

PLEASE DO NOT WRITE ABOVE THIS LINE.

Please take some time to complete this survey being administered by researchers affiliated with Harvard University and the Massachusetts Institute of Technology in cooperation with the MBTA. Your input will provide information that will help the MBTA improve Commuter Rail service, and researchers will use the results to understand how transit riders get information. Please read the directions below and ask questions about anything you do not understand before deciding to participate in this survey.

- The survey should take you about 7-10 minutes to complete.
- This survey is voluntary. You have the right not to answer any question and to stop the survey.
- There are no known risks to you if you decide to participate in this survey.
- We guarantee that your responses will not be identified with you personally and will remain confidential.

If you have any questions about completing the questionnaire or about being in this study, you may contact Francisca Rojas at francisca_rojas@hks.harvard.edu or Candace Brakewood at ceb@mit.edu. If you have any concerns about your rights as a participant in this study you may contact the Harvard IRB at jcalhoun@fas.harvard.edu or (617-495-5459) or the MIT COUHES at jadams@mit.edu or (617-253-6787).

****OPTIONAL****

IF YOU COMPLETE THE FULL SURVEY, YOU WILL BE ENTERED INTO A LOTTERY THAT WILL AWARD A MONTHLY COMMUTER RAIL PASS TO 10 CUSTOMERS.

To be eligible for the monthly pass lottery, we need your phone number or email address. Your contact information will be maintained by the researchers in a completely confidential data file.

Telephone number: _____ Email address: _____

Please check this box if you want to be contacted for future MBTA research.

THANK YOU FOR COMPLETING THIS SURVEY!

- How many days a week do you ride this Commuter Rail line?

<input type="radio"/> Less than 1 day	<input type="radio"/> 1 day	<input type="radio"/> 2 days	<input type="radio"/> 3 days	<input type="radio"/> 4 days
<input type="radio"/> 5 days	<input type="radio"/> 6 days	<input type="radio"/> 7 days	<input type="radio"/> I'm only visiting Boston	
- At what Commuter Rail station did you **board** this train today? _____
(station name, e.g. North Station)
- How did you get to the station where you **boarded** this train (reported in Question 2)?

<input type="radio"/> Drove or rode in a personal vehicle and parked at or near the station	<input type="radio"/> MBTA Bus or Silver Line
<input type="radio"/> Dropped off by personal vehicle that did not park	<input type="radio"/> Taxi
<input type="radio"/> Walked directly (from work, school, home, etc.)	<input type="radio"/> Bicycle
<input type="radio"/> MBTA Red, Blue, Orange or Green line subway train	<input type="radio"/> THE RIDE
	<input type="radio"/> Private shuttle van/bus
	<input type="radio"/> Other _____
- At what Commuter Rail station will you **exit** the train today? _____
(station name, e.g. North Station)
- How will you get to your **destination** from the station (reported in Question 4)?

<input type="radio"/> Drove or rode in a personal vehicle and parked at or near the station	<input type="radio"/> MBTA Bus or Silver Line
<input type="radio"/> Dropped off by personal vehicle that did not park	<input type="radio"/> Taxi
<input type="radio"/> Walked directly (from work, school, home, etc.)	<input type="radio"/> Bicycle
<input type="radio"/> MBTA Red, Blue, Orange or Green line subway train	<input type="radio"/> THE RIDE
	<input type="radio"/> Private shuttle van/bus
	<input type="radio"/> Other _____
- How time-sensitive is **this** trip?

<input type="radio"/> I cannot be late	<input type="radio"/> I can be a few minutes late	<input type="radio"/> I have flexibility
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7. How long did you wait at the Commuter Rail station **today**? _____
(Write number, e.g. 7 minutes)
8. How long do you **usually** wait at the commuter rail station? _____
(Write number, e.g. 7 minutes)
9. Where will this **one-way** trip end?
 At work At school At a doctor or other personal business
 At home At a store At a work-related errand or meeting
 At a restaurant or social or recreational activity Other _____
10. While you were waiting for the train today, did you do any of the following? **Check all that apply.**
 Used the time waiting for the train to read, make calls, listen to music, etc.
 Spent all of your wait time at the station or in a car at the station
 Spent time at a coffee shop or restaurant Spent time at home Did not wait for the train
 Spent time at a nearby store Spent time at work Other: _____
11. What type of ticket are you using for your trip **today**?
 Single ride or round trip ticket 10 or 12 Ride ticket Monthly pass
12. Where did you purchase your ticket for your trip **today**?
 Ticket office Onboard from the conductor Vending machine
 Employer based program (pre-tax) Retail sales location (ex. coffee shop) Online
13. Have you used the MBTA's Park-by-Phone service **ParkMobile** to pay for parking at Commuter Rail stations?
 Yes (go to Question 14) No (skip to Question 15)
14. If you answered **yes** to Question 13, please rate your level of satisfaction with **ParkMobile**.
 Poor Average Good Excellent
15. If you answered **no** to Question 13, please indicate why you do not use ParkMobile. **Check all that apply.**
 I don't have a smartphone It is confusing or complicated It did not work when I tried it
 I have never heard of it It requires too many steps Other: _____
16. Which devices/technologies have you used in the past 30 days? **Check all that apply.**
 Blackberry iPhone Android Smartphone Other Smartphone
 Laptop Computer Desktop Computer Tablet Computer (iPad, Kindle)
 Cell Phone Text Messaging None of the Above
17. How often do you use a smartphone to make purchases (i.e. iTunes, Android Market/Play, Starbucks)?
 Never Sometimes (monthly) Often (weekly) Always (every day)
- Later this year, Commuter Rail riders will be able to purchase and display tickets on their smartphones.*
18. How likely are you to use your smartphone to buy your Commuter Rail ticket?
 Very likely Somewhat likely Neutral Somewhat unlikely Very unlikely
19. How do you feel about making mobile purchases on your smartphone?
 I regularly make mobile purchases I do not currently make mobile purchases, but I am open to it
 I make mobile purchases, but don't like it I had not previously considered making mobile payments
 I worry about making mobile payments I don't have a smartphone

The MBTA makes available “real-time” information about the GPS location and arrival times for buses, subway and Commuter Rail trains. (This is not the same as printed schedules.) Riders can access this real-time information on websites, cell phones (via text message/SMS) and smartphones (by downloading transit “apps”).

20. Were you aware of the availability of real-time **COMMUTER RAIL** information?

- Yes No (Skip to Question 25)

21. Before boarding the train today, did you use real-time **COMMUTER RAIL** information on a phone or the Web?

- Yes No

22. What are the ways you use real-time **COMMUTER RAIL** information?

Check all that apply.

- On a smartphone “apps” On a desktop or laptop computer On a tablet (ie. iPad)
 On a smartphone through mobile Web On a cell phone through SMS/text messaging

23. How often do you use real-time **COMMUTER RAIL** information?

- Never Sometimes (a few rides) Often (most rides) Always (every ride)

24. If you answered never to Q23, why don't you use real-time **COMMUTER RAIL** information?

Check all that apply

- I don't have a smartphone It is confusing or complicated It requires too many steps
 It is not accurate Did not work when I tried it Other: _____

25. Were you aware of the availability of real-time **SUBWAY** information?

- Yes No (Skip to Question 29)

26. What are the ways you use real-time **SUBWAY** information?

Check all that apply.

- On a smartphone “apps” On a desktop or laptop computer On a tablet (ie. iPad)
 On a smartphone through mobile Web On a cell phone through SMS/text messaging

27. How often do you use real-time **SUBWAY** information?

- Never Sometimes (a few rides) Often (most rides) Always (every ride)

28. If you answered never to Q27, why don't you use **SUBWAY** real-time information?

Check all that apply.

- I don't have a smartphone It is confusing or complicated It requires too many steps
 It is not accurate Did not work when I tried it Other: _____

29. Were you aware of the availability of real-time **BUS** information?

- Yes No (Skip to Question 33)

30. What are the ways you use real-time **BUS** information?

Check all that apply.

- On a smartphone “apps” On a desktop or laptop computer On a tablet (ie. iPad)
 On a smartphone through mobile Web On a cell phone through SMS/text messaging

31. How often do you use real-time **BUS** information?

- Never Sometimes (a few rides) Often (most rides) Always (every ride)

32. If you answered never to Q31, why don't you use **BUS** real-time information?

Check all that apply.

- I don't have a smartphone It is confusing or complicated It requires too many steps
 It is not accurate Did not work when I tried it Other: _____

33. How often do you do each of the following before boarding **Commuter Rail** trains?

	Never	Sometimes (A few rides)	Often (Most rides)	Always (Every ride)
a. Show up at the station <i>without</i> checking the schedule or service status	1	2	3	4
b. Use a transit “app” to check the Commuter Rail schedule	1	2	3	4
c. Go to mbta.com to view schedules, use trip planner or check service alerts	1	2	3	4
d. Go to a non-MBTA website for trip planner (e.g. Google Transit)	1	2	3	4
e. Receive a T-alert via email or text message (SMS)	1	2	3	4
f. Consult the Commuter Rail schedule or map posted at the train station	1	2	3	4
g. Watch the train arrival announcement scrolling on the LED sign at the station	1	2	3	4

34. Several measures of service quality are listed below. Please circle a number after each measure to indicate your opinion on the **level of service** you typically experience on MBTA Commuter Rail trips and its **level of importance** to you. (Circle NA for any measures that don't apply).

	Level of Service Quality					Level of Importance					Not Applicable
	Poor	Average			Excellent	Not important	Neutral			Very Important	
a. On-time performance (reliability)	1	2	3	4	5	1	2	3	4	5	NA
b. How long you wait for the train	1	2	3	4	5	1	2	3	4	5	NA
c. Amount of time between trains	1	2	3	4	5	1	2	3	4	5	NA
d. Arriving at your destination on time	1	2	3	4	5	1	2	3	4	5	NA
e. Personal safety at the station	1	2	3	4	5	1	2	3	4	5	NA
f. Availability of schedule and map information	1	2	3	4	5	1	2	3	4	5	NA
g. Availability of <i>real-time</i> train information (web & mobile)	1	2	3	4	5	1	2	3	4	5	NA
h. Effectiveness of T-Alerts for incidents	1	2	3	4	5	1	2	3	4	5	NA
i. Explaining reasons for delays or other problems	1	2	3	4	5	1	2	3	4	5	NA
j. Overall Commuter Rail service on THIS line	1	2	3	4	5						NA
k. Overall Commuter Rail service on ALL lines	1	2	3	4	5						NA
l. Overall MBTA Service (subway, bus & Commuter Rail)	1	2	3	4	5						NA

The following questions are for classification purposes only. Your answers are *confidential and anonymous*. This information helps the MBTA Commuter Rail provide the best service to all our customers.

D1. What is your home zip code? _____

D2. What is your gender? Male Female

D3. What is your age?
 18 or under 19-24 25-34 35-44 45-64 65 and over

D4. How do you self-identify by race? **Check all that apply.**
 American Indian or Alaska Native Asian Black or African American
 Native Hawaiian or Pacific Islander White Other _____

D5. Are you Hispanic/Latino? Yes No

D6. What is your annual combined household income?
 Under \$20,000 \$40,000-\$49,999 \$75,000-\$99,999
 \$20,000-\$29,999 \$50,000-\$59,999 \$100,000 or more
 \$30,000-\$39,999 \$60,000-74,999

D7. Does your household have one or more cars? Yes No