash are the most popular on weekends.
- The adult fare is the most prevalent fare paid.

	Overall	Weekday Peak	Weekday Off-Peak	Saturday
(Base = All Respondents)	2417*	1228*	564*	625*
	%	%	%	%
Caltrain Monthly Pass .....	34	48	31	10
One-way ticket/e-cash .....	29	14	38	50
Day Pass.....	17	10	19	31
Go Pass .....	10	15	5	3
8-Ride Ticket.....	8	12	6	3
Other .....	2	2	2	2
	100	100	100	100

	Overall	Weekday Peak	Weekday Off-Peak	Saturday
(Base = All Respondents)	2417*	1228*	564*	625*
	%	%	%	%
Adult .....	92	96	85	90
Youth.....	4	2	7	6
Senior.....	3	2	6	3
Disabled .....	1	<1	1	1
Medicare Card Holder .....	<1	<1	1	1
	100	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 Tables 20 & 21)

## THE CLIPPER EXPERIENCE

How is your Clipper experience on Caltrain? Please rate each item below.

- Riders who used a Clipper/TransLink Card were most satisfied with the “Clipper Card reading correctly during inspection,” rating it 4.14.
- Riders who used a Clipper/TransLink Card were least satisfied with the “Clipper Customer Service Center helpfulness,” rating it 3.34.

(Base = 1244*)	VERY SATISFIED			VERY DISSATISFIED			NOT APPLICABLE	MEAN SCORE (5 Pt. Scale)
	5	4	3	2	1	[ ]		
----- read % across ▶ -----								
Clipper Card reads correctly during fare inspection.....	45	34	12	4	4	2	4.14	
Functioning of Clipper Card reader at stations .....	37	33	17	6	5	2	3.92	
Clipper Card information available at www.caltrain.com .....	22	28	22	9	5	14	3.64	
Overall ease of use .....	23	32	23	13	9	1	3.48	
Clipper Customer Service Center helpfulness (1-877-878-8883).....	16	19	16	9	9	31	3.34	

\* Riders who answered “Yes” to question Q19, “Do you use a Clipper Card/TransLink on Caltrain?”

(See Statistical Tables 22-26)

# APPENDICES

# APPENDIX A QUESTIONNAIRES



SAN CARLOS CA 94070-9927

PO BOX 3006

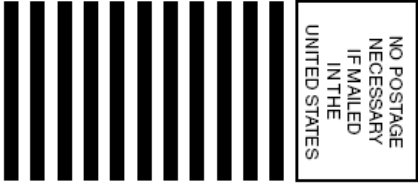
CALTRAIN

CUSTOMER SATISFACTION SURVEY

POSTAGE WILL BE PAID BY ADDRESSEE

FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA

**BUSINESS REPLY MAIL**



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



Dear Caltrain Customer:

Thank you for participating in the **June 2011 Caltrain Customer Satisfaction Survey**, part of our ongoing program to solicit opinions about our performance in providing you with convenient and safe commuter 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.

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

<b>At Stations</b>		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 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 <b>stations</b> ?	5	4	3	2	1	NA

<b>Onboard Trains</b>		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
16.	Your sense of personal security while on the train	5	4	3	2	1	NA

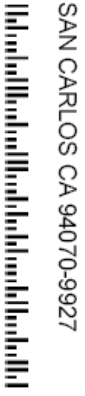
	Very Satisfied		Very Dissatisfied		Not Applicable		
17.	Everything considered, how would you rate your <b>onboard</b> experience on Caltrain?	5	4	3	2	1	NA
18.	How would you rate your <b>overall</b> Caltrain experience?	5	4	3	2	1	NA

**General Information**

- 19. Do you currently use a Clipper®/TransLink card on Caltrain?  
 Yes       No
- 20. How did you pay for this train trip today? (If you use Clipper/TransLink, select type of fare loaded on card that was used.)  
 One-way ticket or e-cash       Caltrain Monthly Pass  
 Day Pass       Go Pass  
 8-ride Ticket       Other - specify: \_\_\_\_\_
- 21. What is your fare category?  
 Adult (age 18 through 64)       Medicare Cardholder  
 Senior (age 65 & older)       Youth (age 17 & younger)  
 Disabled
- 22. How is your Clipper experience on Caltrain? Please rate each item below, where **5=Very Satisfied** and **1=Very Dissatisfied**. If the question does not apply, circle **NA for Not Applicable**.

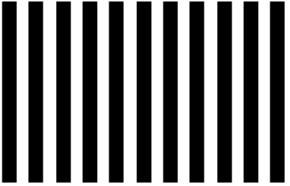
	Very Satisfied		Very Dissatisfied		Not Applicable		
a.	Functioning of Clipper card reader at the stations	5	4	3	2	1	NA
b.	Clipper card reads correctly during fare inspection	5	4	3	2	1	NA
c.	Clipper information available at www.caltrain.com	5	4	3	2	1	NA
d.	Clipper Customer Service Center helpfulness (1.877.878.8883)	5	4	3	2	1	NA
e.	Overall ease of use	5	4	3	2	1	NA

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.



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

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA  
POSTAGE WILL BE PAID BY ADDRESSEE



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



Estimado Cliente de Caltrain:

Gracias por su participación en la **Encuesta de Satisfacción del Cliente de Caltrain, Junio del 2011**, que es parte de nuestro programa actual de solicitar opiniones acerca de nuestro trabajo y proveerle con un servicio de transporte en el 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 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.

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

<b>En la Estación</b>		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 <b>estaciones</b> 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 (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 exceden 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
16.	Su sentido de seguridad personal estando en el tren	5	4	3	2	1	NA

	Muy Satisfecho		Muy Insatisfecho		No Aplica	
17. Considerándolo todo, ¿Cómo calificaría su experiencia <b>a bordo</b> de Caltrain?	5	4	3	2	1	NA

18. ¿Cómo calificaría su experiencia <b>general</b> con Caltrain?	5	4	3	2	1	NA
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**General Information**

19. ¿Usted actualmente usa una tarjeta Clipper®/TransLink en Caltrain?  
 Sí       No

20. ¿Cómo usted pagó por este viaje en el tren? (Si usa Clipper/TransLink, seleccione el tipo de tarifa que tiene programada en su tarjeta.)  
 Boleto de un viaje o e-cash       Pase mensual de Caltrain  
 Pase diario       Go Pass  
 Boleto de 8 viajes       Otro - especifique: \_\_\_\_\_

21. ¿Cuál es la categoría de su tarifa?  
 Adulto (de 18 a 64 años de edad)       Afiliado a Medicare  
 Anciano (65 años o más)       Joven (17 años o menos)  
 Discapacitado

22. ¿Cómo calificaría su experiencia con Clipper en Caltrain? Por favor califique cada frase que aparece abajo usando una escala del **5=Muy Satisfecho** al **1=Muy Insatisfecho**. Si la pregunta no es pertinente, marque **NA=No Aplica**.

	Muy Satisfecho		Muy Insatisfecho		No Aplica	
a. Funcionamiento del lector de la tarjeta del Clipper en las estaciones	5	4	3	2	1	NA
b. La lectura correcta de la tarjeta Clipper durante la inspección de tarifa pagado	5	4	3	2	1	NA
c. Información sobre Clipper disponible en www.caltrain.com	5	4	3	2	1	NA
d. Utilidad del Centro de Servicio al Cliente de Clipper (1.877.878.8883)	5	4	3	2	1	NA
e. Facilidad de uso en general	5	4	3	2	1	NA

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.



# APPENDIX B

## INTERVIEWER TRAINING INSTRUCTIONS

## **INTERVIEWER INSTRUCTIONS**

### Caltrain On-Board Survey (June 2011)

**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 field work will take place June 14-18, 2011. One or two surveyors will be utilized on each sampled route.

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

## BEGINNING OF SHIFT

You must have your Caltrain schedule(s), system authorization badge, 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 train # 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 one of these cars. The train car for you to survey will be pre-assigned and listed on your Interviewer Survey Schedule. For example - “Train car number: 2” – means that you

will survey the second car on the train. Be sure to only survey this assigned car. See the “Car Selection” section on page 5 of these specifications for detailed instructions on how to determine the car number.

- ⇒ 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.
- ⇒ 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:
  - Your train has fewer than 5 cars; and/or
  - 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:*
  - Passengers who appear to be under 13 years of age
  - Employees of Caltrain
  - Passengers who tell you that they have already participated in this survey on a previous trip (within the last week or so). But do include passengers that may have participated in other previous surveys.
  - Sleeping passengers
  
- 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.

**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 that specific run. You will have several Completed Questionnaire Envelopes at the end of your shift.
- ✓ The bottom half of the Completed Questionnaires envelope should be filled in by you at the end of your run. Fill in all information and *combine* the information from individual tally sheets (if working in teams) here.

**AT THE END OF THE SHIFT**

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

**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**  
Christianne Kwok, SamTrans/Caltrain Marketing  
650-508-7926

**NOTES**

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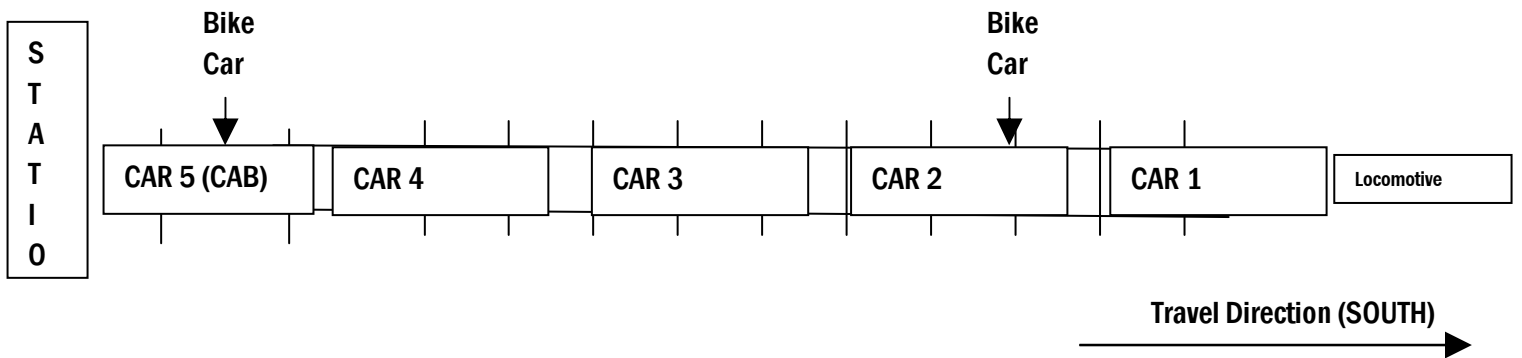
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## CAR SELECTION

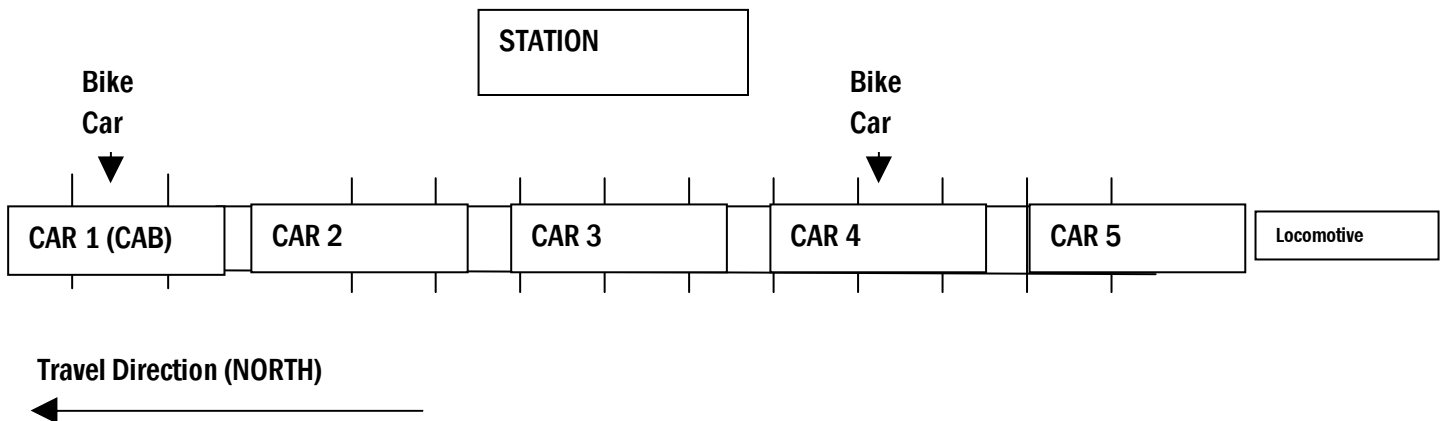
Car #1 is always at the FRONT of the train, depending on the direction of travel. When travelling south, the locomotive is in front of the train and PULLS the train. Car #1 is directly behind the locomotive. When travelling north, the locomotive is at the back of the train and PUSHES the train. Car #1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

For example:

At the San Francisco/4<sup>th</sup> & King station:



At the San Jose-Diridon Station:



# APPENDIX C SCHEDULE



## June 2010 Schedule

Train #	Type	Time Period	Station Boarding	Departure Time	Station Exiting	Time Exiting	Day Surveying	Date Surveying	Direction	Packet ID#	Car #	Bike Car
102	Local	O	San Francisco	4:55 AM	San Jose Diridon	6:26 AM	TUE	14-Jun	S	1	2	B
313	Bullet	P	San Jose Diridon	6:45 AM	San Francisco	7:42 AM	TUE	14-Jun	N	2	3	
322	Bullet	P	San Francisco	7:59 AM	San Jose Diridon	8:58 AM	TUE	14-Jun	S	3	4	
151	Local	O	San Jose	1:10 PM	San Francisco	2:41 PM	TUE	14-Jun	N	4	5	
362	Bullet	P	San Francisco	4:09 PM	San Jose Diridon	5:06 PM	TUE	14-Jun	S	5	2	B
373	Bullet	P	San Jose Diridon	5:25 PM	San Francisco	6:24 PM	TUE	14-Jun	N	6	2	
372	Bullet	P	San Francisco	5:14 PM	San Jose Diridon	6:11 PM	TUE	14-Jun	S	7	2	B
383	Bullet	P	San Jose Diridon	6:25 PM	San Francisco	7:24 PM	TUE	14-Jun	N	8	1	B
192	Evening Local	O	San Francisco	8:40 PM	San Jose Diridon	10:11 PM	TUE	14-Jun	S	9	4	
101	Local	O	San Jose Diridon	4:30 AM	San Francisco	6:01 AM	WED	15-Jun	N	10	4	B
208	Limited	P	San Francisco	6:24 AM	San Jose Diridon	7:43 AM	WED	15-Jun	S	11	1	
329	Bullet	P	San Jose Diridon	8:03 AM	San Francisco	9:02 AM	WED	15-Jun	N	12	5	
379	Bullet	P	San Jose Diridon	5:45 PM	San Francisco	6:44 PM	WED	15-Jun	N	13	5	
190	Evening Local	O	San Francisco	7:30 PM	San Jose Diridon	9:01 PM	WED	15-Jun	S	14	4	
195	Evening Local	O	San Jose Diridon	9:30 PM	San Francisco	11:01 PM	WED	15-Jun	N	15	3	
270	Gilroy Limited	P	San Francisco	4:56 PM	Gilroy	7:07 PM	WED	15-Jun	S	16	3	
221	Gilroy Limited	P	Gilroy	6:30 AM	San Francisco	8:48 AM	THUR	16-Jun	N	17	2	
332	Bullet	P	San Francisco	8:59 AM	San Jose Diridon	9:58 AM	THUR	16-Jun	S	18	3	
143	Midday Local	O	San Jose Diridon	11:10 AM	San Francisco	12:41 PM	THUR	16-Jun	N	19	2	
288	Limited	O	San Francisco	6:56 PM	San Jose Diridon	8:12 PM	THUR	16-Jun	S	20	1	
193	Evening Local	O	San Jose Diridon	8:30 PM	San Francisco	10:01 PM	THUR	16-Jun	N	21	4	B

## 2011 Caltrain Rider Survey | Summary Report

Train #	Type	Time Period	Station Boarding	Departure Time	Station Exiting	Time Exiting	Day Surveying	Date Surveying	Direction	Packet ID#	Car #	Bike Car
146	Local	O	San Francisco	12:07 PM	San Jose	1:38 PM	THUR	16-Jun	S	22	1	
159	Evening Local	O	San Jose Diridon	3:05 PM	San Francisco	4:38 PM	THUR	16-Jun	N	23	5	
280	Express Local	P	San Francisco	5:56 PM	San Jose Diridon	7:16 PM	THUR	16-Jun	S	24	5	B
421	Saturday	S	San Jose Diridon	7:00 AM	San Francisco	8:36 AM	SAT	18-Jun	N	25	3	
424	Saturday	S	San Francisco	9:15 AM	San Jose Diridon	10:51 AM	SAT	18-Jun	S	26	4	
429	Saturday	S	San Jose Diridon	11:00 AM	San Francisco	12:36 PM	SAT	18-Jun	N	27	1	B
425	Saturday	S	San Jose Diridon	9:00 AM	San Francisco	10:36 AM	SAT	18-Jun	N	28	5	
428	Saturday	S	San Francisco	11:15 AM	San Jose Diridon	12:51 PM	SAT	18-Jun	S	29	5	B
433	Saturday	S	San Jose Diridon	1:00 PM	San Francisco	2:36 PM	SAT	18-Jun	N	30	3	
801	Saturday	S	San Jose	10:35 AM	San Francisco	11:39 AM	SAT	18-Jun	N	31	1	B
432	Saturday	S	San Francisco	1:15 PM	San Jose Diridon	2:51 PM	SAT	18-Jun	S	32	4	
804	Saturday	S	San Francisco	6:59 PM	San Jose	8:03 PM	SAT	18-Jun	S	34	3	
437	Saturday	S	San Jose Diridon	3:00 PM	San Francisco	4:36 PM	SAT	25-Jun	N	33	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, G: Giants Special Survey  
 Direction: N: North, S: South

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

# APPENDIX D

## TEST OF STATISTICAL SIGNIFICANCE

## 2011 Caltrain Rider Survey | Summary Report

### TEST OF STATISTICAL SIGNIFICANCE

95% Confidence Level

SCALE: 1=Poor, 5=Excellent

	2011					2010					Mean Difference	T-Score	Statistically Significant?
	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation			
<b>ASKED QUESTIONS^</b>													
1. CLEANLINESS	2,417	27	2,395	4.13	0.81	2,007	29	1,992	4.14	0.79	-0.01	-0.41266	no
2. FUNCTIONING OF LIGHTS	2,417	213	2,387	4.26	0.77	2,007	200	1,976	4.30	0.75	-0.04	-1.73251	no
3. POSTED INFORMATION	2,417	65	2,386	3.79	1.05	2,007	65	1,976	3.84	1.03	-0.05	-1.58196	no
4. OVERALL EXPERIENCE W/AGENTS*	-	-	-	-	-	2,007	618	1,958	4	1.01	-	-	-
4. EASE OF USE/TICKET VENDING	2,417	162	2,400	3.78	1.12	2,007	163	2,007	3.95	1.03	-0.17	-5.24315	yes
5. BEING INFORMED OF DELAYS	2,417	304	2397	3.18	1.29	2,007	304	1984	3.15	1.32	0.03	0.75654	no
6. OVERALL STATIONS	2,417	13	2,393	3.91	0.79	2,007	10	1,991	3.97	0.77	-0.06	-2.53866	yes
7. COURTESY OF CONDUCTORS	2,417	68	2,387	4.17	0.89	2,007	42	1,989	4.14	0.91	0.03	1.09678	no
8. PROF. APPEARANCE OF CONDUCTORS	2,417	72	2,388	4.35	0.75	2,007	58	1,988	4.31	0.75	0.04	1.75665	no
9. AVAILABILITY OF PRINTED MATERIALS	2,417	132	2,381	4.05	0.95	2,007	98	1,980	4.21	0.83	-0.16	-5.93419	yes
10. CLEANLINESS/TRAIN EXTERIORS	2,417	46	2,400	4.07	0.88	2,007	27	1,988	4.02	0.89	0.05	1.86196	no
11. CLEANLINESS/TRAIN INTERIORS	2,417	5	2,401	3.90	0.96	2,007	9	1,989	3.84	0.98	0.06	2.03806	yes
12. CLEANLINESS/ONBOARD RESTROOMS	2,417	803	2,348	3.34	1.15	2,007	677	1,941	3.28	1.14	0.06	1.70886	no
13. ADEQUACY/ CLARITY ONBOARD ANN	2,417	86	2,380	3.63	1.11	2,007	94	1,969	3.55	1.13	0.08	2.34264	yes
14. BEING INFORMED OF DELAYS	2,417	336	2,387	3.57	1.20	2,007	334	1,979	3.48	1.22	0.09	2.44464	yes
15. ONTIME ARRIVAL AT DESTINATION	2,417	42	2,373	3.85	1.02	2,007	52	1,968	4.00	0.91	-0.15	-5.11729	yes
16. YOUR SENSE OF PERSONAL SECURITY	2,417	5	2,397	4.31	0.77	2,007	13	1,991	4.33	0.73	-0.02	-0.88130	no
17. OVERALL ONBOARD	2,417	5	2,398	4.07	0.76	2,007	3	1,990	4.09	0.74	-0.02	-0.88041	no

2011 Caltrain Rider Survey | Summary Report

TEST OF STATISTICAL SIGNIFICANCE

95% Confidence Level	2011					2010					Mean Difference	T-Score	Statistically Significant?
	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation	Total Response	Don't Know/NA	Sample Size	Mean	Standard Deviation			
SCALE: 1=Poor, 5=Excellent													
18. BOTH STATION/ONBOARD	2,417	4	2,393	3.99	0.79	2,007	4	1,978	4.03	0.75	-0.04	-1.71313	no
<b>WEIGHTED AVERAGES^^</b>													
TOTAL STATIONS AND PARKING	14,502	784	13,718	3.85	1.04	14,049	1,389	12,660	3.91	1.02	-0.06	-4.72829	yes
TOTAL ONBOARD EXPERIENCE	26,587	1,600	24,987	3.96	0.99	22,077	1,407	20,670	3.96	0.98	0.00	0.00000	no
TOTAL STATIONS & ONBOARD	20,545	1,192	19,353	3.92	1.01	18,063	1,398	16,665	3.94	1.00	-0.02	-1.88380	no

\*This attribute was removed from the 2011 Survey

^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 A. through Question G. "Total Onboard Experience" is calculated using the total responses for Question H. through Question R. "Total Stations & Onboard" is calculated by taking the average of "Total Stations and Parking" and "Total Onboard Experience."