



**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
- | | | |
|---|---|-------------------|
| <input type="checkbox"/> 1 | } | Very Dissatisfied |
| <input type="checkbox"/> 2 | | |
| <input type="checkbox"/> 3 | | |
| <input type="checkbox"/> 4 | } | Dissatisfied |
| <input type="checkbox"/> 5 | | |
| <input type="checkbox"/> 6 | | |
| <input type="checkbox"/> 7 | } | Satisfied |
| <input type="checkbox"/> 8 | | |
| <input type="checkbox"/> 9 | | |
| <input type="checkbox"/> 10 | } | Very Satisfied |
| <input type="checkbox"/> Not Applicable | | |

22. The number of scheduled trains in rush hour
- | | | |
|---|---|-------------------|
| <input type="checkbox"/> 1 | } | Very Dissatisfied |
| <input type="checkbox"/> 2 | | |
| <input type="checkbox"/> 3 | | |
| <input type="checkbox"/> 4 | } | Dissatisfied |
| <input type="checkbox"/> 5 | | |
| <input type="checkbox"/> 6 | | |
| <input type="checkbox"/> 7 | } | Satisfied |
| <input type="checkbox"/> 8 | | |
| <input type="checkbox"/> 9 | | |
| <input type="checkbox"/> 10 | } | Very Satisfied |
| <input type="checkbox"/> Not Applicable | | |

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

<input type="checkbox"/> 1	} Very Dissatisfied
<input type="checkbox"/> 2	
<input type="checkbox"/> 3	
<input type="checkbox"/> 4	} Dissatisfied
<input type="checkbox"/> 5	
<input type="checkbox"/> 6	
<input type="checkbox"/> 7	} Satisfied
<input type="checkbox"/> 8	
<input type="checkbox"/> 9	
<input type="checkbox"/> 10	} Very Satisfied
<input type="checkbox"/> Not Applicable	

24. Total travel time for your trip

<input type="checkbox"/> 1	} Very Dissatisfied
<input type="checkbox"/> 2	
<input type="checkbox"/> 3	
<input type="checkbox"/> 4	} Dissatisfied
<input type="checkbox"/> 5	
<input type="checkbox"/> 6	
<input type="checkbox"/> 7	} Satisfied
<input type="checkbox"/> 8	
<input type="checkbox"/> 9	
<input type="checkbox"/> 10	} Very Satisfied
<input type="checkbox"/> Not Applicable	

Safety

25. How safely the train is operated

<input type="checkbox"/> 1	} Very Dissatisfied
<input type="checkbox"/> 2	
<input type="checkbox"/> 3	
<input type="checkbox"/> 4	} Dissatisfied
<input type="checkbox"/> 5	
<input type="checkbox"/> 6	
<input type="checkbox"/> 7	} Satisfied
<input type="checkbox"/> 8	
<input type="checkbox"/> 9	
<input type="checkbox"/> 10	} Very Satisfied
<input type="checkbox"/> Not Applicable	

26. Personal safety onboard the train

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>		
<input type="checkbox"/>		Not Applicable

27. Personal safety at boarding station

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>		
<input type="checkbox"/>		Not Applicable

28. Personal safety at destination station

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>		
<input type="checkbox"/>		Not Applicable

29. Security of purchasing tickets on-line

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>	Not Applicable	

Information

30. Availability of information at
metrarail.com

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>	Not Applicable	

31. Availability of service/route
information

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>	Not Applicable	

32. Clarity of signage at station
- | | |
|---|---------------------|
| <input type="checkbox"/> 1 | } Very Dissatisfied |
| <input type="checkbox"/> 2 | |
| <input type="checkbox"/> 3 | |
| <input type="checkbox"/> 4 | } Dissatisfied |
| <input type="checkbox"/> 5 | |
| <input type="checkbox"/> 6 | |
| <input type="checkbox"/> 7 | } Satisfied |
| <input type="checkbox"/> 8 | |
| <input type="checkbox"/> 9 | |
| <input type="checkbox"/> 10 | } Very Satisfied |
| <input type="checkbox"/> Not Applicable | |

33. Notification of service changes
- | | |
|---|---------------------|
| <input type="checkbox"/> 1 | } Very Dissatisfied |
| <input type="checkbox"/> 2 | |
| <input type="checkbox"/> 3 | |
| <input type="checkbox"/> 4 | } Dissatisfied |
| <input type="checkbox"/> 5 | |
| <input type="checkbox"/> 6 | |
| <input type="checkbox"/> 7 | } Satisfied |
| <input type="checkbox"/> 8 | |
| <input type="checkbox"/> 9 | |
| <input type="checkbox"/> 10 | } Very Satisfied |
| <input type="checkbox"/> Not Applicable | |

34. On-board announcement of stations while riding
- | | |
|---|---------------------|
| <input type="checkbox"/> 1 | } Very Dissatisfied |
| <input type="checkbox"/> 2 | |
| <input type="checkbox"/> 3 | |
| <input type="checkbox"/> 4 | } Dissatisfied |
| <input type="checkbox"/> 5 | |
| <input type="checkbox"/> 6 | |
| <input type="checkbox"/> 7 | } Satisfied |
| <input type="checkbox"/> 8 | |
| <input type="checkbox"/> 9 | |
| <input type="checkbox"/> 10 | } Very Satisfied |
| <input type="checkbox"/> Not Applicable | |

35. On-board communications during
service delays

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

36. Announcements of delays at station

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

Cleanliness and Comfort

37. Cleanliness of boarding station

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

38. Cleanliness of destination station

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>		
<input type="checkbox"/>		Not Applicable

39. Cleanliness on-board train

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>		
<input type="checkbox"/>		Not Applicable

40. Comfortable temperature on train

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>		
<input type="checkbox"/>		Not Applicable

41. Availability of seats on train

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>		
<input type="checkbox"/>		Not Applicable

42. Comfort while waiting at station

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>		
<input type="checkbox"/>		Not Applicable

Personnel

43. On-board personnel knowledge of system to assist me

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>		
<input type="checkbox"/>		Not Applicable

44. Station personnel knowledge of
system to assist me

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>	Not Applicable	

45. Station personnel courtesy at station

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>	Not Applicable	

46. On-board personnel courtesy

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>	Not Applicable	

Value

47. Value of service for fare paid
- | | |
|----|-------------------|
| 1 | Very Dissatisfied |
| 2 | |
| 3 | |
| 4 | Dissatisfied |
| 5 | |
| 6 | |
| 7 | Satisfied |
| 8 | |
| 9 | |
| 10 | Very Satisfied |
| | |
| | Not Applicable |

Overall

48. METRA OVERALL
- | | |
|----|-------------------|
| 1 | Very Dissatisfied |
| 2 | |
| 3 | |
| 4 | Dissatisfied |
| 5 | |
| 6 | |
| 7 | Satisfied |
| 8 | |
| 9 | |
| 10 | Very Satisfied |
| | |
| | Not Applicable |

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 } Very Dissatisfied
____ 3 }
____ 4 }
____ 5 } Dissatisfied
____ 6 }
____ 7 }
____ 8 } Satisfied
____ 9 }
____ 10 } Very Satisfied
____ Not Applicable

50. Ease of transferring to other transit services

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

51. Coordination of schedules among
Metra, CTA, Pace

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

___		Not Applicable

52. Ease of paying for transfers

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

___		Not Applicable

53. Signage directing you to Pace or CTA
from Metra

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

___		Not Applicable

54. Availability of parking when using
public transit

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

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

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

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

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

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

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

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

- | | | |
|--------|---|----------------|
| ___ 1 | } | Very Unlikely |
| ___ 2 | | |
| ___ 3 | } | Unlikely |
| ___ 4 | | |
| ___ 5 | | |
| ___ 6 | } | Likely |
| ___ 7 | | |
| ___ 8 | | |
| ___ 9 | } | Very Likely |
| ___ 10 | | |
| ___ | | Not Applicable |

59. How does Metra meet your expectations overall?

- | | | |
|--------|---|----------------------------------|
| ___ 1 | } | Falls Very Short of Expectations |
| ___ 2 | | |
| ___ 3 | } | Falls Short of Expectations |
| ___ 4 | | |
| ___ 5 | | |
| ___ 6 | } | Meets Expectations |
| ___ 7 | | |
| ___ 8 | | |
| ___ 9 | } | Exceeds Expectations |
| ___ 10 | | |
| ___ | | Not Applicable |

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

___ Carpooled as driver

___ Carpooled 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.**