



Capitol Corridor Rider Survey

May 2020

Survey Overview



Objectives:

- To learn more about customer travel patterns during Shelter-In-Place (SIP)
- To determine their willingness to travel once SIP is lifted

Survey Period: May 18 – May 27, 2020

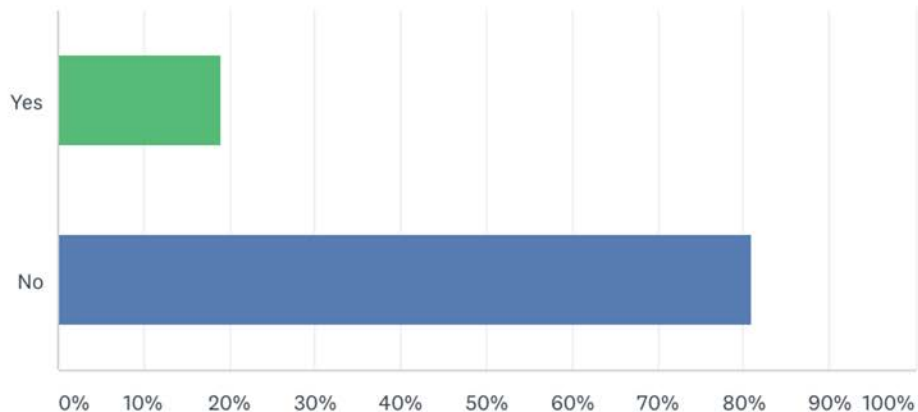
Distribution:

- emailed to our subscribers
- posted on social media channels

Number of Respondents – 410

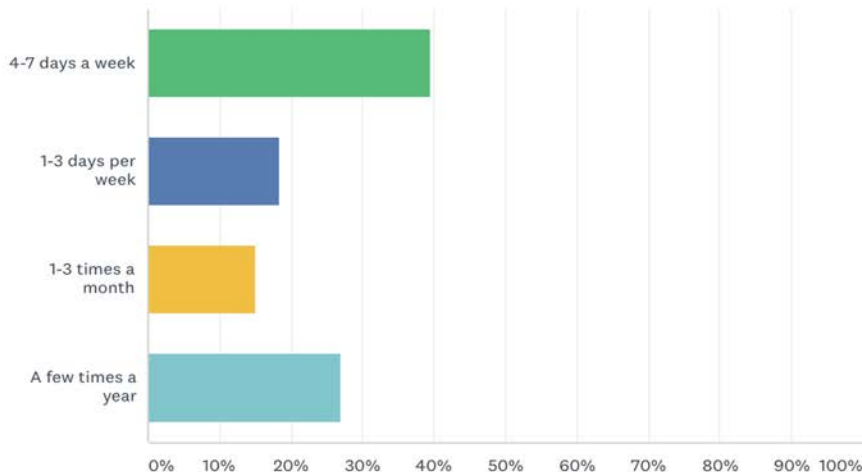
Average Time - Three Minutes

Q1: Have you continued riding the Capitol Corridor for essential travel during the Shelter-in-Place orders?



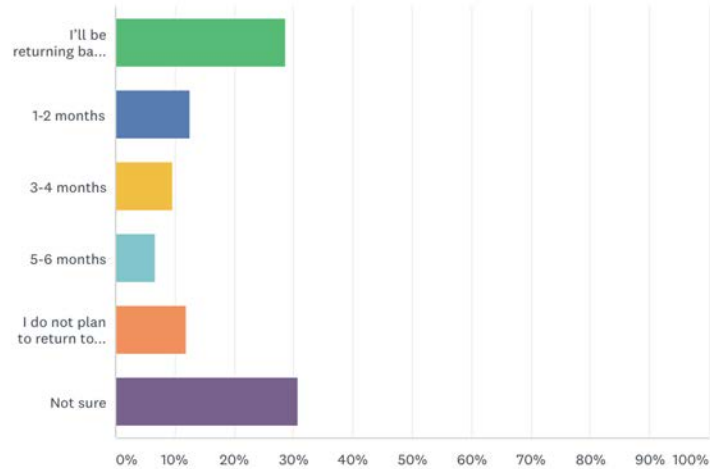
ANSWER CHOICES	RESPONSES
Yes	19.02% 78
No	80.98% 332
TOTAL	410

Q2: Prior to the SIP orders, how often did you ride the train?



ANSWER CHOICES	RESPONSES
▼ 4-7 days a week	39.55% 123
▼ 1-3 days per week	18.33% 57
▼ 1-3 times a month	15.11% 47
▼ A few times a year	27.01% 84
TOTAL	311

Q3: How long do you expect to continue working remotely after those orders have been lifted?



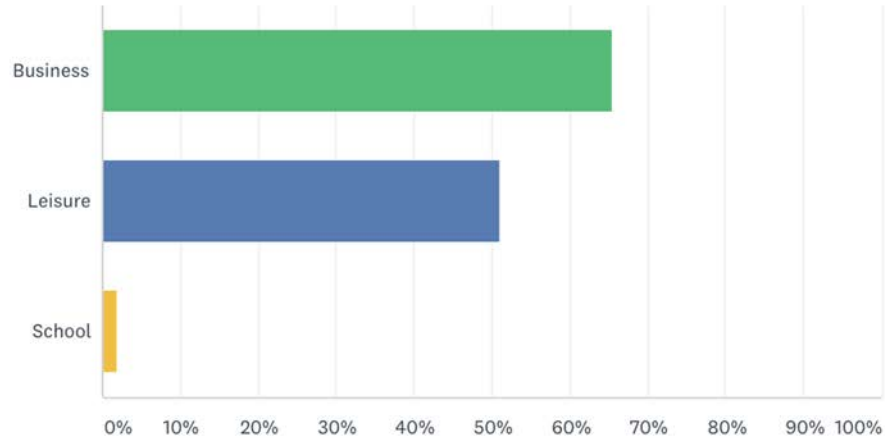
ANSWER CHOICES	RESPONSES
▼ I'll be returning back to work regularly	28.71% 87
▼ 1-2 months	12.54% 38
▼ 3-4 months	9.57% 29
▼ 5-6 months	6.60% 20
▼ I do not plan to return to the office	11.88% 36
▼ Not sure	30.69% 93
TOTAL	303

Q4: Please provide one word to describe how you feel about returning to ride on board Capitol Corridor trains?



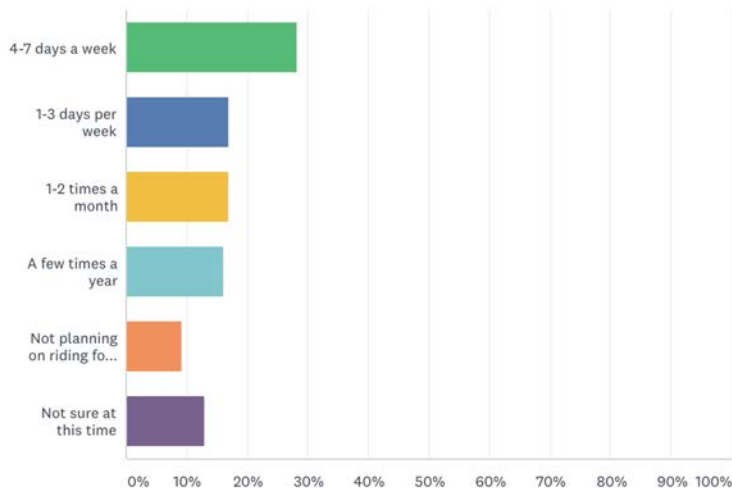
ride Hesitant Relieved schedule train time Concerned ok Fine scared
Apprehensive Looking forward Anxious Great
Nervous wait Excited Hopeful Happy Eager
Cautious Uneasy Safe Confident will Okay good comfortable Unsure
Ready work Uncomfortable take

Q5: When you resume riding the train, will it be for:



ANSWER CHOICES	RESPONSES
Business	65.58% 202
Leisure	50.97% 157
School	1.95% 6
Total Respondents: 308	

Q6: How often do you anticipate riding the Capitol Corridor once the SIP orders have been lifted?



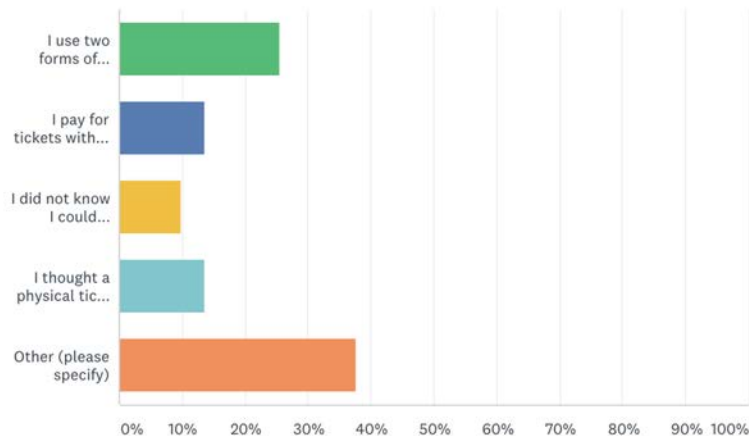
ANSWER CHOICES	RESPONSES
▼ 4-7 days a week	28.18% 102
▼ 1-3 days per week	16.85% 61
▼ 1-2 times a month	16.85% 61
▼ A few times a year	16.02% 58
▼ Not planning on riding for a while	9.12% 33
▼ Not sure at this time	12.98% 47
TOTAL	362

Q7: What type of health & safety precautions would you like to see Capitol Corridor implement upon reopening?

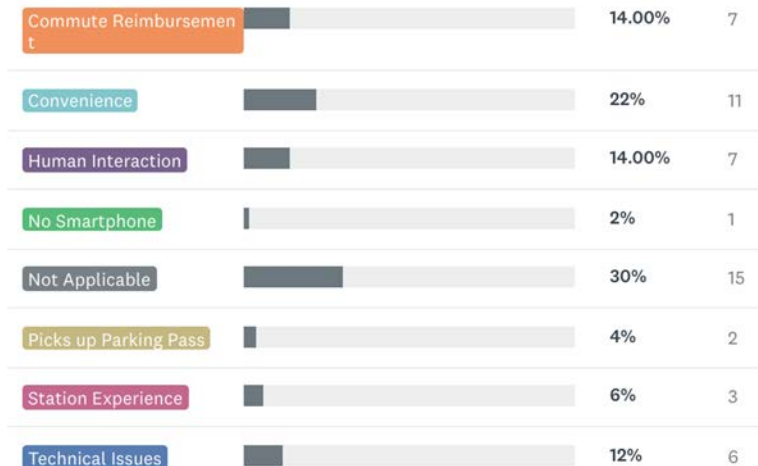


Sanitizer wipes fresh air rule disinfectant wipes available physical distancing two
distancing passengers often face coverings Reserve seating allow train cars allow board
per row Everyone wearing masks Requiring face masks Frequent cleaning day air
regularly employees passengers crew face masks certain trains tables provide hand
Maintain Ensure bathrooms Keep safe distancing Masks required
restrooms clean distancing wipe tables stations need wear masks
Make sure people sit Require open space areas seats see
masks use cleaning every train Mandatory
social distancing ride passengers cars per train
riders work cars trips Hand sanitizer time wipe sanitation
sanitizing Also Continue cleaned regularly surfaces staff sure etc better
long Increased sanitizing surfaces gloves Regular cleaning train cars tray tables
hand sanitizer stations mask requirements extra Daily hand sanitizer available
feet apart available doors enforced least will frequently one person Enough hand sanitizers
two seats restroom know

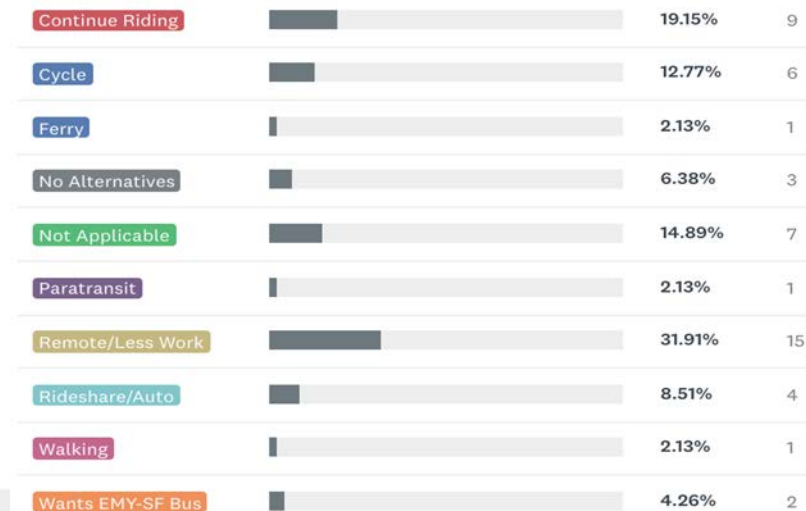
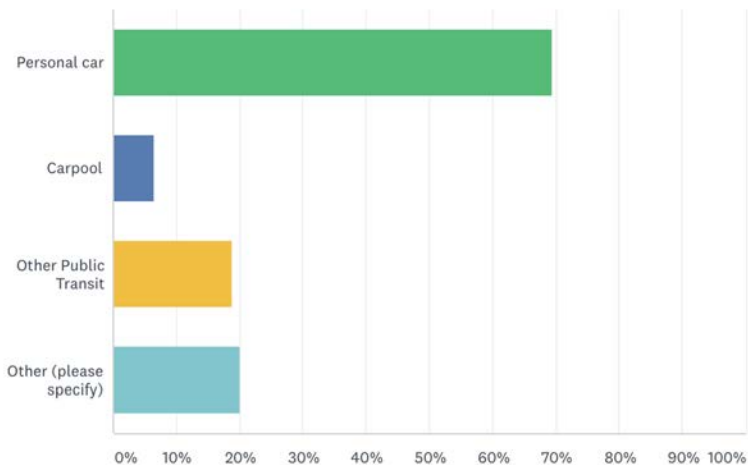
Q8: If you go into the staffed station to purchase or print tickets, describe why:



ANSWER CHOICES	RESPONSES
I use two forms of payment	25.56% 34
I pay for tickets with cash	13.53% 18
I did not know I could purchase tickets online or via a mobile app	9.77% 13
I thought a physical ticket was required to ride the train	13.53% 18
Other (please specify)	27.59% 50
TOTAL	133

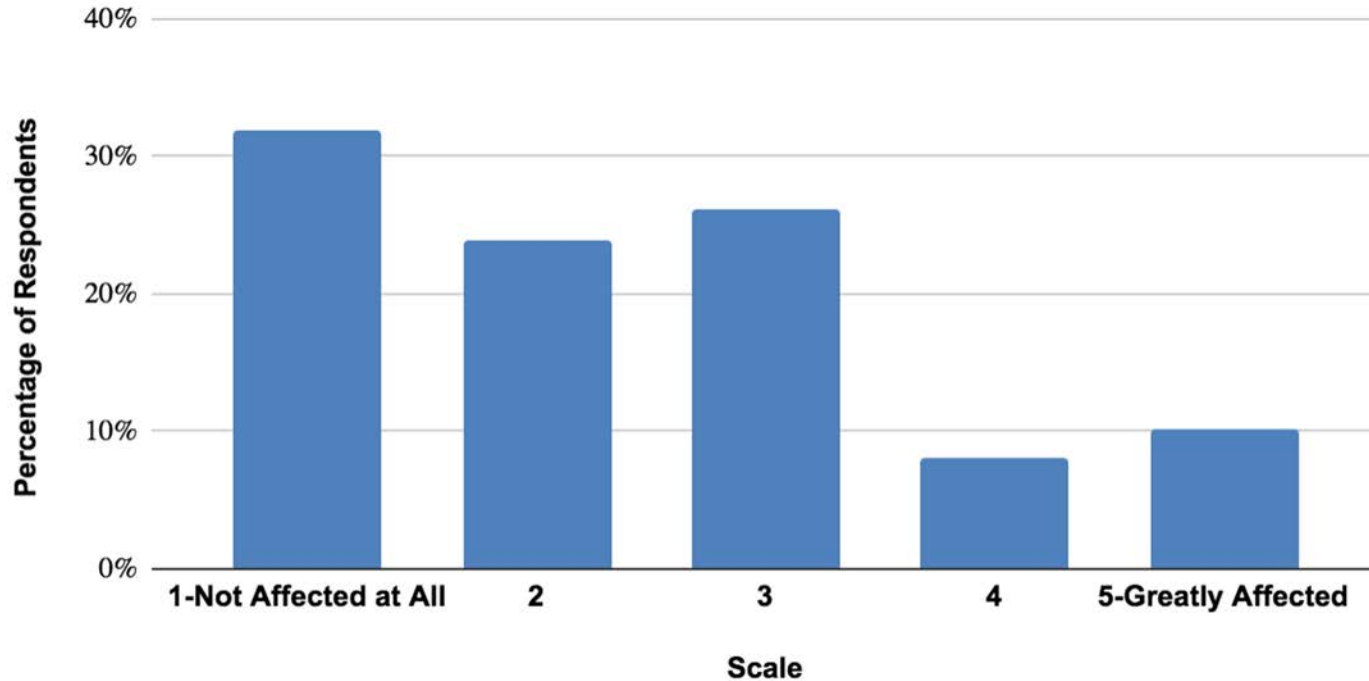


Q9: If you plan to reduce or discontinue traveling on the train, what other methods of travel will you be pursuing?



ANSWER CHOICES	RESPONSES
▼ Personal car	69.53% 162
▼ Carpool	6.44% 15
▼ Other Public Transit	18.88% 44
▼ Other (please specify)	20.17% 47
Total Respondents: 233	

Q10: On a scale of 1-5, how has the Covid-19 Pandemic affected you financially?



Q11: What else would you like to see that would make you feel comfortable riding Capitol Corridor trains?



station bus service Emeryville day job earlier train per keep sure allow great Thank now
 concern work home take hours restrooms onboard ride already Please also safe Bus
 really Longer trains masks love back CC will one better crowded
 time vaccine social distancing sanitizing
 cleaning rider train see car schedule
 passengers commute seats Hand sanitizer people
 Conductors use want work frequent cleaning distancing often cafe cars early
 service long need Space use train change Amtrak drop return Require masks maintain
 options available increase possible wear masks know comfortable taking train wait

