

June 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	June 2009	December 2008	July 2008
Station Rating (Overall)	85%	83%	82%
Efficiency of your ticket transaction(s)	81%	79%	78%
Your sense of personal security while at the station where your trip began	77%	77%	79%
Functioning of lights at stations*	77%	71%	64%
Cleanliness of stations	73%	72%	70%
Friendliness/helpfulness/professional appearance of station personnel	72%	72%	71%
Availability of printed material (schedules/maps, etc.) at stations	72%	71%	67%
Being informed of delays that exceed ten minutes*	46%	47%	42%

ONBOARD RATINGS	June 2009	December 2008	July 2008
On-Board Train Rating (Overall)	91%	90%	87%
Your sense of personal security while on the train	90%	91%	90%
Friendliness/helpfulness/professional appearance of the conductors	90%	89%	89%
Overall cleanliness of train interiors	79%	81%	79%
Adequacy and clarity of routine on-board announcements	79%	77%	74%
Cleanliness of train exteriors	77%	79%	74%
Availability of schedules and special event notices on board the train	68%	68%	61%
Friendliness/helpfulness/professional appearance of the food service personnel*	67%	67%	67%
Overall restroom cleanliness and odor control*	51%	51%	52%

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

- Most riders live in Sacramento (21%), Alameda (16%), Placer (13%), Yolo (9%), and Contra Costa (8%) counties.
- The most popular station origins are Sacramento (30%), Davis (11%), Emeryville (10%), and San Jose (8%)
- The most popular station destinations are Sacramento (31%), Emeryville (15%), Richmond (10%), and Davis (9%)
- Most riders use Capitol Corridor to commute to work or to travel for business (69%), but 20% of all riders are traveling to visit family or friends and 11% are traveling to leisure or recreation destinations.
- About two thirds of riders (66%) get to the train by car.
- One third of riders (34%) would consider using a bicycle.
- The "average" rider is 44 years old and makes 129 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 June 2008, 'not applicable' percentages are as follows: Being informed of delays (stations)-24%; Functioning of lights at stations-20%; Friendliness of food service personnel-23%; Overall restroom cleanliness-19%.