

**METRA**  
**c/o SYNOVATE**  
**PO BOX 5030**  
**CHICAGO IL 60680-4135**

Dear Customer,

Metra appreciates your patronage and values your opinions. To improve our service to you and other customers, we would like you to complete this survey. The information obtained from the survey will assist us in meeting our commitment to you to provide efficient and cost effective transportation.

When you complete the survey, please return it to the survey administrator on the train or by mail (no postage required). If you receive this survey on a weekend, please return it by mail. If you have recently completed and returned this survey, **please do not complete it again.**

This survey is also available online by using this Web address: **[www.synovate.net/metra5](http://www.synovate.net/metra5)**. Your personal eight-digit ID number and six-digit password is located at the top of this survey.

Thank you for your cooperation and for riding Metra.

Please tape here  
(do not staple)

1. Where did you start your trip to THIS Metra station?  
☐ Home                      ☐ Work                      ☐ Other (Please specify) \_\_\_\_\_
2. What is the ZIP code of the place where you began your trip to the Metra station?      \_\_\_\_\_ - \_\_\_\_\_
3. At what station did you get on THIS train? (Please use the station name as it is listed in your train schedule.)  
Please specify train station: \_\_\_\_\_
4. Which train line are you riding today? (Please use the train line name as it appears on the front of your train schedule.)

<input type="checkbox"/> Burlington Northern Santa Fe – Aurora	<input type="checkbox"/> Milwaukee District/West – Elgin	<input type="checkbox"/> Union Pacific North – Kenosha
<input type="checkbox"/> Metra Electric	<input type="checkbox"/> North Central Service – Antioch	<input type="checkbox"/> Union Pacific Northwest – Harvard
<input type="checkbox"/> Heritage Corridor – Joliet	<input type="checkbox"/> Rock Island District – Joliet	<input type="checkbox"/> Union Pacific West – Geneva
<input type="checkbox"/> Milwaukee District/North – Fox Lake	<input type="checkbox"/> SouthWest Service – Orland Park	

5. Which one of these choices best describes how you got to THIS Metra Station TODAY? (Please check only one response.)

- ☐ Walked all of the way  
☐ Drove alone and parked  
☐ Got dropped off  
☐ Carpooled as driver  
☐ Carpooled as passenger  
☐ Transferred from another Metra train  
☐ Took a Pace bus (Route # \_\_\_\_\_)  
☐ Took a CTA bus (Route # \_\_\_\_\_)  
☐ Took CTA Rapid Transit (Route color \_\_\_\_\_)  
☐ Took a private shuttle bus/van  
☐ Bicycled  
☐ Other (Please specify) \_\_\_\_\_

6. If you TOOK CTA or PACE to this station, how did you pay for this CTA or Pace fare?

- ☐ CTA/Pace Link-Up Pass  
☐ CTA (\$1) Rush Shuttle  
☐ Pace PlusBus Pass  
☐ CTA/Pace Fare: (Check one type below)  
☐ Regular ☐ Transfer ☐ Feeder/Local

- ☐ CTA/Pace Pass: (Check one type below)  
☐ Monthly/30 day ☐ 7-Day ☐ Ten-Ride  
☐ U-Pass

- ☐ Other (Please specify) \_\_\_\_\_  
☐ Does not apply

7. If you DROVE ALONE AND PARKED or DROVE A CARPOOL VEHICLE, how did you pay the parking fee?

- ☐ Daily fee: \$ \_\_\_\_\_ (Please specify amount)

- ☐ Permit fee: \$ \_\_\_\_\_ per  
 (Check one type below)  
☐ Week ☐ Half-Year  
☐ Month ☐ Year  
☐ Quarter

- ☐ Free parking  
☐ Other (Please specify) \_\_\_\_\_  
☐ Does not apply

8. What time was THIS train scheduled to leave your boarding station (according to the train schedule)?

\_\_\_\_:\_\_\_\_ ☐ AM / ☐ PM

9. What type of Metra ticket did you use for THIS trip?

- ☐ Monthly  
☐ Ten-Ride (avg. # purchased per month \_\_\_\_\_)  
☐ One-Way  
☐ Weekend Pass  
☐ Other (Please specify) \_\_\_\_\_

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

- ☐ From an agent at a downtown Chicago station  
☐ From an agent at a station outside of downtown Chicago  
☐ Through Tax-Free Commuter Benefit program (WageWorks, Wired Commute, etc.)  
☐ Station vending machine (Metra Electric District)  
☐ Through Ticket-By-Mail program  
☐ Through Ticket-By-Internet program  
☐ From a conductor on the train  
☐ Other (Please specify) \_\_\_\_\_

11. Did you use an RTA Transit Check when you purchased your ticket?

☐ Yes ☐ No

12. At which station will you get off THIS train?

- ☐ Chicago Union Station  
☐ Ogilvie Transportation Center  
☐ LaSalle Street Station (at Van Buren St)  
☐ Randolph Street/South Water Street  
☐ Van Buren Street Station (at Michigan Ave)  
☐ Other (Please specify) \_\_\_\_\_

13. How far will you travel from the station in question 12 to your final destination?

- ☐ 2 blocks or less ☐ 1 to 1½ miles  
☐ 3 to 4 blocks ☐ 1½ to 2 miles  
☐ 5 to 6 blocks ☐ 2 or more miles  
☐ 7 to 8 blocks

14. What is the ZIP code of your final destination?

\_\_\_\_\_ - \_\_\_\_\_



15. Which of these choices best describes how you will get to your final destination from the Metra station TODAY? (Please check only one response.)

- ☐ Walk
- ☐ Take a CTA bus (Route # \_\_\_\_\_)
- ☐ Take CTA Rapid Transit (Route color \_\_\_\_\_)
- ☐ Take private shuttle bus/van
- ☐ Take a taxi
- ☐ Take a Pace bus (Route # \_\_\_\_\_)
- ☐ River Bus/River Taxi
- ☐ Get picked up
- ☐ Drive alone
- ☐ Carpool as a driver
- ☐ Carpool as a passenger
- ☐ Transfer to another Metra train
- ☐ Bike
- ☐ Other (Please specify) \_\_\_\_\_

16. If you PLAN TO TAKE CTA or PACE, how will you pay for this CTA or Pace fare?

- ☐ CTA/Pace Link-Up Pass
- ☐ CTA (\$1) Rush Shuttle
- ☐ Pace PlusBus Pass
- ☐ CTA/Pace Fare: (Check one type below)
  - ☐ Regular
  - ☐ Transfer
  - ☐ Feeder/Local

- ☐ CTA/Pace Pass: (Check one type below)
  - ☐ Monthly/30 day
  - ☐ 7-Day
  - ☐ Ten-Ride
  - ☐ U-Pass

- ☐ Other (Please specify) \_\_\_\_\_
- ☐ Does not apply

17. What is the destination of THIS trip?

- ☐ Work
- ☐ Business related to work
- ☐ School
- ☐ Home
- ☐ Personal business, medical or dental appointment
- ☐ Shopping, social or recreational activity
- ☐ Other (Please specify) \_\_\_\_\_

18. Excluding TODAY, how many times would you estimate that you rode Metra in the LAST FOUR WEEKS? (Please count each inbound trip and outbound trip separately.)

- |                                           |                                       |
|-------------------------------------------|---------------------------------------|
| <input type="checkbox"/> 40 or more trips | <input type="checkbox"/> 5-9          |
| <input type="checkbox"/> 30-39            | <input type="checkbox"/> 3-4          |
| <input type="checkbox"/> 20-29            | <input type="checkbox"/> 1-2          |
| <input type="checkbox"/> 10-19            | <input type="checkbox"/> Did not ride |

19. During the past 12 months, would you say overall quality of service on your rail line has ...

- |                                            |                                            |
|--------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Improved          | <input type="checkbox"/> Somewhat declined |
| <input type="checkbox"/> Somewhat improved | <input type="checkbox"/> Declined          |
| <input type="checkbox"/> Stayed the same   | <input type="checkbox"/> Not applicable    |

20. About how long have you been a REGULAR RIDER of Metra?

- |                                            |                                               |
|--------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> Over 3 years      | <input type="checkbox"/> 6 months to one year |
| <input type="checkbox"/> Between 2-3 years | <input type="checkbox"/> Less than 6 months   |
| <input type="checkbox"/> Between 1-2 years | <input type="checkbox"/> Not a regular rider  |

21. How long have you lived at your current address?

- |                                            |                                               |
|--------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> Over 3 years      | <input type="checkbox"/> 6 months to one year |
| <input type="checkbox"/> Between 2-3 years | <input type="checkbox"/> Less than 6 months   |
| <input type="checkbox"/> Between 1-2 years |                                               |

22. Metra has been asked to implement a "Bikes on Trains" program on weekday off-peak and weekend service. Do you agree that bikes should be allowed on trains?

- |                              |                             |                                     |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't Know |
|------------------------------|-----------------------------|-------------------------------------|

23. Would you consider yourself a likely user of the "Bikes on Trains" program?

- |                              |                             |                                     |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't Know |
|------------------------------|-----------------------------|-------------------------------------|

24. In the last six months do you recall hearing or seeing Metra advertising?

- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|



25. Please rate how satisfied you are with Metra for each statement below.

		Completely Satisfied			Satisfied	Neutral	Dissatisfied			Completely Dissatisfied			Not Applicable
Please check only one box for each item		10	9	8	7	6	5	4	3	2	1	0	N/A
General	a. Overall rating of Metra Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. Value for your money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. Getting to destination on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d. Getting to destination quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e. Frequency of weekday rush hour service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	f. Frequency of non-rush hour service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Boarding Station	g. Cleanliness of the boarding station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	h. Courtesy of boarding station personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	i. Personal safety at the boarding station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	j. Station communication during service delays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	k. Availability of parking at the boarding station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	l. Cost of parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	m. Security of your vehicle at the parking area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	n. Ease of transferring to Metra from CTA or Pace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-Board	o. Availability of seats on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	p. Comfort of air conditioning level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	q. Comfort of heating level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	r. Cleanliness of the train car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	s. Courtesy of on-board personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	t. On-board communication of service delays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Destination Station	u. Automated station-stop announcements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	v. Personal safety at the destination station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	w. Cleanliness of the destination station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	x. Courtesy of destination station personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	y. Ease of transferring from Metra to CTA or Pace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	z. Ease of paying for transfer to CTA or Pace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. Please select the FIVE items to Question 25 that are MOST IMPORTANT to you. (Please place the letter of that item in the proper place below.)

\_\_\_\_ The most important      \_\_\_\_ Second most important      \_\_\_\_ Third most important  
 \_\_\_\_ Fourth most important      \_\_\_\_ Fifth most important



27. Please rate how much the following factors contributed to your decision to ride Metra TODAY.

	Strongly Contributed		Somewhat Contributed		Not a Contributing Factor
Please check only one box for each item	5	4	3	2	1
a. Travel time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ability to relax with less stress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Cost of driving vs. cost of taking train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Concern for the environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Ability to read/work while commuting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Ability to better predict arrival to my destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Downtown parking rates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Station is close to my final destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28. How strongly do you agree or disagree with the following statements?

	Agree		Neutral		Disagree	Not Applicable
Please check only one box for each item	5	4	3	2	1	N/A
a. I take an earlier train than necessary in order to find a parking space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I board at the Metra station closest to my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I don't take Metra when I need to be at work early	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. My work schedule does not require me to be at the same workplace every day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. I would prefer more frequent service rather than a faster service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. I would prefer faster weekday service prior to 4:30 P.M. rather than after 6:00 P.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. I don't take Metra if I have to work late, or attend an evening class, appointment, or entertainment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. I would recommend using Metra to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The cost of gasoline has influenced my decision to use Metra	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. I would increase my transit use if one fare card allowed me to pay for Metra, CTA and Pace trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. I would sign up to receive email for service alerts for my rail line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. Was a motor vehicle available for your trip TODAY? ☐ Yes ☐ No

30. If Metra had not been available TODAY, how would you have made TODAY's trip?

☐ By driving or riding in an auto ☐ By taking CTA and/or Pace ☐ Would not have made the trip

31. Are you aware of the following? (Check all that apply.)

☐ Family Fares ☐ Ticket-By-Mail ☐ Future Metra expansion projects  
☐ Weekend Pass ☐ Ticket-By-Internet ☐ Pace PlusBus  
☐ \$2 on-board surcharge ☐ Link-Up program ☐ Metrarail.com

32. In the last three months did you use a separate farecard (other than Link-Up or PlusBus) for trips on CTA or Pace?

☐ Yes ☐ No

33. Do you have a CTA Chicago Card/Chicago Card Plus?

☐ Yes ☐ No

34. In the last 6 months, what other Metra ticket types have you purchased? (Check all that apply.)

☐ Monthly ☐ Weekend Pass  
☐ Ten-Ride ☐ None  
☐ One-Way

35. Does your employer offer a tax-free commuter benefit program (Transit Check, WageWorks, Wired Commute, etc.)?

☐ Yes ☐ Don't know  
☐ No ☐ Not employed

36. Which of the following wireless devices do you have with you on the train? (Check all that apply.)

- ☐ Cell phone  
☐ Laptop with wireless connection  
☐ Pocket PC/Palm/PDA with wireless connection  
☐ Blackberry with wireless connection  
☐ Other (Please specify): \_\_\_\_\_  
☐ None

37. If wireless, wi-fi type email/Internet connections were available on the train as it moved, would you subscribe to this service?

- ☐ Yes, would pay for a single day's use.  
How much would you pay? \$ \_\_\_\_\_  
☐ Yes, would pay for unlimited monthly use.  
How much would you pay? \$ \_\_\_\_\_  
☐ No, would not subscribe to this service.

38. If you purchased your ticket from an agent, why don't you use Ticket-By-Mail/Ticket-By-Internet purchasing options? (Check all that apply.)

- ☐ Applications not available at station  
☐ Prefer buying from an agent  
☐ Not aware that I had other ticket purchase options  
☐ Not available for a one-way ticket purchaser like me  
☐ My ticket type purchases are not consistent  
☐ Don't trust the mail  
☐ My transit check is equivalent to cash, it's lost, I lose.  
☐ Does not apply

39. Are you...?

- ☐ Male ☐ Female

40. How would you classify yourself?

- ☐ White/Caucasian ☐ Black/African-American  
☐ Hispanic/Latino ☐ Asian  
☐ Other (Please specify) \_\_\_\_\_

41. What is your age bracket?

- |                                   |                                |                                     |
|-----------------------------------|--------------------------------|-------------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 35-39 | <input type="checkbox"/> 55-59      |
| <input type="checkbox"/> 18-24    | <input type="checkbox"/> 40-44 | <input type="checkbox"/> 60-64      |
| <input type="checkbox"/> 25-29    | <input type="checkbox"/> 45-49 | <input type="checkbox"/> 65 or over |
| <input type="checkbox"/> 30-34    | <input type="checkbox"/> 50-54 |                                     |

42. What is the highest level of education you completed?

- |                                                |                                             |
|------------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> Grade school or less  | <input type="checkbox"/> Some college       |
| <input type="checkbox"/> Some high school      | <input type="checkbox"/> Graduated college  |
| <input type="checkbox"/> Graduated high school | <input type="checkbox"/> Post-graduate work |
| <input type="checkbox"/> Vocational/Technical  |                                             |

43. What is your primary job or position?

- ☐ Company officer  
☐ Manager/Department head  
☐ Supervisor  
☐ Administrative/Clerical  
☐ Professional (MD, lawyer, architect, etc.)  
☐ Sales  
☐ Technical specialist  
☐ Skilled craftsman/Laborer  
☐ Student  
☐ Other (Please specify) \_\_\_\_\_

44. What was your household's total 2004 income before taxes?

- |                                              |                                                |
|----------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Under \$18,000      | <input type="checkbox"/> \$75,000 - \$99,999   |
| <input type="checkbox"/> \$18,000 - \$24,999 | <input type="checkbox"/> \$100,000 - \$124,999 |
| <input type="checkbox"/> \$25,000 - \$39,999 | <input type="checkbox"/> \$125,000 - \$149,999 |
| <input type="checkbox"/> \$40,000 - \$59,999 | <input type="checkbox"/> \$150,000 - \$199,999 |
| <input type="checkbox"/> \$60,000 - \$74,999 | <input type="checkbox"/> \$200,000 or over     |

45. Please provide your email address if you would like to receive messages from Metra regarding fare programs, promotions, and special services:

\_\_\_\_\_@\_\_\_\_\_  
(Completely confidential, internal use only)

Comments:

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