



**FOR DISCUSSION PURPOSES—CUSTOMER
SATISFACTION SURVEY TEAM**

Dear Customer,

Since Metra appreciates your patronage and values your opinions, we would like you to complete this Customer Satisfaction Survey. The information obtained from the survey will assist us in meeting our commitment to you to provide efficient and cost effective transportation.

**[###
CODING NOTE: CONDITIONAL TEXT BLOCK
FOLLOWS. IF ID LOGIN IS FLAGGED TO
INCLUDE THE DRAWING, THEN USE THE
FOLLOWING TEXT:]**

Please complete the Customer Satisfaction Survey. You can enter into a drawing to win a \$20.00 Amazon gift certificate. Please complete the entry below.

**[CLICK HERE FOR TERMS AND
CONDITIONS](#)**

END NOTE ###]

Thank you for your cooperation and for riding Metra.

**[### CODING NOTE: START ACTUAL
SURVEY ###]**

**PLEASE TELL US ABOUT YOUR
EXPERIENCES WITH METRA:**

1. How many trips would you estimate that

**you make on Metra in a typical month
(Please count each inbound and each
outbound trip separately)?**

- Trips in a typical month
- I do not ride Metra in a typical month

**SKIP Q#1 For passengers who
indicated that they don't ride Metra in
a typical month**

Please estimate the number of times
you rode Metra in the **last twelve (12)
months** (Please count both inbound and
outbound trips individually).

- 40 times or more
- 30-39 times
- 20-29 times
- 10-19 times
- 5-9 times
- 3-4 times
- 1-2 times

**2. How long have you been a regular
passenger of Metra?**

[### Coding Note:
Some responses trigger SKIP Q#2A and/or
B
###]

- I am not a regular rider
- Less than six months
- 6 months to 1 year
- 1 to 2 years
- 3 to 4 years
- 5 to 6 years
- 7 to 8 years
- 9 to 10 years
- 11 to 20 years
- More than 20 years

**SKIP Q#2A FOR SHORT TERM OR
INFREQUENT USERS (All others)**

Please rate the following service attributes:

Ease of obtaining travel and fare info

- Exceeded my expectations
- Met my expectations
- Somewhat met my expectations
- Failed to meet my expectations
- Didn't know what to expect

Ease of purchasing my ticket

- Exceeded my expectations
- Met my expectations
- Somewhat met my expectations
- Failed to meet my expectations
- Didn't know what to expect

Reliability of schedule

- Exceeded my expectations
- Met my expectations
- Somewhat met my expectations
- Failed to meet my expectations
- Didn't know what to expect

Station (Comfort/Safety/Cleanliness)

- Exceeded my expectations
- Met my expectations
- Somewhat met my expectations
- Failed to meet my expectations
- Didn't know what to expect

On Board (Comfort/Safety/Cleanliness)

- Exceeded my expectations
- Met my expectations
- Somewhat met my expectations
- Failed to meet my expectations
- Didn't know what to expect

Parking availability/cost

- Exceeded my expectations
- Met my expectations
- Somewhat met my expectations
- Failed to meet my expectations
- Didn't know what to expect

**SKIP Q#2B FOR LONG TERM USERS
(With Metra more than one year)**

Please rate the following service attributes in considering changes since you first began traveling with Metra and today:

Service operating without delays

- Better
- No Change
- Worse

Communications during service delays

- Better
- No Change
- Worse

Ease of purchasing tickets

- Better
- No Change
- Worse

Air quality on platforms

- Better
- No Change
- Worse

3. Please confirm the type of Metra ticket you typically use? (One answer only)

**[### Coding Note:
Some responses trigger SKIP Q#3 and/or
SKIP Q#4
###]**

- Monthly pass **(SEE SKIP #3)**
- Ten-ride ticket
 - Number of 10-ride tickets purchased in typical month:
 - One
 - Two
 - Three or more
- One-way ticket **(SEE SKIP Q#3)**

Number on one-way tickets
purchased in typical month

- 1-5
- 6-10
- 11-20
- 21+

- Weekend pass (Triggers SKIP Q#4)
- RTA Benefit Access Ride Free program

SKIP Q#3 For passengers who indicated they typically purchase Monthly or one-way tickets who have ridden for longer than one-year (See Q#2).

In the past, did you purchase 10-Ride tickets?

Yes

[CODING NOTE: IF YES, THEN USE SKIP QUESTION BELOW ###]

Did you stop purchasing 10-Ride tickets when the discount was eliminated?

- Yes No
- No
- Can't recall

4. In the past year, what other ticket types have you used? (Check all that apply)

**[### Coding Note:
Some responses trigger SKIP Q#4
###]**

- Monthly
- 10-ride
- One-way
- Weekend Pass (Triggers SKIP #4)
- I never purchase other Metra ticket types

SKIP Q#4 For passengers who answer a Weekend Pass on Question 3 or Question 4):

How many times did you purchase a Weekend Pass in the past year?

How many one-way trips did you typically take during the weekend while using your Weekend Pass? (Count travel to and travel from a destination separately.)

_____ 4 or more

_____ 3

_____ 2

_____ 1

Which day(s) did you use your Weekend Pass?

_____ Saturday only

_____ Sunday only

_____ Both Saturday and Sunday

Did the availability of a discounted Weekend Pass influence your decision to use Metra?

_____ Yes

_____ No

5. Do you typically purchase your ticket through any type of reduced fare program? (Senior, disability, U.S. Military, student)

_____ Yes

_____ No

_____ Don't know

6. Do you typically purchase your ticket through a pre-tax or employer paid Commuter Transit Benefit program? (RTA, Wageworks, ADP, other)

[### Coding Note:

Some responses trigger SKIP Q#5

###]

- Yes
- No
- Don't know (SEE SKIP Q#5)

SKIP Q#5 For those answering "No " or "Don't know" to Transit Benefit Q.

Does your employer offer a transit benefit program to help you save on the cost of your transit?

- Yes
- No
- Don't know

7. If you typically drive alone or carpool/vanpool to your origin station, how do you pay for the parking at the station?

- Monthly pass \$ _____
- Quarterly Pass \$ _____
- Daily Cash \$ _____
- Daily Credit/Debit pay \$ _____
- Daily pay via phone \$ _____
- Park offsite in a nearby private lot or side street and pay
- Free parking
- Don't drive alone or carpool and park
- Other: _____

8. If you typically take CTA or Pace to your ORIGIN station how do you pay the fare?

- Don't take CTA or Pace
- Ventra Card
- CTA/Pace Link-up
- Pace PlusBus pass
- Other: _____

9. If you typically use CTA or Pace to get to your ultimate DESTINATION from Metra how do you pay the fare?

- Don't take CTA or Pace

- Ventra Card
- CTA/Pace Link-up
- Pace PlusBus pass
- Other: _____

10. Do you usually have a car available to you when you ride Metra?

**[### Coding Note:
Some responses trigger SKIP Q#7
###]**

- Yes
- No

**SKIP Q #7 FOR PASSENGERS WHO
INDICATE THAT THEY HAVE A CAR
AVAILABLE**

Considering your cost, reliability, and comfort, what is your overall travel mode preference:

- Metra
- Driving
- Other: _____

11. Consider your usual activity and your Metra experience:

a. I take an earlier train to allow for possible delays

- Never
- At times
- Often
- Always

b. I go to the same work location every workday

- Never
- At times
- Often
- Always
- Not Applicable

c. I read Metra's passenger newsletter, "On the Bi-level"

- Never
- At times
- Often
- Always

d. I travel earlier than needed in order to find station parking

- Never
- At times
- Often
- Always
- Not Applicable

e. I use the station nearest my home

**### Coding Note:
Some responses trigger SKIP Q#8
###]**

- Never
- At times
- Often
- Always

SKIP Q#8 For passengers who answered "Never" or "At times" about using the station nearest their home.

I don't use the station nearest my home because: (Check all that apply)

- Parking is better at my boarding station
- I need to run errands and my boarding station is more convenient
- Boarding station is in a lower fare zone
- Boarding station is easier to access
- Boarding station has a ticket agent
- Schedule at boarding station better meets my needs
- I need to accommodate travel needs of others

- I feel more comfortable using this
boarding station
 Other _____

f. My car is safe in the parking lot at my
station

- Never
 At times
 Often
 Always
 Not Applicable

g. Stations agents are good ambassadors for
Metra

- Never
 At times
 Often
 Always
 Not Applicable

h. Signage to/from connecting buses/taxis is
clear and understandable

- Never
 At times
 Often
 Always
 Not Applicable

i. Bicycle parking at my station is readily
available

- Never
 At times
 Often
 Always
 Not Applicable

j. Quiet cars on my train are respected

- Never
 At times
 Often
 Always

Not Applicable

k. Bicycles on my train are neatly stowed

- Never
- At times
- Often
- Always
- Not Applicable

l. Conductors on my train are good ambassadors for Metra

- Never
- At times
- Often
- Always
- Not Applicable

m. Conductors on my train are diligent about collecting fares

- Never
- At times
- Often
- Always
- Not Applicable

12. Please share specific comments (compliments, complaints, recommendations) about your activity and Metra experience: (Limit to 180 characters)

13. Please indicate whether you agree or disagree with the following statements:

a. I sometimes telecommute

Yes

No
 Not Applicable

b. I work flex hours
 Yes
 No
 Not Applicable

c. I work a compressed work week (3 or 4-day work week)
 Yes
 No
 Not Applicable

d. I am able to leave work early on Fridays (June-August)
 Yes
 No
 Not Applicable

e. I drive instead of riding Metra when I work late or have evening plans
 Yes
 No
 Not Applicable

f. I would travel on weekdays in nonpeak hours (9am-3pm) if discounted fare offered
 Yes
 No
 Don't Know

g. I base my travel choices on environmental concerns
 Yes
 No

h. Cost savings is the primary reason I use Metra
 Yes
 No

i. I would drive if downtown parking were not so expensive

- Yes
- No
- Don't Know
- Not Applicable

j. I chose my home location in part on nearness and access to Metra

- Yes
- No

k. I would use Metra more if I could print my own one-way ticket

- Yes
- No
- Don't Know

l. I would prefer mobile phone ticketing instead of paper ticket purchases

- Yes
- No
- Don't Know

m. My Smartphone serves my on-line needs while on Metra

- Yes
- No
- Not Applicable

n. I would follow Metra on social media such as Facebook

- Yes
- No
- Don't Know

o. If I need it, Chicago's Divvy (blue) bike sharing offers an attractive connecting option for me

- Yes
- No
- Don't Know

p. If I need a car during mid-day, carshare programs (Enterprise CarShare or Zipcar) would appeal to me

- Yes
- No
- Don't Know

14. If you would like to share additional input, please elaborate on any of your responses to Question 13: (Limit to 180 characters)

COMMUNICATING WITH METRA:

15. I have visited Metra's website in the last six months

- Yes (IF YES, SKIP BELOW)
- No

SKIP FOR THOSE ANSWERING YES

Is Metra's website easy to read?

- Yes
- No

Is Metra's website easy to navigate?

- Yes
- No

Is information on Metra's website timely?

- Yes
- No

Is information on Metra's website easy to understand?

- Yes
- No

Is information on Metra's website easy to find?

- Yes
- No

16. What primary information source do you typically rely on for learning about train times, station location/parking, fare

**and other routine Metra information?
(Select one answer only.)**

- metrarail.com
 - printed train schedule
 - RTA information 836-7000
 - Station posters/info
 - Friends, relatives or co-workers
 - On-board conductors
 - Metra Passenger Service 322-6777
 - Station agents
 - "On the Bi-Level" newsletter
 - Other, please specify
- _____

17. During delays, what is your preferred source for up-to-date information?

- metrarail.com
 - e-mail alerts
 - Metra Twitter alerts
 - On board announcements
 - RTA information 836-7000
 - Metra Passenger Service 322-6777
 - Friends, relatives or co-workers
 - Station announcements
 - Local media alerts via radio, TV and/or on-line news, Source:
- _____
- Other, please specify:
- _____

18. When traveling aboard Metra, what communication devices to you typically use? (Select all that apply)

- None
 - Smartphone
 - E-Reader
 - Cell phone
 - Laptop/Tablet PC
- ### CODING NOTE: If "Yes" to "Laptop/Tablet PC, THEN ask: ###]**

Can you access a cellular data network? Yes No
 Other

19. Which Social Media platforms do you currently use:

Facebook
 Yes
 No

Pinterest
 Yes
 No

LinkedIn
 Yes
 No

Twitter
 Yes
 No

YouTube
 Yes
 No

Other: _____

20. I am signed-up for Metra service alerts via:

[### Coding Note:
Some responses trigger SKIP Q#12
###]

e-mail
 Twitter
 Not signed up

SKIP Q#12 Do you find Metra's service alerts helpful?

Yes

No (Check all that apply)

[### CODING NOTE: IF "NO" ABOVE, THEN ASK: ###]

They are not clear

They arrive too late to help me

I get too many

I only want to get alerts that pertain to my train

Other _____

SAMPLE

SATISFACTION RANKINGS: Think about the last few trips you took on Metra and please indicate your satisfaction with the following features using a scale of 1-10. If the question does not apply to you, enter "Not Applicable."

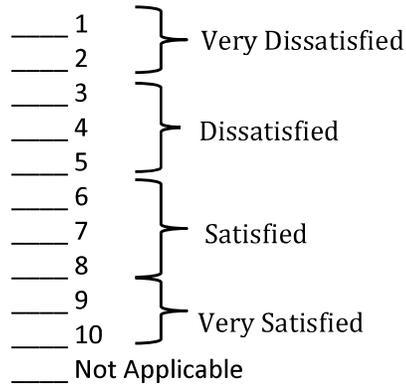
21. Getting to destination on time

___ 1	}	Very Dissatisfied
___ 2		
___ 3		
___ 4	}	Dissatisfied
___ 5		
___ 6		
___ 7	}	Satisfied
___ 8		
___ 9		
___ 10	}	Very Satisfied

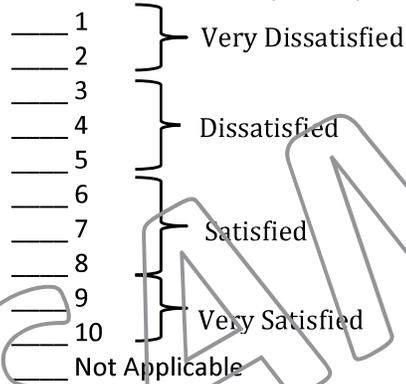
22. The number of scheduled trains in rush hour

___ 1	}	Very Dissatisfied
___ 2		
___ 3		
___ 4	}	Dissatisfied
___ 5		
___ 6		
___ 7	}	Satisfied
___ 8		
___ 9		
___ 10	}	Very Satisfied

23. The number of scheduled trains in non-rush hour

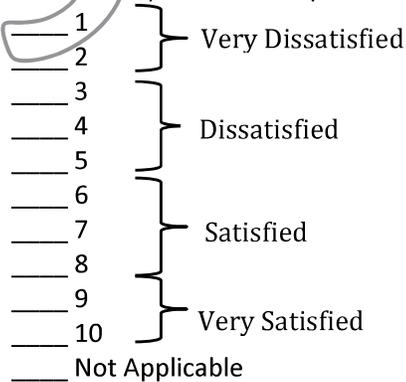


24. Total travel time for your trip

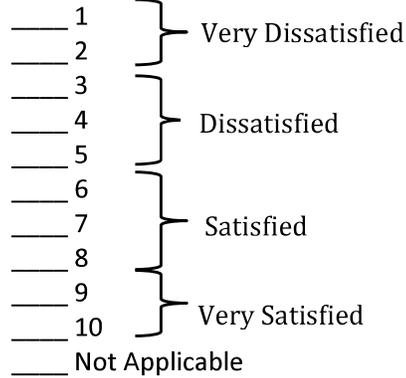


Safety

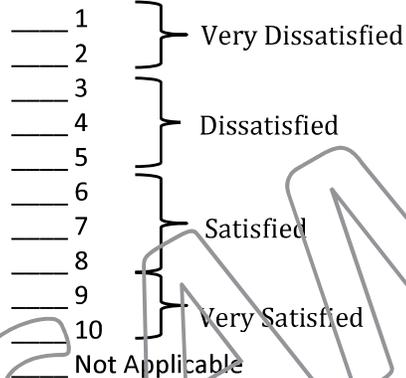
25. How safely the train is operated



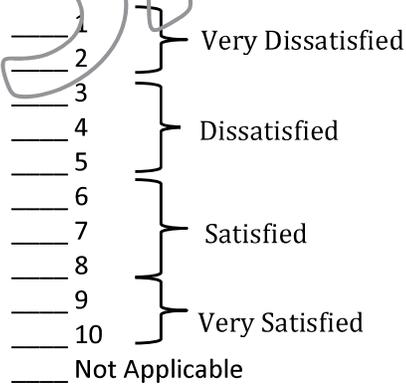
26. Personal safety onboard the train



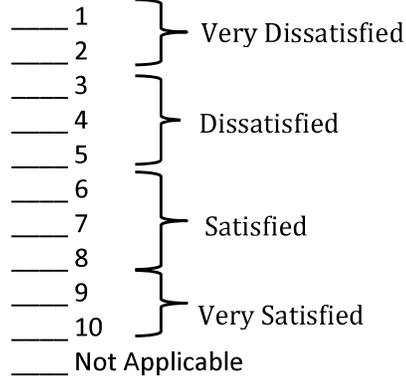
27. Personal safety at boarding station



28. Personal safety at destination station

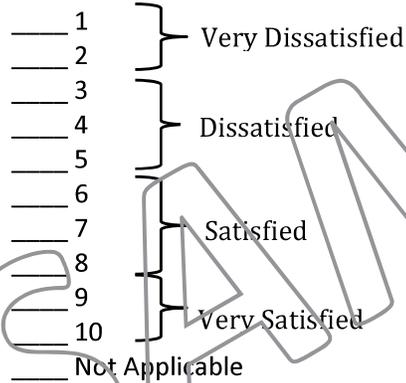


29. Security of purchasing tickets on-line

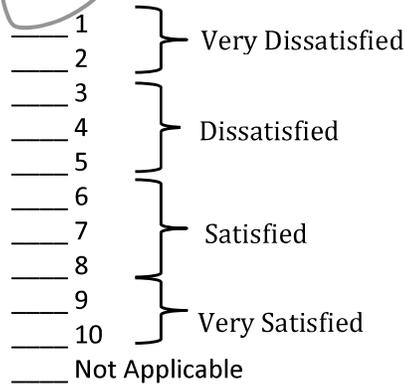


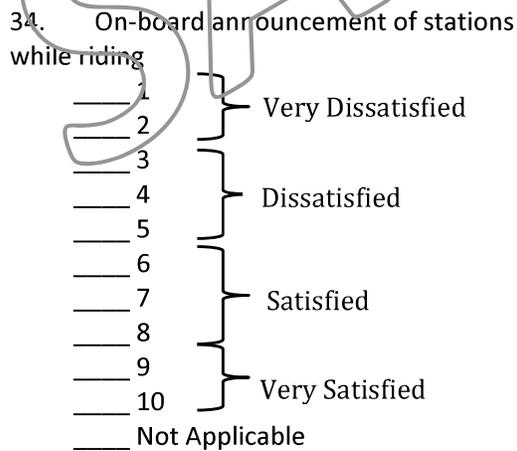
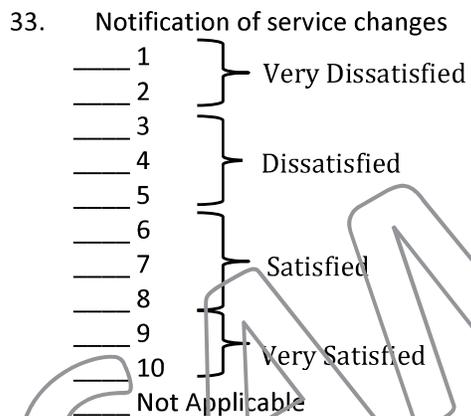
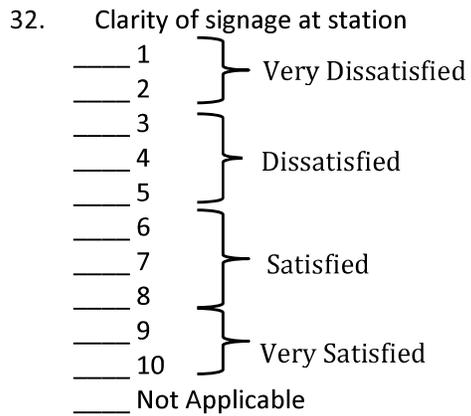
Information

30. Availability of information at metrarail.com

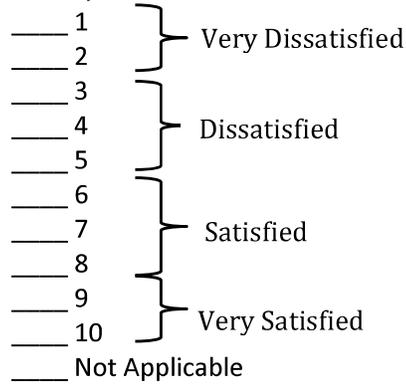


31. Availability of service/route information

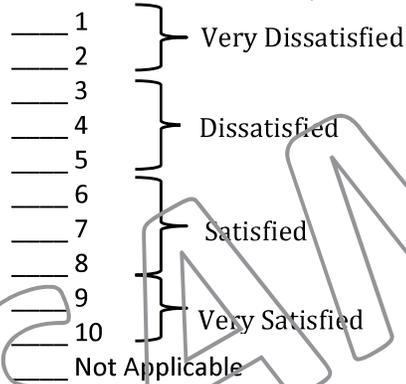




35. On-board communications during service delays

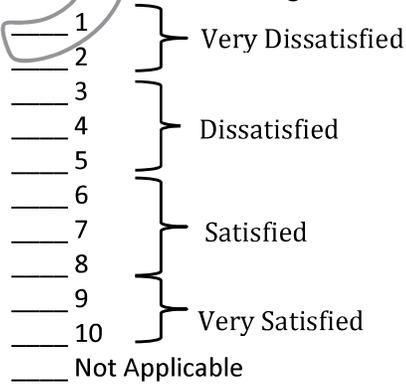


36. Announcements of delays at station

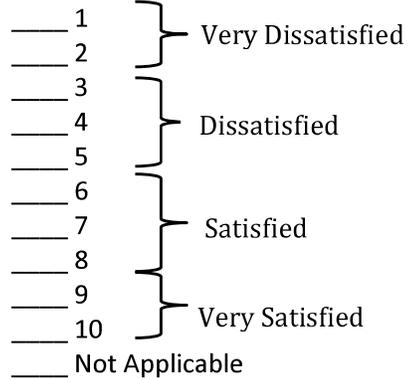


Cleanliness and Comfort

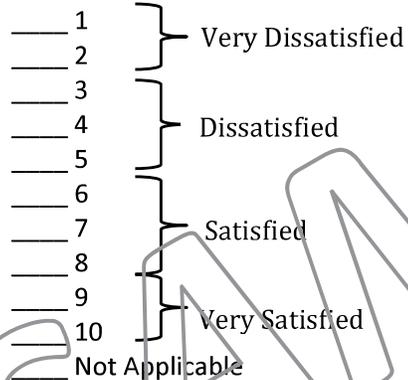
37. Cleanliness of boarding station



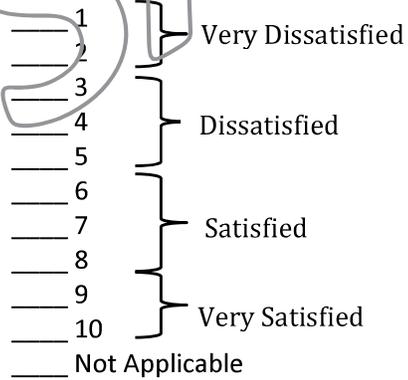
38. Cleanliness of destination station

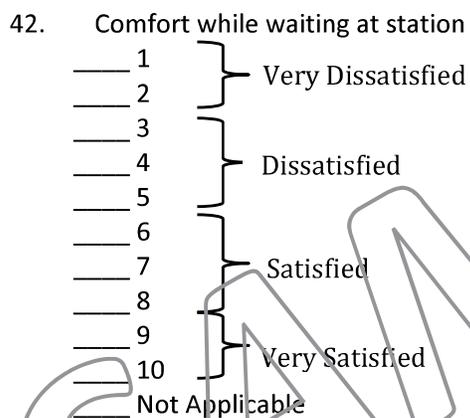
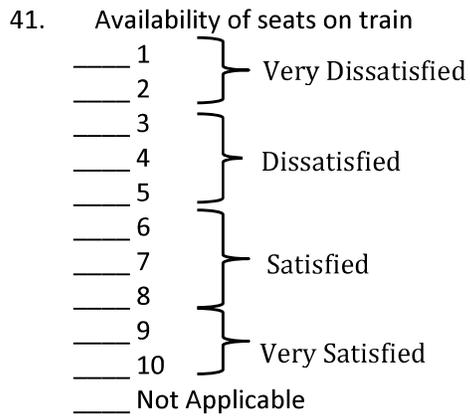


39. Cleanliness on-board train

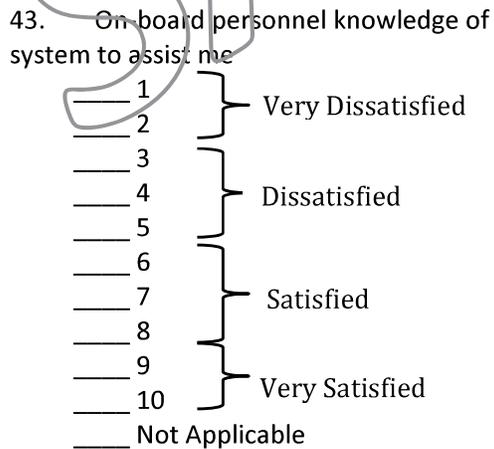


40. Comfortable temperature on train

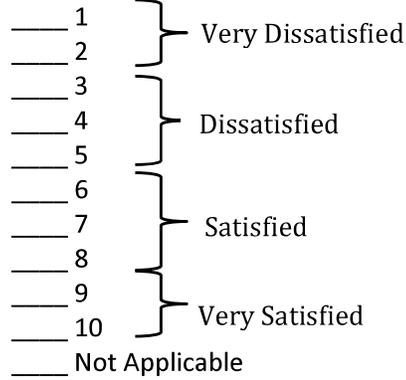




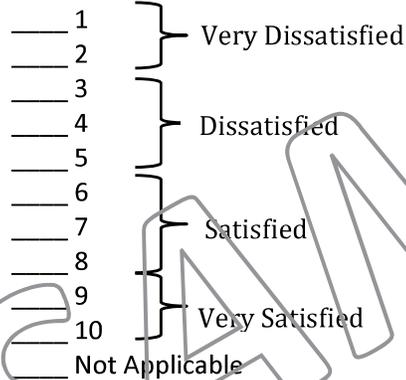
Personnel



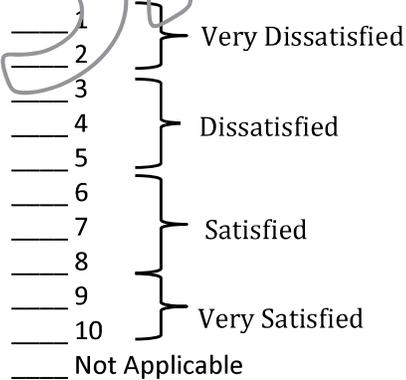
44. Station personnel knowledge of system to assist me



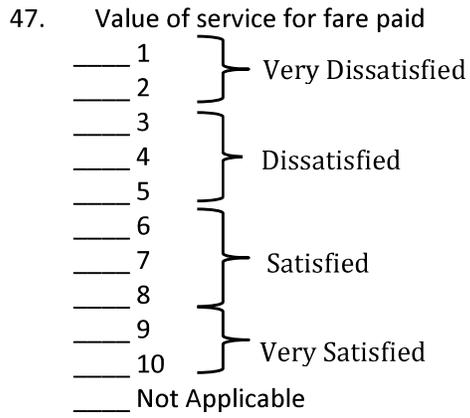
45. Station personnel courtesy at station



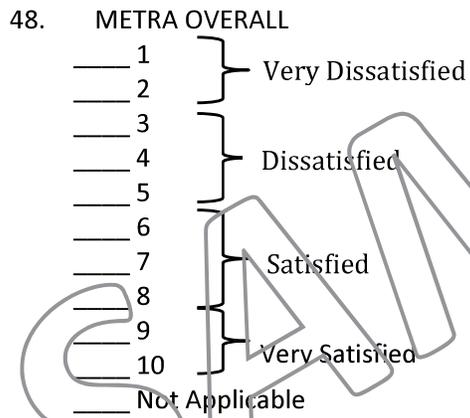
46. On-board personnel courtesy



Value



Overall



REGIONAL SATISFACTION:

Please consider your ability to move throughout the Chicago region, using any and all of the available public transportation options (CTA, Pace, Metra) and indicate your overall regional satisfaction using the 1 to 10 scale. If the question does not apply to you, please select "Not applicable."

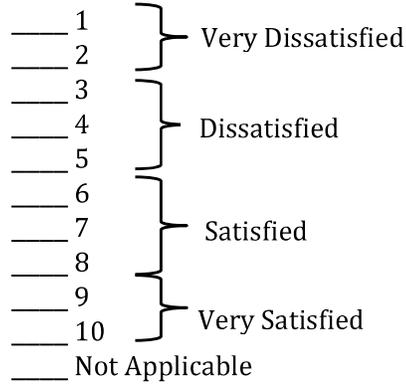
49. Availability of public transportation throughout the six-county Chicago Region when and where you need to travel

- ___ 1
 - ___ 2
 - ___ 3
 - ___ 4
 - ___ 5
 - ___ 6
 - ___ 7
 - ___ 8
 - ___ 9
 - ___ 10
 - ___ Not Applicable
- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

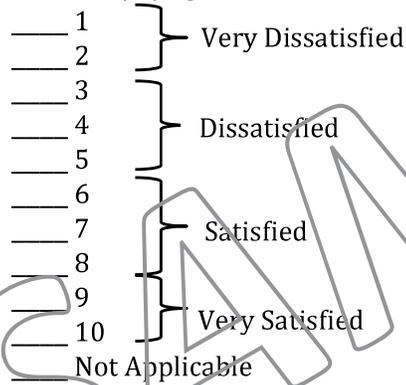
50. Ease of transferring to other transit services

- ___ 1
 - ___ 2
 - ___ 3
 - ___ 4
 - ___ 5
 - ___ 6
 - ___ 7
 - ___ 8
 - ___ 9
 - ___ 10
 - ___ Not Applicable
- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

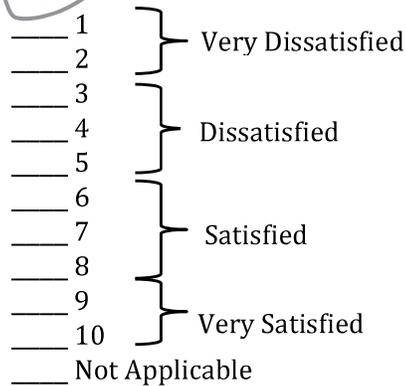
51. Coordination of schedules among
Metra, CTA, Pace



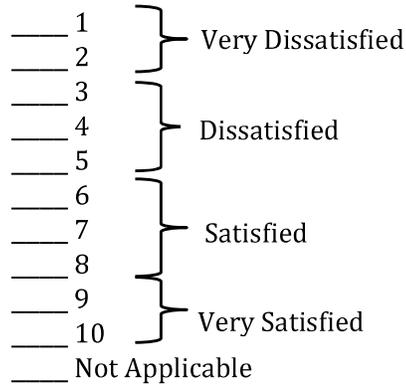
52. Ease of paying for transfers



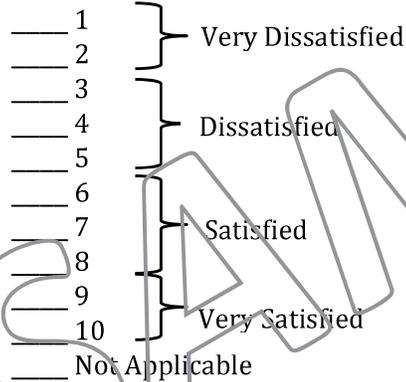
53. Signage directing you to Pace or CTA
from Metra



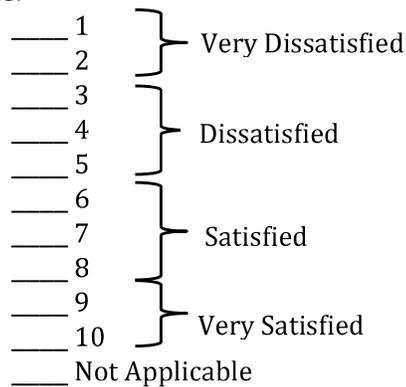
54. Availability of parking when using public transit



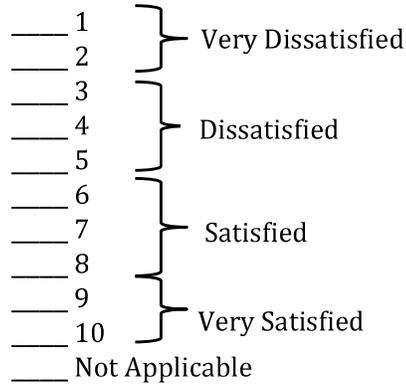
55. Travel information obtained through the on-line RTA regional trip planner



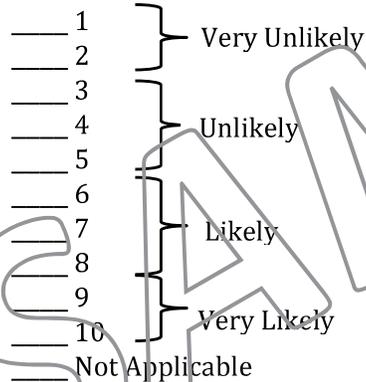
56. Information and service received from the regional RTA Travel Information Center



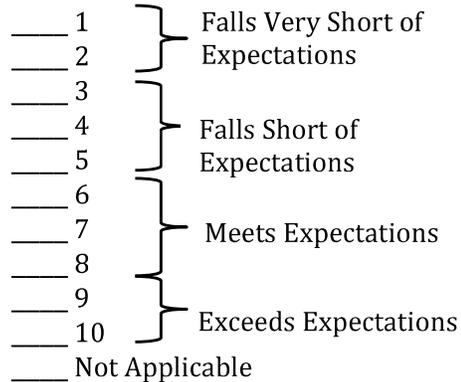
57. Overall satisfaction with public transportation in the SIX-COUNTY CHICAGO REGION



58. How likely are you to recommend Metra to others?



59. How does Metra meet your expectations overall?



60. Please rank your top three reasons for traveling with Metra (In order of importance, #1 is top, #2 is second and #3 is third.)

**[### CODING NOTE:
RANDOMIZE ORDER IN WHICH RESPONSES
DISPLAY FOR EACH USER.
###]**

- Cost savings
- Reliability of service
- Time Savings
- Avoid road congestion
- I enjoy the social time
- Environmental concern
- I enjoy relaxing
- I use the time to work/read/nap
- Safety
- Convenience
- Less stress
- It's my only travel option
- It's my preferred travel option
- Other
- _____
- _____

PLEASE TELL US ABOUT YOURSELF. The demographic information you provide will be used to help Metra provide service in an equitable manner, as required by Federal Law. Metra respects your privacy and assures you that all personal information will be kept strictly confidential.

61. Are you?

- Male
- Female

62. What is your age category?

- Under 18
- 18-24
- 25-29

- 30-34
- 35-39
- 40-44
- 45-49
- 50-54
- 55-59
- 60-64
- 65 or over

63. What is the highest level of education you have completed?

- Some high school or less
- High school graduate
- Some college or technical school
- College graduate
- Post graduate degree

64. What is your current employment status?

- Employed full-time
- Employed part-time
- Homemaker
- Retired
- Student
- Currently not employed
- Other

65. Which of the following categories best describes your ethnic background? (Check all that apply.)

- White/Caucasian
- Asian/Pacific Islander
- Black/African-American
- Hispanic/Latino
- Other

66. Thinking about your entire household, how many

People live in your household, including you? _____

Children under 18 years of age live in your household? _____

Employed persons live in your household?

67. What is your household's approximate annual income?

- ___ Less than \$15,000
- ___ \$15,000 - \$24,999
- ___ \$25,000 - \$39,999
- ___ \$40,000 - \$59,999
- ___ \$60,000 - \$74,999
- ___ \$75,000 - \$99,999
- ___ \$100,000 - \$124,999
- ___ \$125,000 - \$149,999
- ___ \$150,000 - \$199,999
- ___ \$200,000 and above

68. What language do you most often speak at home? (Please check one only)

- ___ English
- ___ Spanish
- ___ Polish
- ___ Chinese
- ___ Korean
- ___ Tagalog
- ___ Russian
- ___ Other

69. How well do you speak English?

- ___ Very well
- ___ Well
- ___ Not well
- ___ Not at all

70. Metra continues to seek input about our service. If you would like to participate in such research, please provide your e-mail:

_____@_____

Your email will not be shared with any other entity for any purpose.

71. COMMENTS. Please share any final comments you wish about your

experiences with Metra. (Limit 180 characters.)

Thank you for your assistance in this important research project.

[### CODING NOTE:
IF ID LOGIN IS FLAGGED TO INCLUDE THE DRAWING, THEN INCLUDE THE FOLLOWING DRAWING ENTRY MODULE:]

ENTER THE DRAWING FOR A \$20.00 AMAZON GIFT CARD! AN ESTIMATED ONE IN EVERY 20 ENTRIES WILL WIN!

So we can notify you if you're a winner, we require the following information:

Name: _____
Street: _____
City: _____
State: _____ Zip: _____

Daytime phone: _____
Evening phone: _____

_____@_____
The personal information you provide is solely for notification of drawing winners and will not be shared with any other entity for any purpose.

Entries for this drawing must be completed before [Date TBD]. Winners will be drawn on [Date TBD]

[CLICK HERE FOR TERMS AND CONDITIONS](#)

[END DRAWING ENTRY MODULE ###]

SAMPLE

Did you already complete and submit the Origin Destination Survey which you received while traveling aboard (Train #, Rail Line)?

Yes
 No

**[### CODING NOTE:
IF "NO", AFTER THE USER HAS COMPLETED
THE CUSTOMER SATISFACTION SURVEY
AND ENTERED THE DRAWING (OR
DECLINED) THEN PRESENT THE QUESTION:]**

Please click here to complete this short survey:

[### BUTTON] OK [###]

**[### IF THEY CLICK 'OK' THEN ROUTE THEM
TO THE "ORIGIN DESTINATION SURVEY"
MODULE WHICH FOLLOWS.
###]**

ORIGIN DESTINATION SURVEY MODULE

(Questions as of 3/7/14)

Dear Customer,

Metra appreciates and values your opinions. The answers you provide will help us update information about our customers' travel patterns.

Thank you for your cooperation and thank you for choosing Metra!

1A. Which rail line do you ride?

[### Coding Note:

**INSERT PULL-DOWN LIST OF METRA
ROUTES.
###]**

1B. Which station is your boarding station?

**[### Coding Note:
INSERT PULL-DOWN STATION NAME
LIST BASED ON ROUTE THAT WAS
SELECTED IN QUESTION #1A. Metra
Electric Line stations provided as an
example.
###]**

- University Park
- Richton Park
- Matteson
- 211th St. (Lincoln Hwy.)
- Olympia Fields
- Flossmoor
- Homewood
- Calumet
- Hazel Crest
- Harvey
- 147th St. (Sibley Blvd.)
- Ivanhoe
- Riverdale
- Kensington (115th St.)
- 111th St. (Pullman)
- 107th St.
- 103rd St. (Rosemoor)
- 95th St. (Chicago St. Univ.)
- 91st St. (Chesterfield)
- 87th St. (Woodruff)
- 83rd St. (Avalon Park)
- 79th St. (Chatham)
- 75th St. (Grand Crossing)
- 63rd St.

- 59th St. (Univ. of Chicago)
- 55th – 56th – 57th St.
- 53rd St. (Hyde Park)
- 47th St. (Kenwood)
- 27th St.
- McCormick Place
- 18th St.
- Museum Campus / 11th Street
- Van Buren St.
- Millennium Station

2. What time was **THIS** train scheduled to **LEAVE** your boarding station?

____:____ AM PM

3. At what destination station will you get **OFF THIS** train?

**[### Coding Note:
INSERT LAST (TERMINAL) STATION
FROM STATION LIST FOR THIS LINE
BASED ON ROUTE WHERE THIS ID WAS
DISTRIBUTED
###]**

Other (Please specify):

4. Where did you start **THIS** trip to your boarding station?

- Your home
- Work
- School
- Business related to work
- Other

5. Please provide the city and location of

the place where you **began** your trip to
THIS Metra station:

*(Responses are confidential and are
used ONLY to determine how riders
travel to and from stations.)*

City _____

Zip _ _ _ _ _

Postal address

(enter **street number and name**):

OR Nearest intersection

(enter **two street names**):

Cross street _____

& Cross street 2 _____

6. How did you get to **THIS** Metra station?

(ONE RESPONSE ONLY.)

- Walked all of the way
- Drove alone and parked
- Got dropped off
- Carpoled as driver
- Carpoled as passenger
- Transferred from another Metra
train (Line): _____
- Pace bus (Route #): _____
- CTA bus (Route #): _____
- CTA rapid transit (Route color):

- Private shuttle bus/van
- Bicycle
- Other (Please specify):

7. What type of Metra ticket are you using for **THIS** trip?

- Monthly
- Ten-ride
- One-way
- Other

8. How did you pay for your ticket?

(ONE RESPONSE ONLY.)

- Cash
- Personal check
- Credit/debit card
- RTA transit benefit
(FareCheck/Debit Card)
- Other transit benefit (WageWorks,
Wired Commute, etc.)
- Other (Please specify)

9. Where did you purchase the ticket that you used for **THIS** trip?

(ONE RESPONSE ONLY.)

- Agent at a downtown Chicago station
- Agent at a station outside of downtown Chicago
- From a conductor on the train
- Through Ticket-By-Mail
- Through Ticket-By-Internet
- Directly through a commuter transit benefit program
(WageWorks, Wired Commute, etc.)
- Station vending machine – CASH
- Station vending machine – _____

CREDIT/DEBIT

___ Other (Please specify):

10. How will/did you get to your final destination from the Metra station today?

(ONE RESPONSE ONLY.)

- ___ Walk all the way
___ CTA bus (Route #): _____
___ CTA rapid transit (Route color):

___ Private shuttle bus/van
___ Taxi
___ Pace bus (Route #): _____
___ Water taxi
___ Get picked up
___ Drive
___ Carpool as driver
___ Carpool as passenger
___ Transfer to another Metra train
(Line): _____
___ Bicycle
___ Other (Please specify):

11. Where will you go after getting off **THIS** train?

(ONE RESPONSE ONLY.)

- ___ Work
___ School
___ Business related to work
___ Medical/dental appointment
___ Personal business
___ Shopping

- Entertainment, visiting, recreation
- Other

12. Based on your answer to Question 11, please provide the city and location of your final destination (not the train station) of **THIS** trip.

City _____

Zip _ _ _ _ _

Postal address

(enter **street number and name**):

OR Nearest intersection

(enter **two street names**):

Cross street _____

& Cross street 2 _____

Thank you for your assistance in this important research project.