

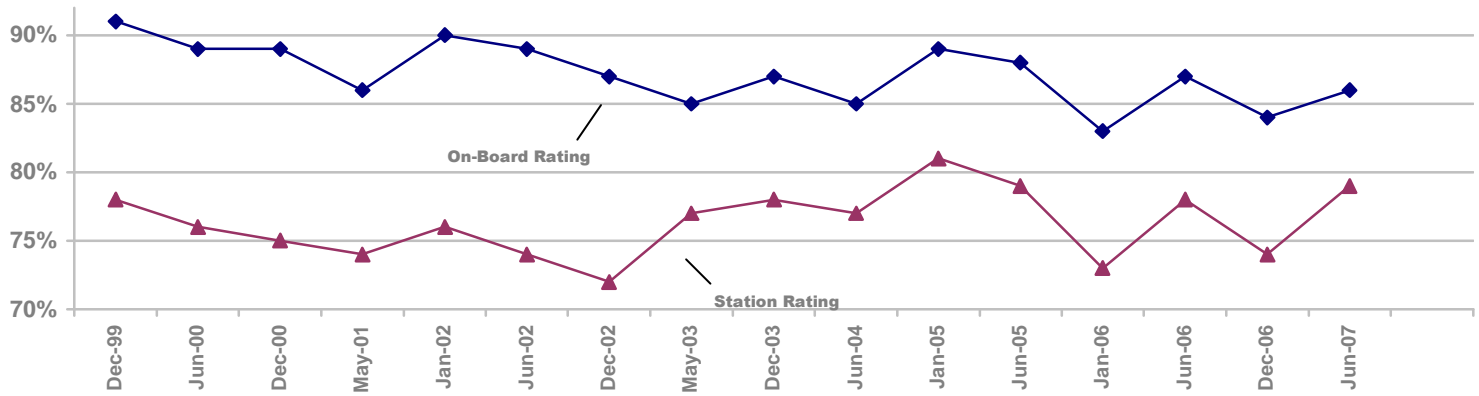
# June 2007 Survey Results

*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 (June 2007)</b>	
<b>Station Rating (Overall)</b>	<b>79%</b>
Efficiency of your ticket transaction(s)	77%
Your sense of personal security while at the station where your trip began	75%
Friendliness/helpfulness/professional appearance of station personnel	72%
Cleanliness of stations	70%
Availability of printed material (schedules/maps, etc.) at stations	69%
Functioning of lights at stations*	63%
Being informed of delays that exceed ten minutes*	41%
<b>ONBOARD RATINGS (June 2007)</b>	
<b>On-Board Train Rating</b>	<b>86%</b>
Friendliness/helpfulness/professional appearance of the conductors	88%
Your sense of personal security while on the train	88%
Overall cleanliness of train interiors	78%
Cleanliness of train exteriors	74%
Adequacy and clarity of routine on-board announcements	73%
Friendliness/helpfulness/professional appearance of the food service personnel*	67%
Availability of schedules and special event notices on board the train*	60%
Overall restroom cleanliness and odor control*	53%

## Who Rides Capitol Corridor? And Where Are They Going? (June 2007)

- Most riders live in Sacramento (23%), Alameda (19%), Placer (12%), Yolo (10%), and Contra Costa (8%) counties.
- 36% of riders drive alone or carpool to get to their Capitol Corridor station, 21% take some type of public transportation, 12% walk, and 9% bike.
- The most popular station destinations are Sacramento (27%), Emeryville (15%), Davis (13%), Richmond (8%), and Oakland-Jack London Square (7%).
- 67% have used the Capitol Corridor web site, [www.capitolcorridor.org](http://www.capitolcorridor.org).
- The "average" rider is 44 years old and makes 125 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: Functioning of lights-19%; Being informed of delays (stations)-22%; Friendliness of food service personnel-23%; Availability of schedules (onboard)-14%; Overall restroom cleanliness-15%.