

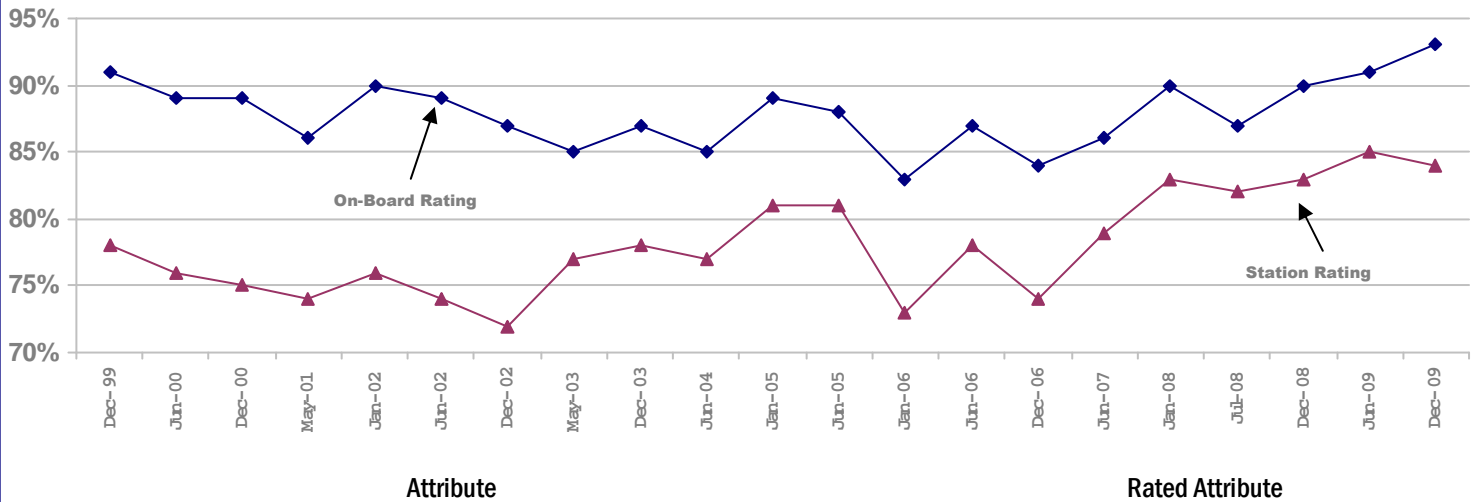
December 2009 Survey Results

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[^]



STATION RATINGS

Station Rating (Overall)

| | December 2009 | June 2009 | December 2008 |
|--|---------------|-----------|---------------|
| Efficiency of your ticket transaction(s) | 82% | 81% | 79% |
| Your sense of personal security while at the station where your trip began | 78% | 77% | 77% |
| Functioning of lights at stations* | 74% | 77% | 71% |
| Cleanliness of stations | 76% | 73% | 72% |
| Friendliness/helpfulness/professional appearance of station personnel* | 75% | 72% | 72% |
| Availability of printed material (schedules/maps, etc.) at stations | 75% | 72% | 71% |
| Being informed of delays that exceed ten minutes* | 50% | 46% | 47% |

ONBOARD RATINGS

On-Board Train Rating (Overall)

| | December 2009 | June 2009 | December 2008 |
|---|---------------|-----------|---------------|
| Your sense of personal security while on the train | 94% | 90% | 91% |
| Friendliness/helpfulness/professional appearance of the conductors | 93% | 90% | 89% |
| Overall cleanliness of train interiors | 82% | 79% | 81% |
| Adequacy and clarity of routine on-board announcements | 82% | 79% | 77% |
| Cleanliness of train exteriors | 80% | 77% | 79% |
| Friendliness/helpfulness/professional appearance of the food service personnel* | 74% | 67% | 67% |
| Availability of schedules and special event notices on board the train* | 72% | 68% | 68% |
| Overall restroom cleanliness and odor control* | 53% | 51% | 51% |

Who Rides Capitol Corridor? Where Are They From? Where Are They Going? (December 2009)

- Most riders live in Sacramento (22%), Alameda (15%), Placer (13%), Yolo (10%), and Contra Costa (9%) counties.
- The most popular station origins are Sacramento (28%), Davis (14%), Emeryville (10%), and San Jose (8%).
- The most popular station destinations are Sacramento (27%), Emeryville (16%), Davis (11%), and Richmond (10%).
- Most riders use Capitol Corridor to commute to work or to travel for business (67%), but 15% of all riders are traveling to visit family or friends and 7% are traveling to leisure or recreation destinations.
- Riders choose Capitol Corridor to reduce avoid traffic (45%), to relax or reduce stress (39%), to use their time productively (35%), or to save money on gas and to save wear and tear on their car (32%).
- The "average" rider is 44 years old and makes 137 one-way trips every year on Capitol Corridor. (But we appreciate ALL riders!)

[^]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. In December 2009, 'not applicable' percentages are as follows: Friendliness/Helpfulness of Food Service personnel-20%; Being informed of delays (stations)-17%; Overall restroom cleanliness-16%; Availability of schedules-13%; Functioning of lights in stations-11% and Friendliness/Helpfulness of station personnel-10%.

Source: Capitol Corridor On-Board Surveys, December, 1999 through December, 2009

Conducted by Corey, Canapary & Galanis Research for CCJPA