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!

1. How many days a week do you ride this Commuter Rail line?
   - O Less than 1 day   O 1 day   O 2 days   O 3 days   O 4 days
   - O 5 days   O 6 days   O 7 days   O I’m only visiting Boston

2. At what Commuter Rail station did you board this train today?
   ____________________________  (station name, e.g. North Station)

3. How did you get to the station where you boarded this train (reported in Question 2)?
   - O Drove or rode in a personal vehicle and parked at or near the station
   - O Dropped off by personal vehicle that did not park
   - O Walked directly (from work, school, home, etc.)
   - O MBTA Red, Blue, Orange or Green line subway train
   - O Taxi
   - O Bicycle
   - O MBTA Bus or Silver Line
   - O Private shuttle van/bus
   - O THE RIDE
   - O Other ______________

4. At what Commuter Rail station will you exit the train today?
   ____________________________  (station name, e.g. North Station)

5. How will you get to your destination from the station (reported in Question 4)?
   - O Drove or rode in a personal vehicle and parked at or near the station
   - O Dropped off by personal vehicle that did not park
   - O Walked directly (from work, school, home, etc.)
   - O MBTA Red, Blue, Orange or Green line subway train
   - O Taxi
   - O Bicycle
   - O MBTA Bus or Silver Line
   - O Private shuttle van/bus
   - O THE RIDE
   - O Other ______________

6. How time-sensitive is this trip?
   - O I cannot be late
   - O I can be a few minutes late
   - O I have flexibility
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?  
   - O At work  
   - O At school  
   - O At a doctor or other personal business  
   - O At home  
   - O At a store  
   - O At a work-related errand or meeting  
   - O At a restaurant or social or recreational activity  
   - O 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**?  
   - O Single ride or round trip ticket  
   - O 10 or 12 Ride ticket  
   - O Monthly pass  

12. Where did you purchase your ticket for your trip **today**?  
   - O Ticket office  
   - O Onboard from the conductor  
   - O Vending machine  
   - O Employer based program (pre-tax)  
   - O Retail sales location (ex. coffee shop)  
   - O Online  

13. Have you used the MBTA’s Park-by-Phone service **ParkMobile** to pay for parking at Commuter Rail stations?  
   - O Yes (go to Question 14)  
   - O No (skip to Question 15)  

14. If you answered **yes** to Question 13, please rate your level of satisfaction with **ParkMobile**.  
   - O Poor  
   - O Average  
   - O Good  
   - O 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)?  
   - O Never  
   - O Sometimes (monthly)  
   - O Often (weekly)  
   - O 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?  
   - O Very likely  
   - O Somewhat likely  
   - O Neutral  
   - O Somewhat unlikely  
   - O Very unlikely

19. How do you feel about making mobile purchases on your smartphone?  
   - O I regularly make mobile purchases  
   - O I do not currently make mobile purchases, but I am open to it  
   - O I make mobile purchases, but don’t like it  
   - O I had not previously considered making mobile payments  
   - O I worry about making mobile payments  
   - O 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?  
   - 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?
   - I don’t have a smartphone
   - It is confusing or complicated
   - It requires too many steps
   - 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?  
   - 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?
   - I don’t have a smartphone
   - It is confusing or complicated
   - It requires too many steps
   - 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?  
   - 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?
   - I don’t have a smartphone
   - It is confusing or complicated
   - It requires too many steps
   - Other:________________
33. How often do you do each of the following before boarding Commuter Rail trains?

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

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).

<table>
<thead>
<tr>
<th>Measure</th>
<th>Level of Service Quality</th>
<th>Level of Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. On-time performance (reliability)</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>b. How long you wait for the train</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>c. Amount of time between trains</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>d. Arriving at your destination on time</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>e. Personal safety at the station</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>f. Availability of schedule and map information</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>g. Availability of real-time train information (web &amp; mobile)</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>h. Effectiveness of T-Alerts for incidents</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>i. Explaining reasons for delays or other problems</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>j. Overall Commuter Rail service on THIS line</td>
<td>1 2 3 4 5</td>
<td>NA</td>
</tr>
<tr>
<td>k. Overall Commuter Rail service on ALL lines</td>
<td>1 2 3 4 5</td>
<td>NA</td>
</tr>
<tr>
<td>l. Overall MBTA Service (subway, bus &amp; Commuter Rail)</td>
<td>1 2 3 4 5</td>
<td>NA</td>
</tr>
</tbody>
</table>

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?  
- O Male  
- O Female

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

D4. How do you self-identify by race?  
- O American Indian or Alaska Native  
- O Asian  
- O Black or African American  
- O Native Hawaiian or Pacific Islander  
- O White  
- O Other________

D5. Are you Hispanic/Latino?  
- O Yes  
- O No

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

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