



Origin
Destination
Survey

¿Español? Preguntar al encuestador, por favor.

Dear Customer,

Metra appreciates and values your opinions. The answers you provide will help us update information about our customers' travel patterns. Please complete this questionnaire and return it to the survey administrator on this train or by mail (no postage required).

Thank you for your cooperation and thank you for choosing Metra!

1. At what station did you get **ON** THIS train?

(ONE RESPONSE ONLY.)

- ☐ Kenosha, Wisconsin
- ☐ Winthrop Harbor
- ☐ Zion
- ☐ Waukegan
- ☐ North Chicago
- ☐ Great Lakes
- ☐ Lake Bluff
- ☐ Lake Forest
- ☐ Fort Sheridan
- ☐ Highland
- ☐ Highland Park
- ☐ Ravinia
- ☐ Braeide
- ☐ Glenview
- ☐ Hubbard Woods
- ☐ Winnetka
- ☐ Indian Hill
- ☐ Kenilworth
- ☐ Wilmette
- ☐ Central St., Evanston
- ☐ Davis St., Evanston
- ☐ Main St., Evanston
- ☐ Rogers Park
- ☐ Ravenswood
- ☐ Clybourn
- ☐ Chicago (Ogilvie Transportation Center)

2. What time was **THIS** train scheduled to **LEAVE** your boarding station?

____:____ ☐ AM ☐ PM

CONTINUE TO QUESTION 3 →

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 6 CHICAGO IL

POSTAGE WILL BE PAID BY ADDRESSEE

METRA
C/O IPSOS
PO BOX 5030
CHICAGO IL 60680-9847

DETACH HERE

DETACH AND RETAIN YOUR PASSWORD

DETACH HERE

Once you complete this on-board, paper survey, please share your opinions about Metra by completing the **ONLINE** Customer Satisfaction Survey.

As a companion to this Origin Destination Survey, Metra is also conducting an online Customer Satisfaction Survey. Please visit the survey website to share your opinions about Metra:

www.metrosurvey.ipsosinteractive.com

If you prefer, you can scan the QR code and complete the survey on your mobile device. Please share your opinions today!



After completing this on-board, paper survey, go online to take the **METRA CUSTOMER SATISFACTION SURVEY**. It's easy as 1, 2, 3!

1 Detach this card before returning this survey. Take the online survey later, or use your internet enabled smartphone or tablet to take it now!

2 Use the login and password below and login to: www.metrosurvey.ipsosinteractive.com

login: _____ password: _____

3 Complete the Customer Satisfaction Survey online!

Customer Satisfaction Study
Metra Report: 2014

3. At what destination station will you get **OFF** THIS train?
- ☐ Chicago (Ogilvie Transportation Center)
- ☐ Other (Please specify): _____

4. Where did you start **THIS** trip to your boarding station?
- ☐ Your home ☐ School
- ☐ Work ☐ Other
- ☐ Business related to work

5. Please provide the location and city 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.)

Street address (print **street number and name**): _____

Nearest intersection (print **two street names**):

Cross street 1 _____

& Cross street 2 _____

City _____

Zip _____

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 ☐ One-way
- ☐ Ten-ride ☐ 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 location and city of your **FINAL DESTINATION** (not the train station) of **THIS** trip.

Street address (print **street number and name**): _____

Nearest intersection (print **two street names**):

Cross street 1 _____

& Cross street 2 _____

City _____

Zip _____

CONTINUE TO QUESTION 9 →

YES! Send me an email reminder with a web link so I can take the online Customer Satisfaction Survey! (like john.doe@example.com):

Email Address: _____

Your email will not be shared with any other entity for any purpose.

DETACH HERE

DETACH AND RETAIN YOUR PASSWORD

DETACH HERE

Please return your completed survey to a survey administrator on this train or at the station.

You may also return your survey by mail, after folding and sealing it with tape.

No staples or paper clips, please. Postage is already paid.

Thank you for your assistance in this important research project.

**YES! I WANT TO
COMPLETE THE ONLINE
CUSTOMER
SATISFACTION SURVEY!**

After completing this on-board
paper survey, take the **ONLINE
SURVEY!**

Visit the survey website, and then login with your unique ID and password printed on the reverse side of this tear-off tab.

www.metrasurvey.ipsosinteractive.com

Metra values your opinions and will appreciate your time in sharing your opinions about service, communications and more. Visit the website from your desktop, laptop or mobile device. You can also scan the QR code on the reverse side and take the survey now!