



Commuter Rail Rider Satisfaction Survey June 2015



10. Please rank your top 2 most preferred methods for receiving information about service on the Commuter Rail. Use "1" to indicate most preferred and "2" to indicate second most preferred.

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|--|--|
| <input type="text"/> Train / ticket office personnel | <input type="text"/> Twitter (@mbta_cr) |
| <input type="text"/> Official MBTA Commuter Rail App | <input type="text"/> Text (SMS) alerts |
| <input type="text"/> Third-party Mobile App | <input type="text"/> Email alerts |
| <input type="text"/> Facebook (MBTA Commuter Rail) | <input type="text"/> Customer Service Agents |
| <input type="text"/> Website (www.mbta.com) | <input type="text"/> LED Signs |
| <input type="text"/> Paper schedules | <input type="text"/> Other (please specify) |
| <input type="text"/> Telephone | |

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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11. For your departure today, how did you arrive at the Commuter Rail station? Please select one.

- | | | |
|---|---------------------------------------|---|
| <input type="radio"/> Bicycle | <input type="radio"/> Car (parked) | <input type="radio"/> Taxi or other hired ride (e.g. Uber/Lyft) |
| <input type="radio"/> Bus | <input type="radio"/> Carpool/Vanpool | <input type="radio"/> Walk |
| <input type="radio"/> Car (dropped off) | <input type="radio"/> Subway | <input type="radio"/> Other (please specify) |

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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12. In your recent experience how often is your fare collected on the Commuter Rail?

- | | | | |
|------------------------------------|--|--|-----------------------------|
| <input type="radio"/> All the time | <input type="radio"/> Most of the time | <input type="radio"/> Some of the time | <input type="radio"/> Never |
|------------------------------------|--|--|-----------------------------|

13. Have you contacted the Customer Service Help Line in the last year? Yes No

14. IF YES: How satisfied are you with your experience with the Customer Service Help Line?

Very Dissatisfied ----- Very Satisfied

15. If the management team in charge of Commuter Rail services could do one thing to make your overall commuting experience better – what would it be?

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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16. Compared to last year at this time (June 2014), would you say the following aspects of the Commuter Rail service have gotten better, worse, or stayed about the same?

	Better	Worse	Same	N/A
On-Time Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of Station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coach Cleanliness (Inside)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coach Cleanliness (Outside)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Passenger Information in Stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Passenger Information on Trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of Staff in Stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of Staff on Trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. How much did the disruptions (delays and cancellations) on the Commuter Rail this most recent winter (2014-2015) affect you?

- | | | | | |
|-----------------------------|--------------------------------|---------------------------------------|----------------------------|---------------------------|
| <input type="radio"/> A lot | <input type="radio"/> A little | <input type="radio"/> Not much at all | <input type="radio"/> None | <input type="radio"/> N/A |
|-----------------------------|--------------------------------|---------------------------------------|----------------------------|---------------------------|

18. How old are you?

- | | | | | | | |
|--------------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------------------|
| <input type="radio"/> Under 18 | <input type="radio"/> 18-24 | <input type="radio"/> 25-34 | <input type="radio"/> 35-44 | <input type="radio"/> 45-54 | <input type="radio"/> 55-64 | <input type="radio"/> 65+ |
|--------------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------------------|

19. What is the highest degree or level of school you have completed?

- | | | |
|-----------------------------------|---|--|
| <input type="radio"/> 0-11 | <input type="radio"/> Technical/ Vocational | <input type="radio"/> College graduate |
| <input type="radio"/> HS graduate | <input type="radio"/> Some college | <input type="radio"/> Graduate degree |

20. How do you self-identify by race? (Check all that apply.)

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White
- Other

21. Are you Hispanic or Latino/a? Yes No

22. What is your employment status?

- Student
- Self-employed
- Retired
- Employed
- Currently Unemployed

23. What is your gender?

- Man
- Woman
- Fill in:

24. What is your current annual household income?

- Less than \$14,000
- \$14,000 to \$27,999
- \$28,000-\$41,999
- \$42,000-\$69,999
- \$70,000-\$99,999
- \$100,000-\$139,999
- \$140,000 or more

The following questions are designed to collect information 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. Are you generally able to understand basic directions spoken or written in English?

- Always
- Often
- Sometimes
- Never

26. Do you prefer to have information about the Commuter Rail in English or in some other language?

- English
- Other language (please specify)

