

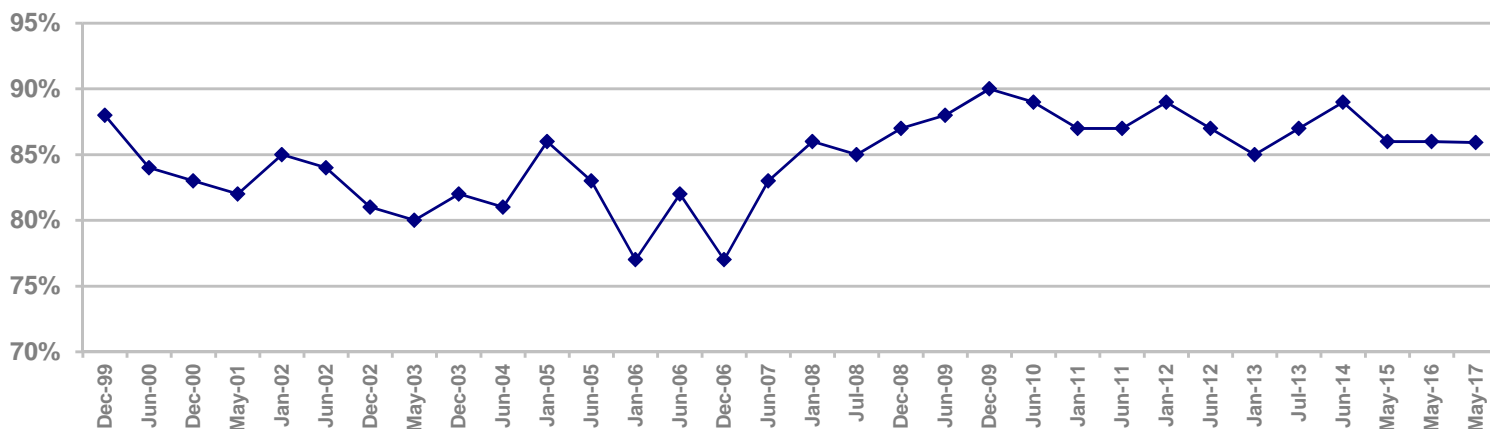


May 2017 Survey Results

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



Who Rides Capitol Corridor? Where Are They From? Where Are They Going? (May 2017)

-) Most riders live in Sacramento (27%), Alameda (19%), Placer (13%), or Yolo (11%) counties.
-) The most popular station origins are Sacramento (32%), Emeryville (12%), and Davis (11%)
-) The most popular station destinations are Sacramento (24%), Emeryville (14%), Oakland-Jack London Square (10%), and Davis (10%).
-) Of the multiple methods riders use to get to their Capitol Corridor station, only 26% drive alone, 26% are dropped off, 8% use a taxi or TNC (Uber, Lyft, etc.), and 2% carpool. Another 17% use public transit, another 16% walk, and 11% bike. To depart the station, 18% will drive alone, 21% will be picked up, 10% will use a taxi/TNC, and 2% will carpool. Almost one-quarter (22%) will take public transit, 21% will walk, and 12% will bike.
-) If Capitol Corridor did not exist, nearly two-thirds (60%) of riders would drive alone. Nearly two in ten (18%) would carpool or rideshare, 15% would use a bus, and 11% would not make the trip.
-) Three-quarters (73%) of the weekday trips were taken for commuting/work related business travel. Weekend riders are most likely to be traveling to visit family or friends (43%) or making a trip to a leisure or recreational destination (36%).
-) Over the past year, 13% of riders visited the Café Car on more than 75% of trips and nearly one-third (29%) have never visited the Café Car. Top reasons for not visiting the Café Car more often include riders were not hungry or thirsty (44%), riders usually brought outside food onboard (30%), and unappealing food/beverages in the Café Car (19%).
-) About one-third of riders (30%) are traveling on a monthly ticket, 29% are using a one-way ticket, 23% are using a round trip ticket, and 17% are traveling on a 10-ride ticket. While 29% of riders purchased their ticket at the station, nearly two-thirds (62%) used a mobile app or the internet. Only 1% purchased their ticket from a conductor onboard.
-) Overall, riders averaged 109 trips on Capitol Corridor in the last 12 months. Weekday riders averaged 125 trips in the last 12 months, while weekend riders averaged 19 trips in the last 12 months.
-) Nearly half of riders (40%) have been using Capitol Corridor for a year or less. A quarter (27%) have been riding for six or more years.

Source: Capitol Corridor On-Board Surveys, December, 1999 through May 2017
 Conducted by Corey, Canapary & Galanis Research for CCJPA