

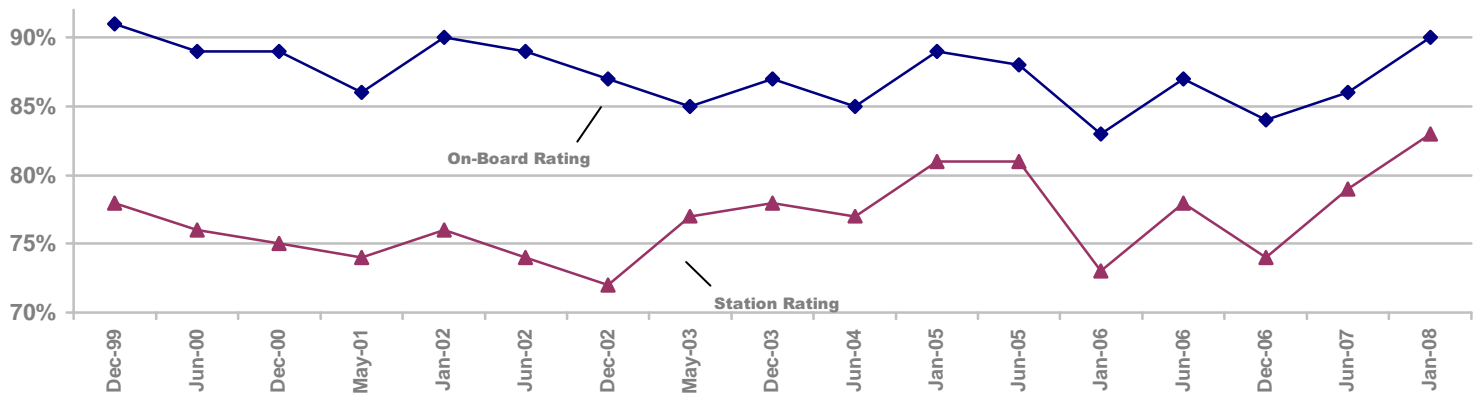
# January 2008 Survey Results

*Thank You to all riders who participated in the most recent onboard customer satisfaction survey!*



## Rider Satisfaction Ratings

Percent Who Gave "Very Satisfied" or "Satisfied" Rating<sup>^</sup>



Attribute	Rated Attribute a "4" or "5" <sup>^</sup>
<b>STATION RATINGS (January 2008)</b>	
<b>Station Rating (Overall)</b>	<b>83%</b>
Efficiency of your ticket transaction(s)	80%
Your sense of personal security while at the station where your trip began	78%
Cleanliness of stations	74%
Availability of printed material (schedules/maps, etc.) at stations	73%
Functioning of lights at stations	73%
Friendliness/helpfulness/professional appearance of station personnel	71%
Being informed of delays that exceed ten minutes*	44%
<b>ONBOARD RATINGS (January 2008)</b>	
<b>On-Board Train Rating</b>	<b>90%</b>
Friendliness/helpfulness/professional appearance of the conductors	92%
Your sense of personal security while on the train	92%
Overall cleanliness of train interiors	79%
Adequacy and clarity of routine on-board announcements	78%
Cleanliness of train exteriors	75%
Friendliness/helpfulness/professional appearance of the food service personnel*	69%
Availability of schedules and special event notices on board the train*	65%
Overall restroom cleanliness and odor control*	53%

## Who Rides Capitol Corridor? And Where Are They Going? (January 2008)

- Most riders live in Sacramento (23%), Alameda (16%), Placer (15%), Yolo (12%), and Contra Costa (8%) counties.
- 36% of riders drive alone or carpool to get to their Capitol Corridor station, 26% are dropped off, 22% take some type of public transportation, 10% walk, and 8% bike.
- The most popular station destinations are Sacramento (29%), Emeryville (14%), Davis (14%), and Richmond (10%).
- If Capitol Corridor were not available, 90% of riders would still make their trip, with 63% of those indicating they would drive alone. This suggests the Capitol Corridor reduces traffic congestion. (And 46% of respondents say they take the train to avoid traffic.)
- The "average" rider is 42 years old and makes 131 one-way trips every year on Capitol Corridor. (But we appreciate ALL riders!)

<sup>^</sup>Percentage who gave a "5" or "4" rating on a 1-5 scale, with 5 being the highest ("very satisfied") and 1 being the lowest ("very dissatisfied").  
 \*These attributes each had a significant number of respondents giving a 'not applicable' rating, thus reducing the highest satisfaction percentage possible. 'Not applicable' percentages are as follows: Being informed of delays (stations)-21%; Friendliness of food service personnel-22%; Availability of schedules (onboard)-14%; Overall restroom cleanliness-16%.