If you would like to enter our drawing for free SEPTA rides, please include your name, home address, phone number and e-mail address. *All previous questions must be answered.*

Name _____

Street Address _____

Borough/Town _____ State _____ Zip Code _____

Contact Phone number: ( ) _____

E-mail address: _____

Any additional comments?
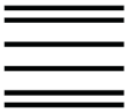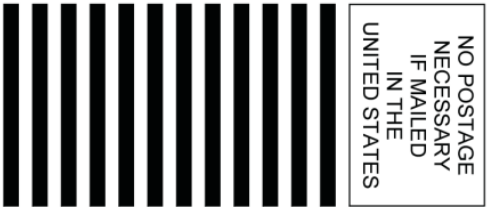
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_____

Thank you for riding SEPTA and for participating in this survey!

Glue Strip

BUSINESS REPLY MAIL
FIRST-CLASS MAIL   PERMIT NO. 29894   PHILADELPHIA, PA

POSTAGE WILL BE PAID BY ADDRESSEE

DELAWARE VALLEY REGIONAL PLANNING COMMISSION
190 N INDEPENDENCE MALL WEST 8TH FLR
PHILADELPHIA PA 19106-9833

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

DELAWARE VALLEY
dvrpc
REGIONAL PLANNING COMMISSION

SEPTA

Transit Customer Survey
SEPTA wants to serve you better. Please complete this survey and return it to the survey agent. You can also mail it back to us postage paid. **Your personal information will be kept confidential.** Fully completed surveys are eligible to win a prize.

For Your Trip Today...

1. Where did you board the Bus or Train you are on now?

_____
Station OR Stop

_____ _____ _____
City   *State*   *Zip Code*

2. What time did you board this bus or train today?

☐ ☐ : ☐ ☐   ☐ AM
hour   *minutes*   ☐ PM

3. Where are you coming from?

☐ Home   ☐ Shopping
☐ Work   ☐ Medical/Dental
☐ School (K-12 Student Only) ☐ Personal Business
☐ School (Technical/College) ☐ Social/Recreational
☐ Other (Please specify) _____

4. What is the address of where you are coming from?

_____

Number & Street OR Intersection OR Location

_____   _____   _____

City/Town   _State_   _Zip Code_

5. Where are you going?

☐ Home ☐ Shopping

☐ Work/Work Related ☐ Medical/Dental

☐ School (K-12 Student Only) ☐ Personal Business

☐ School (Technical/College) ☐ Social/Recreational

☐ Other (Please specify)_____

6. What is the address of where you are going?

_____

Number & Street OR Intersection OR Location

_____   _____   _____

City/Town   _State_   _Zip Code_

About Your <u>One Way</u> Trip Today…

for example: (your trip may vary)

work > walk > bus > TRANSFER > subway > walk > home

7. How many buses/trains/trolleys/subways will you use for this trip? _____

8. How did you get to your <u>FIRST</u> bus/train/trolley/subway for this one-way trip?

☐ Walk ☐ Carpool

☐ Bicycle ☐ Car-Drop Off

☐ Car-Drive and park ☐ Taxi

☐ Other (Please Specify) _____

9. Which Route number/name will you use on this trip?

1st route   2nd route   3rd route   4th route

_____   _____   _____   _____

for _example_: (your trip may vary)

1st route   2nd route   3rd route   4th route

47 Bus   _Market Frankford El_   _____   _____

10. How will you get to your final destination after exiting the last bus/train/trolley/subway vehicle?

☐ Walk ☐ Carpool

☐ Bicycle ☐ Car-Pick Up

☐ Car-Drive and park ☐ Taxi

☐ Other (Please Specify) _____

11. Generally, how often do you ride SEPTA?

☐ 5 or more days a week ☐ 1-3 days a month

☐ 4 days a week ☐ First-time customer

☐ 1-3 days a week ☐ Other (Please Specify)

_____

12. Which of the following statements best applies to you? (Check only one)

☐ I have no other way to travel

☐ I use SEPTA because it is the best choice for me

☐ I usually use another type of transportation, but I occasionally take SEPTA

13. What type of ticket are you using for this trip?

☐ Cash ☐ Token or single ticket

☐ Transfer ☐ Weekly TrailPass/TranPass

☐ Monthly TrailPass/TranPass ☐ Cross County Pass

☐ Intermediate Pass ☐ Independence Pass

☐ Other (Please Specify) _____

About You…

14. How many people, including yourself, live in your household?

☐ one ☐ two ☐ three ☐ four ☐ five or more

15. How many people in your household are currently employed?

☐ none ☐ one ☐ two ☐ three ☐ four ☐ five or more

16. How many vehicles are available in your household?

☐ none ☐ one ☐ two ☐ three ☐ four ☐ five or more

17. What is your approximate annual household income?
This question is asked to ensure that all income levels are served well.

☐ Under $25,000 ☐ $50,000-$74,999 ☐ $150,000-$199,999

☐ $25,000-$34,999 ☐ $75,000-$99,999 ☐ $200,000 and over

☐ $35,000-$49,999 ☐ $100,000-$149,999

18. What is your occupation? (Choose One Only)

☐ Management/Professional ☐ Homemaker

☐ Clerical/Secretarial ☐ Student

☐ Sales/Retail ☐ Not Currently Employed

☐ Non-Office Worker ☐ Retired

☐ Technical/Skilled ☐ Medical Professional

☐ Teacher/Instructor ☐ Other (Please Specify)

_____

Continue to the back >