





Commuter Rail Rider Satisfaction **Survey June 2015** 





PASSENGER ASSISTANCE Commuter Rail





Keolis













## Dear Commuter:

Thank you in advance for helping improve the Massachusetts Bay Transit Authority's Commuter Rail service for all commuters by completing this short, but very important, survey. At Keolis, we value your honest and confidential feedback, and we work every day to improve our services for everyone who rides the Commuter Rail.

Once you have completed this survey, please either return it to a Commuter Rail representative on your train or leave it on your seat.

As a small token of thanks for your participation in this survey, we are offering <b>one rider a free Monthly Pass for th</b> Commuter Rail and T. To enter the lottery, please include your email here: (optional)	е
Please check the appropriate answer.	
1. How long have you been riding the Commuter Rail?	
O First trip O Less than 1 year O 6 to 10 years O Less than 1 month O 1 to 5 years O 11 or more years	
2. On average, how often do you ride the Commuter Rail?	
O Today is my first trip O Rarely – At most, several times a year O Occasionally – Less than 1 day a week O All the time – 5 or more days a week	
<ul> <li>3. What is the primary purpose of this trip?</li> <li>O Commuting to/from work</li> <li>O Commuting to/from school</li> <li>O Leisure travel (shopping/entertainment/social)</li> </ul> O Traveling for an appointment (healthcare, work related errand and/or meeting)	
4. What is the name of your LOCAL Commuter Rail station (place where you typically depart from in the mo	rning)?
5. What Commuter Rail station is usually your final destination in the morning?	
O Back Bay O South Station O North Station	
6. In general, how satisfied are you with the service on the Commuter Rail?  Very Dissatisfied	
7. Compared to the most recent winter (2014-2015), do you believe service on the Commuter Rail has gotten worse or stayed about the same?	better,
O Better O Worse O Same O N/A	

8. How **important** are the following aspects of the Commuter Rail service to you (just focus on how much these aspects of service matter to you, you will be asked about your satisfaction with them next):

This series applies to scheduling and the overall experien	ce on-b	oard th	e train:					
	Not Impo	tant				Very	Important	N/A
On-Time Performance		$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$		
Seating Availability	$\bigcirc$	O.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Cleanliness of Seats, Windows and Floor	$\bigcirc$		$\bigcirc$	$\bigcirc$				0
Clarity of Automated Announcements/PA System			$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$
On-Board Temperature	$\bigcirc$			$\bigcirc$				
Access to Wireless Network while On-Board	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\odot$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Knowledge and Professionalism of Crew in Providing Service			$\bigcirc$	$\bigcirc$		0		0
Quality of Standard Train Announcements	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Quality of Train Announcements During Disruptions			$\bigcirc$			$\circ$		0
Frequency of Train Announcements During Disruptions		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$
Appearance of the Train Crew (Uniforms, Name Tags, etc.)		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		
This series only applies to the Boston station (Back Bay N	orth Sta	tion So	outh Sta	tion) vo	u trave	I to mo		
This series only applies to the Boston station (Back Bay, N								N/A
This series only applies to the Boston station (Back Bay, N Cleanliness of Station				ntion) yo			st: Important	N/A
								N/A
Cleanliness of Station		rtant	0	0	0	Very		N/A
Cleanliness of Station Cleanliness of Station Restrooms		rtant	0	0	0	Very		N/A
Cleanliness of Station Cleanliness of Station Restrooms Station Signage		rtant	0	0	0	Very		N/A
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors		-tant	0	0 0 0	0	Very		N/A
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements	Not Impo	-tant		0 0 0		Very		N/A
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements Frequency of Announcements During Times of Disruptions	Not Impo	-tant		0 0 0		Very		N/A
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements Frequency of Announcements During Times of Disruptions Knowledge & Professionalism of Staff in the Information Booths	Not Impo	-tant				Very		N/A
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements Frequency of Announcements During Times of Disruptions	Not Impo	rtant	O O O O O O O O O O O O O O O O O O O	O O O O O O O O O O O O O O O O O O O		Very	Important  O O O O O O O O O O O O O O O O O O	
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements Frequency of Announcements During Times of Disruptions Knowledge & Professionalism of Staff in the Information Booths  This series only applies to your local station, the station of	Not Impo	rtant	O O O O O O O O O O O O O O O O O O O			VeryVeryVery		N/A
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements Frequency of Announcements During Times of Disruptions Knowledge & Professionalism of Staff in the Information Booths  This series only applies to your local station, the station of Availability of Parking	Not Impo	f Bosto	O O O O O O O O O O O O O O O O O O O	o o o o o o o o o o o o o o o o o o o		VeryVeryVery	Important  O O O O O O O O O O O O O O O O O O	
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements Frequency of Announcements During Times of Disruptions Knowledge & Professionalism of Staff in the Information Booths  This series only applies to your local station, the station of Availability of Parking Ease of Access to the Platform	Not Impo	rtant	O O O O O O O O O O O O O O O O O O O	o o o o o o o o o o o o o o o o o o o		Very  Very  Very	Important  O O O O O O O O O O O O O O O O O O	
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements Frequency of Announcements During Times of Disruptions Knowledge & Professionalism of Staff in the Information Booths  This series only applies to your local station, the station of Availability of Parking	Not Impo	f Bosto	O O O O O O O O O O O O O O O O O O O	o o o o o o o o o o o o o o o o o o o		VeryVeryVery	Important  O O O O O O O O O O O O O O O O O O	

## 9. How **satisfied** are you with the following **aspects of Commuter Rail service?**

This series applies to scheduling and the overall experier	nce on-b	oard th	e train:					
	Very Dissatisfied					Very	N/A	
On-Time Performance	$\bigcirc$	$\bigcirc$	$\bigcirc$			$\bigcirc$		
Seating Availability	$\bigcirc$	$\bigcirc$	. 0	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$
Cleanliness of Seats, Windows and Floor		$\bigcirc$				$\bigcirc$		
Clarity of Automated Announcements/PA System	$\bigcirc$	$\bigcirc$	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
On-Board Temperature	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		
Access to Wireless Network while On-Board	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Knowledge and Professionalism of Crew in Providing Service	$\bigcirc$	$\bigcirc$	$\bigcirc$			$\bigcirc$		
Quality of Standard Train Announcements	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\circ$
Quality of Train Announcements During Disruptions	$\bigcirc$	$\bigcirc$	$\bigcirc$					
Frequency of Train Announcements During Disruptions	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$			
Appearance of the Train Crew (Uniforms, Name Tags, etc.)	$\bigcirc$					$\odot$		
This series only applies to the Baston station (Bask Bay N	loveb Ce	otion S	outh Ct	Aion\ vo		14		
							CONTRACTOR STATE OF THE PARTY O	
This series only applies to the Boston station (Back Bay, N								N/A
Cleanliness of Station								N/A
Cleanliness of Station								N/A
			0	0				N/A
Cleanliness of Station Cleanliness of Station Restrooms Station Signage			0		0		/ Satisfied	N/A
Cleanliness of Station Cleanliness of Station Restrooms			0	0	0		/ Satisfied	N/A
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors	Very Diss	eatisfied	0 0 0	0 0 0	0		/ Satisfied	N/A
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements	Very Diss	eatisfied	0 0 0		0		/ Satisfied	N/A
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements Frequency of Announcements During Times of Disruptions	Very Diss	eatisfied	0 0 0		0		/ Satisfied	N/A
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements Frequency of Announcements During Times of Disruptions Knowledge & Professionalism of Staff in the Information Booths	Very Diss	catisfied					/ Satisfied	N/A
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements Frequency of Announcements During Times of Disruptions	Very Diss	catisfied					/ Satisfied	N/A
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements Frequency of Announcements During Times of Disruptions Knowledge & Professionalism of Staff in the Information Booths This series only applies to your local station, the station o	Very Diss	oratisfied				O O O O O O O O O O O O O O O O O O O	/ Satisfied	N/A
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements Frequency of Announcements During Times of Disruptions Knowledge & Professionalism of Staff in the Information Booths  This series only applies to your local station, the station o Availability of Parking	Very Diss	oratisfied	o o o o o o o o o o o o o o o o o o o	o o o o o o o o o o o o o o o o o o o		O O O O O O O O O O O O O O O O O O O	/ Satisfied	
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements Frequency of Announcements During Times of Disruptions Knowledge & Professionalism of Staff in the Information Booths  This series only applies to your local station, the station of Availability of Parking Ease of Access to the Platform	Very Diss	oratisfied	o o o o o o o o o o o o o o o o o o o			O O O O O O O O O O O O O O O O O O O	/ Satisfied	
Cleanliness of Station Cleanliness of Station Restrooms Station Signage Readability of Train Departure Boards/Monitors Quality of Standard Departure Announcements Frequency of Announcements During Times of Disruptions Knowledge & Professionalism of Staff in the Information Booths  This series only applies to your local station, the station o Availability of Parking	Very Diss	oratisfied	o o o o o o o o o o o o o o o o o o o	o o o o o o o o o o o o o o o o o o o		O O O O O O O O O O O O O O O O O O O	/ Satisfied	

<ol><li>Please rank your top 2 most prefer</li><li>Use "1" to indicate most prefer</li></ol>								
Train / ticket office personne	Tv	vitter (@mb	ta_cr)					
Official MBTA Commuter Rai		Text (SMS) alerts Email alerts Customer Service Agents LED Signs Other (please specify)						
Third-party Mobile App								
Facebook (MBTA Commuter Website (www.mbta.com)								
Paper schedules								
Telephone								
		· · ·						
11. For your departure today, how did O Bicycle O Car (park			tation? <b>Pleas</b> d ride (e.g. Ul		e.			
O Bus O Carpool/	•	other fillet	a nde (e.g. oi	Del/Lylt)				
O Car (dropped off) O Subway		(please spe	ecify)					
12. In your recent experience how oft	en is your fare collected	d on the Co	mmuter Rail	?				
O All the time O Most of the	ne time O Some	of the time	0	Never				
13. Have you contacted the Customer	Service Help Line in th	e last year	? 0	Yes O No				
14. IF YES: How satisfied are you with	your experience with t	he Custom	er Service H	elp Line?				
		Very Dissa	atisfied		Ve	ry Satisfie		
1E If the management teem in charge	of Commuter Beil com	الماليدة وووان	de ene deine	n ta maka w		· · · · · · · · · · · · · · · · · · ·		
15. If the management team in charge experience better – what would it		ices could	do one thing	to make y	our overall com	ımutın		
16. Compared to last year at this time	e (June 2014), would yo	ou say the	following as <sub>l</sub>	pects of the	Commuter Ra	1		
service have gotten better, worse	e, or stayed about the s	ame?						
		Better	Worse	Same	N/A			
On-Time Performance		0	0	0	0			
Cleanliness of Station		0	0	0				
Coach Cleanliness (Inside)								
	*	0	0	0	0			
Coach Cleanliness (Outside)	· · · · · · · · · · · · · · · · · · ·	0	0	0				
Coach Cleanliness (Outside)  Passenger Information in Stations					0			
		0	0	0	0			
Passenger Information in Stations		0	0	0	O O O			
Passenger Information in Stations Passenger Information on Trains		0	0 0	0	0 0 0			
Passenger Information in Stations  Passenger Information on Trains  Professionalism of Staff in Stations	lays and cancellations)	0 0 0	0 0 0	0 0 0	0 0 0 0			
Passenger Information in Stations  Passenger Information on Trains  Professionalism of Staff in Stations  Professionalism of Staff on Trains  17. How much did the disruptions (de (2014-2015) affect you?		O O O O on the Cor	O O O O mmuter Rail	O O O O chis most re	O O O O Cent winter			
Passenger Information in Stations  Passenger Information on Trains  Professionalism of Staff in Stations  Professionalism of Staff on Trains  17. How much did the disruptions (de	lays and cancellations)  O Not much at all	O O O O on the Cor	0 0 0	O O O O chis most re	0 0 0 0			
Passenger Information in Stations  Passenger Information on Trains  Professionalism of Staff in Stations  Professionalism of Staff on Trains  17. How much did the disruptions (de (2014-2015) affect you?  O A lot  O A little  18. How old are you?	O Not much at all	O O O O on the Cor	O O O O mmuter Rail t	O O O O chis most re	O O O O Cent winter			
Passenger Information in Stations  Passenger Information on Trains  Professionalism of Staff in Stations  Professionalism of Staff on Trains  17. How much did the disruptions (de (2014-2015) affect you?  O A lot  O A little	O Not much at all	O O O O on the Cor	O O O O mmuter Rail	O O O O chis most re	O O O O Cent winter	O 65+		
Passenger Information in Stations  Passenger Information on Trains  Professionalism of Staff in Stations  Professionalism of Staff on Trains  17. How much did the disruptions (de (2014-2015) affect you?  O A lot  O A little  18. How old are you?  O Under 18  O 18-24  19. What is the highest degree or level	O Not much at all O 25-34 O 3	O O O O on the Cor	O O O O mmuter Rail t	O O O O chis most re	O O O O Cent winter	) 65+		
Passenger Information in Stations  Passenger Information on Trains  Professionalism of Staff in Stations  Professionalism of Staff on Trains  17. How much did the disruptions (de (2014-2015) affect you?  O A lot  O A little  18. How old are you?  O Under 18  O 18-24	O Not much at all O 25-34 O 3 el of school you have contational O College	O O O O O O O O O O O O O O O O O O O	O O O O mmuter Rail t	O O O O chis most re	O O O O Cent winter	) 65+		

20.	How do you self-identify by race? (Check all that apply.)						
	<ul><li>O American Indian or Alaska Native</li><li>O Asian</li></ul>		<ul><li>Native Hawaiian or other Pacific Islander</li><li>White</li></ul>				
	O Black or African Am	nerican	O Other				
21.	Are you Hispanic or La	atino/a? O Yes O No					
22.	What is your employn	nent status?					
	O Student O Self-employed		O Retired				
	O Employed	O Currently Unemployed					
23.	What is your gender?						
	O Man	O Woman	O Fill in:				
24.	What is your current a	annual household income	?				
	•	O \$28,000-\$41,999	○ \$70,000-\$99,999 ○ \$140,000 or more				
		O \$42,000-\$69,999	O \$100,000-\$139,999				
The	e following questions a	are designed to collect inf	ormation about the translation needs of our customers				
who may have difficulty understanding written or spoken English. These same questions are asked on the							
foreign-language versions of this survey.							
25.	25. Are you generally able to understand basic directions spoken or written in English?						
	O Always	<ul><li>Sometimes</li></ul>					
	O Often	O Never					
26.	Do you prefer to have	e information about the Co	ommuter Rail in English or in some other language?				
	O English	O Other language (pleas	e specify)				







