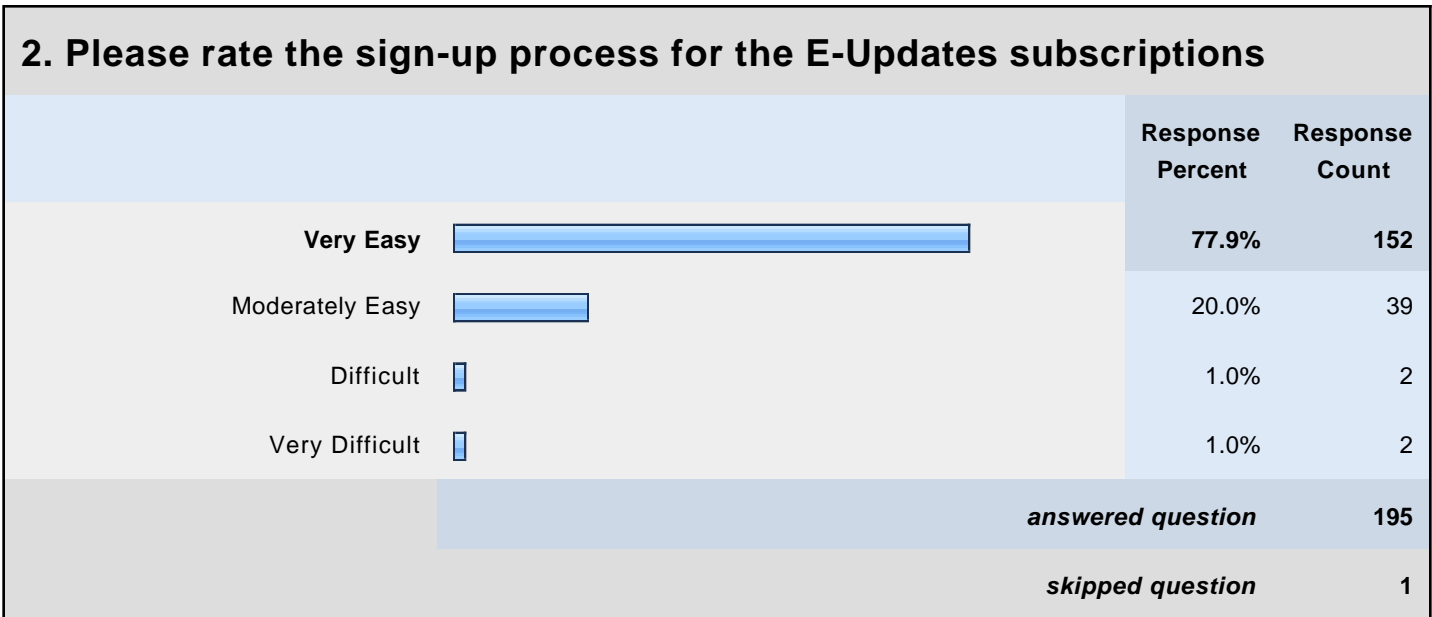
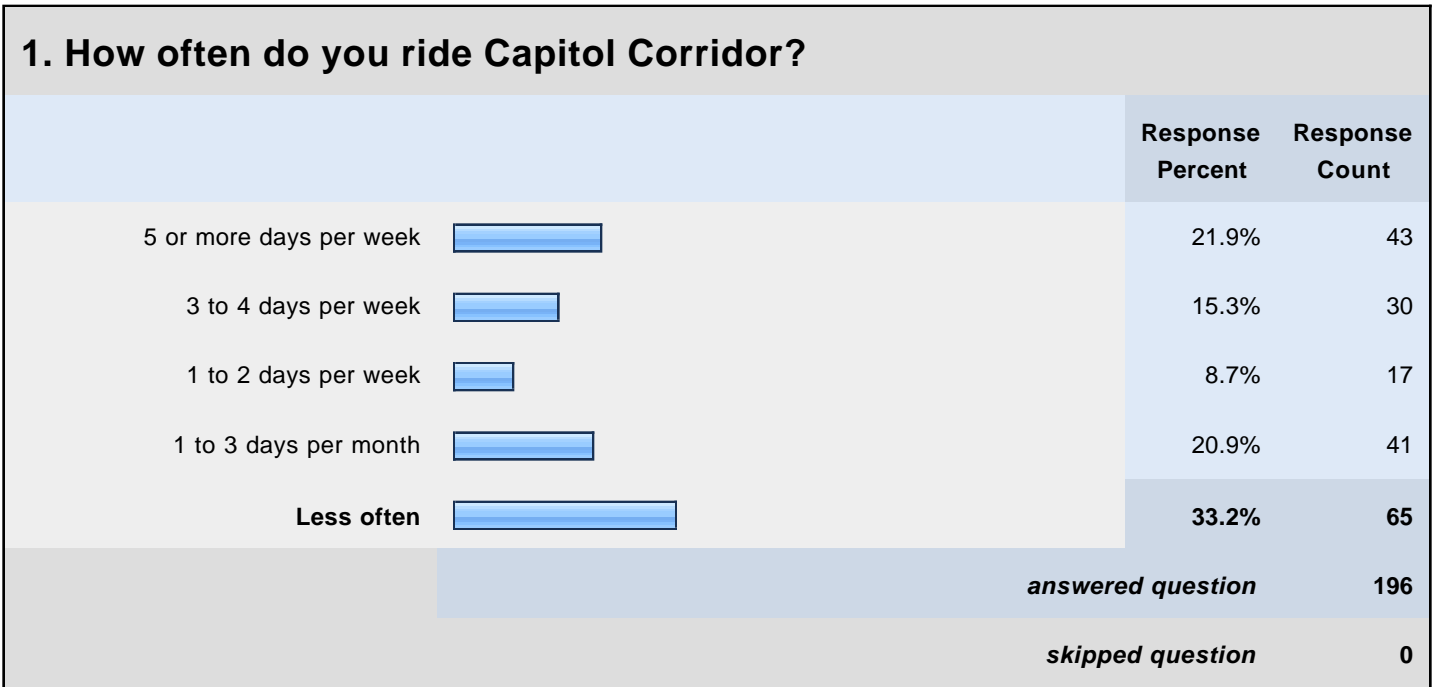


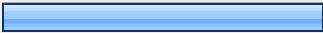








Capitol Corridor E-Updates Beta Test Passenger Survey







3. Please check the E-Updates topics to which you are subscribed:

	Response Percent	Response Count
CC Rail Mail & Newsletters 	88.3%	173
Service Alerts 	77.0%	151
Schedule updates/changes 	48.5%	95
Press 	8.2%	16
Group Travel 	4.6%	9
Knitlist 	2.6%	5
answered question		196
skipped question		0




4. How have you selected to receive your Service Alert updates?

	Response Percent	Response Count
Text Message 	7.1%	13
E-mail 	84.1%	153
Both text message and e-mail 	8.8%	16
answered question		182
skipped question		14





5. How would you rate the clarity of the Service Alerts messages you have received?

	Response Percent	Response Count
Very Clear 	58.2%	106
Clear 	35.7%	65
Somewhat Clear 	4.9%	9
Not Clear 	1.1%	2
<i>answered question</i>		182
<i>skipped question</i>		14

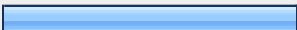

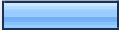
6. How would you rate the timeliness of the Service Alerts messages you have received?

	Response Percent	Response Count
Very Useful- I depend on the updates when making my daily travel plans 	41.5%	73
Somewhat Useful- I sometimes change my travel plans based upon the service alert messages 	47.7%	84
Not Useful- I do not receive these messages in a timely enough manner to affect my travel plans. 	10.8%	19
<i>answered question</i>		176
<i>skipped question</i>		20

7. How would you rate your overall satisfaction with the Service Alerts E-Updates feature?

	Response Percent	Response Count
Very Satisfied 	42.0%	76
Satisfied 	43.1%	78
Somewhat Satisfied 	12.2%	22
Not Satisfied 	2.8%	5
Other (please specify)		14
answered question		181
skipped question		15

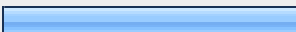


8. If the option was made available, would you prefer to receive text message or e-mail alerts that are train-specific?

	Response Percent	Response Count
Yes, I am only interested in information on the trains I regularly ride 	44.3%	81
No, I prefer to receive communications regarding the entire route when making my travel decisions 	38.8%	71
I have no preference 	16.9%	31
answered question		183
skipped question		13

9. Do you have any suggestions for improving the Service Alerts updates?

	Response Count
	38
<i>answered question</i>	38
<i>skipped question</i>	158

10. How would you rate the content in the CC Rail Mail e-newsletter?

	Response Percent	Response Count
Very Useful 	44.3%	81
Useful 	44.8%	82
Somewhat Useful 	10.9%	20
Not Useful	0.0%	0
<i>answered question</i>		183
<i>skipped question</i>		13

11. What content would you like to see in future CC Rail Mail editions?

	Response Count
	37
<i>answered question</i>	37
<i>skipped question</i>	159

12. Do you have any additional suggestions about the best ways to inform you about service changes?

	Response Count
	55
<i>answered question</i>	55
<i>skipped question</i>	141