



2005 METRA RIDER SURVEY

FINAL REPORT

Prepared by:



In association with:



2005 METRA RIDER SURVEY

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This report was prepared in cooperation with the United States Department of Transportation (USDOT), Federal Highway Administration, Federal Transit Administration, and the Illinois Department of Transportation (IDOT). The contents reflect the views of the author who is responsible for the facts and accuracy presented. The contents do not necessarily reflect the official views or policies of IDOT or USDOT. This report does not constitute a standard, specification, or regulation.

ES. EXECUTIVE SUMMARY

Metra retained Synovate, in association with The Blackstone Group and Vlecides-Schroeder Associates, to design and execute the 2005 Rider Survey, and analyze the survey results. This survey is the latest in a series of system wide surveys; four customer satisfaction surveys were completed between 1985 and 1999. The results provide Metra with a continuum of data about its customer base, permitting the agency to monitor and address subtle and dynamic changes in its market, demographic profiles of its riders, and real or perceived concerns about the quality of service. In addition to quality of service and socio-demographic information, Metra was also seeking updated information about how its customers get to the Metra stations and how they get from the stations to their final destinations (modes of access and egress).

To allow comparisons with previous surveys, the foundation of the 2005 survey was similar to that used in the earlier studies; however, questions regarding current issues were added. The survey was conducted between May and July 2005 on weekdays (except Fridays) and selected weekends. All eleven Metra lines were included in the survey. More than 81,000 questionnaires were distributed, and nearly 40,000 useable returns were collected, yielding an excellent response rate of 49%. A synopsis of the survey's findings is presented in this Executive Summary.

Metra's Customers

- Metra's customer base is dynamic, including not only peak period commuters but also recreational customers, weekend riders, occasional users and reverse commuters. Each of these segments is a growing portion of the Metra market. While the survey results reflect the fact that most trips during a given week are peak-period work trips into and out of downtown Chicago, it is important to recognize the much larger and broader set of Metra customers in the Chicago region—of whom only a portion may have been riding the train on the day(s) of the survey.
- The majority of those surveyed live in households with an annual income in excess of \$75,000. While incomes have grown overall, the proportion of customers with household incomes less than \$25,000 has stayed roughly constant over the past decade. Twenty percent of Metra households have an annual income of more than \$150,000. Note that the survey requested overall *household* income, not the individual income of the survey respondent.

Table ES 1: Household Income – survey comparison

HH Income	1999	2005
Under \$25k	5%	5%
\$25k - \$40k	8%	8%
\$40k - \$75k	31%	27%
\$75k - \$100k	21%	17%
\$100k - \$150k	22%	24%
\$150k+	14%	20%

Note: Columns may not sum to 100% due to rounding.

- Metra's customer base continues to age. Thirty-one percent of the riders surveyed are 50 or older, as compared to 26% in 1999.

Table ES 2: Age Distribution – survey comparison

Age	1999	2005
Under 30	15%	17%
30-39	28%	23%
40-49	31%	29%
50-59	20%	23%
60+	6%	8%

Note: Columns may not sum to 100% due to rounding.

- More than half of the completed surveys were submitted by women. The proportion of female survey participants grew from 53% in the 1999 survey to 56% in the 2005 survey. This may not necessarily reflect the gender split of Metra's customer base, however, as females traditionally have higher survey response rates than males.
- Metra's customers are drawn from a large geographic area, extending well beyond the six counties of Northeastern Illinois. At least 3% of the riders using the eleven lines that were surveyed originate outside of the six county area. As the outer counties and neighboring states continue to grow, they can be expected to account for a greater proportion of customers.

Table ES 3: Customer Origin (weighted)

Area of Origin	Number of Passengers	Percent of Passengers
Chicago	5,325	13%
Suburban Cook County	13,861	35%
DuPage County	7,369	18%
Kane County	1,799	5%
Lake County	3,756	9%
McHenry County	1,401	4%
Will County	2,496	6%
Outer Collar Counties	508	1%
Wisconsin	367	1%
Indiana	195	*
All Other	167	*
No Answer	2,696	9%
System Total	39,941	100%

Note: Columns may not sum to 100% due to rounding.

* = less than 0.5% response.

Using Metra's System

- Most tickets are purchased from station agents, either at the downtown terminals or at outlying stations. Monthly ticket users also commonly obtain their tickets from their employer's benefits administrator, or from the Ticket-by-Mail program. Most Weekend Passes are purchased from conductors on the trains.

Table ES 4: Ticket Purchase Location – by ticket type

	Total	Monthly	10-Ride	One-Way	Weekend
Station agent downtown	31%	29%	44%	16%	15%
Station agent outside downtown	30%	23%	47%	36%	19%
Employer benefit program	11%	16%	5%	*	*
Vending machine (ME line only)	2%	*	3%	15%	6%
Ticket-by-Mail	19%	31%	1%	*	*
Ticket-by-Internet	1%	1%	1%	*	*
Conductor	5%	*	*	33%	60%

Note: Columns may not sum to 100% due to rounding.

* = less than 0.5% response.

- The locations where customers purchase their tickets have shifted since the last survey in 1999. The Ticket-by-Mail program, most popular with monthly ticket users, accounts for only 31% of the monthly tickets purchased in 2005, as compared to 46% in 1999. This decrease correlates with the growth in use of commuter benefit programs (see Chapter 11).
- The majority of the survey respondents are regular users of Metra service, but non-regular riders make up a growing proportion of the customer base. The full-service Metra lines with more frequent midday and weekend service represent highest proportion of non-regular riders.
- The proportion of occasional users in the system has increased since 1999, while the proportion of newer regular users has decreased (a more complete discussion of new users can be found in Chapter 14).

Table ES 5: Length of Use – survey comparison

Time as regular rider	1999	2005
3+ years	65%	65%
1-3 years	19%	16%
<1 year	14%	12%
Not a regular user	3%	6%

Note: Columns may not sum to 100% due to rounding.

- Most trips continue to be work trips made during the AM peak period, but the overall proportion of trips made for other purposes has increased slightly since 1999.

Table ES 6: Trip Purpose – by Metra line

	Total	ME	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
Work/Work Related	87%	84%	90%	94%	99%	89%	89%	82%	89%	82%	96%	84%
School	2%	2%	2%	1%	*	2%	2%	2%	2%	2%	3%	2%
Home/Other	3%	5%	2%	3%	1%	3%	2%	5%	2%	5%	*	6%
Personal/Recreational	7%	9%	7%	1%	*	6%	7%	12%	7%	11%	*	8%

Note: Columns may not sum to 100% due to rounding. The lines with no or limited off-peak service during the week have the highest proportion of work and work-related trips.

* = indicates less than 0.5% response.

- As in 1999, more than half of the survey respondents drove to their boarding station and parked there. For reverse commute trips, most passengers access the station by walking, biking or taking transit.

Table ES 7: Mode of Access to Boarding Station – survey comparison

Mode of Access	1999	2005
Drove alone and parked	54%	52%
Walked all the way	22%	21%
Got dropped off	13%	14%
Took CTA or Pace bus	3%	3%
Carpooled as passenger	2%	3%
Carpooled as driver	2%	3%
Other (shuttle, taxi, etc.)	2%	2%
Bicycled	1%	1%
Took CTA rapid transit	1%	1%

Note: columns may not sum 100% due to rounding.

- Most Metra customers travel to one of the terminal stations in downtown Chicago and then walk to their final destination. Metra generally delivers passengers to a location close to their final destination, especially during the AM peak period, when 71% of the respondents had one mile or less to their final destinations from their Metra stations.
- The most common mode of egress from the Metra destination station is walking, although the proportion of walkers has declined since 1999. A growing proportion of passengers are now using public transportation (see Table ES 8 on following page).

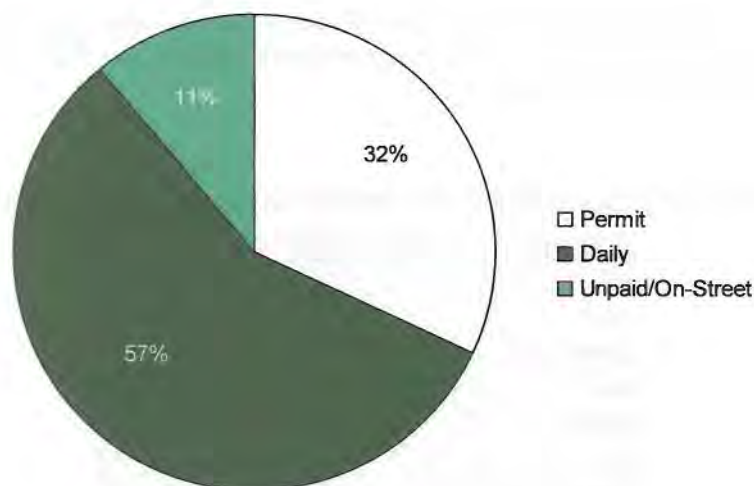
Table ES 8: Mode of Egress from Destination Station – survey comparison

Mode of Egress	1999	2005
Walked	78%	73%
Took CTA or Pace bus	7%	10%
Took shuttle bus/van	4%	4%
Took taxi	2%	3%
Took CTA rail	2%	3%
Drive alone	3%	3%
Picked up	2%	2%
Other	2%	2%

Note: columns may not sum 100% due to rounding.

- Parking can be classified into categories based on how it is paid for. Most stations have commuter parking lots that include a mix of permit (weekly, monthly, yearly, etc.) and/or daily fee parking. The survey shows that 11% of respondents park for free; typically, this is on-street parking near the station. The survey indicates that daily fee parking is the most common type used by Metra customers.

Figure ES 1: Type of Parking Used at Boarding Stations – all respondents



Customer Satisfaction

- When surveyed, the customers ranked which attributes were most important to them. As in previous surveys, getting to their destination on time is by far the most important. The top four most important items are generally consistent across almost all train lines; however, differences occur based on ticket type and frequency of travel.

Table ES 9: Importance Rankings – top ten ranked items (based on top five mentions)

Attribute	2005 Rank	2005 Most Important	2005 Top 5 Mentions	1999 Rank
Getting to destination on time	1	38%	73%	1
Value for money	2	14%	49%	3
Frequency of weekday rush service	3	9%	45%	2
Getting to destination quickly	4	9%	42%	4
Availability of seats on train	5	3%	38%	5
Frequency of non-rush service	6	3%	26%	7
Personal safety at boarding station	7	4%	23%	8
Comfort of air conditioning level	8	1%	23%	#
Availability of parking at boarding station	9	3%	22%	6
Cleanliness of train car	10	1%	20%	*

= not asked on 1999 survey.

* = not in 1999 top ten.

- Overall, Metra service attributes rank favorably with its customers. This is reinforced by the fact that 92% of the survey respondents indicate that they would recommend using Metra service to others.

Table ES 10: Overall Rating of Metra Service – mean score by Metra line

Metra Line	1999	2005
RI	7.9	7.9
UPN	7.5	7.9
UPNW	7.5	7.9
MDN	7.8	7.8
BNSF	7.7	7.7
ME	7.5	7.7
System Average	7.5	7.7
UPW	7.1	7.5
MDW	7.7	7.5
NCS	7.8	7.2
SWS	5.9	6.4
HC	6.1	6.2

Note: Based on a scale where 10=completely satisfied and 0=completely dissatisfied.

- Overall, Metra scores well on the 25 customer satisfaction attributes that were enumerated in the survey. There is not a broad range between the mean high and the mean low scores. Most importantly, the lowest rated attributes have shown improvement since 1999.

Table ES 11: Customer Satisfaction – highest and lowest attributes by mean score

Highest Rated Attributes	1999 Mean	2005 Mean
Courtesy of on-board personnel	7.8	7.9
Courtesy of the boarding station personnel	7.8	7.8
Personal safety at the boarding station	7.6	7.8
Value for your money	7.3	7.7
Getting to destination on time	7.0	7.7
Lowest Rated Attributes		
Security of your vehicle at the parking area	6.6	6.8
Availability of parking at the boarding station	6.1	6.6
Cost of parking	6.0	6.6
Station communication during service delays	5.7	6.4
Frequency of non-rush hour service	5.5	5.9

- Parking satisfaction scores relate largely to parking availability. Metra has aggressively added parking capacity in many locations since 1999, and this is reflected in the improved systemwide satisfaction scores on many of the lines, even though other Metra lines scored lower (see table below). **Parking issues are most often localized to the line and station being used by the passenger. The size of the survey sample allows Metra to satisfaction scores at the station level.**

Table ES 12: Satisfaction with Availability of Parking – survey comparison by Metra line

	1999 Top Box	1999 Mean	2005 Top Box	2005 Mean
NCS	85%	8.3	88%	8.4
MDW	76%	7.6	73%	7.6
MDN	59%	6.4	69%	7.2
ME	56%	6.2	66%	7.2
RI	50%	5.8	66%	7.1
UPN	64%	6.8	61%	6.9
SWS	47%	5.5	59%	6.7
System Average	57%	6.2	59%	6.6
UPNW	52%	5.9	57%	6.6
HC	55%	6.0	53%	6.4
UPW	57%	6.3	53%	6.2
BNSF	46%	5.5	40%	5.3

Note: "Top Box Score" indicates the percentage of respondents answering in the range of 7 to 10.

- Of eight factors that might influence a decision to ride Metra, the “ability to relax with less stress” was most important. Travel time savings, cost and the ability to better predict arrival time are also strong factors. Peak-period reverse commute customers are less affected by travel time and cost than traditional commuters.

Table ES 13: Factors Affecting Ridership – top box scores

Factor	Response
Ability to relax with less stress	81%
Travel time	79%
Ability to better predict arrival	74%
Cost of driving vs. cost of taking train	73%
Ability to read/work while commuting	66%
Downtown parking rates	60%
Station is close to my final destination	55%
Concern for the environment	37%

Additional Observations

- Strong growth in recreational trips is tied to overall growth in the weekend market. The popular \$5 Weekend Pass and Family Fares programs represent important factors in Metra’s increasing market share for weekend customers, who rank “value for money” as a key attribute.
- Participation in tax-free transit programs has grown significantly since the last Rider Survey, but there is still room for growth in the number of customers taking advantage these “commuter benefits.” For example, although 63% of AM peak inbound commuters claim that their employers offer the tax-free transit incentive, only 38% made use of it to purchase their tickets.
- Although most new Metra customers – those who have been regular riders for less than 3 years – use the system for traditional peak period travel, as a group new customers are much more likely to be reverse commuters than customers who have been riding Metra for 3 or more years. The survey responses show that only 2% of riders with 3+ years of regular Metra usage were reverse commuters, compared with 8% of those who have been regular riders for less than a year.
- The makeup of the reverse commute market is similar to the traditional peak-period market in many ways, including the trip purposes of the passengers (primarily work trips). At the same time, key differences include that reverse commuters are younger on average, with a mean age of 37.8 years as compared to 43.4, and that, proportionally, many more of the reverse commute customers are new users of the Metra system.

- Occasional riders and those making non-work trips during the off-peak periods say that they would be the most likely to increase their transit use if a coordinated fare card allowing trips on Metra, Pace and CTA were introduced. This may represent another method of continuing the ongoing efforts to get the large number of occasional users to ride Metra more frequently.
- The reverse commute, recreational, and weekend customers indicate particular sensitivity to gas prices. Metra has an opportunity to focus on the economies of riding the Metra system to continue attracting riders in these market segments.

1. INTRODUCTION

Background

Metra is the Commuter Rail Division of the Regional Transportation Authority. It is the second largest commuter rail system in the United States, serving the six-county Northeastern Illinois region. Approximately 290,000 passengers boarded Metra trains on one of the eleven rail lines during an average weekday in May-June 2005, according to Metra ridership estimates. During this time period, 95% of weekly ridership occurred on the weekdays, while approximately 89,000 passengers, or 5% of the total weekly riders, boarded Metra trains on the weekends.

Because Metra is responsible for establishing policy, planning service, developing facilities and making capital investments, it is important for the agency to understand its market. Toward this end, Metra surveys its passengers periodically. The results of these surveys influence Metra policies and impact future planning, scheduling and market expansion activities. The 2005 Rider Survey is thus the latest in a series of studies that were previously conducted in 1985, 1991, 1996, and 1999. To compare results and track customer trends, a relatively consistent set of questions on demographics, travel patterns, and customer satisfaction have appeared on each survey.

Study Overview

The primary objectives of the 2005 Rider Survey were to update demographic profiles of Metra's customer base and to allow customers to grade Metra on various service attributes. Other important research objectives were to gather and analyze data pertaining to:

- trip purpose and characteristics for both frequent riders destined for the Chicago central business district (CBD), and for other riders who may represent niche markets, including weekend riders and reverse commuters;
- access to and egress from Metra stations and trains, including parking and transfers between CTA and/or Pace; and
- travel behavior, including frequency of travel on Metra, ticket type, and time of day of travel.

This report addresses these important issues, as well as other findings that result from the data analysis. It is organized to focus on each important issue in the following chapters. Two Appendices are also included in this report: one which details the survey methodology and survey instrument, and one which arrays all of the survey response data by rail line.

Study Methodology

To find a complete discussion of the study methodology, refer to the Methodology Report at the end of this report (Appendix A). The major elements can be summarized as follows:

- **Questionnaire:** To permit comparisons with past survey results, the format of the questionnaire was similar to that used in previous studies. Some changes were introduced to address current issues, or to clarify questions for the respondents.

- **Pretest:** Pretests of the questionnaire and data collection methodology occurred on May 5 and May 10, 2005.
- **Data Collection:** Data collection started on May 24, 2005, and was completed on August 4, 2005. Questionnaires were distributed on-board all Metra lines. Over 65% of the completed forms were collected on the trains. About 30% of the completed surveys were returned by mail, with the remaining 5% completed online via a special Internet site.

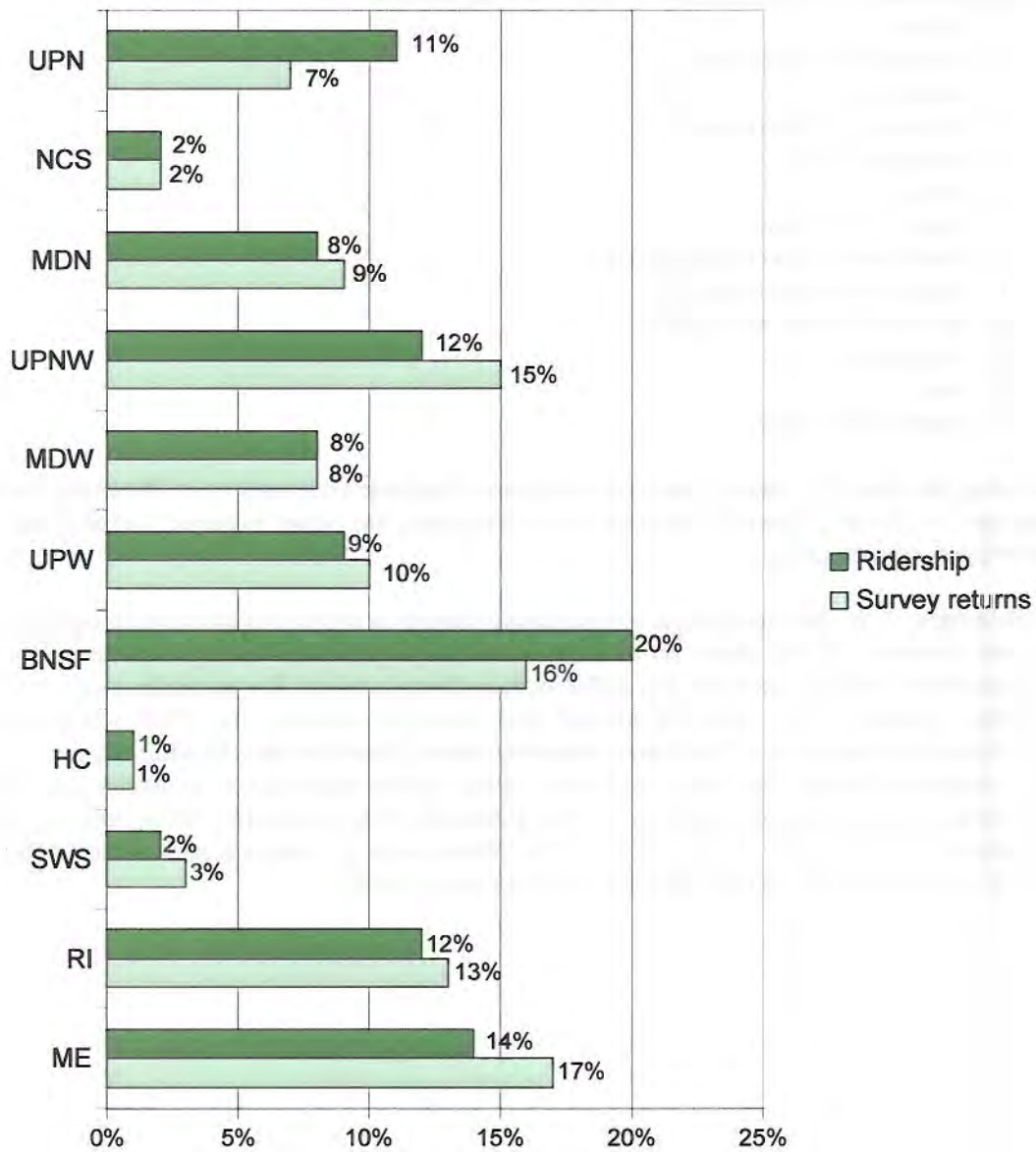
Weekday surveying occurred on Mondays through Thursdays. The sampling period included the first morning trains through trains that arrived at or departed from the downtown Chicago terminals before 2:00 PM. No surveys were distributed on Fridays or holidays. Questionnaires were distributed on all cars on all trains, except for the Burlington Northern Santa Fe (BNSF) where questionnaires were distributed on random cars. Surveying also occurred on two weekends in June and two weekends in July.

- **Distribution and Response Rates:** Of the 85,518 surveys distributed, 39,941 usable questionnaires were returned, producing an excellent overall response rate of 49% (see Table 1.1 below). This compares to a 23% response rate in the 1999 survey. The weekend response rate was considerably lower than the weekday rate. For a comparison of overall proportion of survey returns by line to actual ridership figures, see Figure 1.1 on the following page.

Table 1.1: Distribution and Response Rates

	Estimated Passengers	Surveys Distributed	Distribution Rate	Useable Returns	Response Rate
Weekday	138,332	77,585	56%	38,517	50%
Weekend	8,703	3,933	45%	1,424	36%
Total	147,035	85,518	55%	39,941	49%

Figure 1.1: Survey Returns & Ridership* – by Metra line



*Ridership figures based on 12-month period from July 2004 – June 2005.

Data Analysis

The responses from the surveys was weighted and tabulated for the purposes of data analysis, dividing the data into results based on the following factors:

- Metra line
- day and direction of travel
- ticket type
- frequency of Metra usage
- education level
- gender
- boarding fare zone
- downtown terminal destination
- length of regular Metra use
- modes of access and egress
- trip purpose
- age
- place of trip origin

Dividing the data into these groups and categories facilitated an analysis of the many market segments of Metra's overall customer base, including the usage patterns, satisfaction and preferences of each group.

A trademark of the data analysis is to note trends based on travel and satisfaction results seen in past surveys. While there is a general consistency in the survey that ensures the comparability of data, there are key differences to keep in mind. For example, to get a more complete picture of the growing midday and weekend markets, the 2005 surveys were distributed to a larger set of the trains operating during these periods. In addition, the survey was conducted during the summer months, when Metra ridership is generally increased, including more recreational customers on the weekends. While the results have been weighted and should reflect a true cross-section of the Metra market, comparisons between different survey years should be viewed with these differences in mind.

Glossary

This glossary of terms is intended to define terms used throughout this report.

Table 1.2: Glossary of Key Terms

Term	Definition
AM Peak In	Trains arriving in the CBD before 9:15 AM
AM Peak Out	Trains leaving the CBD before 9:15 AM
Midday	Trains arriving in or departing from the CBD between 9:15 AM and 2:00 PM Note: no trains arriving or leaving after 2:00 PM were surveyed
Reverse Commuters	Weekday customers who travel outbound in the AM peak
Traditional Commuters	Weekday customers who travel inbound in the AM peak
Banners	Survey questions used to tabulate data
Mean	The average of numeric data
Box Score	Customers ranked various attributes on a scale of zero to ten. The customer satisfaction rankings are grouped into 3 categories: dissatisfied (low box, ratings of zero to three); neutral (mid-box, ratings of four to six); and satisfied (top box, ratings of seven to ten)

Abbreviations

The following is a list of the train lines surveyed, with the abbreviations used throughout the report to designate those lines.

Table 1.3: Abbreviations Used in Report

Metra Service Line	Abbreviation
Metra Electric	ME
Rock Island District	RI
SouthWest Service	SWS
Heritage Corridor	HC
Burlington Northern Santa Fe	BNSF
Union Pacific West	UPW
Milwaukee District West	MDW
Union Pacific Northwest	UPNW
Milwaukee District North	MDN
North Central Service	NCS
Union Pacific North	UPN

2. DEMOGRAPHICS

On average, Metra customers are most likely to be between the ages of 40 and 60, work in a professional, managerial, or administrative job, and have a household income of more than \$75,000 per year.

Age

Metra's customer base continues to age. Thirty-one percent of the riders surveyed are 50 or older, as compared to 26% in 1999. During the same time period, the proportion of riders under 40 has decreased from 44% to 40% of those surveyed.

Table 2.1: Age Distribution – survey comparison

Age	1999	2005
Under 30	15%	17%
30-39	28%	23%
40-49	31%	29%
50-59	20%	23%
60+	6%	8%

Note: Columns may not sum to 100% due to rounding.

Passengers not traveling on weekday peak inbound trains are much younger overall, especially the reverse commuter, 60% of whom are under the age of 40. One half of weekend passengers are also under 40.

Table 2.2: Age Distribution – by time of day & direction of travel

Age	Total	AM Peak In	AM Peak Out	Midday	Weekend
Under 30	17%	13%	32%	31%	35%
30-39	23%	24%	28%	18%	16%
40-49	29%	31%	18%	22%	23%
50-59	23%	25%	16%	17%	16%
60+	8%	7%	6%	12%	11%

Note: Columns may not sum to 100% due to rounding.

Primary Job

The following table displays the breakdown of the job types of Metra customers, and shows that the majority work as professionals, supervisors/managers or in administrative/clerical jobs. The proportion of Metra customers that list themselves as professionals has increased since 1999.

Table 2.3: Primary Job Type – all survey respondents

Job type	Total	Male	Female
Professional	25%	30%	21%
Supervisor/Manager	23%	24%	22%
Admin/Clerical	20%	5%	32%
Technical Specialist	12%	16%	8%
Company Officer	7%	10%	4%
Sales	5%	6%	4%
Student	5%	4%	6%
Other	4%	3%	5%
Skilled Labor	2%	4%	1%

Note: Columns may not sum to 100% due to rounding.

Table 2.4: Primary Job Type – by Metra line

Job type	ME	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
Professional	17%	18%	17%	15%	26%	27%	22%	26%	28%	30%	40%
Manager	21%	22%	23%	26%	26%	25%	23%	24%	24%	27%	18%
Admin/Clerical	34%	33%	35%	31%	15%	14%	19%	15%	11%	14%	8%
Tech. Specialist	10%	10%	13%	18%	13%	12%	15%	13%	11%	15%	9%
Company Off.	3%	5%	4%	5%	7%	8%	5%	8%	9%	7%	9%
Sales	4%	4%	3%	3%	5%	5%	4%	5%	6%	4%	6%
Student	6%	5%	3%	1%	4%	6%	7%	5%	6%	4%	6%
Other	6%	4%	2%	1%	3%	4%	5%	4%	5%	2%	5%
Skilled Labor	2%	3%	2%	1%	2%	2%	3%	2%	2%	1%	2%

Note: Columns may not sum to 100% due to rounding.

Education

Metra customers are highly educated, with two-thirds having a college or post-graduate degree. The education level of passengers has remained similar to the 1999 survey.

Table 2.5: Education Level – survey comparison

Education level	1999	2005
High School Grad or Less	8%	8%
Some College/Vocational	26%	25%
College Graduate	36%	37%
Post Graduate	30%	29%

Note: Columns may not sum to 100% due to rounding.

Table 2.6: Education Level – by Metra line

Education level	ME	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
H.S. or Less	14%	15%	15%	12%	7%	7%	14%	9%	9%	9%	8%
Some College	37%	34%	31%	28%	19%	17%	25%	19%	18%	15%	12%
College Grad	33%	34%	39%	43%	41%	39%	39%	41%	36%	41%	34%
Post Graduate	17%	17%	16%	17%	33%	36%	22%	32%	37%	34%	47%

Note: Columns may not sum to 100% due to rounding.

Household Income

The majority of Metra customers live in households with an annual income of \$75,000. While incomes have grown overall, the proportion of customers with household incomes less than \$25,000 has stayed roughly constant over the past decade. Twenty percent of Metra households have an annual income of more than \$150,000, as compared to 14% in the 1999 survey.

Note that the survey asked about a passenger's overall *household* income, not their individual income.

Table 2.7: Household Income – survey comparison

HH Income	1999	2005
Under \$25k	5%	5%
\$25k - \$40k	8%	8%
\$40k - \$75k	31%	27%
\$75k - \$100k	21%	17%
\$100k - \$150k	22%	24%
\$150k+	14%	20%

Note: Columns may not sum to 100% due to rounding.

Table 2.8: Household Income – by Metra line

HH Income	ME	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
Under \$25k	7%	5%	3%	2%	4%	5%	7%	3%	5%	1%	7%
\$25k - \$40k	15%	9%	8%	6%	5%	6%	8%	6%	6%	4%	7%
\$40k - \$75k	38%	33%	32%	27%	23%	22%	29%	23%	21%	20%	19%
\$75k - \$100k	17%	19%	21%	26%	18%	16%	21%	17%	14%	18%	12%
\$100k - \$150k	17%	23%	25%	26%	26%	26%	25%	27%	25%	33%	22%
\$150k +	6%	10%	12%	13%	24%	26%	11%	23%	28%	23%	34%

Note: Columns may not sum to 100% due to rounding.

Gender

As with past Metra rider surveys, more than half of the survey responses were from women. The proportion of female survey participants grew from 53% in the 1999 survey to 56% in the 2005 survey. This may not necessarily reflect the gender split of Metra's customer base, however, as females traditionally have higher survey response rates than males.

Table 2.9: Gender – by Metra line

Metra line	Female	Male
ME	74%	26%
RI	68%	32%
SWS	68%	32%
HC	63%	37%
MDW	57%	43%
System Average	56%	44%
UPNW	50%	50%
UPW	49%	51%
BNSF	48%	52%
MDN	47%	53%
NCS	47%	53%
UPN	46%	54%

Ethnicity

Much like the Chicago region as a whole, Metra customers have become increasingly more diverse over time. Nearly a quarter are now from minority ethnic groups, as compared to 14% as recently as 1996.

Table 2.10: Ethnicity – by Metra line

Ethnicity	Total	ME	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
White	76%	39%	72%	82%	82%	82%	87%	76%	88%	86%	88%	84%
Hisp/Latino	5%	8%	4%	6%	10%	5%	3%	7%	3%	4%	2%	4%
Black/Afr-Am	13%	51%	21%	10%	6%	4%	4%	6%	2%	3%	1%	8%
Asian	5%	1%	2%	2%	2%	8%	5%	11%	6%	6%	9%	4%
Other	1%	2%	1%	*	*	1%	1%	1%	1%	1%	1%	1%

Note: Columns may not sum to 100% due to rounding.

* = indicates less than 0.5% response

Car Availability

Car availability is one measure of how dependent a person is on Metra service to make their trip that day. Note that the survey question only asks about the availability of a car, and does not distinguish those who may be *voluntarily* transit dependent; that is, those who may choose not to have a car, despite having the means.

A majority of the respondents are not dependent on Metra; eighty-six percent of those surveyed had a car available for their trip that day. Car availability is highly correlated with the distance of the boarding station from the downtown terminals.

Table 2.11: Car Availability – by boarding fare zone

Car Availability	Total	A/B	C	D	E	F	G	H+
Available for Trip	86%	67%	84%	87%	90%	90%	93%	90%
Not Available	14%	33%	16%	13%	10%	10%	7%	10%

4. METRA USAGE PATTERNS

Metra's service operates most frequently during the weekday rush-hour periods, and most survey respondents are morning rush hour commuters coming into the downtown Chicago terminals. These customers are generally frequent users of the system and have been using Metra's service for three or more years. At the same time, the survey indicates that there are growing proportions of new and non-regular riders of the system.

Frequency of Metra Travel

Passengers were asked about the number of Metra trips they had taken in the previous four weeks. While the majority of the survey respondents continue to be regular users of Metra service, the 2005 survey indicates that non-regular riders make up a growing proportion of the customer base. The full-service Metra lines with more frequent midday and weekend service are also the ones with the highest proportion of non-regular riders.

Figure 4.1: Frequency of Travel (previous four weeks) – survey comparison

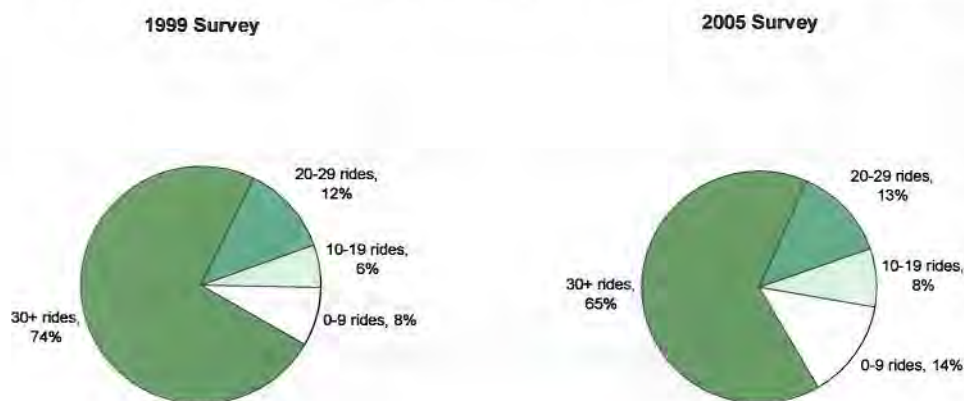


Table 4.1: Frequency of Travel (previous four weeks) – by Metra line

Trips	Total	ME	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	MCS	UPN
40+	43%	49%	49%	52%	54%	44%	42%	44%	41%	33%	40%	33%
30-39	22%	16%	19%	23%	25%	26%	23%	18%	25%	24%	30%	23%
20-29	13%	14%	13%	14%	12%	13%	14%	11%	12%	14%	14%	16%
10-19	8%	8%	7%	6%	6%	7%	7%	7%	8%	10%	9%	10%
5-9	3%	3%	3%	2%	2%	3%	4%	4%	4%	5%	3%	4%
1-4	6%	6%	4%	2%	1%	4%	5%	8%	5%	8%	2%	8%
Zero	5%	5%	4%	2%	1%	4%	5%	7%	5%	7%	2%	6%

Note: Columns may not sum to 100% due to rounding.

Roughly 40 percent of the 10-ride ticket users surveyed were regular riders of the system, having taken 30 or more trips over the four weeks leading up to the survey. The majority of weekend pass holders had taken Metra trips less than five times in the same period.

Table 4.2: Frequency of Travel (previous four weeks) – by ticket type

Trips	Monthly	Ten-Ride	One-Way	Weekend
40+	61%	16%	7%	4%
30-39	25%	24%	5%	2%
20-29	10%	26%	6%	5%
10-19	3%	19%	10%	7%
5-9	*	7%	11%	11%
1-4	*	6%	28%	41%
Zero	1%	2%	32%	31%

Note: Columns may not sum to 100% due to rounding.

* = less than 0.5% response.

Length of Usage

Passengers were asked how long they had been “regular riders” of the Metra system, or whether they were regular riders at all. The responses indicate that the proportion of occasional, non-regular users in the system has increased since 1999, while the proportion of newer regular users has decreased (a more complete discussion of new users can be found in Chapter 14).

Table 4.3: Length of Regular Metra Use – survey comparison

Time as regular rider	1999	2005
3+ years	65%	65%
1-3 years	19%	16%
<1 year	14%	12%
Not a regular user	3%	6%

Note: Columns may not sum to 100% due to rounding.

Table 4.4: Length of Regular Metra Use – by time of day & direction of travel

Time as regular rider	Total	AM Peak In	AM Peak Out	Midday	Weekend
3+ years	65%	71%	40%	48%	41%
1-3 years	16%	16%	28%	18%	14%
<1 year	12%	11%	27%	12%	11%
Not a regular user	6%	2%	5%	22%	34%

Note: Columns may not sum to 100% due to rounding.

Substitute Trip Options

One factor governing the choice of Metra for a trip is whether other options are available. The survey asked respondents about how they would have made that day's trip if Metra were unavailable. The majority of respondents would use automobiles instead, although this proportion depends on the trip purpose, the distance of the boarding station from the downtown terminal, and the Metra line being used.

Table 4.5: Substitute Trip Mode – by trip purpose

Trip Mode (if no Metra)	Total	Work	School	Home	Social/ Recreational	Personal Business
Auto	74%	75%	72%	63%	64%	67%
CTA or Pace	13%	13%	14%	16%	6%	13%
No trip	14%	13%	15%	21%	30%	20%

Note: Columns may not sum to 100% due to rounding.

Table 4.6: Substitute Trip Mode – by boarding fare zone

Trip Mode	A/B	C	D	E	F	G	H+
Auto	54%	61%	73%	81%	81%	83%	80%
CTA/Pace	32%	33%	16%	5%	4%	1%	1%
No trip	14%	8%	12%	15%	16%	15%	18%

Note: Columns may not sum to 100% due to rounding.

Table 4.7: Substitute Trip Mode – by Metra line

Trip Mode	ME	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
Auto	65%	71%	63%	79%	80%	77%	73%	74%	80%	83%	70%
CTA/Pace	23%	14%	30%	5%	5%	9%	10%	13%	7%	5%	21%
No trip	14%	15%	9%	16%	15%	15%	18%	14%	14%	13%	10%

Note: Columns may not sum to 100% due to rounding.

3. TICKET USAGE

Metra customers have a number of options for purchasing fares, both in the type of ticket they can use and the method of purchasing. For regular riders of the system, the monthly pass offers the lowest cost per trip and allows unlimited rides between the same fare zones throughout the month. Customers may also buy a ten-ride ticket that provides a 15% discount compared to buying ten one-way tickets. On Saturdays and Sundays, customers have the option of purchasing a \$5 Weekend Pass that allows unlimited rides for one weekend.

Ticket Type Used on Trip

The majority of survey respondents use monthly tickets to make their trip. The type of ticket used by a customer is directly related to the frequency of Metra use. The ticket types also vary according to the direction and day of trips. On the weekends, 57% of the passengers are using a Metra Weekend Pass, compared to 30% in 1999. The current survey covered a larger portion of the customer base, and the proportions more closely match the actual ticket sales data.

Table 3.1: Ticket Type Used – survey comparison

Ticket type	1996	1999	2005
Monthly	71%	70%	62%
Ten-ride	23%	24%	25%
One-Way	4%	4%	9%
Weekend Pass	2%	2%	3%

Note: Columns may not sum to 100% due to rounding.

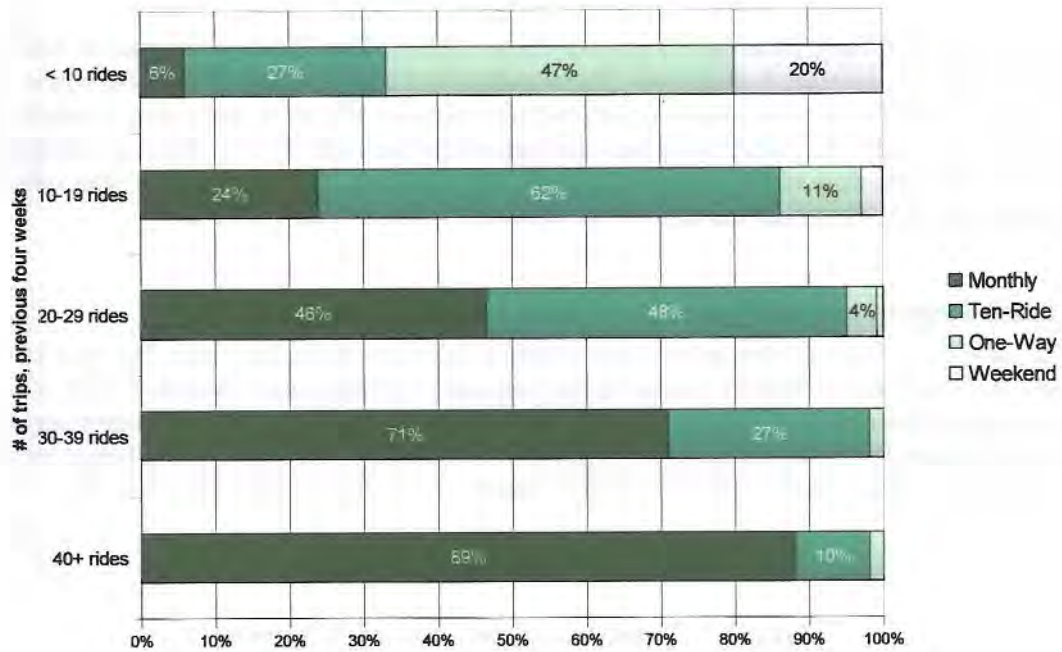
Table 3.2: Ticket Type Used – by time of day & direction of travel

Ticket type	AM Peak In	AM Peak Out	Midday	Weekend
Monthly	72%	43%	28%	11%
Ten-Ride	25%	38%	33%	9%
One-Way	3%	19%	39%	22%
Weekend Pass	*	*	*	57%

Note: Columns may not sum to 100% due to rounding.

* = less than 0.5% response

Figure 3.1: Ticket Type Used – by frequency of travel



Note: Rows may not sum to 100% due to rounding.

Purchase Method

Most tickets are purchased from station agents, either at the downtown terminals or at an outlying station. Monthly ticket users also commonly obtain their tickets from their employer's benefits administrators, or from the Ticket-by-Mail program. Most Weekend Passes are purchased from conductor on the trains.

Table 3.3: Ticket Purchase Method – by ticket type

Purchase Method	Total	Monthly	Ten-Ride	One-Way	Weekend
Station agent downtown	31%	29%	44%	16%	15%
Station agent outside downtown	30%	23%	47%	36%	19%
Ticket-by-Mail	19%	31%	1%	*	*
Employer benefit program	11%	16%	5%	*	*
Conductor	5%	*	*	33%	60%
Vending machine (ME line only)	2%	*	3%	15%	6%
Ticket-by-Internet	1%	1%	1%	*	*

Note: Columns may not sum to 100% due to rounding.

* = less than 0.5% response.

The locations where customers purchase their tickets have undergone a shift since the last survey in 1999. The Ticket-by-Mail program, most popular with monthly ticket users, is only used to purchase 31% of the monthly tickets in 2005, as compared to 46% in 1999. This decrease correlates with the growth in use of commuter benefit programs (see Chapter 11).

The purchase location varies by train line and reflects certain variations in methods and schedules. For example, ticket vending machines for purchasing 10-ride, one-way and weekend tickets are available on the Metra Electric line only.

Table 3.4: Ticket Purchase Method – by Metra line

Purchase Method	ME	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
Station agent downtown	47%	29%	45%	40%	21%	29%	26%	29%	28%	46%	32%
Station agent not downtown	3%	31%	9%	15%	43%	35%	32%	36%	36%	6%	35%
Employer benefit program	9%	12%	14%	14%	14%	13%	10%	11%	10%	12%	8%
Vending machine (ME only)	14%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ticket-by-Mail	22%	22%	27%	30%	19%	19%	19%	19%	14%	26%	14%
Ticket-by-Internet	1%	*	2%	1%	1%	1%	1%	1%	2%	4%	1%
Conductor	4%	5%	3%	*	2%	3%	11%	4%	11%	5%	9%

Note: Columns may not sum to 100% due to rounding. The unavailability of agents at outlying stations may account for the fact that more people on the lines with limited or no off-peak service (SWS, HC, NCS) purchase their tickets downtown.

* = less than 0.5% response.

4. METRA USAGE PATTERNS

Metra's service operates most frequently during the weekday rush-hour periods, and most survey respondents are morning rush hour commuters coming into the downtown Chicago terminals. These customers are generally frequent users of the system and have been using Metra's service for three or more years. At the same time, the survey indicates that there are growing proportions of new and non-regular riders of the system.

Frequency of Metra Travel

Passengers were asked about the number of Metra trips they had taken in the previous four weeks. While the majority of the survey respondents continue to be regular users of Metra service, the 2005 survey indicates that non-regular riders make up a growing proportion of the customer base. The full-service Metra lines with more frequent midday and weekend service are also the ones with the highest proportion of non-regular riders.

Figure 4.1: Frequency of Travel (previous four weeks) – survey comparison

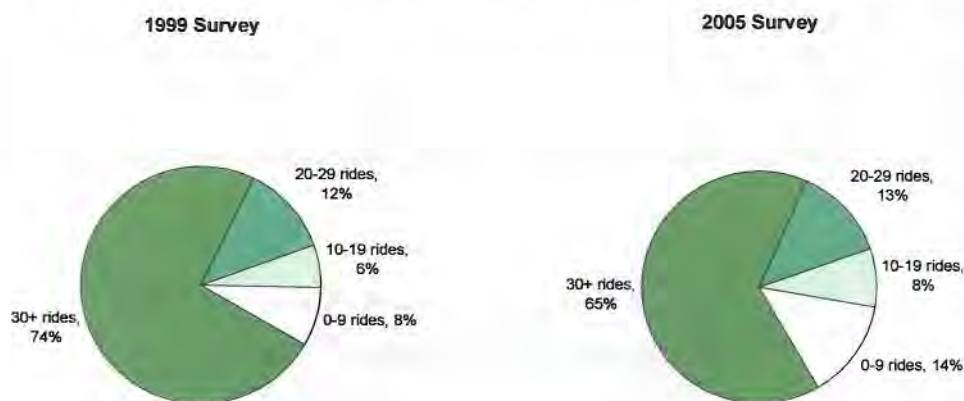


Table 4.1: Frequency of Travel (previous four weeks) – by Metra line

Trips	Total	ME	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	MCS	UPN
40+	43%	49%	49%	52%	54%	44%	42%	44%	41%	33%	40%	33%
30-39	22%	16%	19%	23%	25%	26%	23%	18%	25%	24%	30%	23%
20-29	13%	14%	13%	14%	12%	13%	14%	11%	12%	14%	14%	16%
10-19	8%	8%	7%	6%	6%	7%	7%	7%	8%	10%	9%	10%
5-9	3%	3%	3%	2%	2%	3%	4%	4%	4%	5%	3%	4%
1-4	6%	6%	4%	2%	1%	4%	5%	8%	5%	8%	2%	8%
Zero	5%	5%	4%	2%	1%	4%	5%	7%	5%	7%	2%	6%

Note: Columns may not sum to 100% due to rounding.

Roughly 40 percent of the 10-ride ticket users surveyed were regular riders of the system, having taken 30 or more trips over the four weeks leading up to the survey. The majority of weekend pass holders had taken Metra trips less than five times in the same period.

Table 4.2: Frequency of Travel (previous four weeks) – by ticket type

Trips	Monthly	Ten-Ride	One-Way	Weekend
40+	61%	16%	7%	4%
30-39	25%	24%	5%	2%
20-29	10%	26%	6%	5%
10-19	3%	19%	10%	7%
5-9	*	7%	11%	11%
1-4	*	6%	28%	41%
Zero	1%	2%	32%	31%

Note: Columns may not sum to 100% due to rounding.

* = less than 0.5% response.

Length of Usage

Passengers were asked how long they had been “regular riders” of the Metra system, or whether they were regular riders at all. The responses indicate that the proportion of occasional, non-regular users in the system has increased since 1999, while the proportion of newer regular users has decreased (a more complete discussion of new users can be found in Chapter 14).

Table 4.3: Length of Regular Metra Use – survey comparison

Time as regular rider	1999	2005
3+ years	65%	65%
1-3 years	19%	16%
<1 year	14%	12%
Not a regular user	3%	6%

Note: Columns may not sum to 100% due to rounding.

Table 4.4: Length of Regular Metra Use – by time of day & direction of travel

Time as regular rider	Total	AM Peak In	AM Peak Out	Midday	Weekend
3+ years	65%	71%	40%	48%	41%
1-3 years	16%	16%	28%	18%	14%
<1 year	12%	11%	27%	12%	11%
Not a regular user	6%	2%	5%	22%	34%

Note: Columns may not sum to 100% due to rounding.

Substitute Trip Options

One factor governing the choice of Metra for a trip is whether other options are available. The survey asked respondents about how they would have made that day's trip if Metra were unavailable. The majority of respondents would use automobiles instead, although this proportion depends on the trip purpose, the distance of the boarding station from the downtown terminal, and the Metra line being used.

Table 4.5: Substitute Trip Mode – by trip purpose

Trip Mode (if no Metra)	Total	Work	School	Home	Social/ Recreational	Personal Business
Auto	74%	75%	72%	63%	64%	67%
CTA or Pace	13%	13%	14%	16%	6%	13%
No trip	14%	13%	15%	21%	30%	20%

Note: Columns may not sum to 100% due to rounding.

Table 4.6: Substitute Trip Mode – by boarding fare zone

Trip Mode	A/B	C	D	E	F	G	H+
Auto	54%	61%	73%	81%	81%	83%	80%
CTA/Pace	32%	33%	16%	5%	4%	1%	1%
No trip	14%	8%	12%	15%	16%	15%	18%

Note: Columns may not sum to 100% due to rounding.

Table 4.7: Substitute Trip Mode – by Metra line

Trip Mode	ME	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
Auto	65%	71%	63%	79%	80%	77%	73%	74%	80%	83%	70%
CTA/Pace	23%	14%	30%	5%	5%	9%	10%	13%	7%	5%	21%
No trip	14%	15%	9%	16%	15%	15%	18%	14%	14%	13%	10%

Note: Columns may not sum to 100% due to rounding.

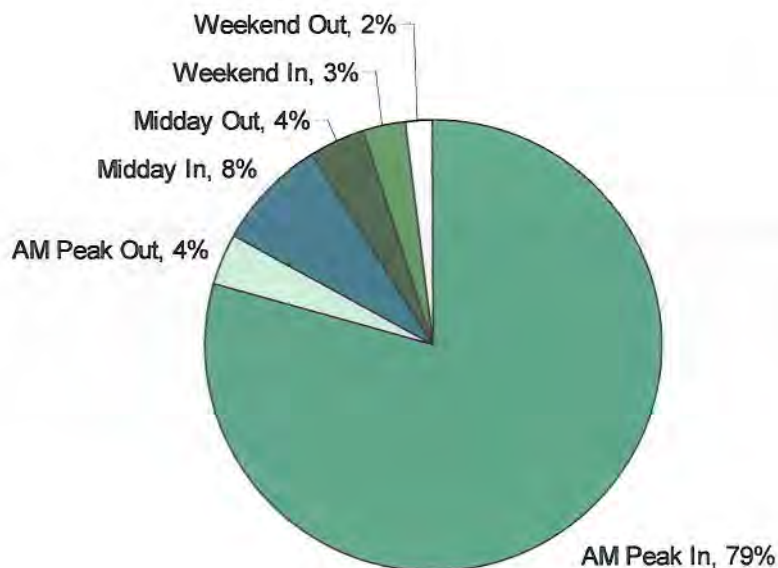
5. TRIP CHARACTERISTICS

The majority of survey respondents make home-based work trips during the morning peak period. This is the core of Metra's market. At the same time, the survey indicates continuing growth in other trip types, particularly during the midday and on weekends.

Time of Day & Direction of Travel

Surveys were distributed until 2 p.m. during the weekdays, and on a set of Metra weekend runs. The survey results reflect the fact that 79% of the respondents were riding on inbound peak period morning trains.

Figure 5.1: Time of Day & Direction of Travel – all respondents



Note: Percent based on number of survey respondents.

Trip Purpose

The peak-period trips in both directions remain predominantly work or work-related trips, although the type of trips being taken on the weekends and during the midday show significant variation compared to previous surveys, with strong increases in the amount of personal/recreational trips and trips home. Some of this difference may be attributed to the timing of the survey; unlike previous surveys, which were distributed during the fall, the current survey was handed out over the summer, when weekend and recreational trips are more common.

Table 5.1: Trip Purpose – survey comparison by time of day & direction of travel

Trip Purpose	AM Peak Inbound		AM Peak Outbound		Midday		Weekend	
	1999	2005	1999	2005	1999	2005	1999	2005
Work/Work Related	98%	97%	88%	89%	69%	52%	47%	13%
School	2%	1%	4%	2%	6%	7%	6%	2%
Personal/Recreational	*	1%	5%	4%	15%	28%	37%	64%
Home/Other	*	*	3%	5%	2%	15%	10%	22%

Note: Columns may not sum to 100% due to rounding.
* = indicates less than 0.5% response.

The respondents indicate a much more regular use of the lines with a full service schedule for social/recreational and personal business trips.

Table 5.2: Trip Purpose – by Metra line

Trip Purpose	Total	ME	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
Work/Work Related	87%	84%	89%	94%	99%	90%	89%	82%	89%	81%	96%	84%
School	2%	2%	2%	1%	*	2%	2%	2%	2%	2%	3%	2%
Home/Other	3%	5%	2%	3%	1%	3%	2%	5%	2%	5%	*	6%
Personal/Recreational	8%	9%	6%	1%	*	6%	7%	11%	7%	11%	1%	8%

Note: Columns may not sum to 100% due to rounding.
* = indicates less than 0.5% response.

The lines with no or limited off-peak service during the week have the highest proportion of work and work-related trips.

6. STATION ACCESS & EGRESS

Accessing the boarding station and exiting the destination station are considered parts of each Metra trip. The following section discusses the access and egress patterns of Metra customers.

Station Access

Because most riders are making home-based trips, most board at the stations closest to their homes. People who choose to travel to different stations may do so for a variety of reasons, including the need to combine trips (e.g., day care), the availability of parking, and the proximity of the line to their final destination.

Table 6.1: Passengers Boarding at Station Closest to Home – by Metra line

Metra Line	Percentage
NCS	93%
UPW	90%
HC	90%
UPN	87%
UPNW	86%
BNSF	86%
MDW	85%
System Average	84%
MDN	81%
SWS	81%
ME	80%
RI	77%

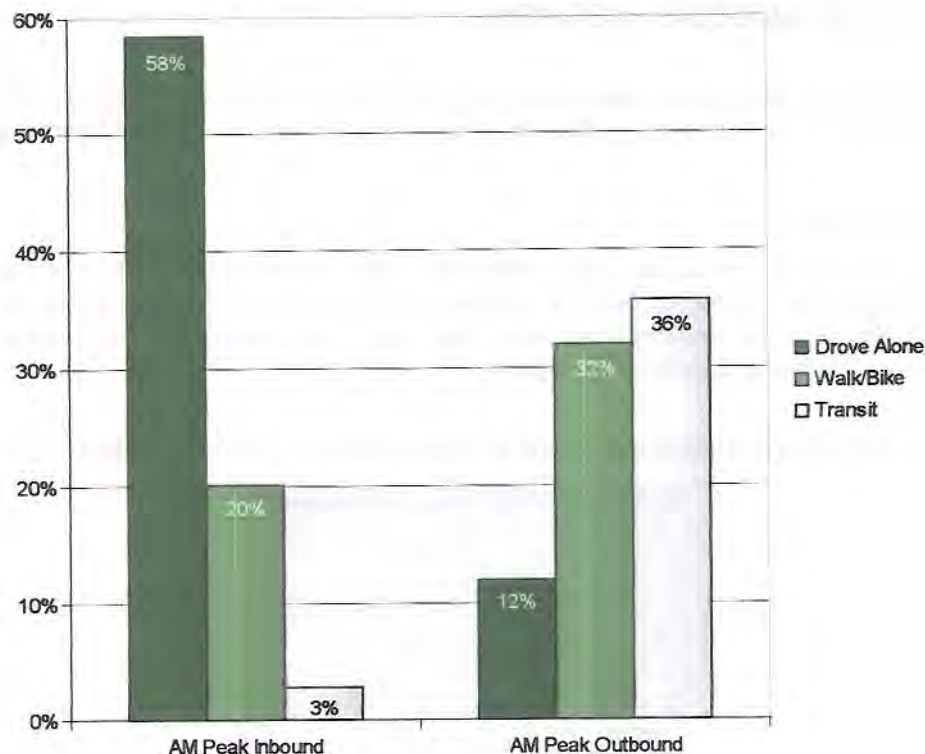
More than half of the survey respondents drove to their boarding stations and parked there, similar to the survey results from 1999. For reverse commute trips, most passengers access the station by walking, biking, or taking transit.

Table 6.2: Mode of Access to Boarding Station – survey comparison

Mode of Access	1999	2005
Drove alone and parked	54%	52%
Walked all the way	22%	21%
Got dropped off	13%	14%
Took CTA or Pace bus	3%	3%
Carpooled as passenger	2%	3%
Carpooled as driver	2%	3%
Other (shuttle, taxi, etc.)	2%	2%
Bicycled	1%	1%
Took CTA rapid transit	1%	1%

Note: columns may not sum 100% due to rounding.

Figure 6.1: Mode of Access – by direction of peak travel



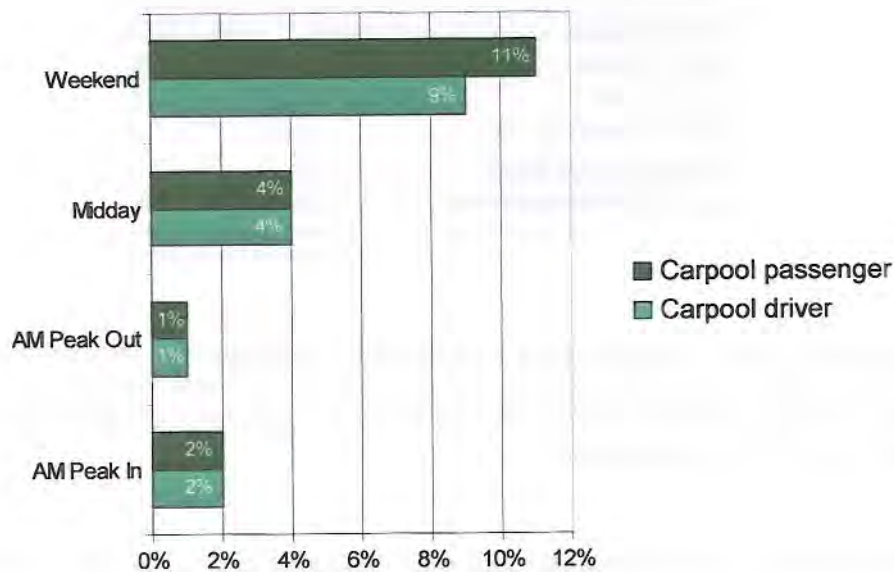
Over 70% of the survey respondents get to the station in private automobiles, with 52% driving alone and parking, 14% getting dropped off, and 6% carpooling (3% drivers, 3% passengers). This indicates that 55% of the overall respondents park at the stations (find further information in Chapter 7). This ratio varies by line, from a high of 81% on the Heritage Corridor to 34% on the UPN.

Table 6.3: Parking at Boarding Station – by Metra line

Mode of Access	Total	MED	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
Drove alone	52%	53%	64%	62%	78%	46%	49%	61%	54%	54%	62%	32%
Carpool driver	3%	3%	3%	2%	3%	3%	3%	3%	3%	3%	2%	2%

Only 5% of the overall respondents carpool to their boarding stations, whether as driver or passenger. However, those making shopping or recreational trips are much more likely to carpool, with 29% carpooling. This helps explain why carpooling is much more common on the weekends and during the midday, when there are a higher proportion of social and recreational trips (see Figure 6.2 on the following page).

Figure 6.2: Carpooling to Boarding Station – by time of day & direction of travel



A significant number of Metra customers access their boarding stations by walking, in particular those boarding at stations closest to the downtown terminals.

Table 6.4: Walking to Boarding Station – by boarding fare zone

Total	A/B	C	D	E	F	G	H+
21%	43%	38%	26%	16%	11%	6%	6%

Some customers also use public transportation to access the boarding stations, traveling on either suburban Pace buses, CTA buses or the CTA rapid transit lines. A small set of customers transfer from one Metra train to another.

Table 6.5: Public Transportation to Boarding Station – by time of day & direction of travel

Mode of Access	Total	AM Peak In	AM Peak Out	Midday	Weekend
Transferred from Metra	2%	*	8%	1%	2%
Took Pace bus	1%	2%	2%	2%	1%
Took CTA bus	1%	*	17%	2%	5%
Took CTA rapid transit	1%	*	9%	3%	6%

Note: columns may not sum due to rounding

* = less than 0.5% response

Table 6.6: Public Transportation to Boarding Station – by boarding fare zone

Mode of Access	Zones A & B	All Other Fare Zones
Took Pace bus	1%	2%
Took CTA bus	8%	*
Took CTA rapid transit	6%	*
Transferred from Metra	3%	*
Total public transportation	18%	3%

Note: columns may not sum correctly due to rounding.

* = less than 0.5% response.

Of those getting to their boarding stations using public transportation, most use Pace or CTA buses. These customers generally indicate that they are satisfied with the “ease of transferring to Metra” from these services. In fact, they generally rate this attribute better than customers who did not use public transportation.

Table 6.7: Ease of Transferring to Metra from CTA/Pace Bus – customer satisfaction

Rating	Total	Pace Bus	CTA Bus
Top Box Score	57%	76%	72%
Low Box Score	7%	5%	8%

Note: Scores based on a scale where 10=completely satisfied and 0=completely dissatisfied; “Top Box Score” indicates percentage of respondents answering in the range of 7 to 10, and “Low Box Score” indicates 0 to 3.

Station Egress

The majority of survey respondents travel to one of the terminal stations in downtown Chicago and then walk to their final destinations. Metra generally delivers passengers to locations close to their final destinations, especially during the AM peak period, when 71% of the respondents had 1 mile or less to their final destination from their Metra stations.

Table 6.8: Distance to Final Destination – by time of day & direction of travel

Distance	Total	AM Peak In	AM Peak Out	Midday	Weekend
Less than 2 blocks	19%	20%	18%	13%	12%
3-4 blocks	18%	19%	14%	14%	10%
5-6 blocks	15%	17%	6%	12%	6%
7-8 blocks	14%	15%	5%	15%	8%
1 to 1.5 miles	15%	15%	11%	13%	13%
1.5 to 2 miles	6%	5%	9%	7%	9%
2+ miles	14%	9%	37%	25%	41%

Note: Columns may not sum to 100% due to rounding.

The most popular mode of egress is walking, although this proportion has declined since the 1999 survey. A higher proportion of passengers are using public transportation.

Table 6.9: Mode of Egress from Destination Station – survey comparison

Mode of Egress	1999	2005
Walked	78%	73%
Took CTA or Pace bus	7%	10%
Took shuttle bus/van	4%	4%
Took taxi	2%	3%
Took CTA rail	2%	3%
Drive alone	3%	3%
Picked up	2%	2%
Other	2%	2%

Note: columns may not sum 100% due to rounding.

Table 6.10: Mode of Egress – from downtown terminals

Mode of Egress	Union	Ogilvie	LaSalle	Randolph	Van Buren
Walked	78%	76%	80%	80%	80%
CTA bus or rail	11%	11%	11%	13%	12%
Shuttle bus/van	5%	4%	2%	1%	1%

Note: Only major egress modes are shown.

Customers not making the peak period trip into the downtown terminals are much less likely to walk to their final destinations.

Table 6.11: Mode of Egress – by time of day & direction of travel

Mode of Egress	AM Peak In	AM Peak Out	Midday	Weekend
Walked	79%	44%	57%	44%
Took CTA bus	9%	6%	7%	8%
Took shuttle bus/van	4%	15%	1%	1%
Took taxi	2%	4%	10%	8%
Took CTA rapid transit	2%	1%	5%	7%
Drive alone	1%	6%	9%	5%
Got picked up	1%	10%	6%	17%
Other	1%	4%	4%	10%
Took Pace bus	*	12%	1%	1%

Note: columns may not sum 100% due to rounding.

* = indicates less than 0.5% response.

Walking is the most common mode of egress from the destination station, which is related to the fact that most of the respondents' final destinations are close to the Metra stations. As the distance approaches 1.5 miles, the majority of the respondents begin to find other ways of reaching their final destinations.

Table 6.12: Walking All of the Way to Final Destination – by distance from Metra station

< 4 blocks	5 to 8 blocks	1 to 1.5 miles	1.5 to 2 miles	2+ miles
95%	85%	61%	33%	24%

Use of public transportation at the destination stations has increased since 1999. Most of those transferring to public transportation at their destination station transfer to CTA buses. This is true for each of the Metra lines except for the Rock Island where the terminal station, the LaSalle Street Station, is not served by many buses but is located close to most of the CTA's rapid transit lines.

Table 6.13: Transferring from Metra to CTA – by Metra line

Mode of Egress	Total	MED	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
Took CTA bus	9%	9%	4%	8%	9%	10%	10%	10%	10%	9%	8%	8%
Took CTA rail	3%	4%	6%	1%	2%	2%	2%	2%	1%	2%	2%	2%

Note: columns may not sum 100% due to rounding.

Of those transferring from Metra to other forms of public transportation, most use either CTA buses or trains. These customers generally indicate that they are satisfied with the "ease of transferring from Metra" to these services. In fact, they generally rate this attribute better than customers who did not use public transportation.

Table 6.14: Ease of Transferring from Metra to CTA – customer satisfaction

	Total	CTA Rail	CTA Bus
Top Box Score	65%	69%	75%
Low Box Score	6%	7%	5%

Note: scores based on a scale where 10=completely satisfied and 0=completely dissatisfied; "Top Box Score" indicates percentage of respondents answering in the range of 7 to 10, and "Low Box Score" indicates 0 to 3.

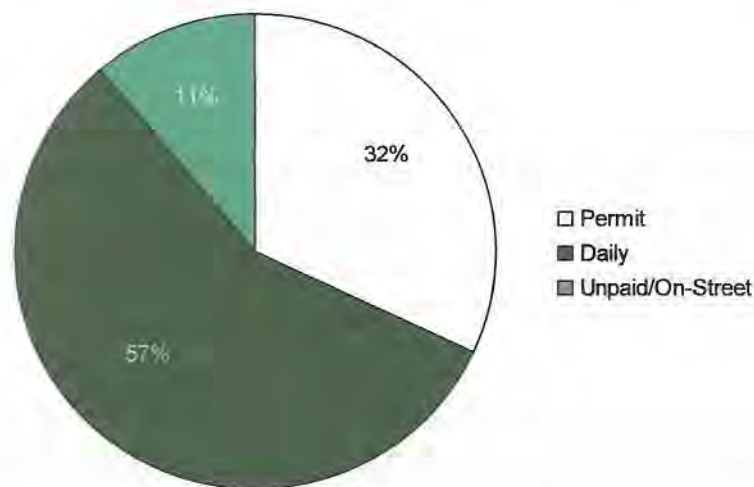
7. PARKING

More than half of the survey respondents parked cars at their boarding stations on the day of the survey, whether alone or as drivers in carpools. Because of this, the availability, cost, and security of boarding station parking facilities is seen as a key component of Metra's service.

Parking Types & Cost

Parking can be classified into categories based on the method of payment. Metra stations have commuter parking lots systemwide; these include a mix of permit (weekly, monthly, yearly, etc.) or daily fee parking. Between regular and occasional users, there is typically demand for both types at each station. In addition, the survey shows 11% of the respondents claiming that they park for free; typically, this is some type of informal or on-street parking near the stations. The survey indicates that daily fee parking is the most common type used by Metra customers.

Figure 7.1: Type of Parking Used at Boarding Station – all respondents



The types of parking used varies to some extent with the distance of the boarding stations from the downtown terminals. Free parking is the most common form in Fare Zones A and B, but is very uncommon in zones C through G. Permit parking is more common in these zones.

Table 7.1: Parking Type – by boarding fare zone

Type	Total	A/B	C	D	E	F	G	H+
Daily fee	57%	34%	55%	60%	51%	59%	66%	62%
Permit	32%	15%	20%	32%	43%	37%	31%	26%
Unpaid/On-Street	11%	51%	25%	7%	5%	4%	3%	12%

Table 7.2: Parking Type – by Metra line

Payment type	ME	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
Daily fee	60%	77%	74%	68%	37%	44%	55%	68%	65%	74%	38%
Permit	28%	13%	22%	29%	54%	44%	36%	20%	25%	26%	38%
Unpaid/On-Street	12%	9%	4%	3%	8%	12%	9%	11%	10%	*	24%

Of those that pay for their parking with permits, more than 80% pay for their parking on either a monthly or a quarterly basis.

Table 7.3: Systemwide Permit Parking Types

Permit type	Percentage
Weekly	1%
Monthly	34%
Quarterly	48%
Half-Yearly	9%
Yearly	9%

Note: column may not sum to 100% due to rounding

Parking Satisfaction

The survey asked customers to rate their satisfaction with three attributes of parking at their boarding stations: availability, cost, and security. The type of parking used by customers affects their rating of the boarding station parking attributes. Overall, those who park in permit lots are more satisfied with the availability and security of the parking, even though fewer claim to be satisfied with the cost of parking.

Table 7.4: Satisfaction with Boarding Station Parking – top box scores by parking type

Attribute	Total	Daily	Permit	Free
Availability of Parking	59%	63%	68%	52%
Cost of Parking	54%	57%	55%	60%
Security of Vehicle	59%	59%	65%	56%

Note: Based on a scale where 10=completely satisfied and 0=completely dissatisfied and "Top Box Score" indicates the percentage of respondents answering in the range of 7 to 10.

Parking issues are most often localized to the line and station being used by the passenger. This is demonstrated by the satisfaction ratings given for "availability of parking," where the BNSF continues to receive the lowest ratings, as in the 1999 survey. These ratings are driven by a handful of busy stations on the line (see following page). Note that these parking availability issues also relate to a higher proportion of customers taking earlier trains than necessary to get a space.

Table 7.5: Satisfaction with Availability of Parking – survey comparison by Metra line

Metra line	1999 Top Box	1999 Mean	2005 Top Box	2005 Mean
NCS	85%	8.3	88%	8.4
MDW	76%	7.6	73%	7.6
MDN	59%	6.4	69%	7.2
ME	56%	6.2	66%	7.2
RI	50%	5.8	66%	7.1
UPN	64%	6.8	61%	6.9
SWS	47%	5.5	59%	6.7
System Average	57%	6.2	59%	6.6
UPNW	52%	5.9	57%	6.6
HC	55%	6.0	53%	6.4
UPW	57%	6.3	53%	6.2
BNSF	46%	5.5	40%	5.3

Note: Based on a scale where 10=completely satisfied and 0=completely dissatisfied and "Top Box Score" indicates the percentage of respondents answering in the range of 7 to 10.

Figure 7.2: % of Daily Fee Parkers Taking Earlier Trains to Find Spaces – by Metra line

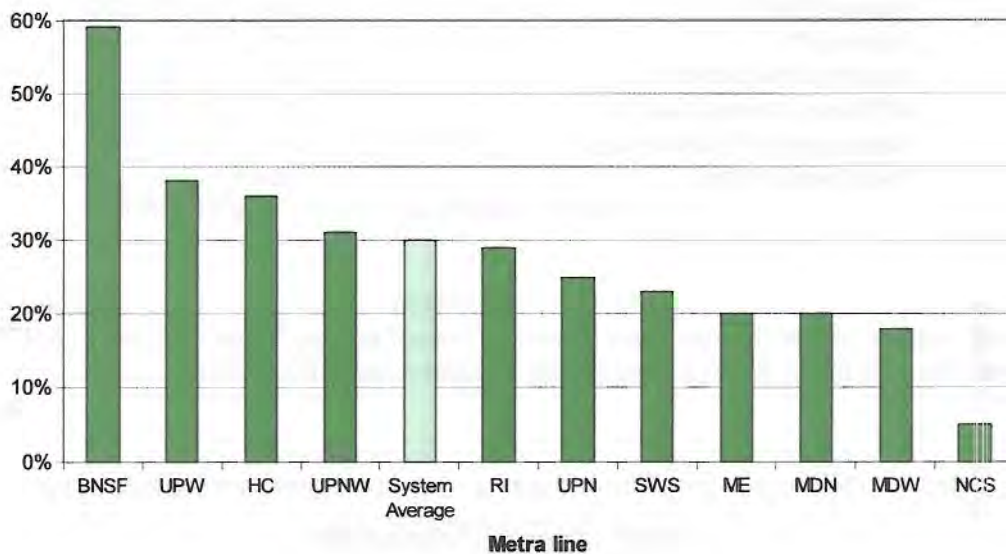


Table 7.6: Satisfaction with Availability of Parking – top ten stations

Boarding Station	Mean Score	Respondents
Buffalo Grove (NCS)	8.7	124
Glencoe (UPN)	8.6	92
Palos Heights (SWS)	8.6	84
Mundelein (NCS)	8.6	92
Lake Cook Road (MDN)	8.4	130
National Street (MDW)	8.3	152
Medinah (MDW)	8.3	99
80 th Ave., Tinley Park	8.2	693
Schaumburg (MDW)	8.2	326
Lake Forest (MDN)	8.2	126

Note: ranking only includes stations with >75 unweighted respondents.

Table 7.7: Satisfaction with Availability of Parking – bottom ten stations

Boarding Station	Mean Score	Respondents
Naperville (BNSF)	3.6	649
Lisle (BNSF)	4.0	372
Clybourn (UPN, UPNW)	4.1	112
Hinsdale (BNSF)	4.5	122
Geneva (UPW)	4.6	601
Route 59 (BNSF)	5.1	1212
Mokena (RI)	5.1	193
LaGrange Road (BNSF)	5.1	168
99 th Street, Beverly Hills (RI)	5.1	109
Kensington/115 th Street (ME)	5.1	159
Ravenswood (UPN)	5.2	96

Note: ranking only includes stations with >75 unweighted respondents.

The cost of parking is considered by most customers to be part of the cost of riding Metra. Overall, roughly half of the customers that rated “cost of parking” were satisfied with this cost. Satisfaction with this cost was lowest among frequent users of the system.

Table 7.8: Satisfaction with Cost of Parking – top box scores by frequency of travel

Trips*	Percentage
None	64%
1 to 4	62%
5 to 9	57%
10 to 19	52%
20 to 29	52%
30+	54%
System Average	54%

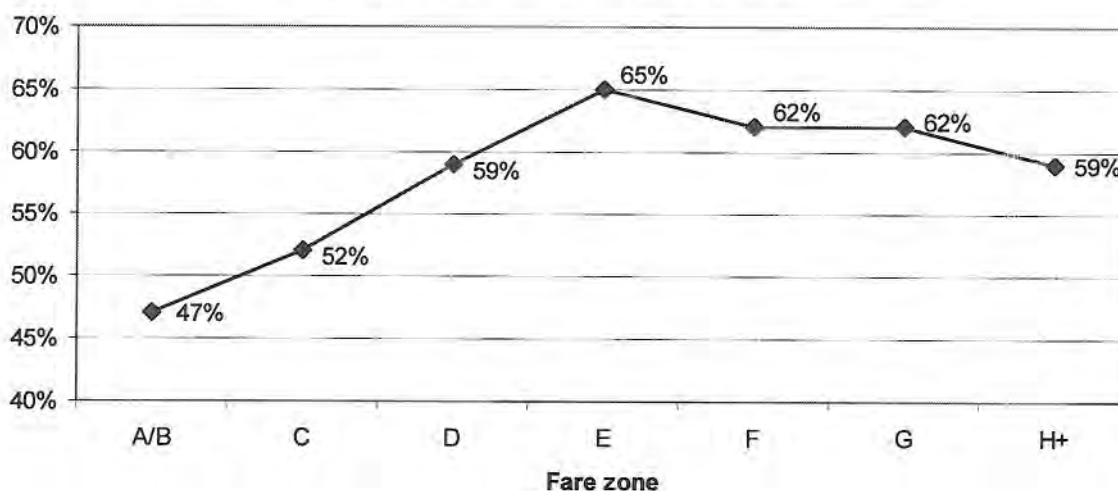
* = over previous four weeks.

The majority of respondents were satisfied with the security of their parked vehicles at the boarding stations, especially those customers boarding their trains during the weekend and midday time periods. Customers boarding in the fare zones closest to the downtown terminals indicate a lower satisfaction with the security of their parking options.

Table 7.9: Security of Vehicle – mean score by time of day & direction of travel

Time of day/direction	Mean Score
AM Peak In	6.8
AM Peak Out	6.1
Midday	7.1
Weekend	7.3
System Average	6.8

Figure 7.3: Security of Vehicle – top box score by boarding fare zone



8. CUSTOMER SATISFACTION

The survey asked customers to rate Metra's performance on a total of 25 attributes. The attributes were segmented by: overall Metra service; the boarding station; the on-board experience; and the destination station. Customers were also asked to provide an overall rating of Metra service. Although most of the rating factors have been addressed in previous surveys, some new items were added to obtain customer feedback on the ease of transferring to and from CTA or Pace, the comfort of the heating level on the trains, and the value of the new automated station-stop announcements.

Customers were asked to rank each factor on a scale of zero to 10, with "0" indicating the least satisfaction and "10" indicating the most satisfaction. Table 8.1 displays this scale.

Table 8.1: Satisfaction Ranking Scale Used in Survey

Completely Satisfied		Satisfied		Neutral			Dissatisfied		Completely Dissatisfied		Not Applicable
10	9	8	7	6	5	4	3	2	1	0	N/A
Top Box				Middle Box			Low Box				

In the sections that follow, a reference to "top box" scores refers to rankings of 7 through 10, while "low box" scores refers to rankings of 0 through 3.

Overview

Survey respondents are, on average, very pleased with Metra's performance, and give an especially high rating for Metra's overall service.

Table 8.2: Overall Rating of Metra Service – survey comparison by Metra line

Metra Line	1999 Mean	2005 Mean
RI	7.9	7.9
UPN	7.5	7.9
UPNW	7.5	7.9
MDN	7.8	7.8
BNSF	7.7	7.7
ME	7.5	7.7
System Average	7.5	7.7
UPW	7.1	7.5
MDW	7.7	7.5
NCS	7.8	7.2
SWS	5.9	6.4
HC	6.1	6.2

The attribute with the best “top box” score and the highest mean score is the “courtesy of on-board personnel.” This was also the highest-rated attribute in the 1999 survey. The attributes scoring lower in the ratings, such as “frequency of non-rush service” and “station communication during service delays” are also similar to previous surveys, although many of these ratings show significant improvement over 1999.

Scores are often driven downward by poor performance ratings in particular markets. For example, the “frequency of non-rush hour service” ratings are significantly lower for the three lines that do not offer non-rush hour service: the Heritage Corridor (65% “low box” score), North Central (57%) and SouthWest Service (50%). Another trend that persists from previous surveys is that more experienced and regular Metra riders tend to give lower ratings.

The table below offers a comparison of the satisfaction ratings for each of the 25 attributes. Note that, while some of the attributes apply to all customers, others are experienced by only a subset of those surveyed. Thus, the boarding station, on-board, and destination station ratings for Metra are discussed in more detail in the following sections, while more in-depth discussions related to transferring to and from CTA/Pace and station parking can be found in Chapters 6 and 7 of the report, respectively.

Table 8.3: Satisfaction Ratings – comparison of all attributes

Attribute	Top Box	Low Box	Mean
Courtesy of on-board personnel	81%	2%	7.9
Courtesy of the boarding station personnel	78%	3%	7.8
Personal safety at the boarding station	78%	3%	7.8
Value for your money	78%	2%	7.7
Getting to destination on time	77%	4%	7.7
Personal safety at the destination station	77%	2%	7.7
Overall rating of Metra service	81%	1%	7.7
Getting to destination quickly	73%	4%	7.5
Courtesy of destination station personnel	70%	4%	7.4
Comfort of heating level	71%	4%	7.4
Cleanliness of the boarding station	72%	6%	7.3
Cleanliness of the train car	70%	5%	7.3
Availability of seats on train	70%	6%	7.3
Automated station-stop announcements	68%	6%	7.3
Cleanliness of the destination station	69%	6%	7.2
Frequency of weekday rush hour service	67%	7%	7.2
Ease of transferring FROM Metra to CTA or Pace	65%	6%	7.2
Comfort of air conditioning level	65%	8%	7.0
On-board communication of service delays	64%	8%	7.0
Ease of paying to transfer to CTA or Pace	59%	6%	7.0
Ease of transferring TO Metra from CTA or Pace	57%	7%	6.8
Security of your vehicle at the parking area	59%	8%	6.8
Availability of parking at the boarding station	59%	14%	6.6
Cost of parking	54%	11%	6.6
Station communication during service delays	54%	13%	6.4
Frequency of non-rush hour service	42%	15%	5.9

General Service Ratings

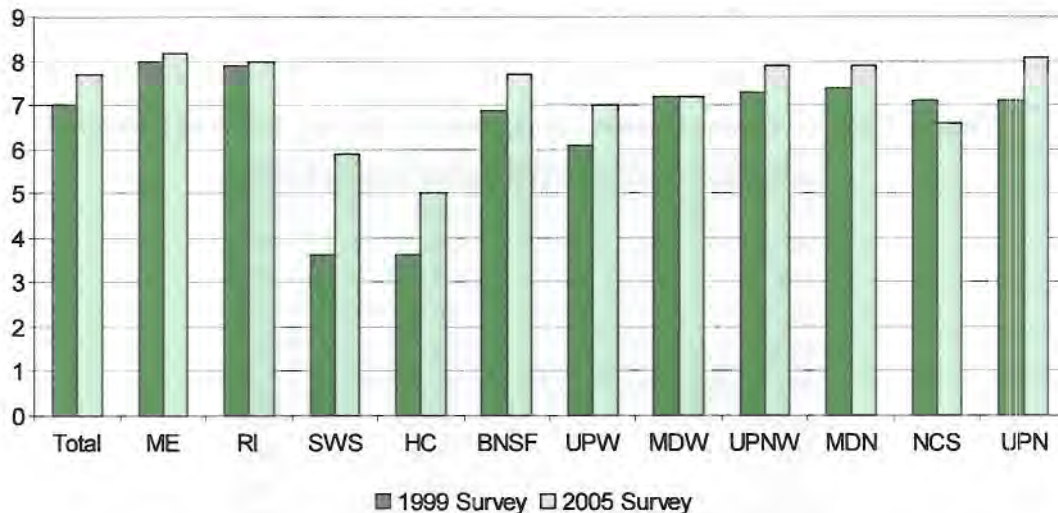
The survey asked about five general aspects of Metra service, including value, the speed and timeliness of Metra service, and the frequency of service during rush and non-rush periods. Overall, the survey shows an improvement in each of these areas when compared with the results of the 1999 survey.

Table 8.4: General Service Ratings – survey comparison

Attribute	1999 Survey		2005 Survey	
	Top Box	Mean	Top Box	Mean
Value for your money	74%	7.3	78%	7.7
Getting to destination on time	72%	7.0	77%	7.7
Getting to destination quickly	68%	6.9	73%	7.5
Frequency of weekday rush hour service	63%	6.6	67%	7.2
Frequency of non-rush hour service	41%	5.5	42%	5.9

This pattern of higher scores is observable across nearly all of Metra’s rail lines. For example, the satisfaction ratings for “getting to destination on time” show an increase for each line except the NCS line, which has been impacted by the ongoing “New Starts” improvement that included the addition of a second track, new crossovers, signals and other reconfigurations. Notably, although the SWS and HC lines have traditionally scored lower than the full service rail lines, there have been significant increases in their service ratings as compared to the 1999 survey.

Figure 8.1: Getting to Destination on Time – mean score by Metra line



Boarding Station Ratings

The survey asked about eight different attributes of the boarding stations, including cleanliness, courtesy of staff, personal safety, communication, parking, and transferring from CTA or Pace. Ratings for parking and CTA/Pace transfers are discussed in Chapters 6 and 7.

Table 8.5: Boarding Station Ratings – survey comparison

Boarding Station Attribute	1999 Survey		2005 Survey	
	Top Box	Mean	Top Box	Mean
Cleanliness	77%	7.6	72%	7.3
Courtesy of the personnel	82%	7.8	78%	7.8
Personal safety	77%	7.6	78%	7.8
Communication during service delays	43%	5.7	54%	6.4

The cleanliness and personal safety ratings at the boarding stations are generally lower for the zones closest to the downtown terminals.

Table 8.6: Boarding Station Ratings – top box scores by boarding fare zone

Boarding Station Attribute	A/B	C	D	E	F	G	H+
Cleanliness	67%	73%	73%	73%	71%	77%	68%
Courtesy of the personnel	77%	81%	79%	78%	76%	75%	77%
Personal safety	74%	79%	78%	79%	78%	80%	77%
Communication during service delays	54%	53%	52%	54%	52%	54%	53%

Although station communication has traditionally scored lower than other boarding station attributes, a comparison to previous surveys shows that ratings have improved significantly.

Table 8.7: Station Communication During Delays – top box scores by Metra line

Metra line	1999 Survey	2005 Survey
RI	52%	62%
NCS	52%	60%
MDN	47%	58%
UPN	41%	58%
UPW	42%	55%
System Average	43%	54%
MDW	51%	52%
ME	38%	52%
BNSF	40%	49%
UPNW	37%	49%
SWS	33%	45%
HC	30%	42%

On-Board Ratings

The survey asked customers about seven different on-board issues, including the comfort of the heating and cooling, cleanliness, courtesy of personnel, communication, and availability of seats. The courtesy of the on-board personnel rates very high among customers.

Table 8.8: On-Board Ratings – survey comparison

On-Board Attribute	1999 Survey		2005 Survey	
	Top Box	Mean	Top Box	Mean
Availability of seats	73%	7.3	70%	7.3
Comfort of air conditioning level	63%	6.7	65%	7.0
Comfort of heating level	#	#	71%	7.4
Cleanliness	73%	7.3	70%	7.3
Courtesy of personnel	82%	7.8	81%	7.9
Communication during service delays	59%	6.5	64%	7.0
Automated station-stop announcements	#	#	68%	7.3

= not asked on 1999 survey.

There is a direct correlation between the regularity of riding and the satisfaction ratings given by a customer. Those who ride more regularly give lower ratings on most of the issues.

Table 8.9: On-Board Ratings – mean scores by frequency of travel (previous four weeks)

On-Board Attribute	None	1 to 4	5 to 9	10 to 19	20 to 29	30+
Availability of seats	8.0	7.9	7.6	7.3	7.2	7.2
Comfort of air conditioning level	8.1	8.1	7.7	7.3	7.0	6.8
Comfort of heating level	8.0	8.0	7.8	7.6	7.3	7.2
Cleanliness	8.0	8.0	7.8	7.5	7.3	7.2
Courtesy of personnel	8.3	8.3	8.1	8.0	7.9	7.9
Communication during service delays	7.7	7.8	7.5	7.3	7.0	6.8
Automated station-stop announcements	8.0	7.9	7.9	7.5	7.3	7.1

Destination Station Ratings

Customers were also asked about the personal safety, cleanliness, and courtesy of personnel at the destination stations. For the most part, answers to this question involve one of the five downtown terminal stations, the destination for 87% of the survey respondents.

Table 8.10: Destination Station Ratings – survey comparison

Destination Station Attribute	1999 Survey		2005 Survey	
	Top Box	Mean	Top Box	Mean
Personal safety	74%	7.4	77%	7.7
Cleanliness	70%	7.1	69%	7.2
Courtesy of personnel	#	#	70%	7.4

= not asked on 1999 survey.

The personal safety ratings for the stations have significantly improved since the last survey in 1999. The cleanliness ratings have diminished slightly, except for a major improvement for the cleanliness of the Randolph Street Station (ME), which underwent a major refurbishing project in 2003-2004.

Table 8.11: Personal Safety at Destination Station – downtown terminals

Downtown terminal	Top Box (1999)	Top Box (2005)
Ogilvie Center (UPN, UPW, UPNW)	81%	83%
LaSalle Street Station (RI)	76%	82%
Union Station (BNSF, MDW, MDN, SWS, HC, NCS)	69%	74%
Randolph Street Station (ME)	66%	74%
Van Buren Street Station (ME)	69%	71%

Table 8.12: Cleanliness of Destination Station – downtown terminals

Downtown terminal	Top Box (1999)	Top Box (2005)
Ogilvie Center (UPN, UPW, UPNW)	79%	78%
LaSalle Street Station (RI)	74%	72%
Union Station (BNSF, MDW, MDN, SWS, HC, NCS)	63%	62%
Randolph Street Station (ME)	54%	70%
Van Buren Street Station (ME)	62%	60%

Importance Rankings

In addition to ratings of each item, survey respondents were asked to list the five attributes most important to them. The table below lists the top ten according to the “top five mentions.” As in previous surveys, getting to destination on time is by far the most important factor to Metra customers.

Table 8.13: Importance Rankings – top ten ranked attributes (based on top five mentions)

Attribute	2005 Rank	2005 Most Important	2005 Top 5 Mentions	1999 Rank
Getting to destination on time	1	38%	73%	1
Value for money	2	14%	49%	3
Frequency of weekday rush service	3	9%	45%	2
Getting to destination quickly	4	9%	42%	4
Availability of seats on train	5	3%	38%	5
Frequency of non-rush service	6	3%	26%	7
Personal safety at boarding station	7	4%	23%	8
Comfort of air conditioning level	8	1%	23%	*
Availability of parking at boarding station	9	3%	22%	6
Cleanliness of train car	10	1%	20%	*

* = not in 1999 top ten.

The importance of items also varies depending on the type of customer. Customers traveling during the peak periods clearly place the highest premium on getting to their destination on time. Interestingly, weekend customers rank value for their money almost as high as being on time.

Table 8.14: Most Important Attributes – ranked by time of day & direction of travel

Service Item	Total	AM Peak Inbound	AM Peak Outbound	Midday	Weekend
Getting to destination on time	38%	40%	32%	31%	24%
Value for your money	14%	14%	17%	16%	21%
Frequency of weekday rush hour service	9%	10%	12%	6%	2%
Getting to destination quickly	9%	9%	10%	10%	6%
Personal safety at the boarding station	4%	4%	3%	5%	8%
Personal safety at the destination station	3%	3%	2%	4%	5%
Overall rating of Metra service	3%	3%	3%	4%	6%
Availability of parking at the boarding station	3%	3%	2%	4%	1%
Frequency of non-rush hour service	3%	2%	2%	5%	8%
Availability of seats on the train	3%	3%	2%	3%	2%

Note: numbers repeated in a column indicate a tie.

The four most important items are generally consistent across nearly all train lines. The remaining items reflect priorities for passengers on individual lines, such as personal safety on the ME and parking availability on the BNSF. The ranking of most important attributes also shows variation depending on the frequency of Metra usage.

Table 8.15: Most Important Attributes – ranked by Metra line

Attribute	Total	ME	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
Getting to destination on time	1	1	1	1	1	1	1	1	1	1	1	1
Value for your money	2	2	2	3	3	2	2	2	2	2	4	3
Frequency of rush service	3	6	4	2	2	3	4	4	3	4	2	4
Getting to destination quickly	4	4	3	4	4	4	3	3	4	3	3	2
Safety at boarding station	5	3	5	7	7	8	9	6	8	7	7	7
Safety at destination station	6	5	7	6	7	6	10	5	7	9	8	9
Overall Metra service	7	7	6	9	10	7	7	8	6	8	6	5
Availability of parking	8	10	10	10	9	5	6	10	8	10	13	11
Frequency of non-rush service	9	8	8	5	5	10	7	7	10	5	5	6
Availability of seats on the train	10	9	9	8	6	9	5	8	5	6	9	8

Note: numbers repeated in a column indicate a tie.

Table 8.16: Most Important Items – ranked by frequency of travel (previous four weeks)

Service Item	Total	Zero trips	1-9 trips	5-9 trips	10-19 trips	20-29 trips	30+ trips
Getting to destination on time	1	1	1	1	1	1	1
Value for your money	2	2	2	2	2	2	2
Frequency of weekday rush hour service	3	9	8	4	3	3	3
Getting to destination quickly	4	3	3	3	4	4	4
Personal safety at the boarding station	5	4	6	7	5	5	5
Personal safety at the destination station	6	6	9	6	8	6	6
Overall rating of Metra service	7	5	5	8	10	7	9
Availability of parking at the boarding station	8	8	7	9	7	9	7
Frequency of non-rush hour service	9	7	4	4	6	8	10
Availability of seats on the train	10	10	10	10	9	10	8

Note: numbers repeated in a column indicate a tie.

9. RIDERSHIP FACTORS & PREFERENCES

In addition to satisfaction ratings, the passengers were surveyed about why they chose to use Metra, some of the influences on their overall usage, and their preferences for service.

Factors Contributing to Ridership

The survey polled passengers on eight factors that could have contributed to their decisions to ride Metra that day. Respondents rated each factor on a 1 to 5 scale as shown below. Throughout this section, a reference to the “top box” score refers to respondents who agreed that a factor “strongly contributed” to their decisions by marking either 4 or 5.

Table 9.1: Scale Used in Rating Contributing Factors

Strongly Contributed		Somewhat Contributed	Not a Contributing Factor	
5	4	3	2	1
Top Box		Neutral	Low Box	

Of the eight factors ranked below, the largest number of respondents indicate that the “ability to relax with less stress” strongly contributes to their decisions to ride Metra. Travel time savings, costs, and the ability to better predict their arrival times are also strong factors.

Table 9.2: Factors Affecting Ridership – top box scores

Factor	Response
Ability to relax with less stress	81%
Travel time	79%
Ability to better predict arrival	74%
Cost of driving vs. cost of taking train	73%
Ability to read/work while commuting	66%
Downtown parking rates	60%
Station is close to my final destination	55%
Concern for the environment	37%

The ability to relax with less stress is listed as the top factor during all times of the day. A lower proportion of reverse commuters indicate that they are affected by travel times and costs, as compared to traditional commuters.

In general, the rating of the factors’ importance increases with the responding customer’s regularity in Metra usage. This direct relationship is illustrated in Table 9.3 on the following page.

Table 9.3: Factors Affecting Ridership – by frequency of travel (previous four weeks)

Factor	Total	None	1 to 4	5 to 9	10 to 19	20 to 29	30+
Ability to relax with less stress	81%	75%	74%	75%	80%	81%	83%
Travel time	79%	68%	70%	73%	78%	80%	82%
Ability to better predict arrival	74%	63%	67%	69%	72%	75%	76%
Cost of driving vs. cost of taking train	73%	65%	63%	62%	67%	72%	76%
Ability to read/work while commuting	66%	42%	52%	61%	66%	68%	68%
Downtown parking rates	60%	61%	53%	52%	54%	58%	62%
Station is close to my final destination	55%	56%	56%	55%	54%	55%	55%
Concern for the environment	37%	35%	38%	38%	35%	37%	37%

Influences & Preferences

In addition to the eight “factors,” customers were asked about how changes in their daily routines might affect their use of Metra, what types of service changes they would prefer, and whether the rising cost of gas has affected their use of Metra.

Most of those surveyed indicate that they would still use Metra even if there were changes in their daily routines such as having to be at work early or needing to work late.

Table 9.4: % That Don't Take Metra When Personal Schedule Changes – by ticket type

Personal Schedule Change	Total	Monthly	Ten-Ride	One-way	Weekend
Need to be at work early	15%	13%	19%	22%	29%
Have to work late, or attend evening class, etc.	33%	29%	44%	39%	35%

The responses to these questions are affected by the Metra line being used. That is, those riding full-service lines are much more likely to still use Metra, while those riding lines with limited or no off-peak service (SWS, HC, NCS) will find other transportation alternatives.

Table 9.5: % That Don't Take Metra When Personal Schedule Changes – by Metra line

Change	Total	ME	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
Work early	15%	14%	13%	21%	27%	12%	13%	16%	16%	19%	19%	21%
Stay late	33%	33%	34%	56%	64%	31%	27%	29%	30%	38%	57%	38%

The survey respondents indicated the types of services that they prefer, specifically whether they preferred more or faster service, and if it was more important to add peak-period service before 4:30 PM or after 6:00 PM. The agreement rates are shown below.

Table 9.6: Customer Service Preferences – all respondents

Statement	Percentage
Prefer more frequent service rather than a faster service	29%
Prefer faster weekday service prior to 4:30 PM rather than after 6:00 PM	37%

Most respondents indicate that they would prefer faster service instead of more frequent service. This is especially true for those riding the full service rail lines. Note that increases in service are scheduled for the SWS and NCS lines starting in 2006.

Table 9.7: Prefer More Frequent vs. Faster Service – survey comparison by Metra line

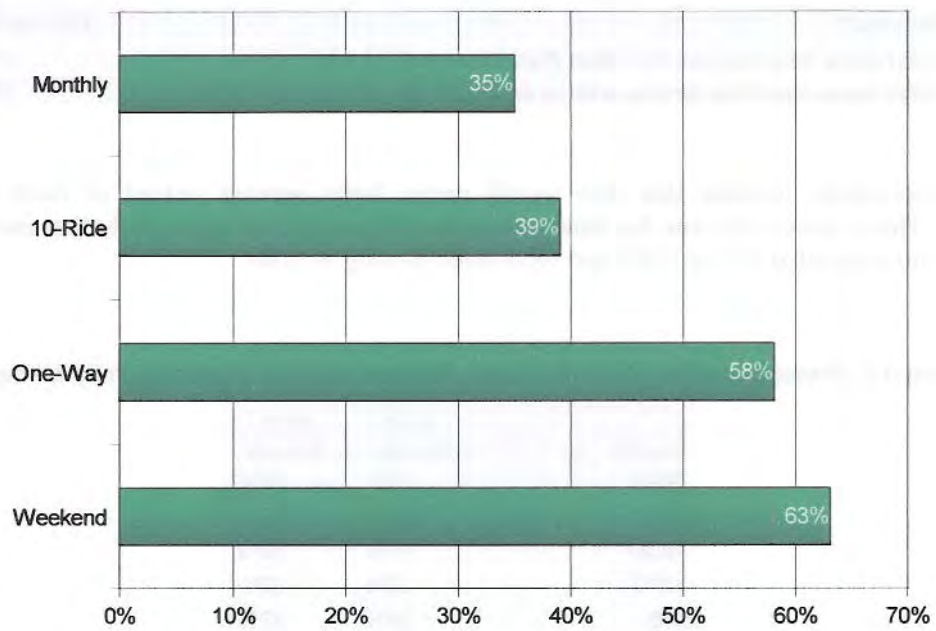
Line	1999 Survey	2005 Survey
SWS	52%	69%
HC	46%	62%
NCS	47%	54%
UPN	23%	32%
ME	25%	32%
MDW	21%	31%
System Average	25%	29%
MDN	22%	29%
RI	26%	28%
UPW	22%	27%
UPNW	23%	24%
BNSF	19%	19%

Metra customers were asked whether rising gas prices has had an influence on their use of Metra, and 39% of the respondents indicated that it had. The survey indicates that occasional customers, and customers without monthly passes or ten-ride tickets, are more influenced by the cost of gas.

Table 9.8: % Influenced by Cost of Gas – by frequency of travel (previous four weeks)

Trips	Percentage
30+	36%
20-29	38%
10-19	41%
5-9	50%
1-4	58%
None	56%

Figure 9.1: % Influenced by Cost of Gas – by ticket type



10. CUSTOMER RELATIONS & MARKETING

Metra's service attributes rank favorably with its customers, as is shown in the customer satisfaction ratings (Chapter 8). This is reinforced by the fact that 92% of the survey respondents indicate that they would recommend using Metra service to others (see below).

Table 10.1: % That Would Recommend Metra Service to Others – by Metra line

Line	Percentage
BNSF	93%
UPNW	93%
RI	93%
MDN	93%
UPN	92%
ME	92%
System Average	92%
UPW	91%
MDW	89%
NCS	88%
SWS	80%
HC	77%

The survey polled customers on their awareness of Metra's marketing and customer relations programs. The survey also asked about the potential of new programs such as email service alerts and wireless (or wi-fi) Internet access.

There is a high level of awareness of Metra's advertising. This is especially true among those who have been regular riders of the system for a number of years.

Figure 10.1: % Seeing or Hearing Metra Advertising in Past Six Months



Metra Web Site & Email Updates

The Metra web site offers information regarding schedules and fares, as well as current service advisories. The survey results indicate that most respondents are aware of the Web site, especially those between the ages of 18 and 39.

Table 10.2: Awareness of Metrarail.com – by age of respondent

Total	<18	18-29	30-39	40-49	50-59	60+
57%	49%	74%	72%	56%	46%	28%

More than 40% of the respondents agreed that they would sign up to receive line-specific email messages giving them service updates and alerts. Passengers on the Heritage Corridor and SouthWest Service lines are the most interested in receiving emails.

Table 10.3: % That Would Sign Up for Email Service Alerts – by Metra line

Total	ME	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
41%	46%	42%	50%	50%	43%	38%	43%	36%	39%	45%	37%

Wireless Internet Access

Approximately 25% of respondents carry wireless Internet-enabled devices with them on the train, including laptops and personal data assistants (PDAs). The survey asked passengers which types of such devices they carried, and whether they would consider purchasing access to an on-train wi-fi connection. Only one in five expressed an interest in paying for wi-fi service.

Table 10.4: Wireless Internet Service Market – by time of day & direction

	Total	AM Peak In	AM Peak Out	Midday	Weekend
Have Internet devices on train (laptop, PDA, etc.)	25%	27%	28%	19%	14%
Would purchase on-train wireless Internet service	20%	19%	32%	22%	21%

Bikes on Trains

To accommodate growing requests, Metra recently implemented a “Bikes on Trains” program during off-peak and weekend service. The survey polled Metra customers on whether they believed that bikes should be allowed on trains, and whether they would be likely users of the program. Overall, 67% of respondents felt that bicycles should be allowed on trains during these periods, although a much smaller percentage claimed that they would utilize the program.

Table 10.5: % Likely to Use “Bikes on Trains” Program – by boarding fare zone

Fare zone	Percentage
A/B	24%
C	21%
D	18%
E	16%
F	16%
G	16%
H+	20%
System Avg.	19%

11. CONNECTING SERVICE & TRANSFERS

In early 2005, the Regional Transportation Authority and the three Service Boards (Metra, CTA, and Pace) participated in a study regarding fare media options that would allow customers to pay for trips on all three systems with one fare card. As a consequence, the customer survey included a number of questions that relate to how Metra customers use and pay for trips on CTA and/or Pace.

While the service boards cooperate on a number of fronts, they each have their own fare programs, presenting customers with a variety of options for how to pay for their trip. Metra does, however, subsidize CTA and Pace trips with optional fare instruments for those purchasing a Metra monthly ticket:

- Link-Up Pass: Allows customers to take trips on CTA during the peak periods, and all times on Pace buses.
- PlusBus Pass: Allows customers to take trips at all times on Pace buses.

The survey responses indicate that approximately 15% of the overall survey respondents used CTA and/or Pace on at least one end of their trips. This includes the nearly 5% of the customers who transferred to Metra *from* CTA/Pace, as well as the 12% who transferred from Metra *to* CTA/Pace. A small proportion—roughly 1%—use CTA and/or Pace at both ends of their trips.

The tables below indicate that non-monthly pass users are generally more likely to transfer to and from Pace/CTA than monthly pass holders.

Table 11.1: % Taking Pace/CTA to Boarding Station – by ticket type

Mode of Access	Total	Monthly	Ten-Ride	One-Way	Weekend
Pace bus	2%	2%	2%	1%	1%
CTA bus	1%	1%	2%	3%	5%
CTA rapid transit	1%	1%	1%	4%	6%
Transferred from CTA/Pace	5%	3%	5%	8%	12%

Note: Columns may not sum due to rounding.

Table 11.2: % Taking Pace/CTA from Destination Station – by ticket type

Mode of Egress	Total	Monthly	Ten-Ride	One-Way	Weekend
CTA bus	9%	9%	9%	7%	8%
CTA rail	3%	2%	3%	6%	7%
Pace bus	1%	1%	1%	2%	1%
Transferred to CTA/Pace	12%	11%	13%	15%	15%

Note: Columns may not sum due to rounding.

In addition to the Link-Up and PlusBus passes available to monthly ticket holders, at the time of the survey a \$1 rush shuttle fare was also available on CTA bus routes that distribute passengers to and from the downtown Metra terminals (*note: in January 2006 the special fare was discontinued by the CTA*). The tables below show the type of Pace/CTA fare used by those transferring to or from Metra. Many customers indicated using more than one fare type, but in each case less than half of the customers indicated use of one of the three special Metra transfer fares (Link-Up, PlusBus, or CTA \$1 rush shuttle).

Table 11.3: CTA/Pace Fare Type Used by Passengers Transferring TO Metra

Fare type	Total
CTA/Pace Link-Up*	23%
CTA \$1 Rush Shuttle	2%
Pace PlusBus*	17%
CTA/Pace Fare	49%
CTA/Pace Pass	36%

Note: Due to multiple answers, columns may sum to more than 100%
 * = these fare options only available to Metra monthly ticket holders

Table 11.4: CTA/Pace Fare Type Used by Passengers Transferring FROM Metra

Fare Type	Total
CTA/Pace Link-Up*	33%
CTA \$1 Rush Shuttle	34%
Pace PlusBus*	3%
CTA/Pace Fare	27%
CTA/Pace Pass	16%

Note: Due to multiple answers, columns may sum to more than 100%
 * = these fare options only available to Metra monthly ticket holders

On the customer satisfaction portion of the survey, the customers were asked to rate the “ease of paying for a transfer to CTA or Pace.”

Table 11.5: Ease of Paying for Transfer from Metra to CTA – customer satisfaction

	Total	CTA Bus	CTA Train
Top Box Score	59%	72%	63%
Low Box Score	6%	4%	10%

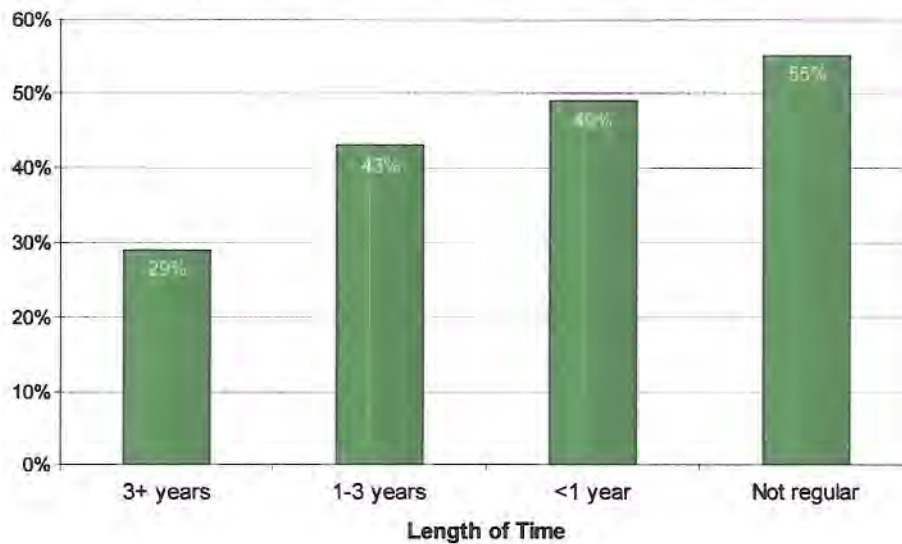
Note: Scores based on a scale where 10=completely satisfied and 0=completely dissatisfied; “Top Box Score” indicates percentage of respondents answering in the range of 7 to 10, and “Low Box Score” indicates 0 to 3.

The survey also asked respondents about whether they would increase their transit usage if a fare card existed that allowed them to pay for Metra, Pace, and CTA trips. Overall, 36% of the survey respondents claim that they would increase their transit usage if one card allowed them to pay for trips on Metra, CTA, and Pace, with the lowest proportions of those in agreement being the regular monthly ticket holders making traditional peak-period trips. The table and figure below suggest that non-regular customers and weekend riders would be affected the most by the introduction a coordinated fare product.

Table 11.6: % That Would Increase Transit Use with Coordinated Fare – by ticket type

Metra Fare Type	Percentage
Weekend Pass	69%
One-Way Ticket	61%
Ten-Ride Ticket	36%
System Average	36%
Monthly Ticket	30%

Figure 11.1: % That Would Increase Transit Use – by length of regular Metra use



12. TRANSIT CHECK & COMMUTER BENEFITS

Changes to the tax code have allowed commuters to spend pre-tax income on their transit fares, and employers to reduce related payroll taxes. These tax-free “commuter benefits” have provided an added financial incentive to use transit.

Commuters can take advantage of this incentive in a couple of different ways, depending on their employer. Many employers administer their program through an outside company (e.g., WageWorks) that obtains tickets to deliver directly to their employees. Another option is the RTA’s Transit Check program, whereby employers purchase checks that employees can use toward the purchase of a transit ticket.

A sizable portion (32%) of the survey respondents participate in the program and it continues to grow. A comparison to the 1999 customer survey shows that use of the RTA Transit Check alone has grown significantly.

Table 12.1: Use of RTA Transit Check – survey comparison

	1999	2005
All Respondents	15%	21%
Monthly ticket holders	18%	28%
10-Ride ticket holders	10%	14%

Combining the RTA Transit Check with those taking advantage of employer-administered commuter benefits shows that, overall, 44% of those riders with monthly tickets purchased them via the one of the two tax-free transit mechanisms. Monthly ticket holders spend the most on transit per month, and thus have the most to save by taking advantage of commuter benefits. Meanwhile, 19% of customers with 10-Ride tickets use the tax-free method.

Table 12.2: Tax-Free Transit Usage – by ticket type

	Total	Monthly Pass	Ten-Ride Ticket	One-Way Fare	Weekend Pass
Obtained through employer’s tax-free commuter-benefit program	11%	16%	5%	N/A	N/A
Purchased with RTA Transit Check	21%	28%	14%	2%	1%
Total*	32%	44%	19%	2%	1%

Note: The totals may include a small degree of overlap.

Growth in the use of commuter benefits corresponds with a significant reduction in the use of Metra’s Ticket-by-Mail program. In 1999, 46% of monthly tickets were purchased through Ticket-by-Mail; by 2005 this number had fallen to 31%. This reduction roughly corresponds with the 16% of monthly tickets obtained through an employer’s tax-free commuter-benefit

program. In addition, 18% of monthly ticket purchasers claim that the reason they do not use the Ticket-by-Mail program is because they do not want their Transit Checks to be lost in the mail.

Table 12.3: Monthly Ticket Purchase Method – survey comparison

Purchase Location	1999	2005
Station agent downtown	26%	29%
Station agent outside downtown	28%	23%
Ticket-by-Mail	46%	31%
Employer benefit program	#	16%
Ticket-by-Internet	*	1%

* = indicates less than 0.5% response.

= not an option on the 1999 survey.

As the table below illustrates, peak-period commuters are the most likely to make use of commuter benefits, with 38% of AM inbound customers using one of the two tax-free programs to purchase their tickets.

Table 12.4: Tax-Free Transit Usage – by time of day & direction of travel

	Total	AM Peak In	AM Peak Out	Midday	Weekend
Obtained through employer's tax-free commuter-benefit program	11%	13%	6%	3%	2%
Purchased with RTA Transit Check	21%	25%	11%	8%	4%
Total	32%	38%	17%	11%	6%

Before employees can take advantage of transit benefits, their employers must offer it as an option. Thus, employers play a crucial role in the availability of commuter benefits. While the number of employers offering transit benefits is high in downtown Chicago, there is still room for growth. And for reverse commuters, more than half of the employees who take the train to work are not offered commuter benefits. There appears to be an opportunity to educate suburban employers about commuter benefits.

Table 12.5: Employers Offering Tax-Free Transit – by direction of peak commute

Employer Offers?	Total	AM Peak In	AM Peak Out
Yes	54%	62%	27%
No	32%	29%	52%
Don't Know	10%	8%	16%
Not Employed	4%	1%	4%

Note: Columns may not sum to 100% due to rounding.

13. REVERSE COMMUTERS

The reverse commute market is a relatively small but growing segment of Metra ridership. These are passengers who travel outbound during the morning rush, and inbound during the evening peak period. Because this is a potential growth market for Metra, the patterns and preferences of reverse commuters are explored in further detail in this section.

Overall, reverse commuters made up 4% of the survey respondents. This is roughly in line with the estimate that reverse commuters represented 5% of Metra's weekday ridership during the period of the survey (*Commuter Rail System Ridership Trends, May & June 2005*).

Regular reverse commute service is not offered on all of Metra's lines. For example, in 2005 the HC and NCS lines did not offer any reverse service, while the SWS only ran one reverse commute train per day in each direction. Other lines have strong reverse commute ridership, most notably the UPN, MDN, and UPNW lines. These lines account for nearly 70% of the survey responses from reverse commuters. Most reverse commuters board their trains in fare zones A and B.

Table 13.1: Metra Line Used by Reverse Commuters

Metra line	Percentage
UPN	33%
MDN	19%
UPNW	17%
BNSF	12%
UPW	7%
MED	6%
MDW	5%
RI	2%

Note: Column may not sum to 100% due to rounding. Percent based on number of surveys.
HC, SWS, and NCS lines did not offer significant reverse commute service

Table 13.2: Boarding Fare Zone of Reverse Commuters

Fare zone	Percentage
A	61%
B	20%
C	7%
D	2%
E	2%
F	*
G	1%
H+	*

Note: Column may not sum to 100% due to rounding. Percent based on number of surveys.
HC, SWS, and NCS lines do not offer reverse commute service

Reverse commuters travel further from the Metra stations to their final destinations, with 37% indicating that they travel 2 or more miles. This results in a much higher proportion of passengers who use transit or private shuttles/vans to reach their final destinations.

Table 13.3: Mode of Egress – traditional vs. reverse commute

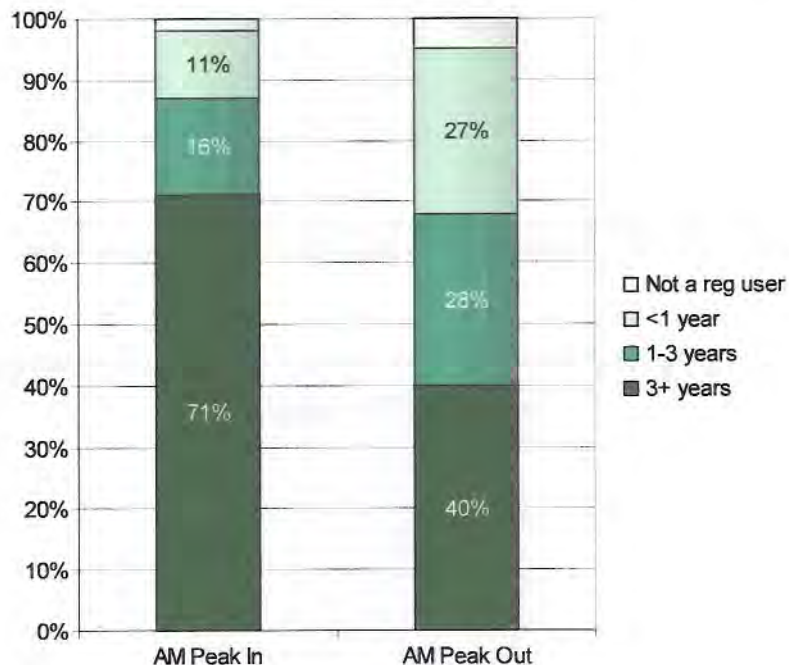
Mode of Egress	AM Peak In	AM Peak Out
Walk	79%	44%
Private shuttle/van	4%	15%
Pace bus	*	12%
Picked up	1%	10%
CTA bus or rail	11%	7%
Drive alone	1%	6%
Taxi	2%	4%
Other	1%	4%

Note: Column may not sum to 100% due to rounding.

* = indicates less than 0.5% response.

While traditional peak-period commuters have generally been regular Metra riders for many years, the reverse commute market is proportionally made up of many more new customers.

Figure 13.1: Length of Regular Metra Use – traditional vs. reverse commute



Note: Columns may not sum to 100% due to rounding.

The trip purpose of reverse commuters compares similarly to traditional commuters, with nearly 90% making work or work-related trips. However, the average age of these passengers is much lower by comparison.

Table 13.4: Trip Purpose – traditional vs. reverse commute

Trip Purpose	AM Peak In	AM Peak Out
Work/Work Related	97%	89%
School	1%	2%
Home/Other	1%	5%
Personal Business	1%	2%
Social/Recreational	*	2%

Note: Columns may not sum to 100% due to rounding.

* = indicates a less than 0.5% response.

Table 13.5: Age – traditional vs. reverse commute

Age	AM Peak In	AM Peak Out
Under 30	13%	32%
30-39	24%	28%
40-49	31%	18%
50-59	25%	16%
60+	7%	6%

Note: Columns may not sum to 100% due to rounding.

In addition to demographics, the preferences and travel patterns of reverse commuters are also often different.

Table 13.6: Selected Survey Responses – traditional vs. reverse commute

	AM Peak In	AM Peak Out
% preferring more frequent service to faster service	26%	49%
% who don't take Metra if they need to stay late at work	33%	47%
% agreeing that cost of gasoline has influenced their ridership	36%	51%
% who would increase transit usage with a coordinated fare medium	30%	60%
% who have a motor vehicle available for their trip	89%	61%

The general customer satisfaction ratings of reverse commuters are also similar to those of their traditional commuter counterparts. The most significant difference is a lower rating for the frequency of service during the rush period.

Table 13.7: General Customer Satisfaction Ratings – traditional vs. reverse commute

	AM Peak In	AM Peak Out
Overall rating of Metra service	7.6	7.7
Value for money	7.7	7.5
Getting to destination on time	7.6	7.8
Getting to destination quickly	7.5	7.3
Frequency of rush service	7.2	6.3
Frequency of non-rush service	5.8	5.8

Note: Table displays mean scores.

14. NEW CUSTOMERS

A key part of attracting new regular customers is to understand the patterns and preferences of those customers who have recently started using the system. This section primarily deals with the set of passengers who indicate that they have been regular Metra riders for less than three years.

The survey results show that the proportion of customers with less than three years of regular Metra use has declined since 1999, from 33% to 29%. This decline has been matched by a proportional increase in the number of passengers who are not regular users. The table below shows that the lines with the highest proportions of newer users are the MDN, NCS and UPN lines.

Table 14.1: Length of Regular Metra Use – by Metra line

Years	Total	MED	RI	SWS	HC	BNSF	UPW	MDW	UPNW	MDN	NCS	UPN
3+	65%	70%	74%	70%	67%	68%	65%	57%	63%	59%	64%	58%
1-3	16%	13%	13%	16%	19%	17%	16%	19%	18%	17%	18%	20%
<1	12%	10%	9%	12%	13%	11%	12%	14%	13%	15%	16%	15%
Not regular	6%	6%	5%	2%	1%	5%	7%	9%	6%	9%	2%	7%

Note: Columns may not sum to 100% due to rounding

The areas with the lowest proportion of new customers boarding the system are Will County and Suburban Cook County. Passengers from Chicago and Kane County are the least likely to have been regular riders for many years.

Table 14.2: Length of Regular Metra Use – by location of trip origin

Years	Chicago	Sub Cook	DuPage	Lake	Will	Kane	McHenry
3+ years	58%	71%	68%	62%	71%	60%	63%
1-3 years	21%	15%	17%	16%	14%	17%	18%
<1 year	15%	10%	12%	14%	10%	13%	12%
Not regular	6%	4%	4%	8%	5%	9%	7%

Note: Columns may not sum to 100% due to rounding

Newer regular customers are much more likely to be students taking school trips than are regular passengers of 3 or more years. Other than this difference, the trip purposes of all regular customers are roughly similar (see table on following page).

Table 14.3: Trip Purpose – by length of regular Metra use

	3+ years	1-3 years	<1 year
Work/Work Related	92%	88%	86%
School	1%	4%	5%
Home/Other	3%	4%	4%
Personal Business	1%	1%	1%
Social/Recreational	3%	3%	3%

Note: Columns may not sum to 100% due to rounding.

New customers are still primarily a part of the inbound AM peak market, but a much larger proportion of newer regular users are a part of the reverse commute market. Many new regular customers start using Metra after moving to new addresses.

Table 14.4: Time of Day & Direction of Travel – by length of regular Metra use

	3+ years	1-3 years	<1 year
AM Peak In	86%	76%	75%
AM Peak Out	2%	6%	8%
Midday In	6%	9%	8%
Midday Out	3%	4%	4%
Weekend In	2%	2%	3%
Weekend Out	2%	2%	2%

Note: Columns may not sum to 100% due to rounding.

The customer satisfaction ratings for newer regular customers are relatively similar to those of longer riding customers. However, more of the new riders indicate that they have been influenced by the price of gasoline.

Table 14.5: Customer Satisfaction Ratings – by length of regular Metra use

	3+ years	1-3 years	<1 year
Overall rating of Metra service	7.7	7.6	7.8
Value for money	7.8	7.4	7.4
Getting to destination on time	7.6	7.5	8.0
Getting to destination quickly	7.5	7.3	7.5
Frequency of rush service	7.3	6.9	7.0
Frequency of non-rush service	5.9	5.6	5.8

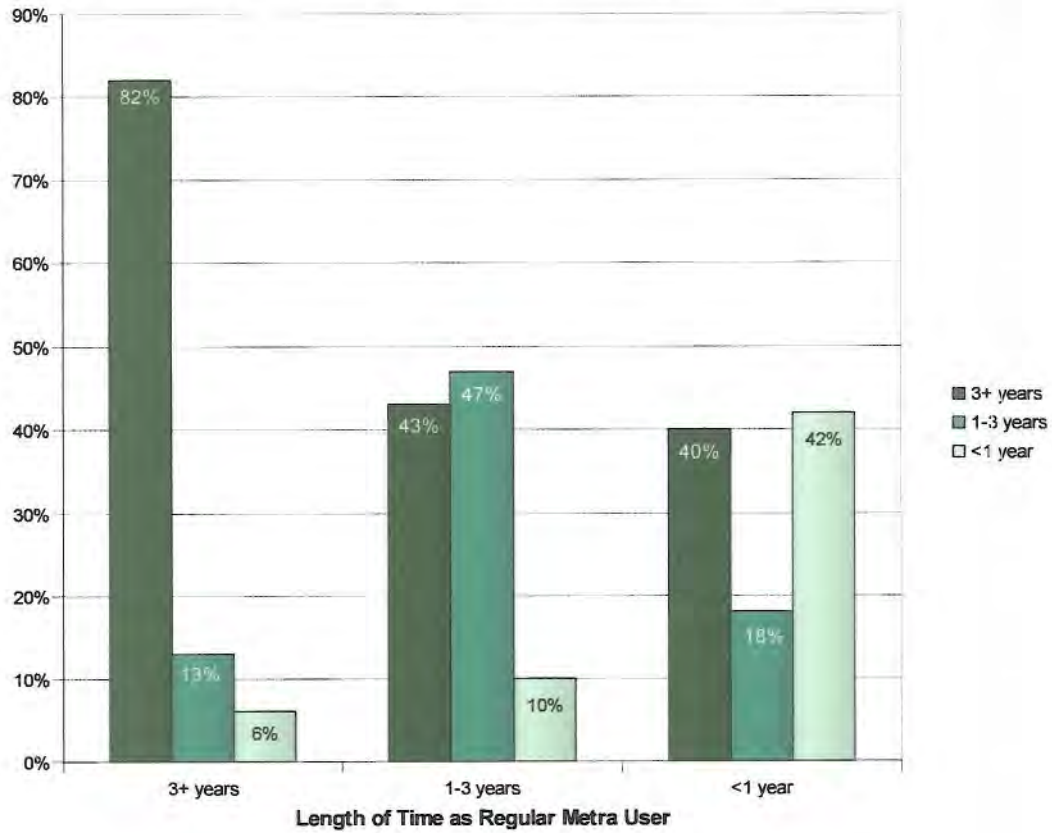
Note: Table displays mean scores.

Table 14.6: % Influenced by Cost of Gas – by length of regular Metra use

3+ years	1-3 years	<1 year
35%	41%	47%

The data suggests that new riders often begin using Metra shortly after moving to new addresses.

Figure 14.1: Length of Time at Current Address – by years of regular Metra use



15. RECREATIONAL TRIPS & WEEKEND CUSTOMERS

Metra's core market consists of individuals making work trips: 87% of those surveyed were making work or work-related trips. At the same time, there has been a significant increase in the proportion of shopping, recreational and social trips on Metra since the last customer satisfaction survey in 1999. This may be due in part to the timing of this survey, which was conducted during the summer months when Metra generally sees higher levels of weekend customers (compared to during the fall).

Because of the strong correlation between weekend passengers and recreational trip purposes, analyses of these markets are combined in this section. More than half (57%) of weekend customers surveyed were making social/recreational trips; in addition, most of the social/recreational trips made by survey respondents were made on the weekend.

Table 15.1: Time of Day & Direction of Travel for Recreational Trips

Metra line	Percentage
AM Peak In	5%
AM Peak Out	1%
Midday	38%
Weekend	56%

Note: Column may not sum to 100% due to rounding. Percent based on number of surveys

The demographic makeups of the weekend and recreational trip markets differ from the system average in similar ways. Weekend and recreational customers tend to be younger than the average Metra customer.

Table 15.2: Demographic Characteristics – all respondents vs. weekend/recreational trips

Characteristic	Total	Weekend	Rec. Trips
Gender - Female	56%	58%	65%
Age - Under 30	17%	35%	33%
Education - H.S. or Less	10%	21%	23%
Income - Less than \$40k	13%	36%	31%

The availability of the \$5 Weekend Pass, which allows unlimited Metra rides during the course of an individual two-day weekend, also represents a major factor in encouraging weekend ridership. The proportion of weekend passengers using the Weekend Pass has increased sharply since the 1999 survey.

Table 15.3: Fare Type Used for Weekend Trips – survey comparison

Ticket type	1999	2005
Monthly	37%	11%
Ten-Ride	19%	9%
One-Way	12%	22%
Weekend Pass	30%	57%

Note: Columns may not sum to 100% due to rounding.

Unlike the average passenger, weekend customers and those taking recreational trips are generally not regular riders on the system. In fact, a large majority of these customers had taken Metra less than ten times in the four weeks previous to the survey.

Table 15.4: Frequency of Travel – all respondents vs. weekend/recreational trips

Trips	Total	Weekend	Rec. Trips
30+	65%	14%	5%
20-29	13%	7%	2%
10-19	8%	9%	6%
1-9	9%	45%	46%
Zero	5%	25%	41%

Note: Columns may not sum to 100% due to rounding.

Weekend passengers have a number of different preferences and influences (see Table 15.5). More than twice as many weekend passengers would not make any trip if Metra were unavailable, as compared to weekday passengers. In addition, weekend customers claim to be much more influenced by the price of gasoline.

Table 15.5: Selected Survey Responses – weekday vs. weekend

	Weekday	Weekend
% preferring more frequent service to faster service	28%	48%
% agreeing that cost of gasoline has influenced their ridership	36%	61%
% who would increase transit usage with a coordinated fare	34%	66%
% who have a motor vehicle available for their trip	87%	68%
% who would not make trip if Metra wasn't available	13%	29%

Weekend customers consistently rate Metra's service higher than their weekday counterparts do. The following table shows a higher score for each of the general service attributes.

Table 15.6: General Customer Satisfaction Ratings – weekday vs. weekend

Attribute	Weekday	Weekend
Overall rating of Metra service	7.7	8.1
Value for money	7.7	8.1
Getting to destination on time	7.7	8.3
Getting to destination quickly	7.5	7.8
Frequency of rush service	7.2	7.7
Frequency of non-rush service	5.9	6.4

Note: mean scores.

When compared to weekday customers, more weekend customers believe that “value” is the most important attribute. This factor helps to explain the growth of weekend ridership, and the popularity of the \$5 Weekend Pass and Family Fares programs.

Table 15.7: Most Important Attribute – weekday vs. weekend

Attribute	Weekday	Weekend
Getting to destination on time	38%	24%
Value for your money	14%	21%
Frequency of non-rush hour service	3%	8%
Personal safety at boarding station	4%	8%
Getting to destination quickly	9%	6%
Overall Metra service	3%	6%
Personal safety at destination station	3%	5%
Frequency of weekday rush hour service	9%	2%

APPENDIX A

METHODOLOGY REPORT

APPENDIX A: METHODOLOGY REPORT

Background & Purpose

In November 2004, Synovate, in association with The Blackstone Group and Vlecidess-Schroeder Associates (VSA) entered into a contract with the Northeast Illinois Regional Commuter Railroad Corporation d/b/a Metra to design and execute an onboard rider survey for the entire Metra system (excluding Hegewisch) for all weekday trains arriving or departing the Central Business District before 2:00 p.m. and on four weekends – two in June and two in July. The 2005 study was the second time Metra conducted a census of all trains over a half day time period. The previous studies used a stratified sample approach. The most recent previous waves of the Rider study or Customer Satisfaction study were completed in 1996 and 1999. Both the 2005 and the 1999 Rider survey included both Mode of Access questions and customer satisfaction questions. The primary purpose of the Rider Surveys was to allow customers to rate Metra on various service attributes and to collect demographic profiles of Metra's customer base. Other pertinent data collected included the access and egress modes used by commuters to travel to and from the commuter rail stations as well as the origins and destinations of the trips.

The Northeastern Illinois region is served by twelve separate lines radiating from the Chicago Central Business District. Diesel-powered service operates on the BNSF Railway, Union Pacific (UP) North, Northwest and West lines, SouthWest Service (SWS) line, Milwaukee District (Milw) North and West lines, North Central Service (NCS) line, Rock Island District (RI) line and the Heritage Corridor (HC) line. Electric-powered service is provided on the Electric District (Elec) line and the South Shore line (So Shore). The South Shore line was not included in this study. The Metra system has grown significantly since its inception in 1983.

Sampling Frame

The sampling frame consisted of a listing of all inbound and outbound morning weekday trains. Every weekday train that was in operation from start-of-service (4:20 a.m.) till 2:00 p.m. arrival to the Central Business District (CBD) or 2:00 p.m. departure from the CBD was surveyed, on a Monday, Tuesday, Wednesday or Thursday. A small sample of weekend trains was also included in the sampling frame.

Synovate conferred with Metra and it was agreed that the sampling methodology used for the 2002 Origin-Destination (OD) Study was very efficient and should be employed for the 2005 Rider Survey. The recommended sampling methodology involves surveying the entire equipment cycle on the same day and not splitting it across multiple days. A cycle is a series of runs, whereby the same trainset equipment is used to make the various runs. A run is defined as an inbound or outbound train traveling between a downtown station and the end of the line or final station. For example, train number 1204 on the Burlington Northern leaving from Aurora at 5:25 a.m. and arriving downtown at Union Station at 6:22 a.m., constitutes a single run. At 6:30 a.m. this same trainset makes another run, leaving Union Station at 6:30 a.m. and arriving back in Aurora at 7:24 a.m. (train number 1205). Finally, this same trainset makes a third run, leaving Aurora at 7:42 a.m. and arriving back downtown at 8:33 a.m. at

Union Station (train number 1252). In all three instances the same trainset or equipment makes all three runs. These three runs, taken together, make up this trainset's morning cycle.

To ensure that each rider had an opportunity to receive a survey, interviewers were grouped in teams of various sizes. The size of the team was related to the size load of the train runs that were operating within an equipment cycle. Typically the number of interviewers per team equaled half the maximum number of open cars of the heaviest-load train run within the equipment cycle. This allowed interviewers to be responsible for the distribution and collection of questionnaires in two cars on average. For express trains, which have long periods of time between stops, interviewers were sometimes required to work more than two cars. In these instances they were still able to complete their distribution and collection tasks for each of the cars they were assigned to. Finally, there were times when there were more interviewers than open cars for particular runs being made within a cycle. This occurred when the number of open cars per train run varied within a cycle. In these instances, interviewers actually worked less than one full car on a particular run.

Train crews were alerted beforehand that surveys were to be distributed. Interviewers went through the trainsets at the end of each run, to remove abandoned questionnaires. Car-cleaning crews were also asked to dispose of stray questionnaires, to prevent passengers on later unsurveyed trains from completing them, which could have confounded the statistical results.

Procedures to Maximize Response Rate

Several procedures were undertaken in order to increase the response rates as much as possible over the rates of previous Metra surveys and to reduce the chance of interpretive error or bias associated with low response rates. The procedures were:

- Ask commuters to return the completed survey to the interviewer. Interviewers were assigned on average to only two train cars in order to maximize the number of questionnaires that were distributed and collected.
- Design the survey to be a self-mailer. If respondents chose not to complete and return the questionnaire to the interviewer, they were asked to mail it back within 24 hours if possible.
- Designed an internet survey as well. If respondents chose not to complete and return the questionnaire to the interviewer or via the mail, they were offered the opportunity to complete the survey online.

Response Rate

From Metra's Fall 2002 Commuter Rail System Station Boarding/Alighting Count, the Estimated Passenger Count for the surveyed weekday trains is 138,332. In total, 56% of the passengers received a Rider questionnaire. Distribution rates by train line for weekday trains are shown in Table A.1.

Table A.1: Distribution Rate & Response Rate - Weekday

Train Line	Estimated Passenger Count	Surveys Distributed	Distribution Rate	Number Of Useable Returns	Response Rate	Cooperation Rate
ME	21,867	12,565	57.46%	6,356	50.58%	29.07%
RI	17,268	10,147	58.76%	4,969	48.97%	28.78%
SWS	3,581	2,177	60.79%	1,179	54.16%	32.92%
HC	1,247	815	65.36%	466	57.18%	37.37%
BNSF*	21,900	13,764	62.85%	6,147	44.66%	28.07%
UPW	14,671	7,859	53.57%	3,715	47.27%	25.32%
MDW	10,577	5,740	54.27%	3,018	52.58%	28.53%
UPNW	18,908	10,463	55.34%	5,705	54.53%	30.17%
MDN	11,613	6,532	56.25%	3,212	49.17%	27.66%
NCS	2,047	1,386	67.71%	832	60.03%	40.64%
UPN	14,653	6,137	41.88%	2,918	47.55%	19.91%
System total	138,332	77,585	56.09%	38,517	49.64%	27.84%

*Some of the BNSF trains were sampled.

The Estimated Passenger Count for the surveyed weekend trains is approximately 8,703. In total, 45% of the passengers received a Rider questionnaire. Distribution rates by train line for weekend trains are shown in Table A.2.

Table A.2: Distribution Rate & Response Rate – Weekend

Train Line	Estimated Passenger Count	Surveys Distributed	Distribution Rate	Number Of Useable Returns	Response Rate	Cooperation Rate
ME	1,995	930	46.62%	372	40.00%	18.65%
RI	984	451	45.83%	161	35.70%	16.36%
SWS	N/A	N/A	N/A	N/A	N/A	N/A
HC	N/A	N/A	N/A	N/A	N/A	N/A
BNSF	902	211	23.39%	110	52.13%	12.20%
UPW	511	201	39.33%	82	40.80%	16.05%
MDW	1,323	781	59.03%	264	33.80%	19.95%
UPNW	584	260	44.52%	136	52.31%	23.29%
MDN	1,440	758	52.64%	228	30.08%	15.83%
NCS	N/A	N/A	N/A	N/A	N/A	N/A
UPN	964	341	35.37%	71	20.82%	7.37%
System total	8,703	3,933	45.19%	1,424	36.21%	16.36%

In total, combining both weekdays and weekends 81,518 questionnaires were distributed on the eleven rail lines, with 39,941 usable returns, resulting in a response rate of 49%. As a comparison, for the 1999 On Board Rider study a total of 89,970 surveys were distributed in late September through October, with 21,048 valid surveys, resulting in a response rate of 23%. Response rates and cooperation rates by train line are presented in Exhibit A.3.

Almost two-thirds (65%) of the questionnaires (26,003) were completed and returned on-board the trains, 30% were returned by mail (12,138) and five percent (1,800) were completed on the internet.

Table A.3: Distribution Rate & Response Rate – Weekday & Weekend

Train Line	Estimated Passenger Count	Surveys Distributed	Distribution Rate	Number Of Useable Returns	Response Rate	Cooperation Rate
ME	23,862	13,495	56.55%	6,728	49.86%	28.20%
RI	18,252	10,598	58.06%	5,130	48.41%	28.11%
SWS	3,581	2,177	60.79%	1,179	54.16%	32.92%
HC	1,247	815	65.36%	466	57.18%	37.37%
BNSF	22,802	13,975	61.29%	6,257	44.77%	27.44%
UPW	15,182	8,060	53.09%	3,797	47.11%	25.01%
MDW	11,900	6,521	54.80%	3,282	50.33%	27.58%
UPNW	19,492	10,723	55.01%	5,841	54.47%	29.97%
MDN	13,053	7,290	55.85%	3,440	47.19%	26.35%
NCS	2,047	1,386	67.71%	832	60.03%	40.64%
UPN	15,617	6,478	41.48%	2,989	46.14%	19.14%
System total	147,035	81,518	55.44%	39,941	49.00%	27.16%

Questionnaire Design

Before Synovate was contracted to conduct this survey, Metra had already started drafting the questionnaire. Metra decided to focus on the *unlinked* train trip. Although a few Metra customers take more than one Metra train during their overall trip, Metra decided not to ask about such Metra-to-Metra transfers. A few riders transfer from one Metra train to another at a downtown Chicago terminal or at an outlying junction station in order to use more than one Metra line. A few others transfer at intermediate stations between local and express trains in order to speed their journeys or to sit in less-crowded cars. Although such behavior is interesting, Metra concluded that asking about it would make the questionnaire too complex.

An early draft questionnaire was included in the Request For Proposal (RFP) for the survey project. Metra, Synovate and VSA subsequently reviewed that draft to ensure that it was consistent with past Metra surveys and to discuss ways to simplify it, so that it would be easy for respondents to complete while still making sure it fit on a six-page booklet. The six-page booklet is a single 11" x 25.5" sheet of paper, printed back-to-back and folded in thirds vertically. After several months of modifications, all parties agreed on the final document. The main revision made to the draft questionnaire was replacing the long, precoded list of station check boxes with a single line open-ended (write-in) question. By making this change, the logistics of printing and distributing twelve customized instruments by train line were eliminated. This allowed the questionnaire to become a generic document. An example of the final Rider survey instrument can be found in Appendix B.

A unique eight-digit identification number was printed at the top of each questionnaire. The first two digits of the ID contained the train line code. The following six digits represented the unique, sequential ID number. Interviewers were then given the questionnaires with the appropriate train line ID numbers for their shifts' assignments. As a double check,

interviewers were asked to familiarize themselves with the train line code numbers and train line abbreviations printed at the bottom of each assignment sheet, so that they could make sure they were handing out the appropriate questionnaires for their particular assignment.

Printed directly below the identification number was a unique six-digit non-sequential numeric password. In order to access the internet survey respondents needed to enter both the eight-digit identification number and the six-digit password. The combination of these two numbers gave us the ability to prevent the completion of the survey by more than one respondent.

A pretest was conducted to assess the questionnaire design and fine tune field data collection procedures. Three equipment cycles were selected for the pretest – one from the Electric line, one from the Milwaukee West and one from the Milwaukee North. Due to a train derailment and interviewers having difficulty locating a suburban train station, the pretest was conducted on two different days. The Electric line's pretest was conducted on Thursday, May 5 and both the Milwaukee District pretests were conducted on Tuesday, May 10. At the end of the each pretest shift, Metra staff, Synovate staff and Blackstone staff examined the field procedures, as well as a cursory analysis of the questionnaires which were returned to the interviewers onboard the trains. The cursory analysis concluded that respondents understood the questions and had no problems completing the survey. We did however have the expected problems with the open-ended questions – boarding station, zip code and the other-specify questions. These included illegible handwriting and no information provided.

Interviewer Training

Training was conducted on two separate occasions. The first training was administered on the afternoon before the pretest: Wednesday, May 4, 2005. Metra, Synovate and The Blackstone Group staff trained a group of Blackstone field interviewers for the data collection of the Rider Survey's pretest. The second training was conducted on Monday afternoon, May 23. Metra, Synovate and The Blackstone Group staff trained a group of Blackstone, Rothermel Research and APro field interviewers for the data collection of the Rider Survey's study. Since a core group of the Blackstone interviewers participated in the pretest they were able to offer valuable first hand recommendations and suggestions based on their experience from the pretest. In total, 54 interviewers and supervisors were briefed extensively on the purpose and content of the survey. Particular attention was paid to the Assignment Sheets. The Assignment Sheets were computer generated so that each form indicated the train line, shift number, train number, starting station, ending station, departure and arrival times, passenger load, and number of open cars. Interviewers were required to provide their name, the date of interviewing, the actual number of questionnaires distributed, the actual number of questionnaires collected and the actual number of passengers who refused or declined to participate in the survey. Interviewers also recorded the number of hours they worked as well as any noteworthy activity in the comments section. A review of frequently asked questions (FAQ), potential problems and how to handle them was also covered in the training session. Each interviewer was provided with a hard copy of the training manual, FAQ/common objections, and appropriate responses. The briefing was conducted in an interactive manner, allowing interviewers to raise questions and make suggestions for the successful completion of the survey.

The field effort was managed by data collection supervisors. These individuals maintained the number of completed assignments, number of distributed questionnaires, refusals, completed

questionnaires and managed the staffing requirements. All interviewers were monitored throughout the study by quality control supervisors, as well as by Synovate and Metra staff.

Field Data Collection

Data Collection began on May 24, 2005 and continued through August 4, 2005. Metra weekday train lines were surveyed on Mondays, Tuesdays, Wednesdays and Thursdays from start-of-service (4:20am) up to a 2:00 p.m. arrival to the Central Business District (CBD) or up to a 2:00 p.m. departure from the CBD. Weekend interviewing was conducted from 8:30 a.m. to 7:00 p.m. on two weekends in June (June 11-12 & June 18-19) and two weekends in July (July 9-10 and July 16). Data was not collected on days with unusual travel patterns: Memorial Day (05-30-05), or July 4th and July 5th.

Surveys were distributed on 371 revenue trains. The number of trains by line and by time of day is shown in Table A.4 below. In total, 81,518 questionnaires were distributed across 250 shifts – 223 weekday shifts and 27 weekend shifts. For the most part, shifts were based on the train cycles. Given the short time that exists between the various trains making their morning runs, it was more efficient to have the interviewing team stay with the trainset equipment to ensure that interviewers did not miss train runs and reduce the amount of travel time that would exist between assignments. In some cases, due to their length, some cycles were broken into two separate assignments or shifts.

Table A.4: Number of Trains – by Time of Day & Direction of Travel

Train Line	Total	AM Peak Outbound	AM Peak Inbound	Midday Outbound	Midday Inbound	Weekend Outbound	Weekend Inbound
ME	101	11	40	14	14	11	11
RI	40	4	18	4	6	4	4
SWS	7	1	4	1	1	0	0
HC	3	0	3	0	0	0	0
BNSF	49	9	31	3	4	1	1
UPW	30	6	15	3	4	1	1
MDW	36	5	14	4	5	4	4
UPNW	32	5	17	3	5	1	1
MDN	37	5	12	5	7	4	4
NCS	4	0	4	0	0	0	0
UPN	32	7	14	4	5	1	1
System total	371	53	172	41	51	27	27

Data Preparation & Processing

The data was processed according to the following steps:

1. **Coding:** All of the questionnaires were imaged and scanned on the equipment and software owned by Synovate and located at its Americas' headquarters in Chicago, Illinois. The scanning and imaging system that was used is the same one that was used by the US Census Bureau to process the 2000 Census. This same system has been

used for the last eight years to process the federally mandated managed care industry survey.

The scanning system has a verbatim processing module that permits key entry operators to enter information from the screen. These files were then processed and sent to Synovate's internal coding department. The verbatim files were matched against Metra's list of 235 existing stations using the text-search feature. The remaining station names were manually edited as much as possible. Then, the edited station names were assigned Metra's 5-digit station code by Synovate's specially trained data processing personnel.

2. **Initial Cleaning:** Next, the station codes were sorted by train line and checked for consistency. Inconsistencies were further examined by comparing the respondent's answers to Q3 Boarding station, Q8 Scheduled departure time, Q12 Destination station and the pre-printed train line code. Necessary adjustments were made accordingly. Finally, an SPSS data file was created.
3. **Cleaning Train-Number and Survey-Distribution Variables:** Synovate staff conducted the following steps to clean the train-number and survey distribution variables:
 - The following data was entered from each interviewer's daily assignment sheet into the survey dataset.
 - Synovate shift number
 - Starting ID
 - Ending ID
 - Train line
 - Date
 - Train number
 - Direction
 - Departure time
 - Arrival time
 - Estimated passenger count/load
 - The data fields listed above were then read into a SAS program. The SAS program read in the starting and ending id numbers from a range format and created a file containing a record for each possible id number within the range.
 - SAS frequencies were run to identify the duplicate/overlapping id numbers by train line.
 - Duplicates were resolved by comparing the interviewers' assignment sheets and the respondent's answers to Q3 – boarding station, Q8 – train time and Q12 – destination station, as well as respondents' answers with adjacent id numbers. This was accomplished by generating a printout by train line that listed by sequential id number and arrayed the responses to Q3, Q8 and Q12. Respondents' answers were also cross checked against the Metra time table to make sure they made sense.
 - The SAS sample/assignment sheet data was merged with the survey data to create one complete file containing both sample data and survey data.
 - Additional cleaning checks were performed to make sure that the sample train line and train number information were consistent with the survey train line

information. (Note: the first two digits of the survey id number indicated the train line on which the survey was distributed.) Any necessary corrections were made to the new/revised train line variable in the data file.

4. **Final Cleaning:** Synovate staff conducted several of the final cleaning steps multiple times, in an iterative process.

- **Station-name ambiguities:** The station-names hand-written in the responses to Q3 and Q12 were frequently unintentionally ambiguous, so there were errors in the initial coding of these questions. Poor handwriting and non-standard and abbreviated wording and spelling of the names caused response problems. Both the initial coding and the correction process would have been much faster and smoother if the questionnaire had included a pre-coded list of appropriate boarding stations.

Examples of station-names that induced ambiguity include:

- “Route 59”, “59th Street”, “Univ. of Chicago”;
- “95th St”, “Chicago State Univ.”, “95th St., Longwood”, “95th St.”, “Beverly Hills”, “South Chicago, 93rd St.”;
- “Western Avenue” (BNSF), “Western Avenue” (Milw/NCS), “Western Springs” (BNSF);
- “Highlands”, “Highland Park”;
- “Lake Forest” (Milw-N), “Lake Forest” (UP-N);
- “Libertyville”, “Prairie Crossing/Libertyville”;
- “Main St., Evanston”, “Downers Grove, Main St.”;
- “Oak Lawn”, “Oak Forest”, “Oak Park”, “Marion St.”;
- “Van Buren Street”, “LaSalle Street Station” [many Rock Island riders access LaSalle Street Station via the walkway from Van Buren Street].

A related problem is that some respondents used non-canonical names for the stations. For example, some referred to the “Oak Park, Marion St.” station instead as “Harlem”, because the contiguous CTA Blue Line station is called “Harlem/Lake”, and the nearest main street is Harlem Avenue. Additionally, it became clear that many CBD riders do not know the correct names of the downtown-Chicago train stations that they use, and are even less familiar with the other four that they don’t use.

Reasonable checking methods included:

- Checking that the boarding and alighting stations were not the same station.
- Checking that the train direction, as indicated by the train number, matched the relative positions of the boarding and alighting stations.
- Comparing the train-line of the boarding and alighting stations. These should be the same unless the reported access and egress modes indicate that two Metra trains were used in the same trip.
- Checking that the respondents did not answer “home” to both Q1 and Q17.

Another problem was that some respondents, misunderstanding the questionnaire, gave the same zip code for both the origin and destination. Professional judgment was used to eliminate one or both of such zip codes as spurious.

- **Access and Egress Modes:** Some respondents gave multiple responses to Q5, access mode, and Q15, egress mode. Synovate staff reduced each to a dominant single-response variable, based on hierarchies of possible responses, as shown below:

Access Mode Dominance

- 1) Another Metra
- 2) CTA Rapid
- 3) Drove-Parked
- 4) CTA/Pace Bus
- 5) Private Shuttle
- 6) Boat/River Taxi
- 7) Drop Off
- 8) Carpool Driver
- 9) Carpool Passenger
- 10) Taxicab
- 11) Bicycled
- 12) Walk
- 13) Other

Egress Mode Dominance

- 1) Another Metra
- 2) Taxicab
- 3) Boat/River Taxi
- 4) Private Shuttle
- 5) CTA Rapid
- 6) CTA/Pace Bus
- 7) Drop Off
- 8) Bicycled
- 9) Drove-Parked
- 10) Carpool Driver
- 11) Carpool Passenger
- 12) Walk
- 13) Other

- **Train Times:** The only valid “PM” (afternoon/evening) time responses to Q8 were for outbound trains that left their downtown terminals shortly before 2:00 p.m. or some of the weekend trains. However, “AM” versus “PM” coding errors were a likely possibility here, so “PM” responses to Q8 were compared to the train numbers on which the questionnaires were distributed. When the train number corresponded to a time twelve hours earlier than the response, the response was changed from “PM” to “AM”. Otherwise, it was presumed that the respondent filled out the questionnaire for a different train than the one on which it was distributed.

5. **Weighting:** For this study the data was weighted by train number. The weight was calculated by dividing the actual number of completes by the average passenger load information for each train. The average passenger load information was taken from the October 2004 Capacity Utilization of Trains report provided by the Office of Planning and Analysis. The weight for each train number has been itemized in Appendix C.

Recommendations for Future Survey Projects

- **Questionnaire Design:** We suggest customizing the questionnaire for each train line. This would permit us to eliminate some of the open-ended questions concerning access and egress stations. A complete list of stations would be constructed for each line and the respondent would mark the box next to the appropriate station. This would

eliminate the need to key enter and code this information. For the Metra Electric line, we might wish to print the questionnaires on larger paper to accommodate the large number of stations, including those on its two branch lines. Alternatively, each of the two Metra Electric and one Rock Island branch lines could have its own version of the questionnaire, separate from those of the main lines.

There seemed to be some confusion with the wording of Q6. The phrase “If you took CTA or Pace”, was occasionally interpreted as a hypothetical question. We would propose either adding skip logic to the question above or adding an instruction at the beginning of this question that instructs only the respondents that answered that they either took a Pace bus, took a CTA bus or took CTA to complete the next question.

Another question that seemed to cause a little confusion was Q7. At a minimum, we would recommend making sure that the instruction “(Please specify amount)” was printed next to each write-in field. The other recommendation we have for this question would be to break it into three separate questions.

1. Do you pay a parking fee? Yes or no.
2. What kind of parking fee do you pay? Daily, weekly, monthly, quarterly, semi-annual, or annual.
3. How much do you pay for this parking fee? Please specify amount
\$ _____

- **Data Preparation and Processing:** As mentioned earlier, ambiguous station names caused some initial miscoding. This in turn required manual staff intervention to correct the initial miscoding. The above suggestion to include the station names in the questionnaire would largely eliminate this problem. Special forethought should be given to distinguishing the main lines and branches of the Electric Line, which has two 87th Street stations, and the Rock Island Line, which has two 95th Street stations.

APPENDIX B

SURVEY INSTRUMENT

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**. 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:

APPENDIX C

DISTRIBUTION/RETURNS BY TRAIN NUMBER

APPENDIX C: DISTRIBUTION/RETURNS BY TRAIN NUMBER

This Appendix details the survey distribution, response rate, and weighting for each train run where surveys were distributed. For more information on the survey methodology, refer to Appendix A. The tables in this Appendix include the fields defined in the table below.

Table C.1: Field Definitions for Appendix C Tables

Field Name	Definition
Line Number	
Line	The Metra line abbreviation (e.g., ME = Metra Electric)
Train Number	
Time of Day	
Riders	Estimated number of passengers on the train run. The average passenger load information was taken from the October 2004 Capacity Utilization of Trains report provided by the Office of Planning and Analysis.
Returns	
Target	
Weight	The data was weighted by train number. The weight was calculated by dividing the actual number of completes by the average passenger load information for each train.
Check	
Number Distributed	
% Distributed	
Response Rate	
Cooperation Rate	
Comments	
Sampled Riders	

The tables that follow have been separated into weekday and weekend runs, and sorted by individual Metra line.

Weekday Train Runs
(Sorted by Metra line)

Line No.	Line	Train No.	Time of Day	Riders	Returns	Target	Weight	Check	No. Dist.	% Dist.	Resp. Rate	Coop. Rate	Comments	Samp. Riders
05	ME	100	2	345	79	88.72177	1.123060	0	179	51.88%	44.13%	22.90%		
05	ME	102	2	538	58	138.3545	2.385423	0	183	34.01%	31.69%	10.78%	Pretest / Q'res only	
05	ME	103	1	22	13	5.65762	0.435202	0	15	68.18%	86.67%	59.09%		
05	ME	105	1	49	9	12.60106	1.400118	0	25	51.02%	36.00%	18.37%		
05	ME	106	2	259	70	66.60562	0.951509	0	146	56.37%	47.95%	27.03%		
05	ME	111	1	83	27	21.34466	0.790543	0	50	60.24%	54.00%	32.53%		
05	ME	113	1	60	19	15.42987	0.812099	0	47	78.33%	40.43%	31.67%		
05	ME	114	4	535	107	137.583	1.285823	0	216	40.37%	49.54%	20.00%		
05	ME	115	3	52	39	13.37256	0.342886	0	55	105.77%	70.91%	75.00%		
05	ME	116	4	362	118	93.09357	0.788929	0	263	72.65%	44.87%	32.60%		
05	ME	117	3	75	32	19.28734	0.602729	0	68	90.67%	47.06%	42.67%		
05	ME	118	4	291	135	74.83489	0.554333	0	200	68.73%	67.50%	46.39%		
05	ME	119	3	140	35	36.00304	1.028658	0	74	52.86%	47.30%	25.00%		
05	ME	120	4	247	78	63.51965	0.814354	0	142	57.49%	54.93%	31.58%		
05	ME	121	3	213	71	54.77605	0.771494	0	110	51.64%	64.55%	33.33%		
05	ME	122	4	157	69	40.37484	0.585143	0	104	66.24%	66.35%	43.95%		
05	ME	123	3	255	97	65.57696	0.676051	0	176	69.02%	55.11%	38.04%		
05	ME	124	4	126	47	32.40274	0.689420	0	76	60.32%	61.84%	37.30%		
05	ME	200	2	11	1	2.82881	2.828810	0	10	90.91%	10.00%	9.09%		
05	ME	202	2	19	4	4.886127	1.221532	0	15	78.95%	26.67%	21.05%		
05	ME	203	1	*	0	0	0.000000	0	0	0.00%	0.00%	0.00%	* Low volume/Expecting 4 riders	
05	ME	204	2	181	86	46.54679	0.541242	0	153	84.53%	56.21%	47.51%		
05	ME	205	1	19	7	4.886127	0.698018	0	8	42.11%	87.50%	36.84%		
05	ME	215	3	22	6	5.65762	0.942937	0	26	118.18%	23.08%	27.27%		
05	ME	216	4	65	19	16.7157	0.879774	0	34	52.31%	55.88%	29.23%		
05	ME	219	3	32	7	8.229266	1.175609	0	25	78.13%	28.00%	21.88%		
05	ME	220	4	32	17	8.229266	0.484074	0	27	84.38%	62.96%	53.13%		
05	ME	223	3	37	18	9.515089	0.528616	0	25	67.57%	72.00%	48.65%		
05	ME	224	4	23	9	5.914785	0.657198	0	16	69.57%	56.25%	39.13%		
05	ME	300	2	38	13	9.772253	0.751712	0	23	60.53%	56.52%	34.21%		
05	ME	302	2	106	20	27.25944	1.362972	0	50	47.17%	40.00%	18.87%		
05	ME	303	1	*	0	0	0.000000	0	0	0.00%	0.00%	0.00%	* Low volume/Expecting 3 riders	
05	ME	304	2	293	91	75.34922	0.828013	0	152	51.88%	59.87%	31.06%		
05	ME	305	1	13	4	3.343139	0.835785	0	17	130.77%	23.53%	30.77%		
05	ME	307	1	*	0	0	0.000000	0	5	0.00%	0.00%	0.00%	Pretest/5 passengers expecting 102	
05	ME	309	1	21	6	5.400456	0.900076	0	7	33.33%	85.71%	28.57%		
05	ME	311	1	45	6	11.57241	1.928734	0	15	33.33%	40.00%	13.33%		
05	ME	313	3	55	9	14.14405	1.571561	0	30	54.55%	30.00%	16.36%		
05	ME	315	3	25	6	6.429114	1.071519	0	11	44.00%	54.55%	24.00%		
05	ME	316	4	120	16	30.85975	1.928734	0	50	41.67%	32.00%	13.33%		
05	ME	317	3	22	27	5.65762	0.209541	0	37	168.18%	72.97%	122.73%		
05	ME	318	4	83	35	21.34466	0.609847	0	48	57.83%	72.92%	42.17%		
05	ME	319	3	56	12	14.40122	1.200101	0	36	64.29%	33.33%	21.43%		
05	ME	320	4	50	46	12.85823	0.279527	0	65	130.00%	70.77%	92.00%		
05	ME	321	3	71	27	18.25868	0.676248	0	59	83.10%	45.76%	38.03%		
05	ME	322	4	78	17	20.05884	1.179932	0	50	64.10%	34.00%	21.79%		
05	ME	323	3	87	41	22.37332	0.545691	0	80	91.95%	51.25%	47.13%		
05	ME	324	4	63	17	16.20137	0.953022	0	45	71.43%	37.78%	26.98%		
05	ME	400	2	531	119	136.5544	1.147516	0	214	40.30%	55.61%	22.41%		
05	ME	402	2	405	130	104.1516	0.801167	0	251	61.98%	51.79%	32.10%		
05	ME	408	2	420	83	108.0091	1.301315	0	224	53.33%	37.05%	19.76%	Pretest/Q'res & Postcards	
05	ME	410	2	249	127	64.03398	0.504205	0	200	80.32%	63.50%	51.00%		
05	ME	412	2	297	64	76.37788	1.193404	0	166	55.89%	38.55%	21.55%		

Line No.	Line	Train No.	Time of Day	Riders	Returns	Target	Weight	Check	No. Dist.	% Dist.	Resp. Rate	Coop. Rate	Comments	Samp. Riders
05	ME	500	2	153	47	39.34618	0.837153	0	100	65.36%	47.00%	30.72%		
05	ME	502	2	234	63	60.17651	0.955183	0	134	57.26%	47.01%	26.92%		
05	ME	504	2	233	91	59.91934	0.658454	0	201	86.27%	45.27%	39.06%		
05	ME	506	2	252	73	64.80547	0.887746	0	186	73.81%	39.25%	28.97%		
05	ME	508	2	258	78	66.34846	0.850621	0	128	49.61%	60.94%	30.23%		
05	ME	604	2	266	73	68.40577	0.937065	0	148	55.64%	49.32%	27.44%		
05	ME	700	2	827	412	212.6751	0.516202	0	784	94.80%	52.55%	49.82%	Duplicate	
05	ME	702	2	817	222	210.1034	0.946412	0	416	50.92%	53.37%	27.17%		
05	ME	704	2	768	129	197.5024	1.531026	0	295	38.41%	43.73%	16.80%		
05	ME	706	2	765	241	196.7309	0.816311	0	363	47.45%	66.39%	31.50%		
05	ME	708	2	691	169	177.7007	1.051484	0	285	41.24%	59.30%	24.46%		
05	ME	710	2	715	382	183.8727	0.481342	0	666	93.15%	57.36%	53.43%	Duplicate	
05	ME	712	2	648	184	166.6426	0.905667	0	373	57.56%	49.33%	28.40%		
05	ME	730	2	587	177	150.9556	0.852856	0	368	62.69%	48.10%	30.15%		
05	ME	732	2	545	126	140.1547	1.112339	0	265	48.62%	47.55%	23.12%		
05	ME	734	2	461	223	118.5529	0.531627	0	389	84.38%	57.33%	48.37%		
05	ME	736	2	597	147	153.5272	1.044403	0	299	50.08%	49.16%	24.62%		
05	ME	738	2	488	108	125.4963	1.162003	0	201	41.19%	53.73%	22.13%		
05	ME	742	2	854	216	219.6185	1.016752	0	486	56.91%	44.44%	25.29%		
05	ME	744	2	473	163	121.6388	0.746251	0	316	66.81%	51.58%	34.46%		
05	ME	750	2	693	158	178.215	1.127943	0	390	56.28%	40.51%	22.80%		
05	ME	752	2	524	145	134.7542	0.929340	0	312	59.54%	46.47%	27.67%		
05	ME	754	2	767	121	197.2452	1.630126	0	306	39.90%	39.54%	15.78%		
05	ME	756	2	610	171	156.8704	0.917371	0	330	54.10%	51.82%	28.03%		
05	ME	758	2	608	102	156.3561	1.532903	0	255	41.94%	40.00%	16.78%		
05	ME	760	2	655	142	168.4428	1.186217	0	266	40.61%	53.38%	21.68%		
Total	ME			21,867	6,356				12,565	57.46%	50.58%	29.07%		

Line No.	Line	Train No.	Time of Day	Riders	Returns	Target	Weight	Check	No. Dist.	% Dist.	Resp. Rate	Coop. Rate	Comments	Samp. Riders
06	RI	301	1	2	1	0.514329	0.514329	0	1	50.00%	100.00%	50.00%		
06	RI	302	2	260	64	66.86279	1.044731	0	161	61.92%	39.75%	24.62%		
06	RI	400	2	951	135	244.5635	1.811581	0	318	33.44%	42.45%	14.20%		
06	RI	401	1	34	15	8.743595	0.582906	0	50	147.06%	30.00%	44.12%		
06	RI	402	2	1,004	293	258.1932	0.881206	0	601	59.86%	48.75%	29.18%		
06	RI	404	2	1,059	276	272.3373	0.986729	0	568	53.64%	48.59%	26.06%		
06	RI	406	2	1,181	559	303.7114	0.543312	0	1,292	109.40%	43.27%	47.33%	Duplicate	
06	RI	408	2	1,285	351	330.4565	0.941471	0	618	48.09%	56.80%	27.32%		
06	RI	410	2	1,285	312	330.4565	1.059155	0	742	57.74%	42.05%	24.28%		
06	RI	412	2	1,217	475	312.9693	0.658883	0	763	62.70%	62.25%	39.03%		
06	RI	414	2	1,191	435	306.283	0.704099	0	716	60.12%	60.75%	36.52%		
06	RI	416	2	1,098	227	282.3667	1.243906	0	431	39.25%	52.67%	20.67%		
06	RI	503	1	35	17	9.00076	0.529456	0	35	100.00%	48.57%	48.57%		
06	RI	505	1	30	18	7.714937	0.428608	0	33	110.00%	54.55%	60.00%		
06	RI	506	4	442	115	113.6667	0.988406	0	270	61.09%	42.59%	26.02%		
06	RI	507	3	41	19	10.54375	0.554934	0	28	68.29%	67.86%	46.34%		
06	RI	508	4	255	63	65.57696	1.040904	0	96	37.65%	65.63%	24.71%		
06	RI	509	3	46	29	11.82957	0.407916	0	67	145.65%	43.28%	63.04%		
06	RI	510	4	174	97	44.74663	0.461306	0	163	93.68%	59.51%	55.75%		
06	RI	511	3	107	84	27.51661	0.327579	0	141	131.78%	59.57%	78.50%		
06	RI	512	4	105	38	27.00228	0.710586	0	67	63.81%	56.72%	36.19%		
06	RI	513	3	264	69	67.89145	0.983934	0	116	43.94%	59.48%	26.14%		
06	RI	514	4	82	35	21.08749	0.602500	0	93	113.41%	37.63%	42.68%		
06	RI	515	3	0/289	0	0	0.000000	0	0	0.00%	0.00%	0.00%	-	
06	RI	516	4	74	42	19.03018	0.453099	0	55	74.32%	76.36%	56.76%		
06	RI	600	2	353	68	90.77909	1.334987	0	176	49.86%	38.64%	19.26%		
06	RI	602	2	590	158	151.7271	0.960298	0	366	62.03%	43.17%	26.78%		
06	RI	604	2	730	235	187.7301	0.798852	0	416	56.99%	56.49%	32.19%		
06	RI	606	2	748	194	192.3591	0.991542	0	348	46.52%	55.75%	25.94%		
06	RI	608	2	0/773	0	0	0.000000	0	0	0.00%	0.00%	0.00%	Missed	
06	RI	610	2	774	138	199.0454	1.442358	0	415	53.62%	33.25%	17.83%		
06	RI	612	2	754	167	193.9021	1.161090	0	376	49.87%	44.41%	22.15%		
06	RI	614	2	662	135	170.2429	1.261059	0	366	55.29%	36.89%	20.39%		
06	RI	616	2	435	105	111.8666	1.065396	0	259	59.54%	40.54%	24.14%		
Total	RI			17,268	4,969				10,147	58.76%	48.97%	28.78%		

Line No.	Line	Train No.	Time of Day	Riders	Returns	Target	Weight	Check	No. Dist.	% Dist.	Resp. Rate	Coop. Rate	Comments	Samp. Riders
08	SWS	2	2	503	158	129.3538	0.818695	0	274	54.47%	57.66%	31.41%		
08	SWS	3	1	6	2	1.542987	0.771494	0	4	66.67%	50.00%	33.33%		
08	SWS	4	2	986	290	253.5643	0.874360	0	514	52.13%	56.42%	29.41%		
08	SWS	6	2	947	360	243.5348	0.676486	0	694	73.28%	51.87%	38.01%		
08	SWS	7	3	118	34	30.34542	0.892512	0	54	45.76%	62.96%	28.81%		
08	SWS	8	2	873	261	224.5047	0.860171	0	542	62.08%	48.15%	29.90%		
08	SWS	10	4	148	74	38.06036	0.514329	0	95	64.19%	77.89%	50.00%		
Total	SWS			3,581	1,179				2,177	60.75%	54.16%	32.92%		
09	HC	14	2	239	71	61.46233	0.865667	0	125	52.30%	56.80%	29.71%		
09	HC	16	2	421	182	108.2663	0.594870	0	323	76.72%	56.35%	43.23%		
09	HC	18	2	587	213	150.9556	0.708712	0	367	62.52%	58.04%	36.29%		
Total	HC			1,247	466				815	65.36%	57.18%	37.37%		

Line No.	Line	Train No.	Time of Day	Riders	Returns	Target	Weight	Check	No. Dist.	% Dist.	Resp. Rate	Coop. Rate	Comments	Samp. Riders
10	BNSF	1200	2	268	133	68.9201	0.518196	0	203	75.75%	65.52%	49.63%		
10	BNSF	1201	1	127	34	32.6599	0.960585	0	86	67.72%	39.53%	26.77%		
10	BNSF	1202	2	364	59	93.6079	1.586575	0	124	34.07%	47.58%	16.21%		
10	BNSF	1204	2	941	91	241.9919	2.659251	0	166	44.15%	54.82%	9.67%	Sampled cars	376
10	BNSF	1205	1	47	28	12.08673	0.431669	0	75	159.57%	37.33%	59.57%		
10	BNSF	1206	2	668	121	171.7859	1.419718	0	293	87.72%	41.30%	18.11%	Sampled cars	334
10	BNSF	1208	2	926	165	238.1344	1.443239	0	366	69.19%	45.08%	17.82%	Sampled cars	529
10	BNSF	1209	1	10	2	2.571646	1.285823	0	7	70.00%	28.57%	20.00%	Sampled cars	10
10	BNSF	1210	2	777	60	199.8169	3.330281	0	176	33.98%	34.09%	7.72%	Sampled cars	518
10	BNSF	1211	1	117	28	30.08825	1.074581	0	36	30.77%	77.78%	23.93%	Sampled cars	117
10	BNSF	1212	2	1,000	166	257.1646	1.549184	0	332	66.40%	50.00%	16.60%	Sampled cars	500
10	BNSF	1214	2	917	160	235.8199	1.473874	0	332	63.36%	48.19%	17.45%	Sampled cars	524
10	BNSF	1215	1	13	1	3.343139	3.343139	0	11	84.62%	9.09%	7.69%	Sampled cars	13
10	BNSF	1216	2	711	161	182.844	1.135677	0	371	52.18%	43.40%	22.64%		
10	BNSF	1218	2	697	212	179.2437	0.845489	0	539	77.33%	39.33%	30.42%		
10	BNSF	1220	2	1,043	169	268.2226	1.587116	0	365	78.66%	46.30%	16.20%	Sampled cars	464
10	BNSF	1221	1	12	4	3.085975	0.771494	0	9	75.00%	44.44%	33.33%		
10	BNSF	1222	2	557	120	143.2407	1.193672	0	288	51.71%	41.67%	21.54%		
10	BNSF	1224	2	866	219	222.7045	1.016916	0	371	74.95%	59.03%	25.29%	Sampled cars	495
10	BNSF	1225	1	115	30	29.57392	0.985797	0	88	76.52%	34.09%	26.09%	Sampled cars	115
10	BNSF	1226	2	1,001	125	257.4217	2.059374	0	281	56.09%	44.48%	12.49%	Sampled cars	501
10	BNSF	1227	1	146	55	37.54603	0.682655	0	224	153.42%	24.55%	37.67%	Duplicate	
10	BNSF	1228	2	1,419	533	364.9165	0.684646	0	1,108	78.08%	48.10%	37.56%		
10	BNSF	1229	3	214	44	55.03322	1.250755	0	96	44.86%	45.83%	20.56%		
10	BNSF	1230	2	855	228	219.8757	0.964367	0	391	91.36%	58.31%	26.67%	Sampled cars	428
10	BNSF	1231	3	657	140	168.9571	1.206837	0	315	47.95%	44.44%	21.31%		
10	BNSF	1232	2	372	211	95.66522	0.453390	0	450	120.97%	46.89%	56.72%		
10	BNSF	1233	3	252	66	64.80547	0.981901	0	111	66.07%	59.46%	26.19%	Sampled cars	168
10	BNSF	1234	2	946	119	243.2777	2.044350	0	276	58.35%	43.12%	12.58%	Sampled cars	473
10	BNSF	1236	2	1,246	492	320.427	0.651274	0	1,068	85.71%	46.07%	39.49%		
10	BNSF	1238	2	710	88	182.5868	2.074850	0	251	61.82%	35.06%	12.39%	Sampled cars	406
10	BNSF	1240	2	1,034	94	265.9082	2.828810	0	212	20.50%	44.34%	9.09%		
10	BNSF	1242	2	1,609	378	413.7778	1.094650	0	821	51.03%	46.04%	23.49%		
10	BNSF	1244	2	623	137	160.2135	1.169442	0	332	53.29%	41.27%	21.99%		
10	BNSF	1246	2	628	244	161.4993	0.661883	0	485	115.75%	50.31%	38.85%	Dup./Sampled cars	419
10	BNSF	1248	2	800	84	205.7317	2.449186	0	231	50.55%	36.36%	10.50%	Sampled cars	457
10	BNSF	1250	2	995	121	255.8787	2.114700	0	292	58.63%	41.44%	12.16%	Sampled cars	498
10	BNSF	1252	2	1,167	185	300.111	1.622222	0	396	84.80%	46.72%	15.85%	Sampled cars	467
10	BNSF	1254	2	669	77	172.0431	2.234326	0	174	45.55%	44.25%	11.51%	Sampled cars	382
10	BNSF	1256	2	794	167	204.1887	1.222687	0	442	55.67%	37.78%	21.03%		
10	BNSF	1258	2	681	10	175.1291	17.512907	0	31	10.23%	32.26%	1.47%	Sampled cars	303
10	BNSF	1260	4	621	130	159.6992	1.228455	0	355	57.17%	36.62%	20.93%		
10	BNSF	1262	4	568	52	146.0695	2.809028	0	140	43.08%	37.14%	9.15%	Sampled cars	325
10	BNSF	1264	4	523	159	134.4971	0.845894	0	510	97.51%	31.18%	30.40%	Duplicate	
10	BNSF	1266	4	391	51	100.5513	1.971595	0	142	36.32%	35.92%	13.04%		
10	BNSF	1370	2	1,014	169	260.7649	1.542987	0	312	53.89%	54.17%	16.67%	Sampled cars	579
10	BNSF	1371	1	67	25	17.23003	0.689201	0	80	119.40%	31.25%	37.31%		
Total	BNSF			30,178	6,147				13,764	62.85%	44.66%	28.07%		9,401

Line No.	Line	Train No.	Time of Day	Riders	Returns	Target	Weight	Check	No. Dist.	% Dist.	Resp. Rate	Coop. Rate	Comments	Samp. Riders
11	UPW	10	2	449	135	115.4669	0.855310	0	281	62.58%	48.04%	30.07%		
11	UPW	12	2	484	138	124.4676	0.901939	0	286	59.09%	48.25%	28.51%		
11	UPW	13	1	94	14	24.17347	1.726676	0	27	28.72%	51.85%	14.89%		
11	UPW	14	2	710	204	182.5868	0.895034	0	447	62.96%	45.64%	28.73%		
11	UPW	15	1	95	35	24.43063	0.698018	0	82	86.32%	42.68%	36.84%		
11	UPW	16	2	595	183	153.0129	0.836136	0	312	52.44%	58.65%	30.76%		
11	UPW	17	1	8	2	2.057317	1.028658	0	6	75.00%	33.33%	25.00%		
11	UPW	18	2	1,058	259	272.0801	1.050502	0	552	52.17%	46.92%	24.48%		
11	UPW	19	1	12	6	3.085975	0.514329	0	14	116.67%	42.86%	50.00%		
11	UPW	20	2	702	168	180.5295	1.074581	0	371	52.85%	45.28%	23.93%		
11	UPW	21	1	106	37	27.25944	0.736742	0	98	92.45%	37.76%	34.91%		
11	UPW	22	2	1,235	208	317.5982	1.526915	0	405	32.79%	51.36%	16.84%		
11	UPW	24	2	1,132	311	291.1103	0.936046	0	550	48.59%	56.55%	27.47%		
11	UPW	25	1	85	49	21.85899	0.446102	0	79	92.94%	62.03%	57.65%		
11	UPW	26	2	1,163	363	299.0824	0.823918	0	776	66.72%	46.78%	31.21%		
11	UPW	28	2	562	144	144.5265	1.003656	0	324	57.65%	44.44%	25.62%		
11	UPW	29	3	150	36	38.57468	1.071519	0	102	68.00%	35.29%	24.00%		
11	UPW	30	2	1,038	226	266.9368	1.181136	0	595	57.32%	37.98%	21.77%		
11	UPW	31	3	90	13	23.14481	1.780370	0	32	35.56%	40.63%	14.44%		
11	UPW	32	2	1,267	366	325.8275	0.890239	0	667	52.64%	54.87%	28.89%		
11	UPW	33	3	261	67	67.11995	1.001790	0	135	51.72%	49.63%	25.67%		
11	UPW	34	2	580	125	149.1554	1.193244	0	258	44.48%	48.45%	21.55%		
11	UPW	35	3	0/230	0	0	0.000000	0	0	0.00%	0.00%	0.00%	-	
11	UPW	36	2	1,056	188	271.5658	1.444499	0	444	42.05%	42.34%	17.80%		
11	UPW	38	2	575	133	147.8696	1.111802	0	289	50.26%	46.02%	23.13%		
11	UPW	42	4	384	100	98.75119	0.987512	0	313	81.51%	31.95%	26.04%		
11	UPW	44	4	369	128	94.89372	0.741357	0	217	58.81%	58.99%	34.69%		
11	UPW	48	4	286	51	73.54907	1.442139	0	151	52.80%	33.77%	17.83%		
11	UPW	50	4	125	26	32.14557	1.236368	0	46	36.80%	56.52%	20.80%		
Total	UPW			14,671	3,715				7,859	53.57%	47.27%	25.32%		

Line No.	Line	Train No.	Time of Day	Riders	Returns	Target	Weight	Check	No. Dist.	% Dist.	Resp. Rate	Coop. Rate	Comments	Samp. Riders
12	MDW	2200	2	120	15	30.85975	2.057317	0	32	26.67%	46.88%	12.50%		
12	MDW	2201	1	53	17	13.62972	0.801748	0	56	105.66%	30.36%	32.08%		
12	MDW	2202	2	384	83	98.75119	1.189773	0	144	37.50%	57.64%	21.61%		
12	MDW	2203	1	28	25	7.200608	0.288024	0	52	185.71%	48.08%	89.29%		
12	MDW	2204	2	775	179	199.3025	1.113422	0	325	41.94%	55.08%	23.10%		
12	MDW	2205	1	95	17	24.43063	1.437096	0	82	86.32%	20.73%	17.89%	Pretest/Q/res & Postcards	
12	MDW	2206	2	716	163	184.1298	1.129631	0	370	51.68%	44.05%	22.77%	Pretest/Q/res only	
12	MDW	2207	1	44	25	11.31524	0.452610	0	41	93.18%	60.98%	56.82%		
12	MDW	2208	2	541	105	139.126	1.325010	0	197	36.41%	53.30%	19.41%		
12	MDW	2209	1	47	26	12.08673	0.464874	0	40	85.11%	65.00%	55.32%		
12	MDW	2210	2	1,127	288	289.8245	1.006335	0	529	46.94%	54.44%	25.55%		
12	MDW	2211	3	48	15	12.3439	0.822927	0	31	64.58%	48.39%	31.25%		
12	MDW	2212	2	541	173	139.126	0.804197	0	251	46.40%	68.92%	31.98%		
12	MDW	2213	3	79	39	20.316	0.520923	0	64	81.01%	60.94%	49.37%		
12	MDW	2214	2	662	237	170.2429	0.718325	0	459	69.34%	51.63%	35.80%		
12	MDW	2215	3	77	44	19.80167	0.450038	0	77	100.00%	57.14%	57.14%		
12	MDW	2216	2	981	377	252.2784	0.669174	0	642	65.44%	58.72%	38.43%		
12	MDW	2217	3	144	74	37.0317	0.500428	0	150	104.17%	49.33%	51.39%		
12	MDW	2218	2	347	108	89.2361	0.826260	0	196	56.48%	55.10%	31.12%		
12	MDW	2219	3	0/242	0	0	0.000000	0	0	0.00%	0.00%	0.00%		
12	MDW	2220	2	730	216	187.7301	0.869121	0	526	72.05%	41.06%	29.59%		
12	MDW	2222	2	1,031	209	265.1367	1.268596	0	469	45.49%	44.56%	20.27%		
12	MDW	2224	2	165	62	42.43215	0.684390	0	107	64.85%	57.94%	37.58%		
12	MDW	2226	2	831	229	213.7038	0.933204	0	337	40.55%	67.95%	27.56%		
12	MDW	2228	4	419	37	107.752	2.912215	0	175	41.77%	21.14%	8.83%	Pretest/Q/res & Postcards	
12	MDW	2230	4	207	82	53.23306	0.649184	0	127	61.35%	64.57%	39.61%		
12	MDW	2232	4	152	70	39.08901	0.558414	0	98	64.47%	71.43%	46.05%		
12	MDW	2234	4	124	46	31.88841	0.693226	0	82	66.13%	56.10%	37.10%		
12	MDW	2236	4	109	57	28.03094	0.491771	0	81	74.31%	70.37%	52.29%		
Total	MDW			10,577	3,018				5,740	54.27%	52.58%	28.53%		

Line No.	Line	Train No.	Time of Day	Riders	Returns	Target	Weight	Check	No. Dist.	% Dist.	Resp. Rate	Coop. Rate	Comments	Samp. Riders
13	UPNW	602	2	563	145	144.7836	0.998508	0	253	44.94%	57.31%	25.75%		
13	UPNW	603	1	119	55	30.60258	0.556411	0	90	75.63%	61.11%	46.22%		
13	UPNW	604	2	849	178	218.3327	1.226588	0	345	40.64%	51.59%	20.97%		
13	UPNW	605	1	209	53	53.74739	1.014102	0	118	56.46%	44.92%	25.36%		
13	UPNW	606	2	662	239	170.2429	0.712314	0	389	58.76%	61.44%	36.10%		
13	UPNW	607	1	305	81	78.43519	0.968336	0	184	60.33%	44.02%	26.66%		
13	UPNW	608	2	1,213	349	311.9406	0.893813	0	659	54.33%	52.96%	28.77%		
13	UPNW	609	1	218	71	58.06188	0.789804	0	117	53.67%	60.68%	32.57%		
13	UPNW	610	2	1,401	559	360.2876	0.644522	0	901	64.31%	62.04%	39.90%		
13	UPNW	611	1	123	38	31.63124	0.832401	0	48	39.02%	79.17%	30.89%		
13	UPNW	612	2	705	186	181.301	0.974737	0	376	53.33%	49.47%	26.38%		
13	UPNW	613	3	134	9	34.46005	3.828895	0	49	36.57%	18.37%	6.72%		
13	UPNW	614	2	986	352	253.5643	0.720353	0	542	54.97%	64.94%	35.70%		
13	UPNW	615	3	163	14	41.91782	2.994130	0	43	26.38%	32.56%	8.59%		
13	UPNW	616	2	923	310	237.3629	0.765687	0	498	53.95%	62.25%	33.59%		
13	UPNW	617	3	211	78	54.26172	0.695663	0	141	66.82%	55.32%	36.97%		
13	UPNW	618	2	1,142	373	293.6819	0.787351	0	698	61.12%	53.44%	32.66%		
13	UPNW	619	3	0/477	0	0	0.000000	0	0	0.00%	0.00%	0.00%	-	
13	UPNW	620	2	1,386	447	356.4301	0.797383	0	817	58.95%	54.71%	32.25%		
13	UPNW	622	2	974	296	250.4783	0.846210	0	346	35.52%	85.55%	30.39%		
13	UPNW	624	2	1,177	366	302.6827	0.827002	0	935	79.44%	39.14%	31.10%		
13	UPNW	626	2	702	207	180.5295	0.872123	0	405	57.69%	51.11%	29.49%		
13	UPNW	628	2	1,075	324	276.4519	0.853247	0	541	50.33%	59.89%	30.14%		
13	UPNW	630	2	705	281	181.301	0.645199	0	455	64.54%	61.76%	39.86%		
13	UPNW	632	2	501	145	128.8394	0.888548	0	276	55.09%	52.54%	28.94%		
13	UPNW	634	2	388	118	99.77985	0.845592	0	214	55.15%	55.14%	30.41%		
13	UPNW	636	4	737	145	189.5303	1.307105	0	433	58.75%	33.49%	19.67%		
13	UPNW	638	4	444	109	114.1811	1.047533	0	243	54.73%	44.86%	24.55%		
13	UPNW	640	4	427	87	109.8093	1.262176	0	156	36.53%	55.77%	20.37%		
13	UPNW	642	4	239	68	61.46233	0.903858	0	89	37.24%	76.40%	28.45%		
13	UPNW	644	4	227	22	58.37636	2.653471	0	102	44.93%	21.57%	9.69%		
Total	UPNW			18,908	5,705				10,463	55.34%	54.53%	30.17%		

Line No.	Line	Train No.	Time of Day	Riders	Returns	Target	Weight	Check	No. Dist.	% Dist.	Resp. Rate	Coop. Rate	Comments	Samp. Riders
15	MDN	2101	1	189	118	48.6041	0.411899	0	221	116.93%	53.39%	62.43%		
15	MDN	2102	2	401	150	103.123	0.687487	0	271	67.58%	55.35%	37.41%		
15	MDN	2103	1	382	38	98.23686	2.585181	0	154	40.31%	24.68%	9.95%	Pretest/Q/res & Postcards	
15	MDN	2104	2	758	65	194.9307	2.998934	0	156	20.58%	41.67%	8.58%	Pretest/Q/res only	
15	MDN	2105	1	131	19	33.68856	1.773082	0	68	51.91%	27.94%	14.50%		
15	MDN	2106	2	827	134	212.6751	1.587128	0	251	30.35%	53.39%	16.20%		
15	MDN	2107	1	227	46	58.37636	1.269051	0	92	40.63%	50.00%	20.26%		
15	MDN	2108	2	1,086	297	279.2807	0.940339	0	619	57.00%	47.98%	27.35%		
15	MDN	2109	1	121	33	31.11691	0.942937	0	97	80.17%	34.02%	27.27%		
15	MDN	2110	2	665	293	171.0144	0.583667	0	528	79.40%	55.49%	44.06%		
15	MDN	2111	3	42	30	10.80091	0.360030	0	57	135.71%	52.63%	71.43%		
15	MDN	2112	2	745	149	191.5876	1.285823	0	393	52.75%	37.91%	20.00%		
15	MDN	2113	3	73	46	18.77301	0.408109	0	76	104.11%	60.53%	63.01%		
15	MDN	2114	2	623	260	160.2135	0.616206	0	471	75.60%	55.20%	41.73%		
15	MDN	2115	3	87	15	22.37332	1.491554	0	48	55.17%	31.25%	17.24%		
15	MDN	2116	2	1,009	361	259.479	0.718779	0	631	62.54%	57.21%	35.78%		
15	MDN	2117	3	230	51	59.14785	1.159762	0	124	53.91%	41.13%	22.17%		
15	MDN	2118	2	696	222	178.9865	0.806246	0	373	53.59%	59.52%	31.90%		
15	MDN	2119	3	153	61	39.34618	0.645019	0	94	61.44%	64.89%	39.87%		
15	MDN	2120	2	579	160	148.8983	0.930614	0	346	59.76%	46.24%	27.63%		
15	MDN	2122	2	565	177	145.298	0.820893	0	373	66.02%	47.45%	31.33%		
15	MDN	2124	2	712	229	183.1012	0.799568	0	395	55.48%	57.97%	32.16%		
15	MDN	2126	4	297	35	76.37788	2.182225	0	76	25.59%	46.05%	11.78%		
15	MDN	2128	4	386	27	99.26552	3.676501	0	168	43.52%	16.07%	6.99%	Pretest/Q/res & Postcards	
15	MDN	2130	4	213	51	54.77605	1.074040	0	73	34.27%	69.86%	23.94%		
15	MDN	2132	4	154	43	39.60334	0.921008	0	150	97.40%	28.67%	27.92%		
15	MDN	2134	4	90	38	23.14481	0.609074	0	81	90.00%	46.91%	42.22%		
15	MDN	2136	4	95	48	24.43063	0.508972	0	86	90.53%	55.81%	50.53%		
15	MDN	2138	4	77	16	19.80167	1.237604	0	60	77.92%	26.67%	20.78%		
Total	MDN			11,613	3,212				6,532	56.25%	49.17%	27.66%		
16	NCS	100	2	316	165	81.264	0.492509	0	262	82.91%	62.98%	52.22%	Duplicate	
16	NCS	102	2	520	210	133.7256	0.636788	0	329	63.27%	63.83%	40.38%		
16	NCS	104	2	687	232	176.6721	0.761517	0	412	59.97%	56.31%	33.77%		
16	NCS	105	3	0/79	0	0	0.000000	0	0	0.00%	0.00%	0.00%	~	
16	NCS	106	2	524	225	134.7542	0.598908	0	383	73.09%	58.75%	42.94%		
Total	NCS			2,047	832				1,386	67.71%	60.03%	40.64%		

Line No.	Line	Train No.	Time of Day	Riders	Returns	Target	Weight	Check	No. Dist.	% Dist.	Resp. Rate	Coop. Rate	Comments	Samp. Riders
17	UPN	300	2	501	122	128.8394	1.056061	0	244	48.70%	50.00%	24.35%		
17	UPN	302	2	619	166	159.1849	0.958945	0	261	42.16%	63.60%	26.82%		
17	UPN	303	1	9	3	2.314481	0.771494	0	17	188.89%	17.65%	33.33%		
17	UPN	304	2	962	229	247.3923	1.080316	0	401	41.68%	57.11%	23.80%		
17	UPN	305	1	608	156	156.3561	1.002282	0	334	54.93%	46.71%	25.66%		
17	UPN	306	2	1,111	142	285.7098	2.012041	0	411	36.99%	34.55%	12.78%		
17	UPN	307	1	9	5	2.314481	0.462896	0	33	366.67%	15.15%	55.56%		
17	UPN	308	2	697	118	179.2437	1.519014	0	299	42.90%	39.46%	16.03%		
17	UPN	309	1	105	41	27.00228	0.658592	0	59	56.19%	69.49%	39.05%		
17	UPN	310	2	982	194	252.5356	1.301730	0	339	34.52%	57.23%	19.76%		
17	UPN	311	1	585	119	150.4413	1.264212	0	281	48.03%	42.35%	20.34%		
17	UPN	312	2	862	169	221.6759	1.311691	0	387	44.90%	43.67%	19.61%		
17	UPN	313	1	141	29	36.2602	1.250352	0	83	58.87%	34.94%	20.57%		
17	UPN	314	2	570	118	146.5838	1.242236	0	284	49.82%	41.55%	20.70%		
17	UPN	315	1	403	61	103.6373	1.698972	0	185	45.91%	32.97%	15.14%		
17	UPN	316	2	549	53	141.1833	2.663837	0	159	28.96%	33.33%	9.65%		
17	UPN	317	3	194	28	49.88993	1.781783	0	76	39.18%	36.84%	14.43%		
17	UPN	318	2	643	172	165.3568	0.961377	0	386	60.03%	44.56%	26.75%		
17	UPN	319	3	157	45	40.37484	0.897219	0	66	42.04%	68.18%	28.66%		
17	UPN	320	2	599	127	154.0416	1.212926	0	242	40.40%	52.48%	21.20%		
17	UPN	321	3	210	64	54.00456	0.843821	0	89	42.38%	71.91%	30.48%		
17	UPN	322	2	882	117	226.8191	1.938625	0	272	30.84%	43.01%	13.27%		
17	UPN	323	3	360	68	92.57924	1.361459	0	134	37.22%	50.75%	18.89%		
17	UPN	324	2	731	141	187.9873	1.333243	0	286	39.12%	49.30%	19.29%		
17	UPN	326	2	501	96	128.8394	1.342078	0	191	38.12%	50.26%	19.16%		
17	UPN	328	4	417	63	107.2376	1.702184	0	129	30.94%	48.84%	15.11%		
17	UPN	330	4	388	1	99.77985	99.779851	0	4	1.03%	25.00%	0.26%	Sampled cars-Car 4 not open til Evan	
17	UPN	332	4	376	82	96.69388	1.179194	0	131	34.84%	62.60%	21.81%		
17	UPN	334	4	278	63	71.49175	1.134790	0	141	50.72%	44.68%	22.66%		
17	UPN	336	4	204	126	52.46157	0.416362	0	213	104.41%	59.15%	61.76%		
Total	UPN			14,653	2,918				6,137	41.88%	47.55%	19.91%		
TOTAL Weekday				146,610	38,517				77,585	52.92%	49.64%	26.27%		
~There were five trains excluded from the study due to the final destination arrival being after 2:00pm;														
	RI	515												
	UPW	35												
	MDW	2219												
	UPNW	619												
	NCS	105												

Weekend Train Runs
(Sorted by Metra line)

Line No.	Line	Train No.	Time of Day	Riders	Returns	Target	Weight	Check	No. Dist.	% Dist.	Resp. Rate	Coop. Rate	Comments	Samp. Riders
20	BNSF	1305	5	232	57	59.66218	1.046705	0	109	46.98%	52.29%	24.57%		
20	BNSF	1314	6	670	53	172.3003	3.250948	0	102	15.22%	51.96%	7.91%		
Total	BNSF			902	110				211	23.39%	52.13%	12.20%		
21	UPW	29	5	172	37	44.23231	1.195468	0	69	40.12%	53.62%	21.51%		
21	UPW	48	6	339	45	87.17879	1.937306	0	132	38.94%	34.09%	13.27%		
Total	UPW			511	82				201	39.33%	40.80%	16.05%		
22	MDW	2707	5	113	13	29.0596	2.235354	0	53	46.90%	24.53%	11.50%		
22	MDW	2709	5	168	77	43.20365	0.561086	0	177	105.36%	43.50%	45.83%	Saturday	
22	MDW	2709	5	159	16	40.88917	2.555573	0	61	38.36%	26.23%	10.06%	Sunday	
22	MDW	2711	5	185	35	47.57544	1.359298	0	88	47.57%	39.77%	18.92%		
22	MDW	2714	6	218	11	56.06188	5.096534	0	54	24.77%	20.37%	5.05%		
22	MDW	2716	6	223	58	57.3477	0.988753	0	186	83.41%	31.18%	26.01%	Saturday	
22	MDW	2716	6	150	8	38.57468	4.821836	0	72	48.00%	11.11%	5.33%	Sunday	
22	MDW	2718	6	107	46	27.51661	0.598187	0	90	84.11%	51.11%	42.99%		
Total	MDW			1,323	264				781	59.03%	33.80%	19.95%		
23	UPNW	703	5	259	59	66.60562	1.128909	0	143	55.21%	41.26%	22.78%		
23	UPNW	714	6	325	77	83.57848	1.085435	0	117	36.00%	65.81%	23.69%		
Total	UPNW			584	136				260	44.52%	52.31%	23.29%		
25	ME	125	5	191	22	49.11843	2.232656	0	91	47.64%	24.18%	11.52%		
25	ME	130	6	166	19	42.68932	2.246806	0	124	74.70%	15.32%	11.45%		
25	ME	219	5	27	12	6.943443	0.578620	0	25	92.59%	48.00%	44.44%		
25	ME	223	5	40	1	10.28658	10.286583	0	16	40.00%	6.25%	2.50%		
25	ME	224	6	24	7	6.17195	0.881707	0	17	70.83%	41.18%	29.17%		
25	ME	227	5	47	7	12.08673	1.726676	0	14	29.79%	50.00%	14.89%		
25	ME	228	6	31	1	7.972101	7.972101	0	16	51.61%	6.25%	3.23%		
25	ME	232	6	18	7	4.628962	0.661280	0	8	44.44%	87.50%	38.89%		
25	ME	233	5	39	12	10.02942	0.835785	0	25	64.10%	48.00%	30.77%		
25	ME	236	6	21	1	5.400456	5.400456	0	7	33.33%	14.29%	4.76%		
25	ME	317	5	60	10	15.42987	1.542987	0	14	23.33%	71.43%	16.67%		
25	ME	320	6	65	9	16.71157	1.857300	0	19	29.23%	47.37%	13.85%		
25	ME	321	5	60	8	15.42987	1.928734	0	26	43.33%	30.77%	13.33%		
25	ME	324	6	61	12	15.68704	1.307253	0	37	60.66%	32.43%	19.67%		
25	ME	325	5	94	6	24.17347	4.028912	0	45	47.87%	13.33%	6.38%		
25	ME	328	6	45	4	11.57241	2.893101	0	12	26.67%	33.33%	8.89%		
25	ME	807	5	104	41	26.74511	0.652320	0	47	45.19%	87.23%	39.42%		
25	ME	808	6	232	84	59.66218	0.710264	0	107	46.12%	78.50%	36.21%		
25	ME	809	5	171	34	43.97514	1.293386	0	59	34.50%	57.63%	19.88%		
25	ME	810	6	155	49	39.86051	0.813480	0	94	60.65%	52.13%	31.61%		
25	ME	811	5	199	13	51.17575	3.936596	0	62	31.16%	20.97%	6.53%		
25	ME	812	6	145	13	37.28886	2.868374	0	65	44.83%	20.00%	8.97%		
Total	ME			1,995	372				930	46.62%	40.00%	18.65%		

Line No.	Line	Train No.	Time of Day	Riders	Returns	Target	Weight	Check	No. Dist.	% Dist.	Resp. Rate	Coop. Rate	Comments	Samp. Riders
26	RI	509	5	104	37	26.74511	0.722841	0	64	61.54%	57.81%	35.58%	Saturday	
26	RI	509	5	72	27	18.51585	0.685772	0	63	87.50%	42.86%	37.50%	Sunday	
26	RI	514	6	182	22	46.80395	2.127452	0	57	31.32%	38.60%	12.09%	Saturday	
26	RI	514	6	120	15	30.85975	2.057317	0	57	47.50%	26.32%	12.50%	Sunday	
26	RI	540	6	131	7	33.68856	4.812651	0	85	64.89%	8.24%	5.34%	Saturday	
26	RI	540	6	103	10	26.48795	2.648795	0	10	9.71%	100.00%	9.71%	Sunday	
26	RI	701	5	142	14	36.51737	2.608383	0	79	55.63%	17.72%	9.86%	Saturday	
26	RI	701	5	130	29	33.43139	1.152807	0	36	27.69%	80.56%	22.31%	Sunday	
Total	RI			984	161				451	45.83%	35.70%	16.36%		
35	MDN	2109	5	97	22	24.94496	1.133862	0	81	83.51%	27.16%	22.68%		
35	MDN	2117	5	110	14	28.2881	2.020579	0	30	27.27%	46.67%	12.73%		
35	MDN	2132	6	305	22	78.43519	3.565236	0	201	65.90%	10.95%	7.21%		
35	MDN	2140	6	140	5	36.00304	7.200608	0	97	69.29%	5.15%	3.57%		
35	MDN	2601	5	226	79	58.11919	0.735686	0	128	56.64%	61.72%	34.96%	Saturday	
35	MDN	2601	5	183	20	47.06112	2.353056	0	69	37.70%	28.99%	10.93%	Sunday	
35	MDN	2604	6	216	48	55.54755	1.157241	0	101	46.76%	47.52%	22.22%	Saturday	
35	MDN	2604	6	163	18	41.91782	2.328768	0	51	31.29%	35.29%	11.04%	Sunday	
Total	MDN			1,440	228				758	52.64%	30.08%	15.83%		
37	UPN	325	5	450	45	115.7241	2.571646	0	159	35.33%	28.30%	10.00%		
37	UPN	808	6	514	26	132.1826	5.083946	0	182	35.41%	14.29%	5.06%		
Total	UPN			964	71				341	35.37%	20.82%	7.37%		
TOTAL Weekend				8,703	1,424				3,933	45.19%	36.21%	16.36%		
GRAND TOTAL				155,313	39,941	39,941			81,518	55.44%	49.00%	27.16%		

APPENDIX D

TABULATIONS BY METRA LINE
(Under Separate Cover)