BURLINGTON / GLOUCESTER CORRIDOR ASSESSMENT

PATCO HI-SPEEDLINE SURVEY

APRIL 1991

Prepared By

Delaware Valley Regional Planning Commission

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Created in 1965, the Delaware Valley Regional Planning Commission (DVRPC) is an interstate, intercounty and intercity agency which provides continuing, comprehensive and coordinated planning for the orderly growth and development of the Delaware Valley region. The region includes Bucks, Chester, Delaware, and Montgomery counties as well as the City of Philadelphia in Pennsylvania; and Burlington, Camden, Gloucester, and Mercer counties in New Jersey. The Commission is an advisory agency which divides its planning and service functions among the Office of the Executive Director, the Office of Public Affairs, and four line Divisions: Transportation Planning, Regional Information Services Center, Strategic Planning, and Finance and Administration. DVRPC's mission for the 1990s is to emphasize technical assistance and services and to conduct high priority studies for member state and local governments, while determining and meeting the needs of the private sector.

The DVRPC logo is adapted from the official seal of the Commission and is designed as a stylized image of the Delaware Valley. The outer ring symbolizes the region as a whole while the diagonal bar signifies the Delaware River flowing through it. The two adjoining crescents represent the Commonwealth of Pennsylvania and the State of New Jersey. The logo combines these elements to depict the areas served by DVRPC.

DELAWARE VALLEY REGIONAL PLANNING COMMISSION

Publication Abstract

TITLE	Date Published:	1991
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PATCO Survey	Publication No.	91016

Geographic Area Covered:

The nine counties of the DVRPC region.

Key Words:

Transit, planning, ridership, NJ TRANSIT, PATCO, survey, origin, destination, rider characteristics, travel patterns

ABSTRACT

This report summarizes the results of a survey of PATCO Hi-Speedline riders conducted by DVRPC for NJ TRANSIT. The survey was designed to collect data concerning travel patterns and rider characteristics and to aid in the evaluation of proposed new transit lines in Burlington, Camden, and Gloucester counties of southern New Jersey. Passengers entering PATCO stations between 6:00 am and 9:00 am, and 10:00 am and 1:00 pm were handed a mailback form. Of the approximately 41,000 passengers boarding the system daily, over 6,000 were given survey forms, of which 2,725 (45%) were returned. The report describes the sample design and provides major findings on a question-by-question basis, as well as origin-destination summaries.

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EXECUTIVE SUMMARY

The Delaware Valley Regional Planning Commission was retained in the Spring of 1990 to conduct a series of surveys of trips crossing the Delaware River in the vicinity of Philadelphia. The surveys were conducted on PATCO and NJ TRANSIT lines and on four major bridge facilities. The purpose of the surveys was to collect data on "Trans-Delaware" travellers that would provide a better understanding of mode choice and behavior in that market. An outgrowth of the NJ Transit study, "Transit in South Jersey: The Mobility Challenge" (May 1989), the survey process was recommended as the first phase of a project to determine the feasibility of a fixed guideway transit facility linking Burlington or Gloucester Counties to Philadelphia. This report summarizes the results of the surveys that were conducted on the PATCO Hi-Speedline.

The PATCO survey was designed to solicit information in four areas: trip data, usage of PATCO, rider attitude toward PATCO service, and rider characteristics. Trip data included information on origin and destination, access and egress to and from the station, fare paid, and travel time. Characteristics of usage were determined from questions about trip-purpose, frequency of use, and duration of use. Attitudes about service quality were elicited by questions that requested the rider to rate PATCO services, automobile availability, and service ratings of aspects such as cost, frequency, and comfort. Socio-economic characteristics such as age, education, and income of riders were the subject of the final questions.

The PATCO survey was conducted on May 23 and 24, 1990, between the hours of 6:00 am and 9:00 am, and 10:00 am and 1:00 pm. By gathering information over these periods, a representative sample was produced for both the peak period, work-commute dominated and the mid-day, multi-purpose travel markets. A total of 6,124 surveys were distributed with 2,725 completed and returned for a response rate of 44 percent.

The most significant findings of the survey are highlighted below.

*   Nearly 9 out of 10 (85%) PATCO riders surveyed began their trips in Burlington, Camden or Gloucester Counties.

*   The majority of PATCO survey respondents (65%) began their trip in Camden County, which reflects the fact that the entire New Jersey portion of the line is within the county.

*   The vast majority (69%) of riders drove to their boarding station and parked in a park-and-ride lot at the station. The predominance of park-and-ride lots affected both access time (14.3 minutes average) and access distance (5.9 miles average). Park-and-ride was most important at stations in newer suburban areas, less important at those in older suburban communities, and least important at city stations.

*   The average travel time including access, in-vehicle, and egress time was 45 minutes.

- At Woodcrest Station, where easy access is afforded by I-295, the largest number of riders (52%) originate in Burlington County. It is also interesting to note that at Ferry Avenue, where easy access is afforded by US 130, over one-fourth (29%) of the riders boarding originate in Gloucester County.

- Stations in Philadelphia were the primary destination of PATCO riders, with 85 percent alighting there. Of these, one-half (50%) went to the end of the line at 16th and Locust streets, and one-third (33%) to 8th and Market streets.

- PATCO was primarily used for commuting to work during the survey periods, with an overwhelming majority (86%) listing this as the reason for their trip. Other work related trips, i.e., returning from work or travelling on company business, accounted for another 4 percent of all trips.

- Being able to avoid driving was cited most often as the reason for riding PATCO (62%), even though 83 percent had a vehicle available for this trip.

- A little more than one-half (56%) of those surveyed were male. The average age was 42, and the average annual household income was $53,000.

INTRODUCTION

This report summarizes the results of a survey of PATCO Hi-Speedline riders conducted by the Delaware Valley Regional Planning Commission for NJ TRANSIT in the Spring of 1990. This was one of three surveys of travelers crossing the Delaware River between South Jersey and Philadelphia. These surveys were guided by a steering committee composed of representatives from NJ TRANSIT, the New Jersey Department of Transportation, the Delaware River Port Authority and its transit operating subsidiary PATCO, the Burlington County Bridge Commission, and the counties of Burlington, Camden, and Gloucester. The other surveys were of NJ TRANSIT bus riders and auto drivers using either the Walt Whitman, Benjamin Franklin, Betsy Ross, or Tacony-Palmyra bridges. The results of these surveys are summarized in separate reports. The purpose of each survey was to provide basic data on trip origin-destination, mode, purpose, and frequency, as well as socio-economic background, in order to better understand mode choice behavior in this travel market.

These surveys are an outgrowth of the NJ TRANSIT study "Transit in South Jersey: The Mobility Challenge" (May 1989). That study looked at public transit needs in the southern portion of the state and concluded that a major capital investment in a new transit facility may be warranted in either the Gloucester or Burlington corridors. The study recommended that NJ TRANSIT conduct additional analyses to determine whether it would be feasible to pursue funding of an UMTA sponsored Alternatives Analysis/Environmental Impact Statement (AA/EIS) for a fixed guideway transit facility linking Burlington or Gloucester counties with Philadelphia. UMTA regulations require that the regional system planning process, which includes regional monitoring, problem identification, and plan/program development, select the corridor to be advanced into an AA/EIS and identify a set of promising alternatives for addressing the problems identified.

The 1989 study also recommended that NJ TRANSIT arrange for origin-destination surveys of all automobile and transit users crossing the Delaware in the greater Philadelphia area for the support of ongoing project planning efforts, including planning work associated with possible fixed guideway projects in the two corridors. These survey efforts are the first task in the recommended study commissioned by NJ TRANSIT to assess the feasibility of a fixed guideway transit facility in either the Burlington or Gloucester to Philadelphia corridors.

In the second task, DVRPC will use its travel simulation models to produce facility level ridership estimates for each corridor for a set of alternative technologies. Market specific data, gathered through the surveys, will be used to adjust the simulation models and to refine the alternatives to increase transit ridership. Preliminary operating and construction costs will be developed by an engineering consultant for each alternative in the third task, enabling the calculation of the UMTA index values for authorization of an AA/EIS study. NJ TRANSIT has contracted with the firm of Gibbs & Hill to perform the engineering cost analysis. Finally, NJ TRANSIT will conduct an assessment of the financial capacity of the region and its transit operators to support the most promising alternative while continuing to support existing services.

PATCO PASSENGER SURVEY STUDY AREA

━■━ PATCO

PREPARED BY
DELAWARE VALLEY REGIONAL PLANNING COMMISSION
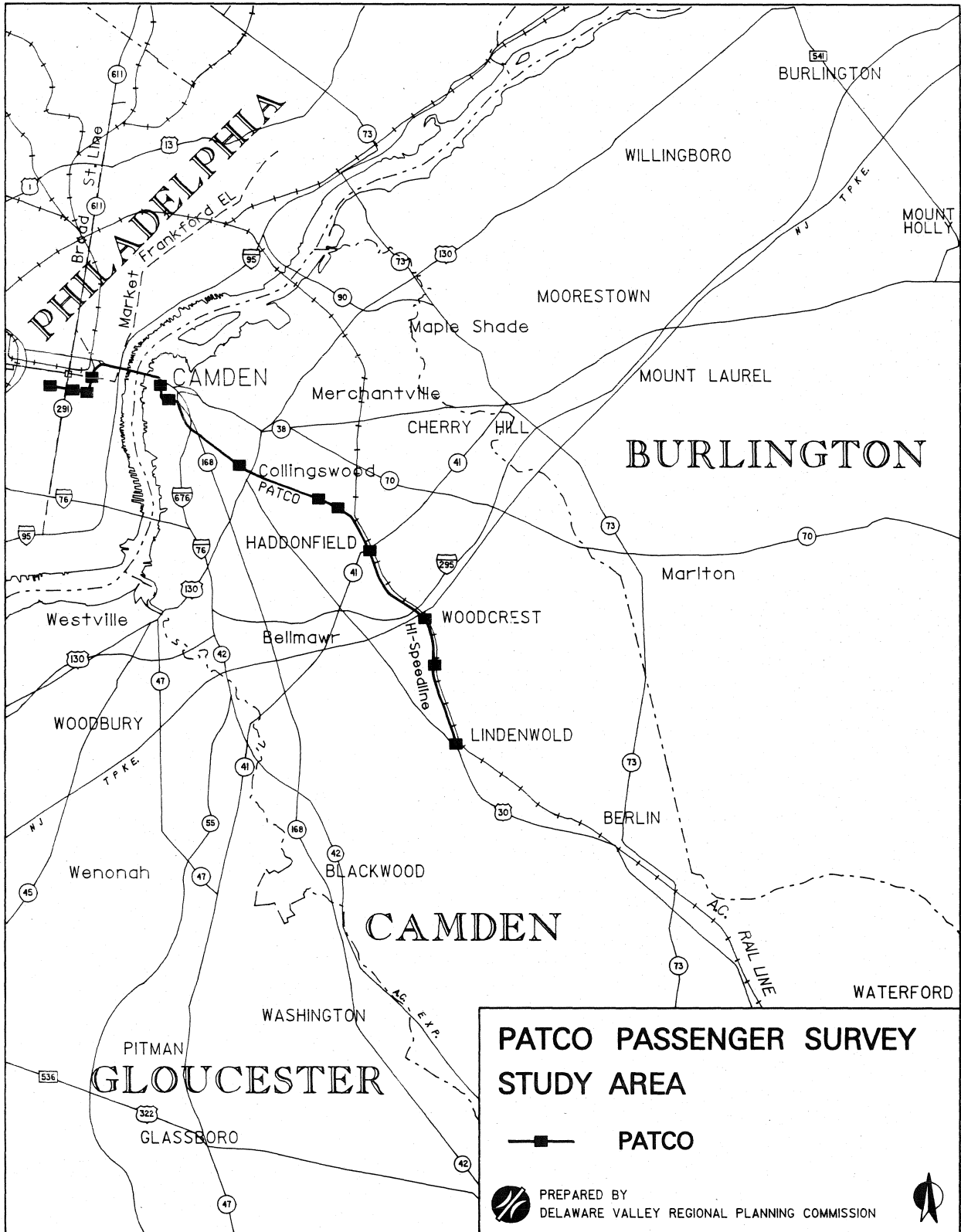
SURVEY QUESTIONNAIRE DESIGN

After meeting with the Study Committee to refine the survey objectives, DVRPC developed a draft survey questionnaire containing 25 major questions. The design layout called for the survey instrument to be printed on an 8 1/2 x 11 inch card with the questions arrayed on three panels and the business reply mailer on the fourth. DVRPC incorporated the comments and suggestions of the committee members into a final camera-ready mechanical using WordPerfect and a HP Laserjet II printer. A copy of the survey form is shown below.

The questionnaire surveyed PATCO Hi-Speedline riders in four general areas: (1) trip origins and destinations, (2) usage of PATCO, (3) attitude toward PATCO service, and (4) rider characteristics.

Trip Origins and Destinations

Questions 1 through 7 were designed to obtain information on trip origin and access to the boarding station. Question 1 asked for the time the rider received the survey, i.e., entered the station. This was used to differentiate between peak and off-peak period riders. Question 2 asked where the trip started and Question 3 asked for the boarding station. Questions 4 through 7 related to access mode, station choice, and the travel time and distance from the trip origin to the boarding station.

Additional information on the passenger's trip was requested in questions 8 through 12. Question 8 provided information on the type of fare paid by the passenger. Questions 9, 10, and 11 related to the alighting station, how the rider reached her/his final destination, and the location of that final destination. The final question in this category asked for the total travel time between trip origin and destination.

Usage of PATCO Hi-Speedline

Questions 13, 14, and 16 were designed to obtain information on trip purpose and riding habit. Question 13 asked the passenger for the main purpose of her/his trip. Choices given included work commutation, school, company business, shopping, medical/personal or social/recreational. Question 14 was designed along the lines of a travel-log, inquiring how many trips the respondent had made on PATCO during the previous week. Question 16 determined the number of years that the passenger has used the train for this particular trip.

Attitudes Toward PATCO Service

The purpose of Questions 15 and 17 through 19 was to elicit attitudes of users toward PATCO service. Question 15 inquired about the passenger's general reasons for using PATCO. Choices included, for example, time or money savings, automobile availability, and schedule convenience. Question 17 inquired about how the rider made this trip prior to using PATCO. Question 18 asked whether the passenger had an automobile available for

SURVEY QUESTIONNAIRE

PATCO PASSENGER SURVEY

The Delaware Valley Regional Planning Commission, in cooperation with PATCO and NJ TRANSIT, is conducting this survey to assess your transportation needs and to help us improve service. Please fill out this survey and mail the completed form. **NO POSTAGE NECESSARY. Thank you for your cooperation.**

1. What time was it when you received this survey? ____ : ____ am / pm

2. Where did you START this trip? (where trip began, not the station)

   _____
   [Street address or nearest intersection]

   _____ _____ _____
   [City or Town] [State] [Zip Code]

3. At which station did you BOARD this train? _____ Station

4. How did you get to this station? (Check one)

   1[ ] Walked
   2[ ] Was dropped off
   3[ ] Drove auto & parked
   4[ ] Rode in a carpool
   5[ ] Transferred from NJ TRANSIT route # _____
   6[ ] Transferred from SEPTA subway line _____
   7[ ] Transferred from SEPTA bus route # _____
   8[ ] Other _____

5. Why do you use this station? (Check one)

   1[ ] Closest to home
   2[ ] Parking available
   3[ ] Lower PATCO fare
   4[ ] Bus service available
   5[ ] Convenient highway access
   6[ ] Other _____

6. How long did it take you to get from your START location to this station? _____ minutes.

7. How far is your START location from this station? (Check one)

   1[ ] ¼ mile
   2[ ] ½ mile
   3[ ] 1 mile
   4[ ] 1-2 miles
   5[ ] 2-3 miles
   6[ ] 3-5 miles
   7[ ] 5-7 miles
   8[ ] 7-10 miles
   9[ ] 10-15 miles
   10[ ] 15-20 miles
   11[ ] 20-30 miles
   12[ ] 30 or more miles

8. What type of fare did you pay for this trip? (Check one)

   1[ ] One-Way Ticket
   2[ ] 2 Ride Ticket
   3[ ] 10 Ride Ticket
   4[ ] Senior Citizen Fare
   5[ ] Handicapped Fare
   6[ ] Other _____

9. At which station will you get off this train? _____ Station

10. After getting off this train, how will you get to your FINAL destination? (Check only one)

    1[ ] Walk only
    2[ ] Will be picked up
    3[ ] Drive auto I parked
    4[ ] Ride in carpool
    5[ ] Transfer to NJT bus route #
    6[ ] Transfer to SEPTA subway
    7[ ] Transfer to SEPTA bus route #
    8[ ] Other _____

11. Where is your FINAL destination? (where trip ends, not the station)

    _____
    [Street address or nearest intersection]

    _____ _____ _____
    [City or Town] [State] [Zip Code]

12. How long does it take you to travel from your START location to your FINAL destination? _____ minutes.

13. What is the main purpose of this trip? (Check one)

    1[ ] Going to Work
    2[ ] Returning from Work
    3[ ] School
    4[ ] Company business
    5[ ] Shopping
    6[ ] Medical/Personal
    7[ ] Recreation/Social
    8[ ] Going out to eat
    9[ ] Other _____

14. Please enter the NUMBER of times you boarded a PATCO train on each of the last seven days? (ie, If you used one train to get to work and one train to return home, that counts as 2 trains on that day.)

    1 Monday ____
    2 Tuesday ____
    3 Wednesday ____
    4 Thursday ____
    5 Friday ____
    6 Saturday ____
    7 Sunday ____

15. Why do you use PATCO? (Check the most important reasons)

    1[ ] Saves time
    2[ ] Frequent service
    3[ ] Avoid driving
    4[ ] Saves money
    5[ ] Convenient schedule
    6[ ] Comfortable ride
    7[ ] Car not available
    8[ ] Bus not convenient
    9[ ] Other (Specify) _____

16. How long have you been using PATCO for this trip? ____ / ____ mos / yrs

17. How did you make this trip before using PATCO? (Check one)

    1[ ] Did not make this trip
    2[ ] Car (drove alone)
    3[ ] Carpool
    4[ ] Vanpool
    5[ ] Bus
    6[ ] Other _____

18. Do you have a vehicle that could have been used for this trip? [ ] Yes [ ] No

SURVEY QUESTIONNAIRE - (Continued)
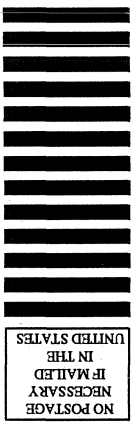
Fold Here

19. How would you rate PATCO service? (Circle the NUMBER for each of the following)

	Excellent		Average		Poor
Reliability	1	2	3	4	5
Express service	1	2	3	4	5
Travel time	1	2	3	4	5
Easily understood schedules	1	2	3	4	5
Customer assistance & notices	1	2	3	4	5
Train destination signs	1	2	3	4	5
Cleanliness of stations	1	2	3	4	5
Cleanliness of train	1	2	3	4	5
Heating & air conditioning	1	2	3	4	5
Cost of travel	1	2	3	4	5
Vehicle comfort	1	2	3	4	5
Frequency of service	1	2	3	4	5
Safety/security	1	2	3	4	5
Overall Performance	1	2	3	4	5

20. Are you: 1[ ] male　2[ ] female

21. What is your age? ___ years

22. What is your race? 1[ ] White　2[ ] Black　3[ ] Asian　4[ ] Other ___

23. What is your household income per year? (Check one)
1[ ] Under $10,000　4[ ] $25,000 - $35,000　7[ ] $75,000 - $100,000
2[ ] $10,000 - $15,000　5[ ] $35,000 - $50,000　8[ ] $100,000 or more
3[ ] $15,000 - $25,000　6[ ] $50,000 - $75,000

24. Are you: (Check one)
1[ ] Employed Full-time　3[ ] Retired　5[ ] Homemaker
2[ ] Employed Part-time　4[ ] Currently Unemployed　6[ ] Student

25. What is the highest level of schooling you have completed? (Check one)
1[ ] Elementary School　4[ ] Some College　7[ ] Vocational School
2[ ] Some High School　5[ ] Graduated College　8[ ] Special School
3[ ] Graduated High School　6[ ] Post-Graduate School　9[ ] Other ___

Thank you. Now please fold, seal and drop in ANY MAILBOX.
NO POSTAGE NECESSARY

this particular trip, and Question 19 asks the passenger to rate PATCO service in areas such as reliability, cleanliness, cost, information, and frequency of service. The scale ranged from 1 (excellent) to 5 (poor).

Rider Characteristics

Questions 20 through 25 were designed to obtain data on the demographic and socio-economic characteristics of PATCO riders. The first three queried the respondents' gender, age, and race. Question 23 inquired about household income and Question 24 asked for the person's employment status, with categories such as employed full-time, employed part-time, retired, student, homemaker, and unemployed. The final question, number 25, queried the respondents' level of education.

SAMPLE DESIGN

The number of survey questionnaires distributed to PATCO passengers was estimated on the basis of specified sampling errors and confidence limits, and the expected response rate of correctly completed surveys. The sampling error was set at $\pm$ 5 percent at 95 percent confidence level. From previous experience with similar mailback surveys, it was appropriate to assume that 40 percent of the survey forms distributed to PATCO passengers would be completed and returned to DVRPC.

Based on these assumptions and statistical theory, the total number of survey questionnaires required for distribution to passengers during peak and off-peak hours (6:00 am - 9:00 am and 10:00 am - 1:00 pm) was estimated to be approximately 7,800, or about 47 percent of the number of passengers who typically board PATCO during these time periods.

To ensure adequate sample size at the station level, boardings at each station during the survey period were examined. This analysis indicated that the number of surveys for each station should be at least 35 percent of the boardings. The sample size for stations with small numbers of boardings was estimated at a much higher rate. For example, the tabulation shows that survey questionnaires were given to almost all passengers who boarded at 10th and Locust streets.[1]

The sampling error was computed based on the number of responses for each answer and is shown on the tabulations in the Appendix.

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[1] The low response rate at the City Hall station can be largely attributed to a problem involving questionnaire distribution. After only one-half hour of distribution, the assisting PATCO employee was called away.

Sample Size, Questionnaire Distribution, and Response Rate

Station	Survey Day	Ridership (Estimated 6:00am-1:30pm)	Forms to Distribute		Forms Needed for Sample		Actual Questionnaires		Response Rate
			Number	Percent	Number	Percent	Distributed	Returned	
Lindenwold	Wed 5/30	3,704	1,350	36%	556	15%	1,216	606	50%
Ashland	Thurs 5/31	1,823	690	38%	273	15%	582	309	53%
Woodcrest	Wed 5/30	2,060	810	39%	309	15%	702	396	56%
Haddonfield	Thurs 5/31	1,579	690	44%	237	15%	614	327	53%
Westmont	Wed 5/30	1,129	510	45%	169	15%	432	251	58%
Collingswood	Thurs 5/31	1,136	510	45%	170	15%	398	182	46%
Ferry Avenue	Wed 5/30	2,180	930	43%	327	15%	725	320	44%
Broadway	Thurs 5/31	384	360	93%	116	30%	360	73	20%
City Hall	Wed 5/30	442	420	95%	132	30%	409	29	7%
8th&Market	Thurs 5/31	960	700	73%	144	15%	217	84	39%
10th&Locust	Wed 5/30	182	180	99%	56	30%	93	27	29%
13th&Locust	Thurs 5/31	216	180	83%	66	11%	180	46	26%
16th&Locust	Thurs 5/31	780	480	62%	118	15%	196	75	38%
TOTAL		16,575	7,810	47%	2,673	16%	6,124	2,725	44%

Source: DVRPC

CONDUCT OF THE SURVEY

Survey questionnaires were distributed by PATCO and DVRPC employees. Prior to delivering the survey questionnaires to PATCO, DVRPC staff prepared separate packages containing the appropriate number of peak and off-peak surveys for each station. Employees were instructed to distribute questionnaires to passengers before they boarded the train, being careful to spread the distribution of the forms over the entire period. They were also instructed to return the undistributed questionnaires to DVRPC.

Depending upon the sample size, one to three persons were assigned to distribute questionnaires at each of the 13 PATCO stations. Three persons were assigned to the Lindenwold station and two were required at five stations. One person sufficed at the remaining seven stations. The survey was scheduled for two consecutive days, May 23 and 24, 1990. Six stations were surveyed on the first day and seven on the second.

Of the 6,124 surveys that were actually distributed, 2,725 or 44 percent were returned. This response rate was slightly higher than that assumed in the sample design (44% versus 40%). Only 2,053 were used in the final analysis, as some forms were incomplete or not needed to meet the sample design.

DATA PREPARATION

DVRPC has developed microcomputer software to handle the data entry, coding, and tabulation tasks of analyzing surveys such as the PATCO Hi-Speedline Survey. The program is fully interactive and menu driven, making it easy to use. The files are in standard dBASE format, so that NJ TRANSIT can perform further analyses.

The completed mailback surveys were sorted by station and time of travel (based on serial numbers) to assist in computer entry and editing. Each form was inspected to determine if origin and destination ZIP codes had been given. If not, the additional location information requested from the respondent was used to determine the ZIP. The computer program used for data entry was able to automatically look up the ZIP for any town in the bi-state region. Responses to other questions were reviewed for internal consistency.

The mailback method used in this survey may have resulted in an over-representation of regular commuters, who perceive that they have the most to gain by responding. The extent of this potential bias is, however, unknown.

SURVEY RESULTS

This section of the report provides summary discussions of the responses received from the mailback surveys. The discussions are based on tabulations of the data prepared by DVRPC which are included in the Appendices. The tabulations are presented in two formats. The Question-by-Question Tabulations show the number and percentage of responses to each question on the survey form. These tabulations are found in Appendix A. The Origin-Destination Trip Tables show the number of trips between counties in the region (as well as Center City, and Other) as identified from the responses to Questions 2 and 11. These tabulations are found in Appendix B.

QUESTION-BY-QUESTION SUMMARY[2]

The tabulations in Appendix A show the number of valid returns for each response and the number of returns with no response. Next to the number of returns is the percent these returns represent of the total valid responses and the error associated with that percent. The error figure ($+/-$) indicates the interval (at 95% confidence) on either side of the stated percentage that should be allowed, given the size of the sample and the number of responses. The results of the tabulations are based on the aggregate responses to the survey and have not been factored to reflect the sampling rates.

This discussion of the survey results is approached on a question by question basis. In each case a definition of limits or terms is presented, where necessary, and this is followed by a review of the results for all respondents. The analysis then presents the results broken down into station groupings: *City* (the four stations located in Philadelphia, and City Hall and Broadway stations in the City of Camden); and *Suburban* (Ferry Avenue station in the City of Camden and the other New Jersey stations). The results were then examined based on county of origin. Results from Burlington, Camden, and Gloucester counties are presented and significant differences are noted where they exist. An examination was also conducted disaggregating the survey results by time of travel into peak and off-peak periods, with the peak defined as the interval between 6:00 am and 9:00 am and the off-peak from 10:00 am to 1:00 pm.

In addition to the trip type terminology discussed above, other terms used in the analysis are defined as follows. For analysis purposes, the age responses were assigned to three groups, defined as: *Youth* (less than 20 years of age); *Adult* (20 to 61 years of age, inclusive); and, *Senior* (62 years of age and older). Question 23 on the survey form listed eight categories of household income. This was necessary for accuracy in determining average income and to provide appropriate marketing data to NJ TRANSIT. For some of the analyses, however, a clearer picture was gained by combining the eight categories under three headings: *Low-Income* ($15,000 or less per year); *Middle-Income* ($15,000 - $75,000); and *High-Income* ($75,000 or more). Finally, for this survey, Center City Philadelphia is defined by the zip codes located between the Delaware and Schuylkill rivers, and Callowhill and Pine streets (19101-10, excluding 19104).

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[2]Unless otherwise noted, the tables and graphs that appear within the question-by-question summary are of the overall results.

Question 1: Time of Boarding

BOARDING TIME

Source: DVRPC
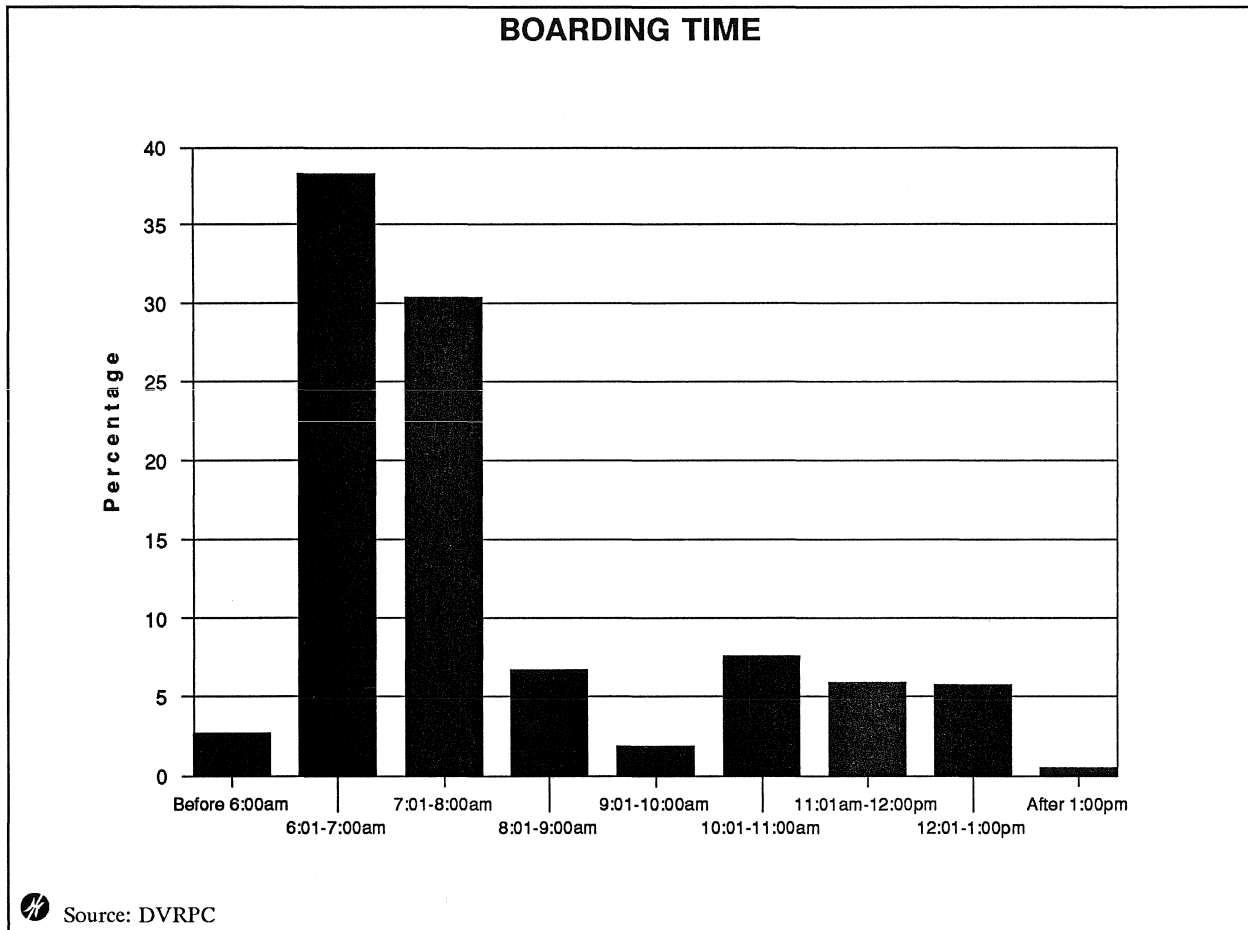
Since survey forms were distributed to passengers as they came through the station turnstiles, the time listed reflects their boarding time. The following discussion reflects the survey returns as distributed and returned. For more accurate statistics on hourly boarding volumes, PATCO turnstile readings should be used.

The above bar chart shows the distribution of boarding times for respondents over the survey period (6:00 am - 9:00 am and 10:00 am - 1:00 pm), and shows that the majority (71%) of riders had boarded the train by 8:00 am. Three-fourths (75%) of the respondents using stations in suburban New Jersey had boarded their trains by 8:00 am, whereas only 47 percent of those using city stations had done so by then. Suburban riders board earlier because of the extra distance they must cover in order to reach their destination on time.

The percentage of survey respondents who boarded the train by 8:00 am from each of the three counties (Burlington, Camden, and Gloucester) was nearly identical (77%, 73%, and 76%, respectively), as was the percentage of those boarding after 10:00 am (14%, 19%, and 16%, respectively).

Three-fourths (75%) of the survey respondents traveled during the peak period.

Question 2: County of Origin

ORIGIN

Other (3%) ———

Gloucester (9%) ———

———— Center City (4%)

———— Phila (Other) (3%)

Burlington (16%)

Camden (65%)

Source: DVRPC
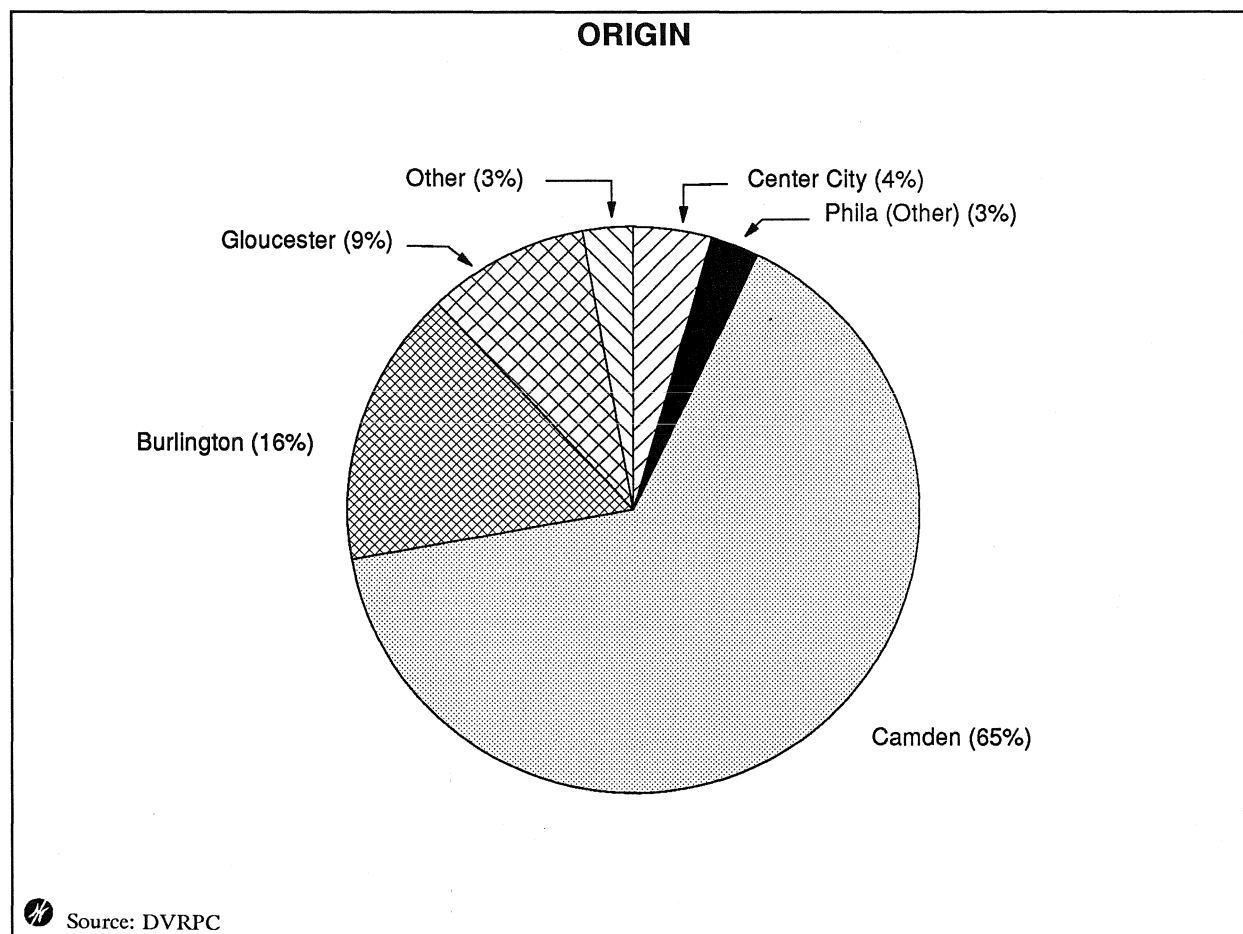
PATCO riders were asked to give the street address, city, state, and zip code of where they started their trip. Nearly two-thirds (65%) began their journey in Camden County, a reflection of the fact that the entire New Jersey portion of the PATCO line is contained within Camden County. Burlington County contributed the next highest number of riders with 16 percent. Only Gloucester and Philadelphia counties contributed any remaining significant number of riders, with 9 percent and 7 percent (61% of those originating in Philadelphia came from Center City), respectively. The majority (68%) of the survey respondents originating in Philadelphia are reverse commuters on their way to jobs in New Jersey.

Of all respondents boarding at suburban stations, 70 percent were from Camden County, 18 percent from Burlington County, and 10 percent from Gloucester County. Of all those boarding at city stations in Camden, 7 percent were from Burlington County, 70 percent from Camden County, 7 percent from Gloucester County, and the remaining 16 percent from other counties both inside and outside the region.

With the exception of Center City, there was no significant difference between peak and off-peak travel in relation to where survey respondents started their trips. During the off-peak

period a greater number of riders where from Center City than during the peak (10% versus 3%, respectively).

Question 3: Boarding Station

Boarding Station	Percent of Total
Suburban Stations	
Lindenwold	23
Ashland	12
Woodcrest	14
Haddonfield	11
Westmont	8
Collingswood	7
Ferry Ave	13
City Stations	
Broadway	3
City Hall	1
8th & Market	3
10th & Locust	1
13th & locust	1
16th & Locust	3
Total	**100**

Source: DVRPC

The vast majority (88%) of survey respondents boarded the train at suburban stations. Of the remaining 12 percent, two-thirds (67%) boarded at stations in Philadelphia and the rest at stations in the City of Camden. During the survey hours, 6:00 am - 9:00 am and 10:00 am - 1:00 pm, nearly one-fourth (23%) of all respondents boarded at the Lindenwold station. Since this station is at the end of the line, it acts as a collector for the rapidly developing area around it. The Woodcrest and Ferry Avenue stations had the next highest number of boardings (14% and 13%, respectively). Both of these stations are located next to major highways and have large parking lots.

Looking at the county of origin for respondents who boarded at New Jersey stations, it is evident that in most cases the majority were from Camden County. The exception to the rule is the Woodcrest station. Because of easy access afforded by I-295, the majority (52%) of respondents at Woodcrest came from Burlington County, while 36 percent and 11 percent came from Camden and Gloucester counties, respectively. The only other significant anomaly occurred at the Ferry Avenue station, which has easy access via US 130 from Gloucester County. That county originated 29 percent of those boarding there.

Only at the Lindenwold and Ashland stations were there any significant differences between peak and off-peak periods. These stations contributed a lower percentage of overall ridership during the off-peak than they did during the peak (Lindenwold: 25% of all peak riders versus 16% of off-peak; and Ashland: 13% versus 6%). This phenomenon is a reflection of the fact that the vast majority of riders at these stations are commuting to work.

Question 4: Access Mode to Station

ACCESS MODE

Was Dropped Off (6%)

Walked (16%)

Other (3%)

Transferred From Transit (7%)

Drove Auto & Parked (69%)

Source: DVRPC
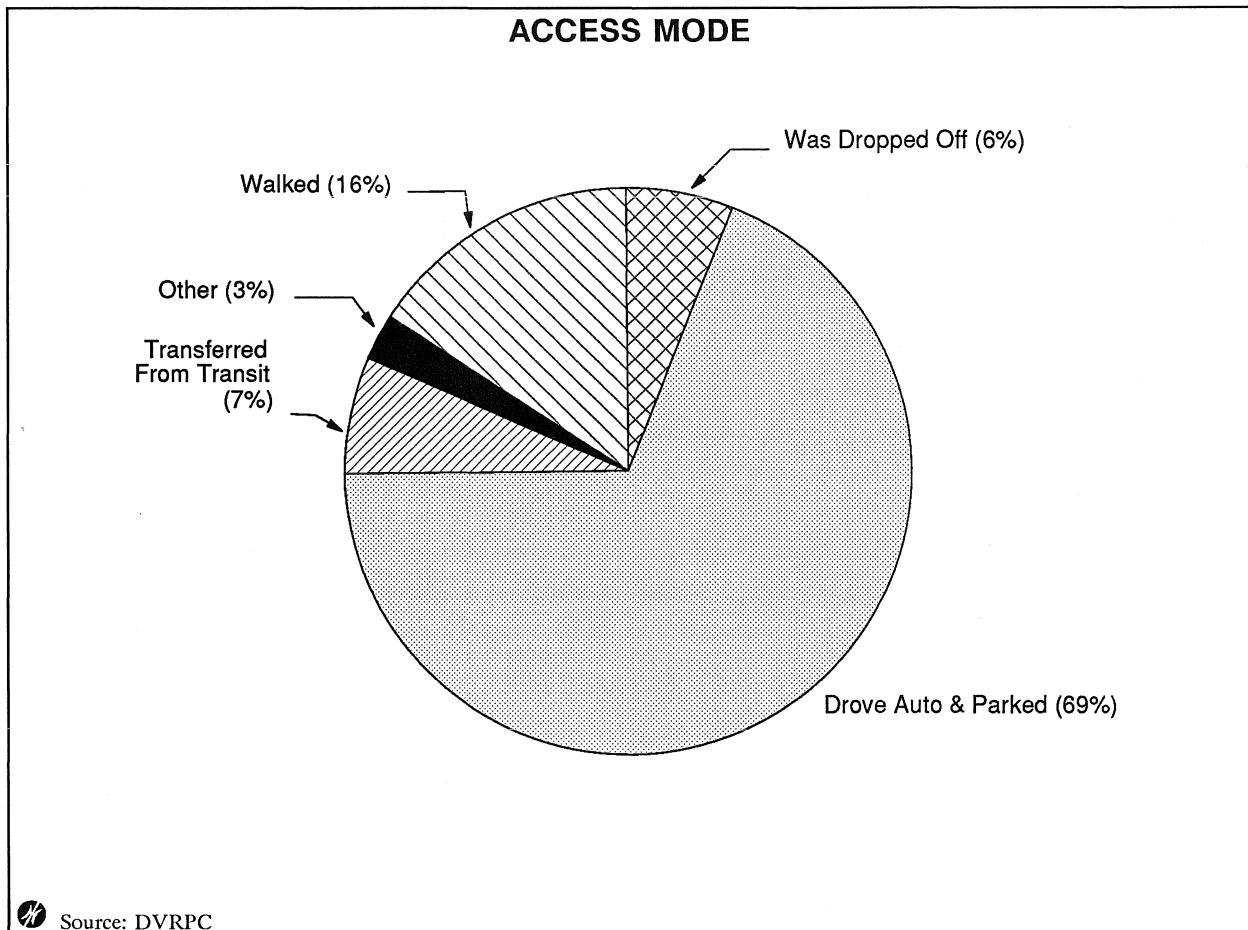
Survey respondents were asked how they reached their boarding station. The vast majority (69%) answered that they drove to the boarding station and parked there. Only 16 percent walked and only 6 percent were dropped off. The remaining modes, riding in a carpool or transferring from other forms of public transit, accounted for only 9 percent of the total.

The greatest number of respondents who used the city stations in Philadelphia and the City of Camden walked to their boarding station (52%). Respondents from these stations also exhibited a much higher rate of transferring from other forms of public transit (33% versus 7% overall). At stations located in the older suburban communities of Haddonfield, Westmont, and Collingswood, a larger percentage of respondents walked to the station than at stations in the more distant suburban communities of Lindenwold, Ashland, and

Woodcrest (19-29% versus 1-9%). The older communities tend to be more compact with residential development relatively close to the station.

The overwhelming majority of survey respondents from Burlington and Gloucester counties reached their boarding station by driving their automobiles to the station and then parking there (94% each). Only in Camden County did a significant number of respondents arrive via other modes (17% walked, 8% were dropped off, and 4% used transit). Still, over two-thirds (69%) of all respondents in Camden County drove their automobiles to the station and parked there.

During off-peak hours fewer respondents used automobiles to reach their boarding station than in the peak period (73% during peak hours and 54% off-peak). Conversely, more respondents walked to their boarding station during the off-peak period (12% during peak hours and 28% off-peak). For those persons being dropped off, there was no difference between the peak and off-peak periods (6% each).

Question 5: Reason for Station Choice

Reason for Station Choice	Number of Riders	Percent of Total
Closest to Home	1258	68
Parking Available	131	7
Lower PATCO Fare	73	4
Bus Service Available	41	2
Convenient Highway Access	187	10
Other	165	9
Total	**1855**	**100**

Source: DVRPC

PATCO riders were asked why they chose the boarding station they did. The majority (68%) used the station they did because of its proximity to their home, with the remaining choices being of only minor importance.

Respondents boarding at suburban stations showed a significantly higher tendency than those boarding at city stations to choose a station near their home (72% versus 37%). However, many PATCO riders boarding at city stations transfer from other forms of public transit.

Whereas over three-fourths (79%) of all survey respondents from Camden County chose the station they did as their boarding station because of its closeness to their home, respondents from Burlington and Gloucester counties gave that reason only 55 percent and 48 percent of the time, respectively. In the latter two counties convenient highway access was also considered important (Burlington County 28% and Gloucester County 27%). This reflects

the fact that the majority of riders traveling from Burlington and Gloucester counties are traveling greater distances overall to reach their boarding station and thus choose a station based on its convenience to major highways in the area.

Respondents traveling during the off-peak period were less likely to choose a station based on its proximity to home than those traveling during the peak period (54% versus 72%). Conversely, parking availability was more important during the off-peak period than during the peak period (12% versus 6%).

Question 6: Access Time to Station

Source: DVRPC
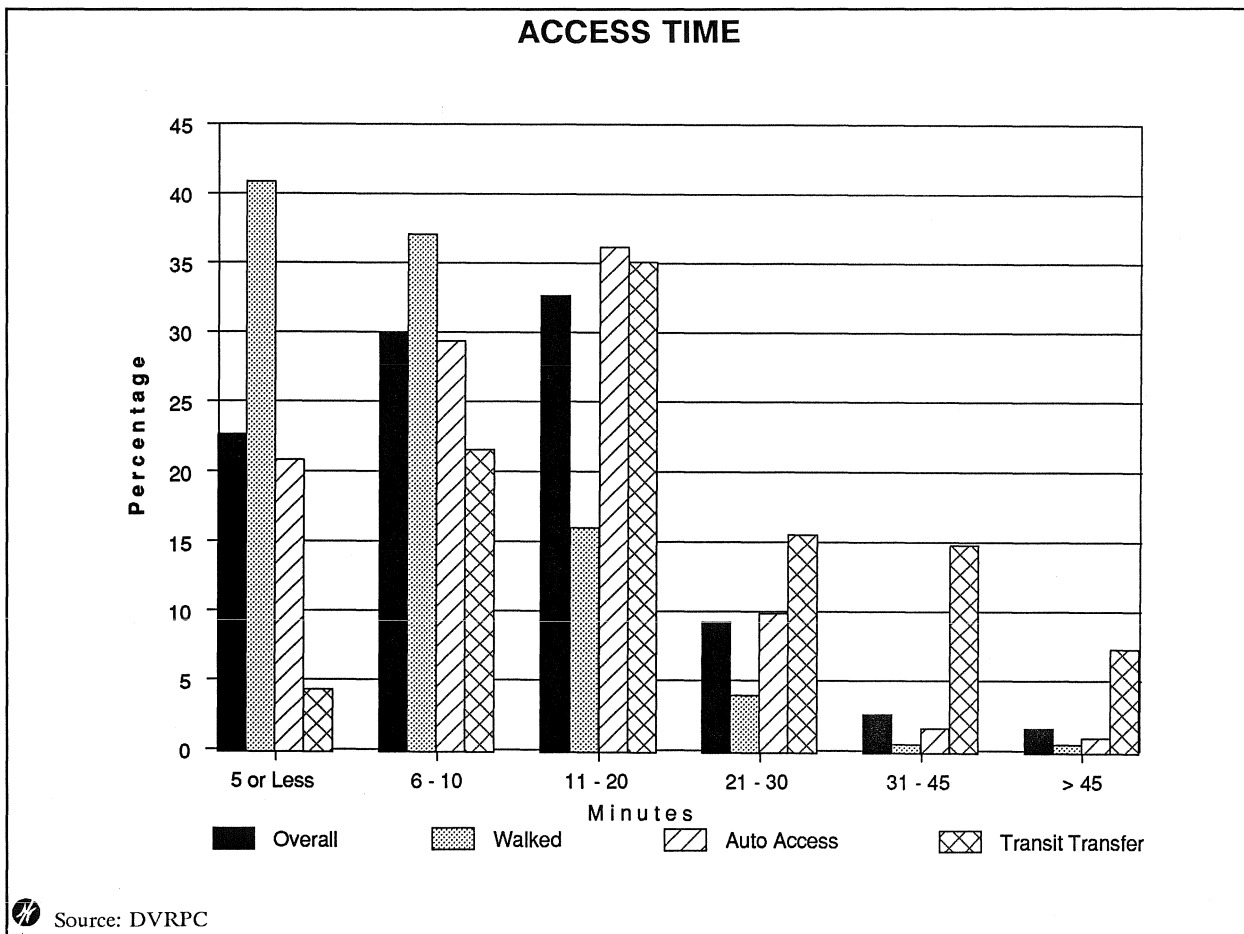
Access time is the time required to reach the boarding station from the starting point. The bar chart gives the breakdown by time interval. The overall average access time for survey respondents was 14.3 minutes.

The average access time for respondents boarding at city stations was 17.7 minutes, whereas for suburban stations it was only 13.8. A large portion of the higher average access time for city stations can be attributed to the fact that many persons boarding at these stations are transferring from other forms of public transportation. Trips taken on buses, subways, and

trains to reach city stations tend to take longer than those taken by automobile to reach suburban stations.

The average access time for Camden County residents (9.9 minutes) was less than half that of both Burlington (20.5 minutes) and Gloucester (21.6 minutes) counties. This comes as no surprise since the entire New Jersey portion of the PATCO line is located in Camden County, with those persons starting their trip there generally having both less distance to travel and easier access. Overall, less than 1 percent of all respondents took more than 60 minutes to reach their boarding station.

There was no significant difference in access time between peak and off-peak periods.

Question 7: Access Distance to Station

Source: DVRPC
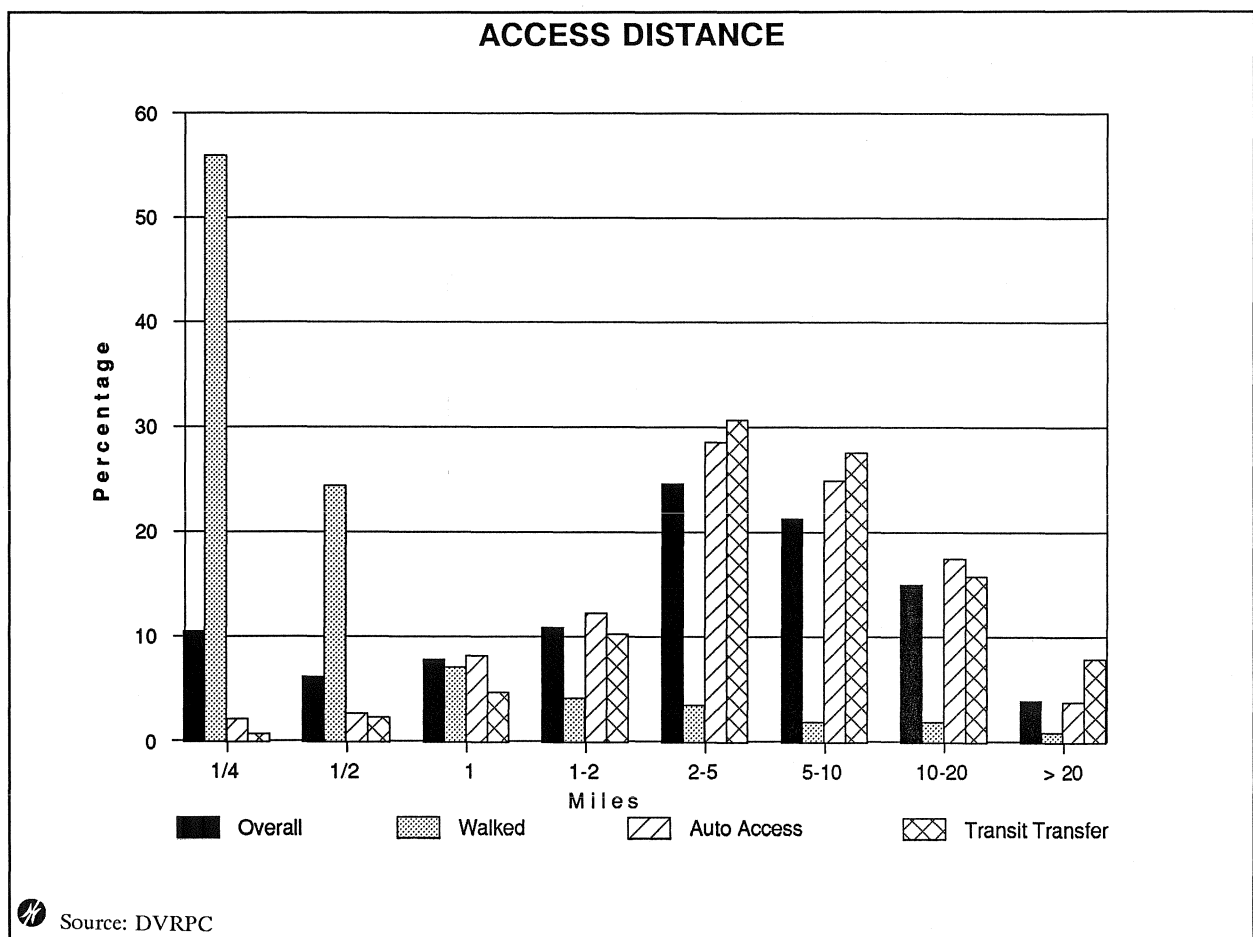
Access distance is the distance traveled from the starting point to the boarding station. The bar chart shows the distribution by mileage interval.

The average distance traveled was 5.9 miles, and did not vary significantly between those boarding at city stations (6.0 miles) and those boarding at suburban stations (5.9 miles).

In contrast, county of residence did prove to be a determining factor. Residents of Camden County traveled less than a third (3.1 miles) of the distance required by those of Burlington (10.8 miles) or Gloucester (12.1 miles) counties.

There was no significant difference in access distance between the peak and off-peak periods.

These average access distances and times translate to an overall average access speed of 25 miles per hour and 32, 19, and 34 miles per hour for the three counties (Burlington, Camden, and Gloucester, respectively).

Question 8: Type of Fare

TYPE OF FARE

Senior Citizen Fare (3%)

Other (1%)

One-Way Ticket (9%)

10-Ride Ticket (39%)

2-Ride Ticket (49%)

Source: DVRPC
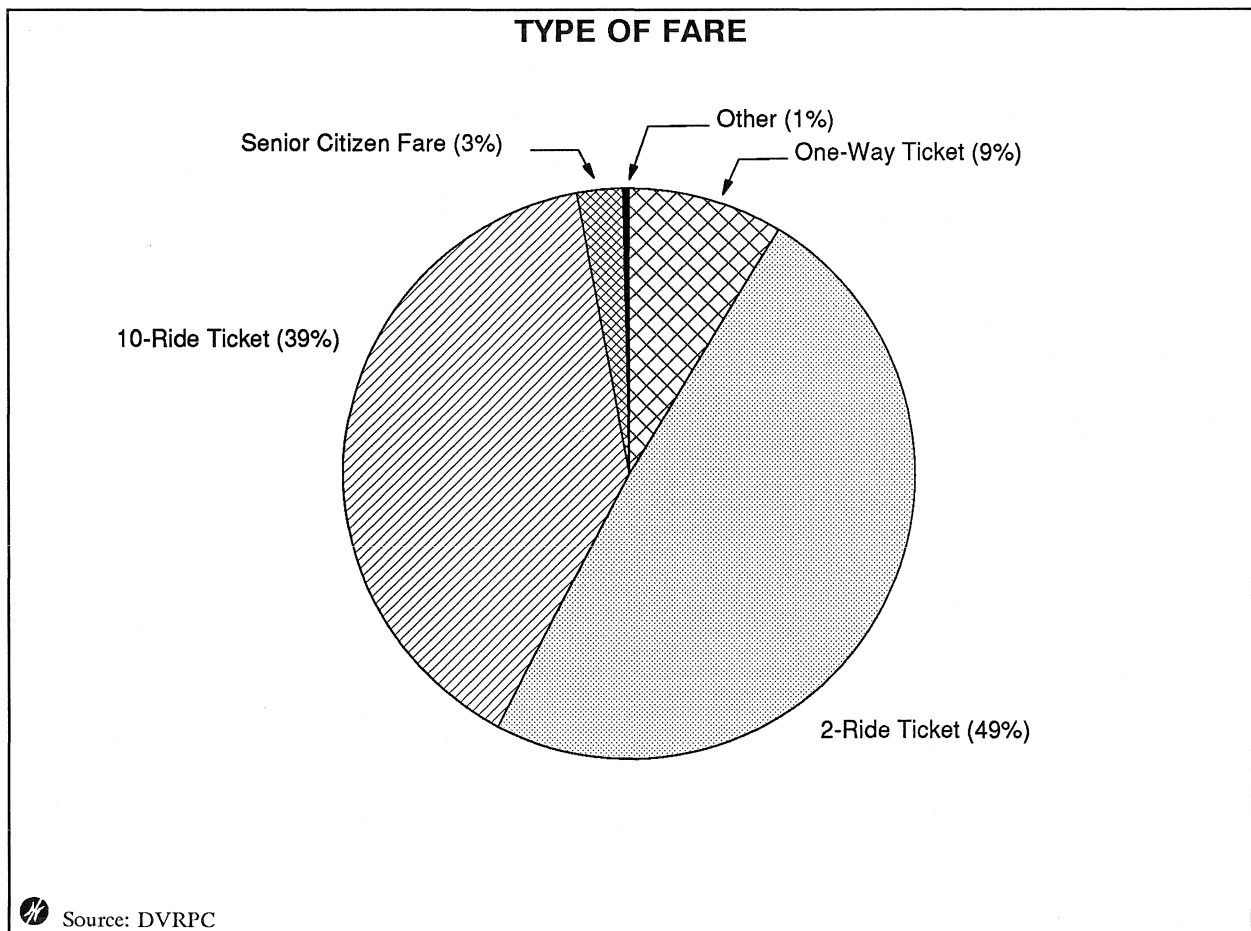
PATCO sells one-way, round trip, and 10-Ride tickets. The largest share (49%) answered that they used 2-Ride tickets for the trip they were presently making. The next highest rate of response was the use of 10-Ride tickets at 39 percent. Most of the remaining 12 percent was distributed between one-way tickets (9%) and senior citizen fares (3%).

There was a significant difference in the type of fares paid between respondents who boarded at city stations and those who boarded at suburban ones. At city stations the use

of one-way tickets (41%) was most prevalent, whereas at suburban stations only 4 percent paid by this method. Conversely, more than half (52%) of all respondents at suburban stations used 2-Ride tickets, while only 29 percent did so at city stations. Finally, at the suburban stations 42 percent used 10-Ride tickets, whereas only a fourth (25%) did so at city stations. Part of the reason for the high use of one-way tickets at city stations is the fact that at PATCO stations in Philadelphia only one-way tickets are available for purchase, and in Camden a large proportion of respondents are from lower-income households who tend to purchase a higher proportion of one-way tickets than do other income groups.

The majority (51%) of Burlington County residents used 10-Ride tickets, while most of the remainder (46%) used 2-Ride tickets. In contrast, residents of Camden and Gloucester counties exhibited just the opposite pattern of fare usage (51% and 60%, respectively, for 2-Ride tickets, and 39% and 36%, respectively, for 10-Ride tickets).

During the off-peak period a greater percentage of respondents used one-way tickets than during the peak period (17% versus 6%), whereas 10-Ride tickets were used more during the peak period than during the off-peak (46% versus 17%). This pattern reflects the fact that commuters going to work are more likely to purchase multiple-ride tickets.

Question 9: Alighting Station

Since the survey was conducted in the morning, the majority (85%) of the survey respondents went to one of the four stations in Philadelphia. One-half (50%) of these went to the end of the line at 16th & Locust streets, which is near the center of the city's major office complex. The station at 8th & Market streets, which is in a retail area and offers connections to SEPTA rail and transit lines, attracted one-third (33%) of the Philadelphia bound riders.

Of the riders alighting in New Jersey, 40 percent exited at one of the two stations in the Camden CBD (21% at City Hall and 19% at Broadway). Lindenwold and Haddonfield attracted 16 percent and 12 percent, respectively, of the New Jersey bound market. At Lindenwold passengers can change to and from Atlantic City trains.

Of all respondents from Camden County, 42 percent alighted at 16th & Locust streets and 33 percent at 8th & Market streets. Respondents from Burlington and Gloucester counties also alighted most often at the same stations, but at different rates. At 16th & Locust streets it was 59 percent for Burlington County and 57 percent for Gloucester, and at 8th & Market streets, 26 percent for Burlington County and 21 percent for Gloucester.

The majority of respondents who began their trip in Pennsylvania were reverse commuters going to jobs in New Jersey. City Hall station was the most often cited destination, with 20 percent. The next highest was Lindenwold at 19 percent. The only other stations with a significant response rate were Broadway and Haddonfield (12% and 13%, respectively).

Respondents who traveled during the peak period exhibited a different distribution of responses from those who traveled during the off-peak. During the off-peak a higher

Alighting Station	Percent of Total
Suburban Stations	
Lindenwold	2
Ashland	1
Woodcrest	1
Haddonfield	2
Westmont	1
Collingswood	1
Ferry Ave	1
City Stations	
Broadway	3
City Hall	3
8th & Market	28
10th & Locust	7
13th & locust	7
16th & Locust	43
Total	**100**

Source: DVRPC

percentage of respondents alighted at suburban stations than during the peak (21% versus 5%). The major difference, however, occurred at 16th & Locust streets in Philadelphia. The number of alightings at this station decreased rather significantly from the peak to the off-peak period (47% versus 28%). This is caused mostly by the fact that this station attracts fewer discretionary trips, which are relatively more important during off-peak hours.

Question 10: Egress from Station

PATCO riders were asked how they reached their final destination after leaving the train. The overwhelming majority (83%) walked, with transfer to SEPTA subway being the only other mode of significance (7%).

Of the respondents alighting in New Jersey, over half (53%) walked from the station, 18 percent drove away in an automobile they had parked, 13 percent were picked up, and 7 percent transferred to a NJ Transit bus.

Respondents from both Burlington and Gloucester counties exhibited nearly identical response rates, with walk being the main mode of egress (93% each). Only in Camden County was there a small deviation from this pattern, with a slightly lower proportion (84%) citing walk as their mode of egress.

EGRESS MODE

Drive Auto I Parked (3%)
Will Be Picked Up (2%)

Transfer to SEPTA Subway (7%)

Other (4%)

Walk Only (83%)

Source: DVRPC
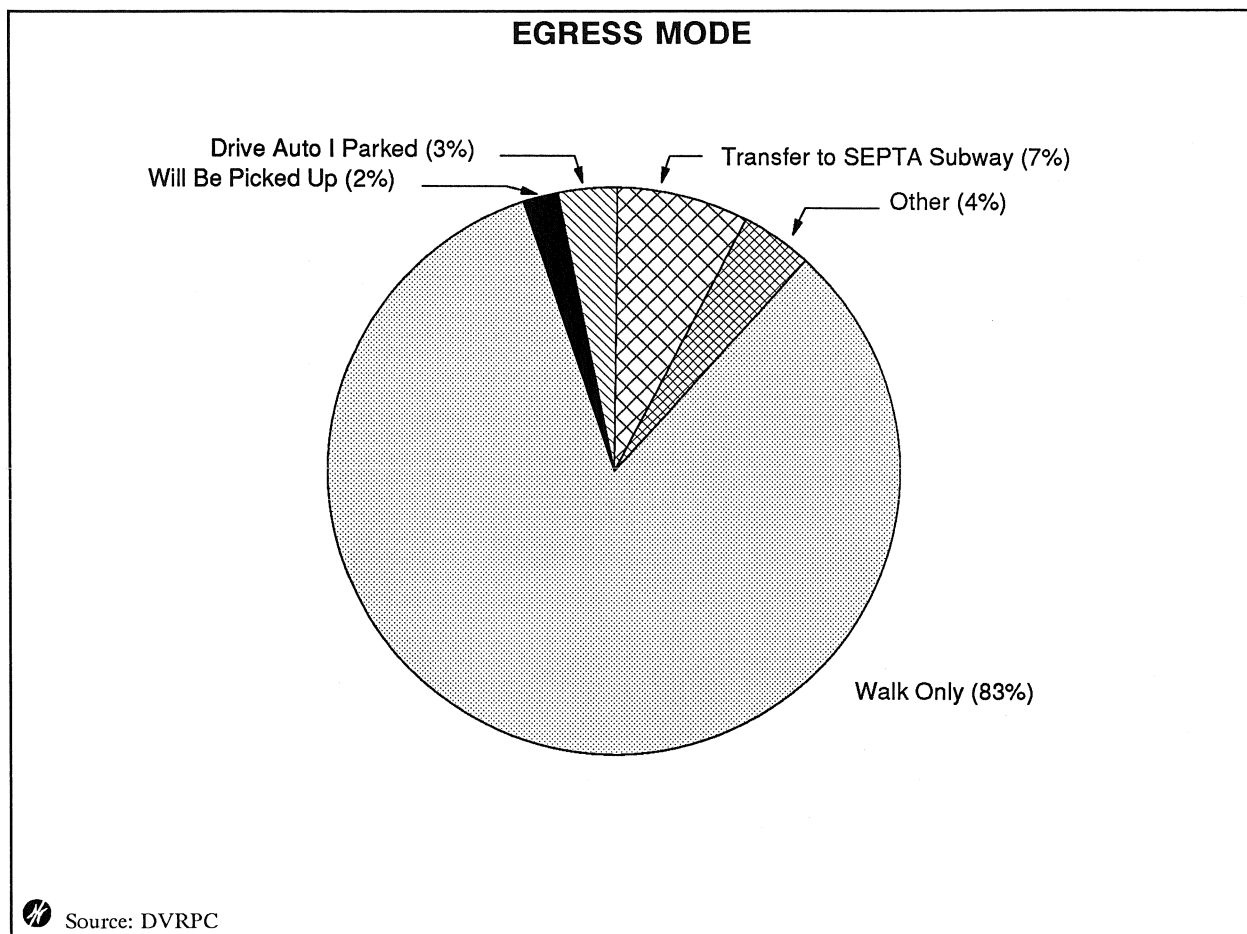
Respondents who started their trip in Pennsylvania cited walk (44%) as their primary mode of egress, with park-and-ride (22%) and being picked up (16%) as the next most important methods.

During the peak period slightly more respondents walked to their destination than during the off-peak (86% versus 74%). Conversely, during the off-peak more riders left in an automobile that they had previously parked than during the peak (10% versus 1%).

Question 11: Trip Destination

The largest proportion (84%) of survey respondents were destined for Philadelphia, with nearly nine-tenths (89%) of those riders going to Center City. Most of the remainder (12%) were destined for Camden County, with only a very small percentage to Burlington and Gloucester counties (1% each).

Of PATCO riders traveling from Pennsylvania to New Jersey during the survey hours, 81 percent were destined for Camden County, with only a small proportion heading for either Burlington or Gloucester counties (9% and 4%, respectively).

DESTINATION

Other (3%)

Camden (12%)

Phila (Other) (9%)

Center City (75%)

Source: DVRPC
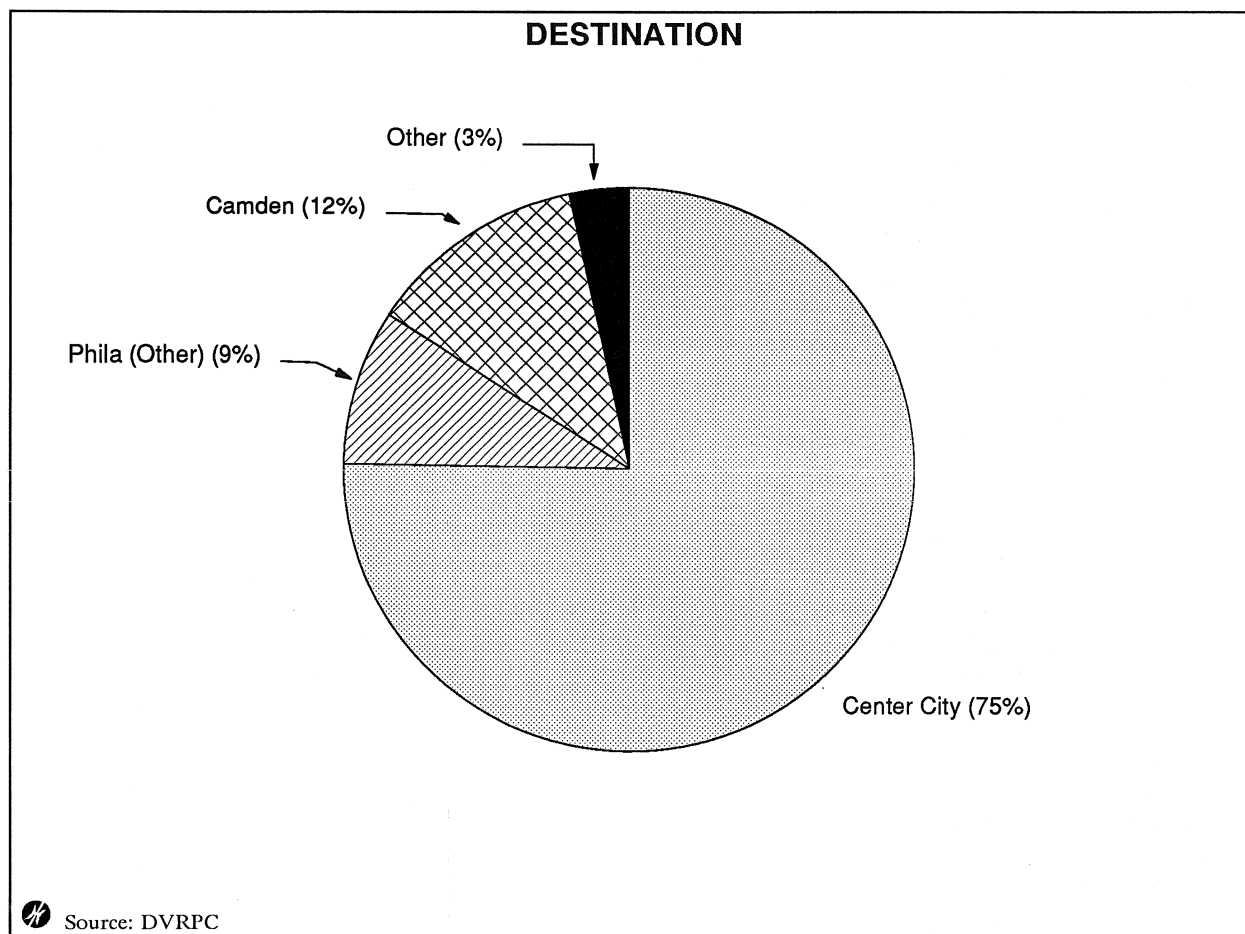
The overwhelming majority of respondents from Camden, Burlington, and Gloucester counties were destined for Philadelphia (88%, 97%, and 98%, respectively). Only in Camden County, where 9 percent were destined to locations within the county, was any other significant destination indicated.

Fewer respondents were destined for Philadelphia during the off-peak period than during the peak (70% versus 88%), whereas for the proportion destined for Camden County just the opposite was true (23% during the off-peak period versus 10% during the peak).

Question 12: Total Travel Time

PATCO riders were asked how long it took them to travel from their starting location to their final destination, including access, in-vehicle, and egress times. The bar chart shows the distribution of responses by time interval. The average travel time for all respondents was 45 minutes.

The difference in average total travel time between those respondents boarding at city stations and those at suburban stations was insignificant (47.4 minutes versus 44.6 minutes), but some dependence was noted based on county of residence. Since respondents from Burlington and Gloucester counties have to travel further to reach their boarding station

TOTAL TRAVEL TIME

(Bar chart: Percentage vs. Minutes)

Minutes	Percentage (approx.)
10 or Less	~4.4
11-20	~6.9
21-30	~13.8
31-40	~19.3
41-50	~27
51-60	~18.7
61-70	~3
71-80	~3.1
> 80	~3.3

Source: DVRPC
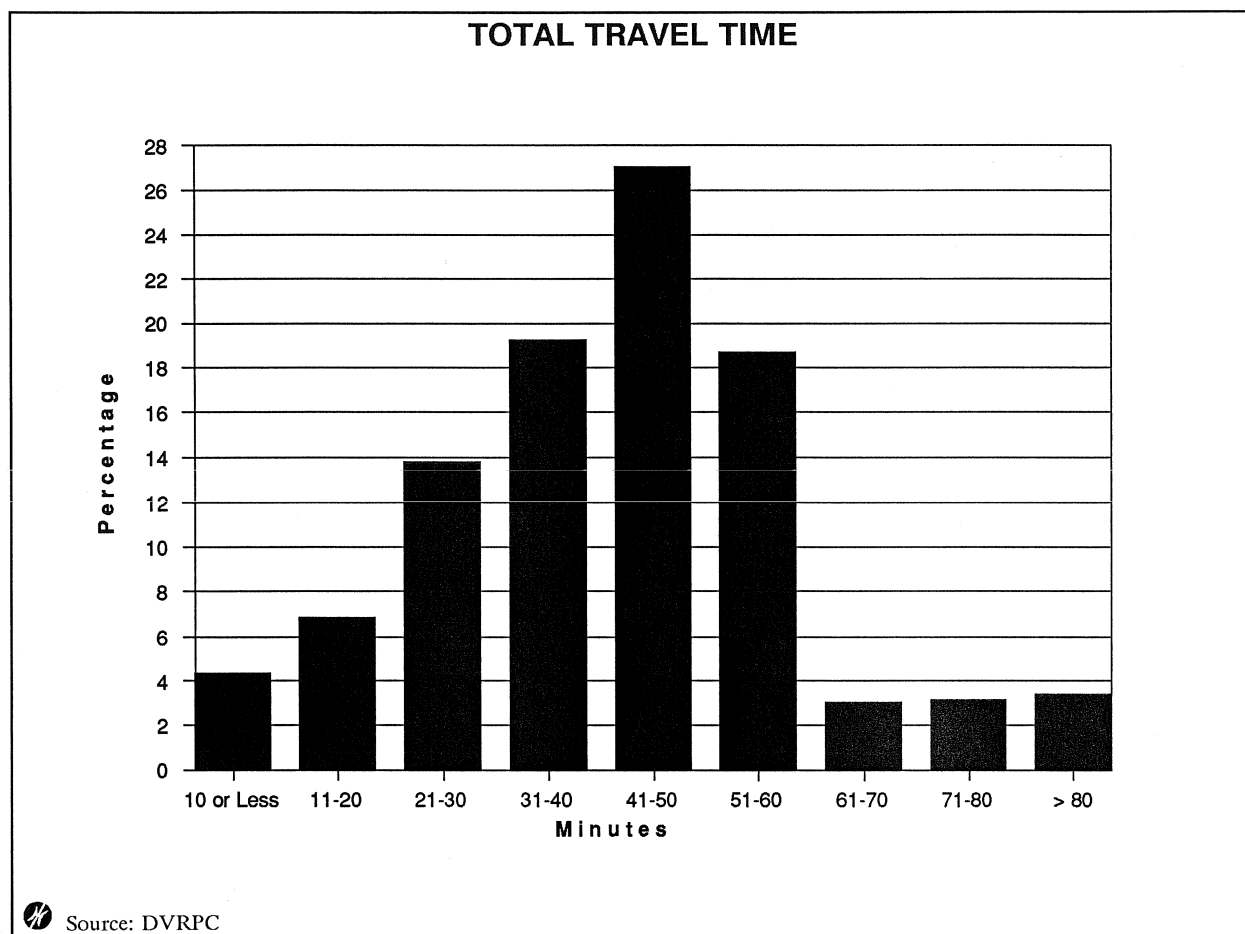
than those from Camden County their total travel time is longer (50.9 and 53.7 minutes versus 40.4 minutes).

The average travel time for those respondents travelling from Pennsylvania to New Jersey was higher than for those in the opposite direction (53.9 minutes versus 45.0 minutes). There was no significant difference observed in total travel time between the peak and off-peak periods.

Question 13: Trip Purpose

When asked the main purpose of their trip, the overwhelming majority (86%) of PATCO riders answered that they were going to work. Work-related trips, i.e., going to or returning from work and company business, accounted for 90 percent of all trips.

A higher proportion of riders boarding at suburban stations were headed to work than those boarding at city stations (88% versus 69%). Whereas some riders boarding at city stations were returning from work (8%), almost none boarding at suburban stations were doing so. For those persons originating in New Jersey there was virtually no variation by county. Philadelphia, on the other hand, showed fewer riders destined to work (68% for Philadelphia versus 87-91% for Burlington, Camden, and Gloucester counties).

TRIP PURPOSE

Medical/Personal (3%)
Rec/Social (2%)
Other (2%)
Shopping (1%)
School (2%)

Work-Related Trip (90%)

Source: DVRPC
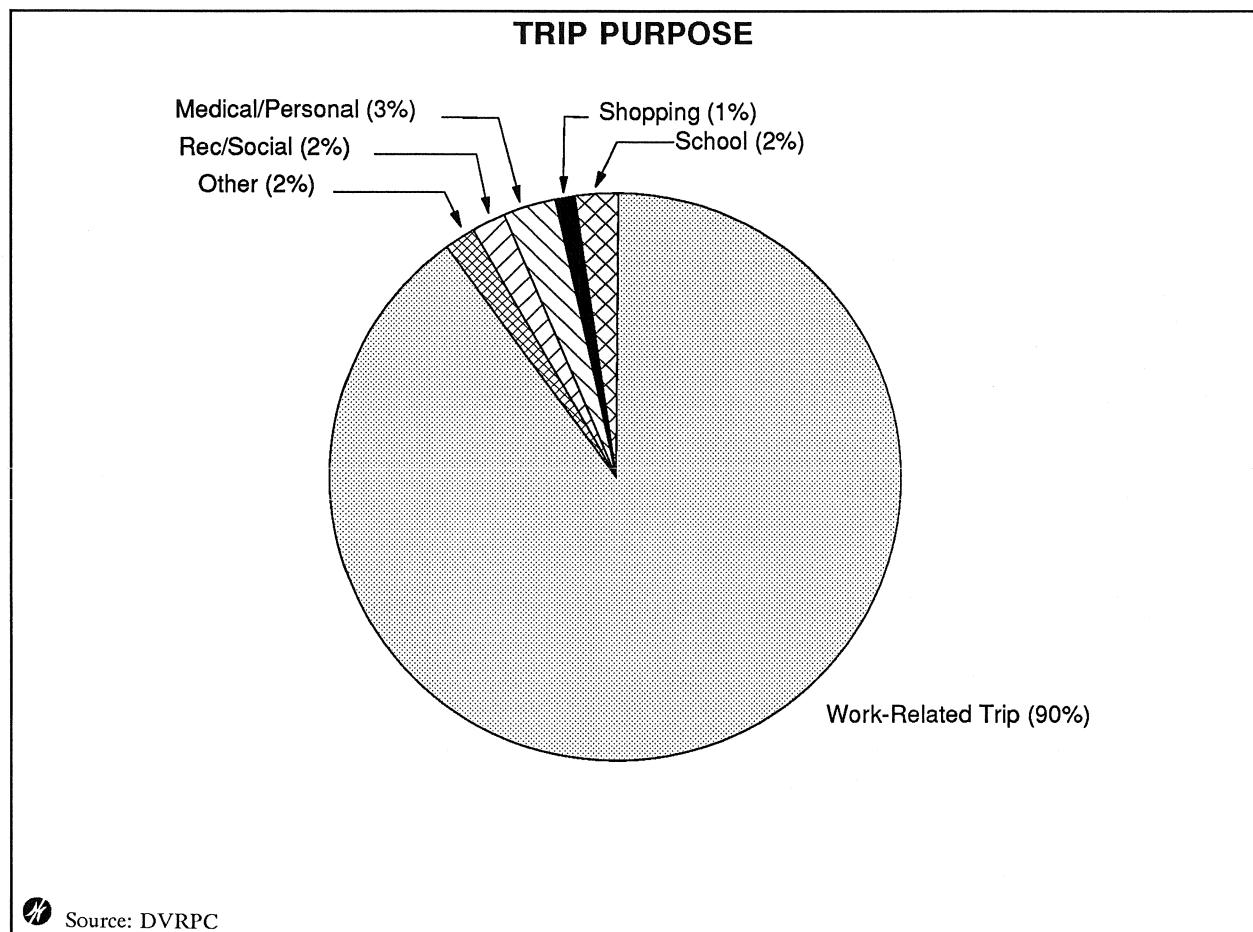
The greatest difference in trip purpose occurred between the peak and off-peak periods. While 97 percent of all trips during the peak period were to reach work, less than half (44%) were for such during the off-peak. During the off-peak period, travel for business purposes was important (13%), as was medical/personal (11%) and school related trips (8%).

Question 14: Trip Frequency[3]

Respondents were asked how many trips they had taken on PATCO on each of the last seven days. Overall, PATCO riders had taken an average 1.7 trips per weekday, 0.2 trip on Saturdays, and 0.1 trip on Sundays.

Riders using suburban stations made a slightly greater number of trips on weekdays than those boarding at city stations (1.7 versus 1.5). On weekends just the opposite was true, with persons boarding at city stations making more trips on average than those at suburban ones. Trip frequency for Saturdays was 0.4 trip for city stations and 0.2 for suburban ones, and for Sundays 0.2 trip for city stations and 0.1 trip for suburban ones. The difference is largely

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[3]It is important to note when considering this information that the survey was conducted on weekdays only.

TRIP FREQUENCY

Source: DVRPC
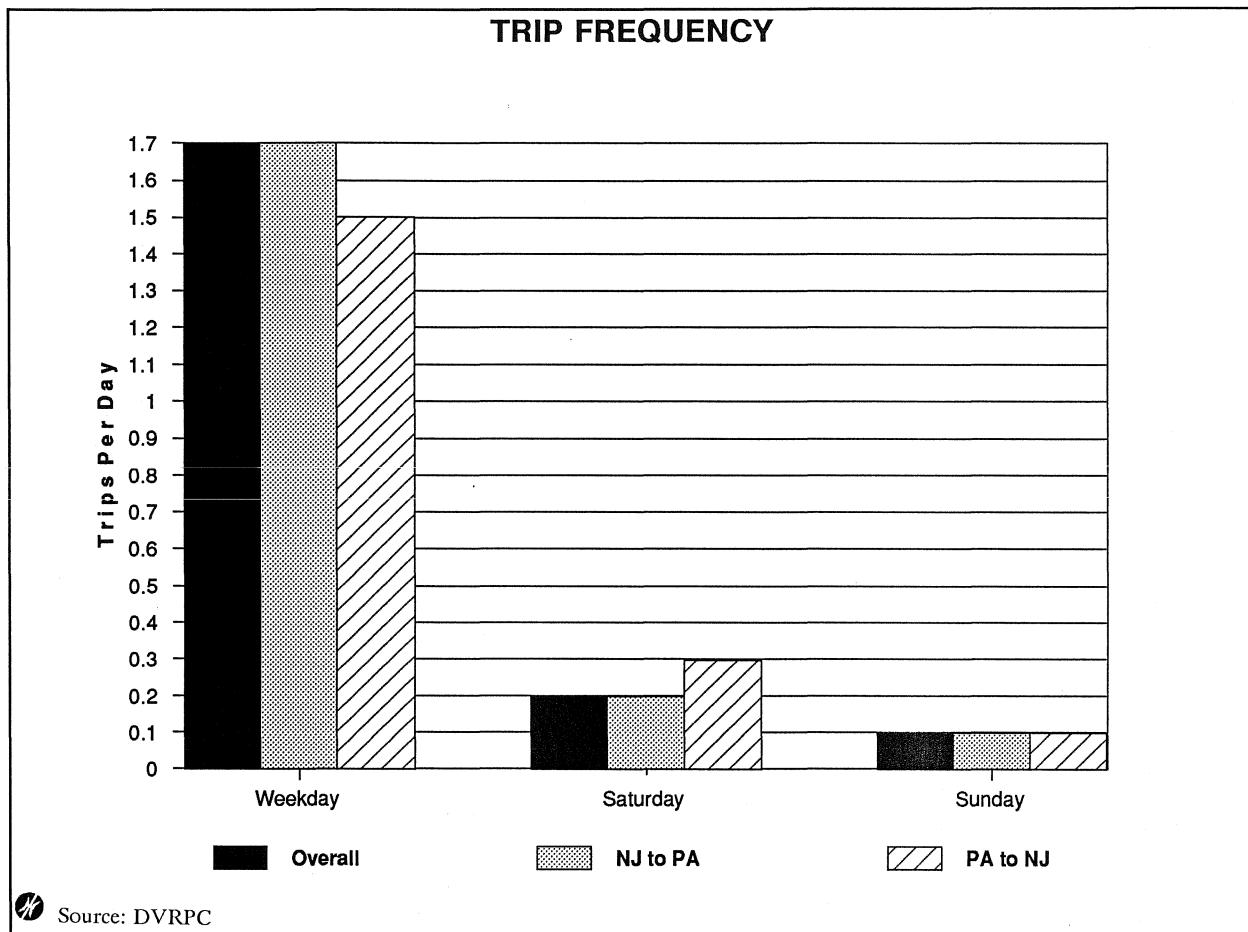
a factor of the higher number of transit dependent individuals who use city stations.

No significant differences in the propensity to take trips were observed based on the county of residence.

The most significant factor affecting the average number of trips per day was peak versus off-peak. Respondents traveling during the peak period took considerably more trips on weekdays (1.8 versus 1.1). However, on weekends there was virtually no difference.

Income and age were also a determining factor. Low-income riders traveled less frequently on weekdays than middle- or high-income ones (1.4 versus 1.7 trips per day), but more often on weekends (Saturday: 0.7 versus 0.2 for middle-income and 0.1 for high; and Sunday: 0.3 versus 0.1). Senior citizens took fewer trips on weekdays than did those under 62 (0.9 versus 1.7) and more on weekends (Saturday: 0.4 versus 0.2; and Sunday: 0.2 versus 0.1).

Question 15: Reasons for Choosing PATCO

PATCO riders were asked to give the most important reasons for using the train. More than one response was allowed. Being able to avoid driving was cited most often (62%), but saving time, saving money, frequent service, and convenient schedules were also

Reasons for Choosing PATCO	Number of Riders*	Percent
Saves Time	818	40
Frequent Service	845	41
Avoid Driving	1282	62
Saves Money	846	41
Convenient Schedule	863	42
Comfortable Ride	706	34
Car not Available	168	8
Bus not Convenient	169	8
Other	103	5

* More than one response was allowed.

Source: DVRPC

important, ranging from 40 to 42 percent each.

The boarding station had a clear impact on reason for use. Whereas saving time (46%) was most often cited by riders boarding at city stations, avoiding driving (66%) was most important at suburban ones. At suburban stations, riders felt that frequent service, convenient schedules, and saving money were equally important (43% each). At city stations avoiding driving (42%) was the second most important reason, followed by convenient schedules (34%).

Respondents from each county cited avoiding driving as the most important reason for using PATCO. However, saving time appears to be more important to riders from Camden County (45%) than those from Burlington or Gloucester counties (28% each). Conversely, saving money was more important to riders from Burlington (54%) and Gloucester (50%) counties than for those from Camden (38%).

Frequent service and convenient schedules were cited as more important during the peak period than during the off-peak (frequent service: 43% versus 33%; and convenient schedules: 45% versus 33%). However, avoiding driving was the most important reason for using PATCO during either the peak or off-peak period (63% and 60%, respectively).

Low-income riders cited time savings (49%) as the single most important reason for using PATCO, whereas middle- and high-income riders felt that avoiding driving was the most important (62% and 74%, respectively).

Question 16: Duration of Use

PATCO riders were asked how long they had been using the train for the trip they were now taking. On the average, survey respondents have been using PATCO for 7.7 years to make this trip.

DURATION OF USE

Source: DVRPC
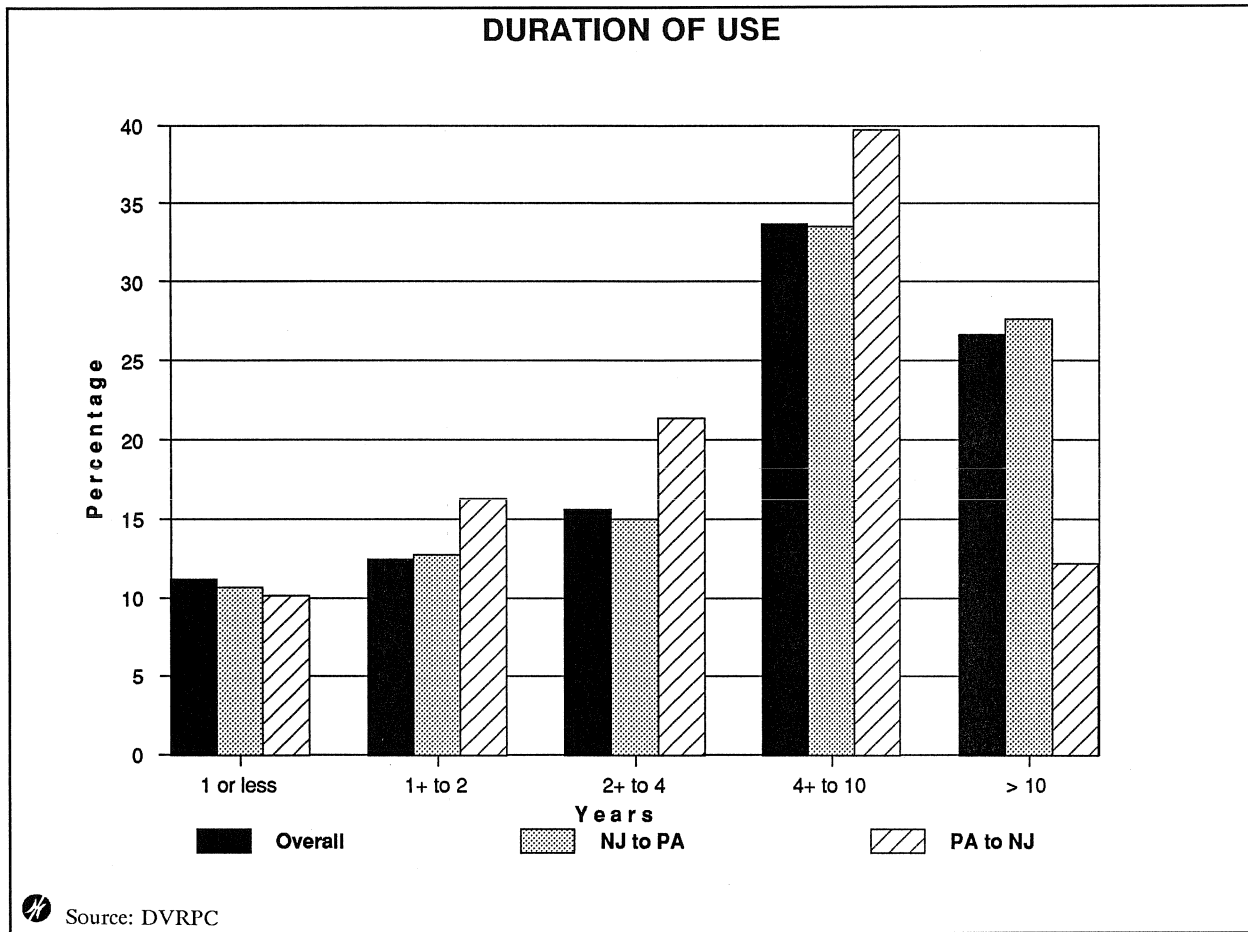
Boarding station and trip origin and destination were both deciding factors in relation to the duration of use. Riders boarding at suburban stations had been using PATCO for this trip 2 years longer than those boarding at city stations (7.9 years versus 5.9). Similarly, riders travelling from New Jersey to Pennsylvania had been using PATCO for nearly 2 years longer than those travelling in the opposite direction (7.8 years versus 5.9).

County also played a role in determining the length of use. Riders from Camden County had used PATCO for 8.3 years to make this trip, whereas respondents from Burlington and Gloucester counties had been using it for less (6.6 years and 6.8 years, respectively).

On the average, peak period riders had used PATCO to make this trip slightly longer than those during the off-peak (7.9 years versus 7.0 years).

Question 17: Previous Mode of Travel

Survey respondents were asked how they made this trip before using PATCO. The majority (62%) did not make the trip. Of the remaining, 18 percent drove alone, 12 percent took a bus, 4 percent rode in a carpool, and 4 percent took some other mode.

PREVIOUS MODE OF TRAVEL

Other (5%)

Bus (12%)

Carpool (4%)

Car (Drove Alone) (18%)

Did Not Make This Trip (62%)

Source: DVRPC
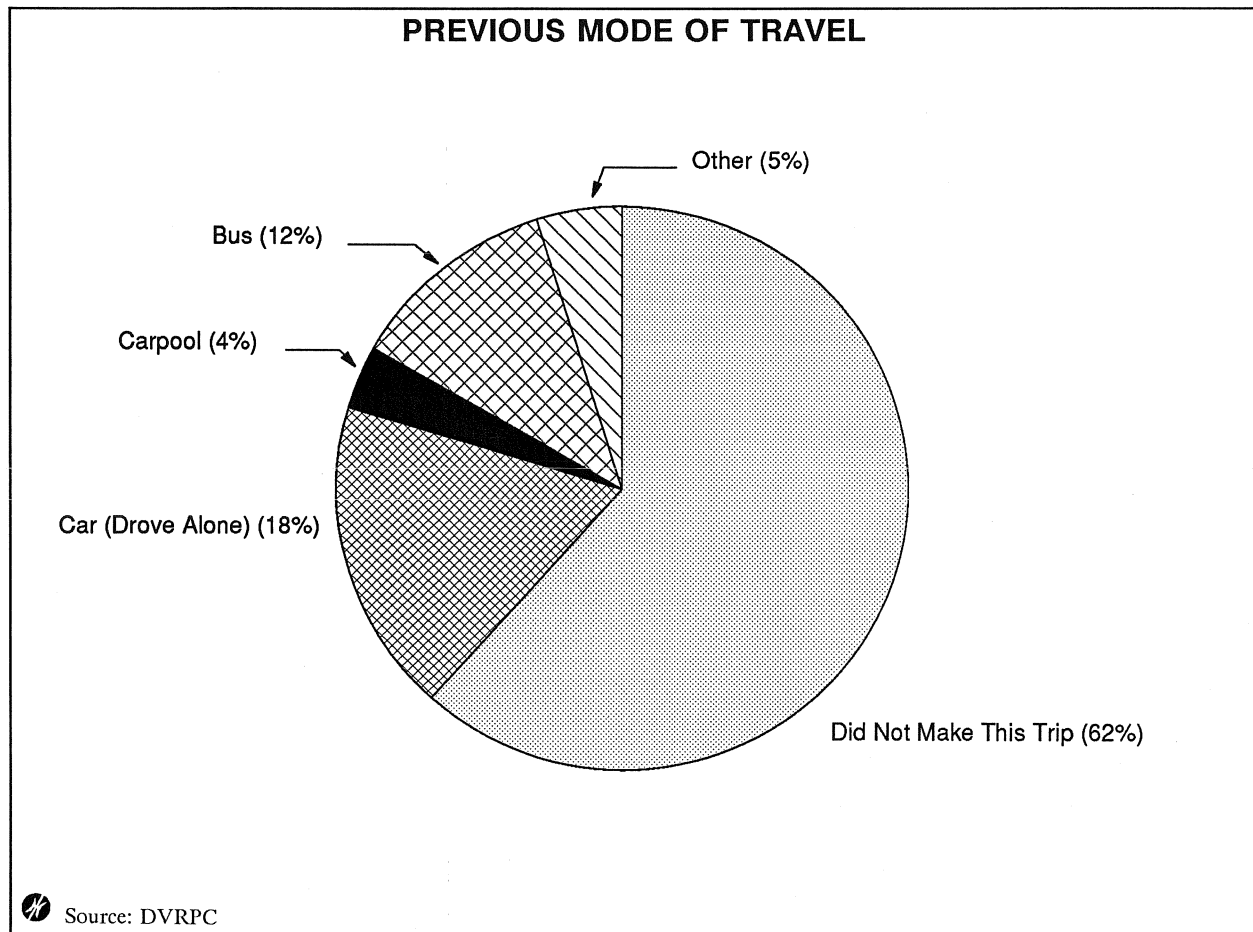
A larger fraction of riders boarding at suburban stations indicated they did not make this trip than of those boarding at city stations (63% versus 53%). The only significant difference by county was the lower rate of prior bus usage by Burlington County riders (8% versus 13% for Camden County and 15% for Gloucester).

Peak travelers were more likely than off-peak travelers to have used PATCO from the start (64% versus 54%). Conversely, off-peak riders were more likely to have switched from driving alone (28% versus 15%).

Question 18: Automobile Availability

The vast majority (83%) of survey respondents had a vehicle which could have been used for this trip. The availability of an automobile provides a measure of transit dependency.

The following groups were less likely to have had a vehicle available for this trip than the overall average: riders boarding at city stations (56%), off-peak riders (76%), those under 20 (75%) or over 65 (74%), those from low-income households (66%), and blacks (58%).

In contrast, the following groups were more likely to have had a vehicle available for this trip: riders from Burlington (93%) and Gloucester (96%) counties, peak riders (86%), and

| | Percent of Total | | |
Automobile Availability	Overall	NJ to PA	PA to NJ
Yes	83	88	61
No or No Response	17	12	39
Total	**100**	**100**	**100**

Source: DVRPC

those from high-income households (94%). However, because of a lack of other options, most residents of Burlington and Gloucester counties are required to use a car to reach a PATCO station. Transit dependent residents from these counties are more likely to use a bus to reach Camden or Philadelphia.

Question 19: Service Ratings

Service Criteria	Average Rating (1 = Excellent, 3 = Average, 5 = Poor)
Reliability	1.2
Express Service	1.9
Travel Time	1.4
Easily Understood Schedules	1.8
Customer Assistance & Notices	2.0
Train Destination Signs	1.8
Cleanliness of Stations	1.8
Cleanliness of Train	1.6
Heating & Air Conditioning	1.7
Cost of Travel	2.1
Vehicle Comfort	1.8
Frequency of Service	1.5
Safety/Security	1.8
Overall Performance Rating	1.6

Source: DVRPC

Survey respondents were asked to rate PATCO service on the basis of specified criteria. The accompanying table lists those criteria along with their ratings. For the purposes of evaluation, a (1) or (2) was considered an "above average" rating, while a (4) or (5) signified a "below average" response. A (3) was titled "average".

Overall, riders rated PATCO service at 1.6 (93% above average), with all 13 criteria receiving an above average rating by the majority of respondents. Particularly high marks were given for reliability (94% above average), travel time (94% above average), cleanliness

of stations and train (80% and 88% above average, respectively), heating and air conditioning (87% above average), vehicle comfort (82% above average), frequency of service (92% above average), and safety/security (80% above average). Respondents were somewhat less satisfied with customer assistance and notices (70% above average) and cost (65% above average).

When the data is stratified by boarding station, county of origin, and peak versus off-peak, there is basically no difference from the overall results. Only a few minor variations occurred.

Riders boarding at both city and suburban stations rated overall service virtually the same (91% above average at city stations and 93% at suburban ones). The only single criterion varying significantly was the frequency of service (84% above average at city stations versus 94% at suburban ones).

Riders by county also rated overall service virtually the same (Burlington: 95% above average, Camden: 92% above average, and Gloucester: 95% above average). However, unlike boarding station, there was no significant difference between any one criteria.

Respondents traveling during the peak hour were somewhat more satisfied with PATCO service than those traveling at off-peak (94% above average versus 90% above average). Again, there was no significant difference between any one criteria.

Question 20: Gender

| | Percent of Total | | |
Gender	Overall	NJ to PA	PA to NJ
Male	56	56	59
Female	44	44	41
Total	**100**	**100**	**100**

Source: DVRPC

Somewhat more than one-half (56%) of all survey respondents were male. Gender ratios varied only slightly by boarding station or county of origin, and virtually no difference was observed between peak and off-peak periods.

There were, however, significant variations by age, income, and race. PATCO riders under 20 years of age were predominately female (82%), whereas those over were not (43% for those 20 to 65, and 41% for those 65 and over).

Compared to all riders, those from low-income households were more likely to be female and those from high-income male (low-income: 46% male and 54% female; and high-income: 66% male and 34% female). Finally, black riders were more likely to be female

than male (63% versus 37%), whereas just the opposite was true for whites (42% female versus 58% male).

Question 21: Age

AGE

62 or Older (8%)

19 or Younger (1%)

20 - 29 (17%)

50 - 61 (19%)

30 - 49 (56%)

Source: DVRPC
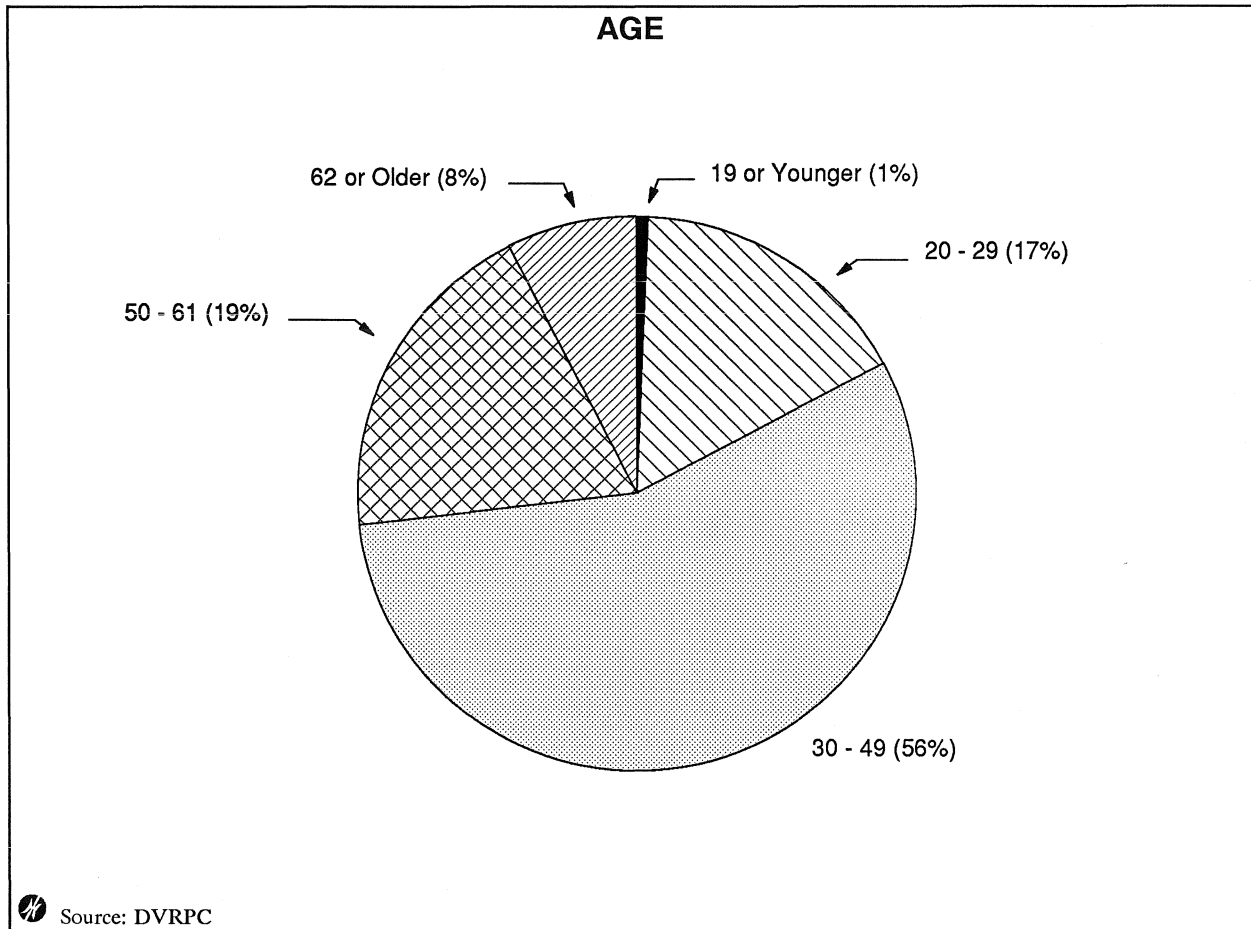
The above bar chart depicts the distribution of survey respondents by age groups. For the analysis, three age categories were defined. The first, titled *Youth*, included persons under 20 years of age. *Senior* riders were defined as those age 62 and older. The remaining persons, ages 20 to 61, were termed *Adult*.

The average age for all respondents was 42 years, and the overwhelming majority (92%) of riders fell into the adult category. Seniors comprised 8 percent of the overall respondents, while youth accounted for only 1 percent.

Ridership by station (city versus suburban) was nearly identical to the results overall, with adults dominating. The ridership from each of the counties was also dominated by adults, ranging from a low of 92 percent in Camden County to a high of 95 percent in Gloucester County. Senior riders comprised a somewhat higher share of ridership in Burlington and Camden counties (6% and 8%, respectively) than in Gloucester County (4%). Youth

comprised nearly identical amounts of respondents in all three counties (1% in both Camden and Gloucester counties, and less than 1% in Burlington County).

Time of travel showed the strongest correlation with age. During the off-peak period, there were significantly more seniors traveling than during the peak (20% versus 4%). Reduced fares encourage senior citizens to ride during off-peak periods.

Question 22: Race

	Percent of Total		
Race	**Overall**	**NJ to PA**	**PA to NJ**
White	86	89	72
Black	10	7	21
Asian	3	3	4
Other	2	1	3
Total	**100**	**100**	**100**

Source: DVRPC

Overall, the percentage recorded in each of the race categories on the questionnaire were: 86 percent white; 10 percent black; 3 percent Asian; and 2 percent other.

With the exception of the Broadway station, the majority of riders boarding at each station were white, although the proportion was less at city stations than at suburban ones (65% versus 89%).

Camden County presented the largest proportion of black patrons with 10 percent of the total ridership. Burlington and Gloucester counties, on the other hand, tallied only half as much black ridership (3% and 5%, respectively). Whereas Burlington and Camden counties showed at least a small percentage of Asian patronage (3% each), Gloucester County did not (0%). Those classified as 'other' were nearly constant for all three counties (1% for both Burlington and Gloucester, and 2% for Camden).

The variation by time of day was minimal. During the peak period riders were: 86 percent white; 9 percent black; 3 percent Asian; and 1 percent other. During the off-peak they were: 83 percent white; 11 percent black; 2 percent Asian; and 3 percent other.

The percentage of white ridership increased with age. Of the respondents under 20, 71 percent were white and 24 percent black. From 20 to 64, the breakdown was 86 percent white and 9 percent black. For those riders 65 and over, it was 94 percent white and only 4 percent black.

Question 23: Household Income

HOUSEHOLD INCOME

Source: DVRPC
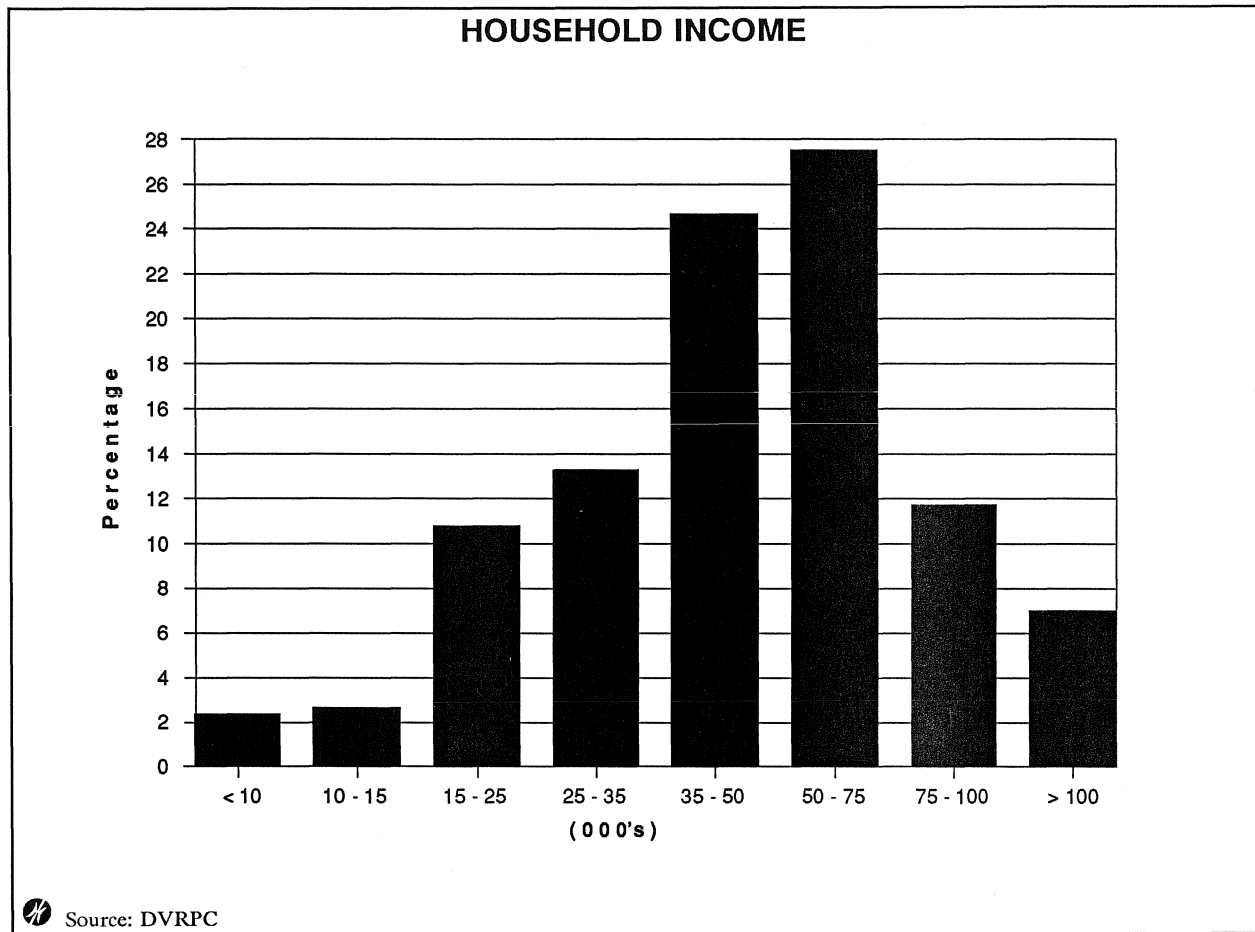
Survey respondents were asked to indicate their household income. Ranges were provided for the patron to mark and the resulting percentages in each category are graphically presented. Based on the completed surveys, the average yearly household income for PATCO riders was $53,000.

Proportionally, there were more than five times as many riders from low-income households (less than $15,000/year) boarding at city stations than at suburban ones (15% versus 3%). Conversely, there was nearly twice as many riders from high-income households (greater than $75,000/year) boarding at suburban stations than at city ones (20% versus 12%). Middle-income riders ($15,000-75,000/year) comprised approximately the same share at both (73% at city stations and 77% at suburban ones). The above ratios are clearly reflected in the average lower household income at city stations ($41,000/year at city stations versus $55,000/year at suburban ones).

The distribution of income levels varied somewhat by county. Camden County had a proportionally higher number of low-income riders (6% versus 1% for both Burlington and Gloucester). Burlington County, on the other hand, had a proportionally higher number of high-income riders (27% versus 18% for Camden and 17% for Gloucester). The average

annual household income was $52,000 for Camden County, $55,000 for Gloucester, and $64,000 for Burlington.

The pattern for peak versus off-peak ridership portrayed fewer low-income individuals during the peak period (3%) than during the off-peak (12%), with a correspondingly opposite correlation for middle-income riders (78% peak and 70% off-peak).

Question 24: Employment Status

	Percent of Total		
Employment Status	**Overall**	**NJ to PA**	**PA to NJ**
Employed Full-Time	88	91	80
Employed Part-Time	4	3	6
Retired	3	3	4
Currently Unemployed	1	1	1
Homemaker	0	0	2
Student	2	2	6
Total	**100**	**100**	**100**

Source: DVRPC

Survey respondents were asked whether they were employed full- or part-time, retired, unemployed, a homemaker, or a student. The vast majority (88%) indicated that they were employed full-time, with no remaining category of any single importance.

The propensity to be employed full-time was greater for riders boarding at suburban stations than for those at city stations (90% versus 79%). The difference between the two was made up by a relatively large proportion of students boarding at city stations (8% versus 1% at suburban ones).

Occupation was relatively evenly distributed among all three counties. Overall, full-time employment dominated (88% for Camden County and 92% for both Burlington and Gloucester counties). Nearly twice the proportion of riders were employed part-time in Camden County than in either Burlington or Gloucester counties (5% versus 3% and 1%, respectively).

The correlation between employment status and time of day was the strongest. During the peak period nearly all respondents (96%) indicated that they were employed full-time, whereas during the off-peak, only 62 percent so indicated. Measurable proportions of off-peak riders either worked part-time (11%) or were retired (14%).

Question 25: Education Level

EDUCATION LEVEL

Other (3%)

Some High School (2%)

Post-Graduate School (20%)

Graduated High School (17%)

Graduated College (35%)

Some College (23%)

Source: DVRPC
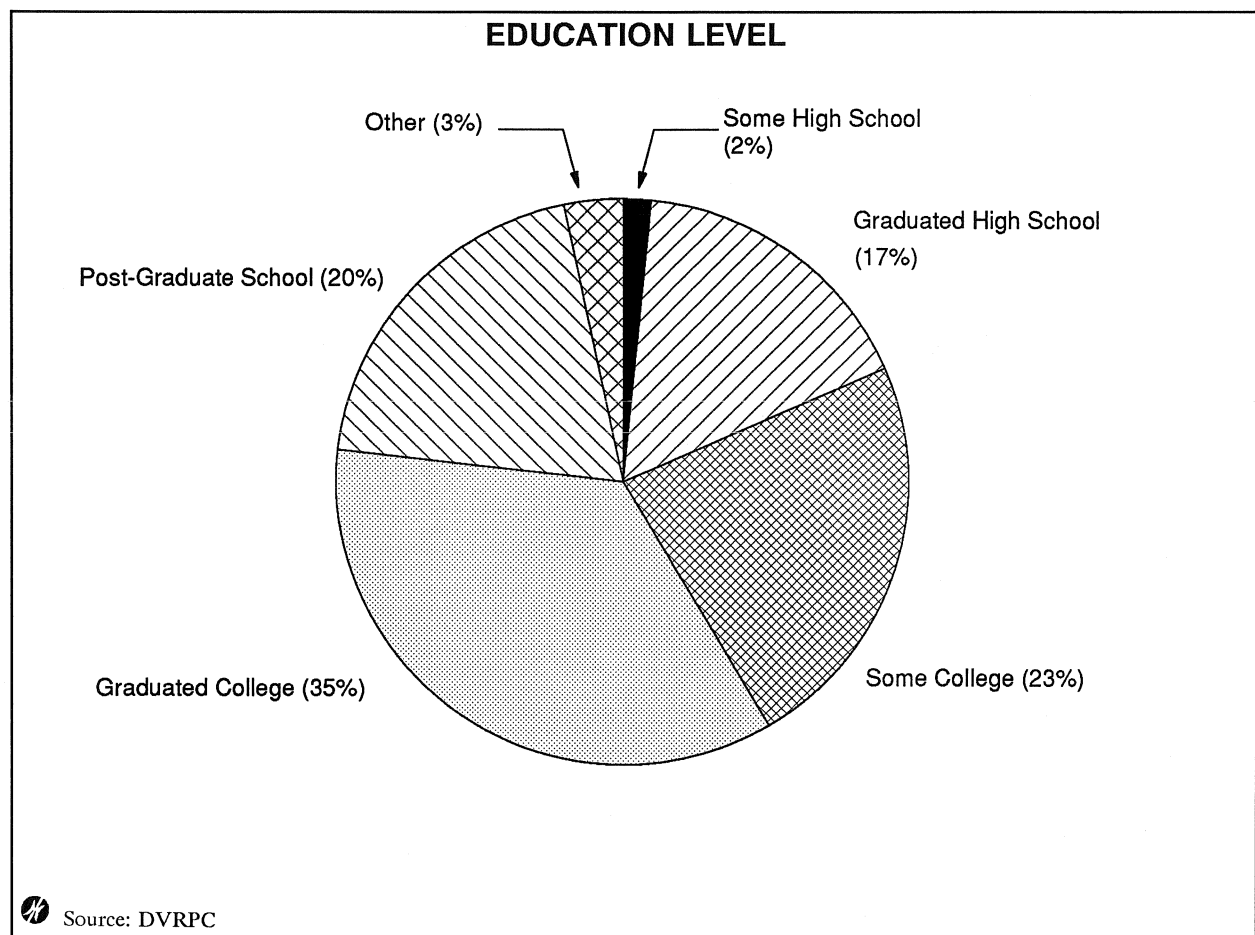
The overwhelming majority (96%) of riders had graduated from high school and over half (55%) had a college degree. Of those with college degrees, over one-third (36%) had a post-graduate degree.

There was no significant difference between riders boarding at city and suburban stations, nor by boarding time. The level of high school graduates was virtually the same in each county, however, Burlington County had a significantly higher proportion of college graduates than did either Camden or Gloucester counties (64% versus 52% and 56%, respectively).

TRIP ORIGIN-DESTINATION SUMMARY

From the data gathered through the PATCO survey, it was possible to develop trip tables which show the origins and destinations of the passengers who responded to the survey. The data in the tables was limited to those who provided sufficient information to allow the identification of a ZIP code for both the beginning and the end of the trip. Except for Philadelphia, the ZIP code data has been aggregated on the county level for report presentation purposes. Philadelphia has been subdivided into Center City and Philadelphia

not including Center City. For this survey, Center City is defined by the zip codes located between the Delaware and Schuylkill rivers, and Callowhill and Pine streets (19101-10, excluding 19104). Three different trip tables were assembled representing all responses, peak period responses, and off-peak period responses.

This section of the report discussed the various trip tables, which can be found in Appendix B. Because this study is concerned mainly with travel between Philadelphia and Camden, Burlington, and Gloucester counties, the discussion focuses on those travel patterns.

All Responses

This trip table of the origins and destinations of all riders who answered the survey showed that nearly 9 out of 10 (85%) respondents began their trips in either Camden, Burlington, or Gloucester counties. Two-thirds (65%) of all riders originated their trips in Camden County.

Three-quarters (75%) of all riders were destined to Center City with an additional 9 percent heading to locations in Philadelphia not in Center City. Twelve percent of all riders were destined to Camden County.

Peak Period Responses

During the peak period, the percentage of riders originating in Camden, Burlington, and Gloucester counties remained relatively the same. The percentage of trips destined to Center City increased slightly to 79 percent. The percentage of trips destined to Camden County decreased to 9 percent.

Off-Peak Period Responses

During the off-peak period, the percentage of trips originating in Camden County remained the same. The percentages from Gloucester and Burlington counties decreased slightly. The percentage of trips destined to Center City decreased to two-thirds (64%) while the percentage destined to Camden County rose to just under one-quarter (23%).

APPENDIX A

QUESTION-BY-QUESTION TABULATIONS

All Responses

The following data are based on 2053 survey returns from the PATCO1 database.

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 1: What time did you receive this survey?

6:00am or earlier	44	3%	1%	11	2%	1%	55	3%	1%
6:01 - 7:00am	768	49%	2%	0	0%	0%	768	38%	2%
7:01 - 8:00am	609	39%	2%	0	0%	0%	609	30%	2%
8:01 - 9:00am	136	9%	1%	0	0%	0%	136	7%	1%
9:01 - 10:00am	0	0%	0%	38	9%	3%	38	2%	1%
10:01 - 11:00am	0	0%	0%	153	34%	4%	153	8%	1%
11:01 - 12:00pm	0	0%	0%	119	27%	4%	119	6%	1%
12:01 - 1:00pm	0	0%	0%	116	26%	4%	116	6%	1%
After 1:00pm	0	0%	0%	10	2%	1%	10	0%	0%
Total	1557	100%		447	100%		2004	100%	
No Response	33	2%		16	4%		49	2%	

Question 2: Where did you START this trip?

BUCKS	1	0%	0%	0	0%	0%	1	0%	0%
CHESTER	3	0%	0%	0	0%	0%	3	0%	0%
DELAWARE	10	1%	0%	2	0%	1%	12	1%	0%
MONTGOMERY	6	0%	0%	1	0%	0%	7	0%	0%
PHILA **	44	3%	1%	12	3%	2%	56	3%	1%
CENTER CITY	46	3%	1%	43	10%	3%	89	4%	1%
BURLINGTON	267	17%	2%	53	12%	3%	320	16%	2%
CAMDEN	1021	65%	2%	290	66%	4%	1311	65%	2%
GLOUCESTER	150	10%	1%	34	8%	2%	184	9%	1%
MERCER	1	0%	0%	1	0%	0%	2	0%	0%
OTHER	27	2%	1%	6	1%	1%	33	2%	1%
Total	1576	100%		442	100%		2018	100%	
No Response	14	1%		21	5%		35	2%	

Question 3: At which station did you BOARD this train?

LINDENWOLD	396	25%	2%	71	16%	3%	467	23%	2%
ASHLAND	206	13%	2%	28	6%	2%	234	12%	1%
WOODCREST	224	14%	2%	66	15%	3%	290	14%	2%
HADDONFIELD	161	10%	1%	56	12%	3%	217	11%	1%
WESTMONT	114	7%	1%	48	11%	3%	162	8%	1%
COLLINGSWOOD	111	7%	1%	38	8%	3%	149	7%	1%
FERRY AVE	209	13%	2%	53	12%	3%	262	13%	1%
BROADWAY	37	2%	1%	18	4%	2%	55	3%	1%
CITY HALL	10	1%	0%	17	4%	2%	27	1%	0%
8TH & MARKET	48	3%	1%	21	5%	2%	69	3%	1%
10TH & LOCUST	17	1%	1%	2	0%	1%	19	1%	0%
13TH & LOCUST	14	1%	0%	15	3%	2%	29	1%	1%
16TH & LOCUST	29	2%	1%	22	5%	2%	51	3%	1%
Total	1576	100%		455	100%		2031	100%	
No Response	14	1%		8	2%		22	1%	

All Responses

The following data are based on 2053 survey returns from the PATCO1 database.

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 4: How did you get to this station?

Walked	190	12%	2%	130	28%	4%	320	16%	2%
Was dropped off	94	6%	1%	29	6%	2%	123	6%	1%
Drove auto & parked	1152	73%	2%	249	54%	5%	1401	69%	2%
Rode in a carpool	19	1%	1%	0	0%	0%	19	1%	0%
Transferred from NJ TRANSIT bus	44	3%	1%	24	5%	2%	68	3%	1%
Transferred from SEPTA subway	38	2%	1%	11	2%	1%	49	2%	1%
Transferred from SEPTA bus	14	1%	0%	5	1%	1%	19	1%	0%
Other	26	2%	1%	9	2%	1%	35	2%	1%
Total	1577	100%		457	100%		2034	100%	
No Response	13	1%		6	1%		19	1%	

Question 5: Why do you use this station?

Closest to home	1037	72%	2%	221	54%	5%	1258	68%	2%
Parking available	83	6%	1%	48	12%	3%	131	7%	1%
Lower PATCO fare	56	4%	1%	17	4%	2%	73	4%	1%
Bus service available	29	2%	1%	12	3%	2%	41	2%	1%
Convenient highway access	151	10%	2%	36	9%	3%	187	10%	1%
Other	88	6%	1%	77	19%	4%	165	9%	1%
Total	1444	100%		411	100%		1855	100%	
No Response	146	10%		52	13%		198	11%	

Question 6: How long did it take you to get from your START location to this station?

5 minutes or less	344	22%	2%	120	26%	4%	464	23%	2%
6 - 10	480	31%	2%	131	29%	4%	611	30%	2%
11 - 15	345	22%	2%	74	16%	3%	419	21%	2%
16 - 20	189	12%	2%	57	13%	3%	246	12%	1%
21 - 30	147	9%	1%	45	10%	3%	192	9%	1%
31 - 45	41	3%	1%	16	4%	2%	57	3%	1%
46 - 60	14	1%	0%	4	1%	1%	18	1%	0%
More than 60 minutes	9	1%	0%	9	2%	1%	18	1%	0%
Total	1569	100%		456	100%		2025	100%	
No Response	21	1%		7	2%		28	1%	
Avg Access Time =	13.8			15.9			14.3		

All Responses

The following data are based on 2053 survey returns from the PATCO1 database.

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 7: How far is your START location from this station?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
1/4 mile	128	8%	1%	81	18%	4%	209	10%	1%
1/2 mile	87	6%	1%	36	8%	3%	123	6%	1%
1 mile	135	9%	1%	21	5%	2%	156	8%	1%
1-2 miles	163	10%	2%	54	12%	3%	217	11%	1%
2-3 miles	175	11%	2%	58	13%	3%	233	12%	1%
3-5 miles	223	14%	2%	36	8%	3%	259	13%	1%
5-7 miles	181	12%	2%	45	10%	3%	226	11%	1%
7-10 miles	166	11%	2%	33	7%	2%	199	10%	1%
10-15 miles	176	11%	2%	42	9%	3%	218	11%	1%
15-20 miles	66	4%	1%	15	3%	2%	81	4%	1%
20-30 miles	30	2%	1%	11	2%	1%	41	2%	1%
More than 30 miles	25	2%	1%	12	3%	2%	37	2%	1%
Total	1555	100%		444	100%		1999	100%	
No Response	35	2%		19	4%		54	3%	
Avg Access Distance =	6.0			5.6			5.9		

Question 8: What type of fare did you pay for this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
One-way Ticket	100	6%	1%	77	17%	3%	177	9%	1%
2-Ride Ticket	749	48%	2%	247	54%	5%	996	49%	2%
10-Ride Ticket	723	46%	2%	80	17%	3%	803	39%	2%
Senior Citizen Fare	1	0%	0%	51	11%	3%	52	3%	1%
Handicapper Fare	0	0%	0%	2	0%	1%	2	0%	0%
Other	2	0%	0%	4	1%	1%	6	0%	0%
Total	1575	100%		461	100%		2036	100%	
No Response	15	1%		2	0%		17	1%	

Question 9: At which station will you get off this train?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
LINDENWOLD	22	1%	1%	26	6%	2%	48	2%	1%
ASHLAND	8	1%	0%	6	1%	1%	14	1%	0%
WOODCREST	6	0%	0%	12	3%	1%	18	1%	0%
HADDONFIELD	20	1%	1%	16	4%	2%	36	2%	1%
WESTMONT	7	0%	0%	14	3%	2%	21	1%	0%
COLLINGSWOOD	9	1%	0%	12	3%	1%	21	1%	0%
FERRY AVE	11	1%	0%	10	2%	1%	21	1%	0%
BROADWAY	43	3%	1%	13	3%	2%	56	3%	1%
CITY HALL	49	3%	1%	15	3%	2%	64	3%	1%
8TH & MARKET	453	29%	2%	117	26%	4%	570	28%	2%
10TH & LOCUST	108	7%	1%	41	9%	3%	149	7%	1%
13TH & LOCUST	93	6%	1%	40	9%	3%	133	7%	1%
16TH & LOCUST	740	47%	2%	127	28%	4%	867	43%	2%
Total	1569	100%		449	100%		2018	100%	
No Response	21	1%		14	3%		35	2%	

All Responses

The following data are based on 2053 survey returns from the PATCO1 database.

NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR

	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 10: How will you get to your final destination?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Walk only	1351	86%	2%	339	74%	4%	1690	83%	2%
Will be picked up	27	2%	1%	14	3%	2%	41	2%	1%
Drive auto I parked	21	1%	1%	46	10%	3%	67	3%	1%
Ride in a carpool	3	0%	0%	1	0%	0%	4	0%	0%
Transfer to NJ TRANSIT bus	14	1%	0%	8	2%	1%	22	1%	0%
Transfer to SEPTA subway	120	8%	1%	31	7%	2%	151	7%	1%
Transfer to SEPTA bus	15	1%	0%	10	2%	1%	25	1%	0%
Other	24	2%	1%	7	2%	1%	31	2%	1%
Total	1575	100%		456	100%		2031	100%	
No Response	15	1%		7	2%		22	1%	

Question 11: Where is your FINAL destination?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
BUCKS	1	0%	0%	0	0%	0%	1	0%	0%
CHESTER	3	0%	0%	0	0%	0%	3	0%	0%
DELAWARE	8	1%	0%	3	1%	1%	11	1%	0%
MONTGOMERY	9	1%	0%	2	0%	1%	11	1%	0%
PHILA **	143	9%	1%	31	7%	2%	174	9%	1%
CENTER CITY	1213	79%	2%	269	63%	5%	1482	75%	2%
BURLINGTON	9	1%	0%	8	2%	1%	17	1%	0%
CAMDEN	147	10%	1%	99	23%	4%	246	12%	1%
GLOUCESTER	2	0%	0%	8	2%	1%	10	1%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	8	1%	0%	6	1%	1%	14	1%	0%
Total	1543	100%		426	100%		1969	100%	
No Response	47	3%		37	9%		84	4%	

Question 12: How long does it take you to travel from your START location to your FINAL destination?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
10 minutes or less	63	4%	1%	25	6%	2%	88	4%	1%
11 - 20	92	6%	1%	46	11%	3%	138	7%	1%
21 - 30	194	12%	2%	82	19%	4%	276	14%	2%
31 - 40	306	20%	2%	79	18%	4%	385	19%	2%
41 - 50	456	29%	2%	85	19%	4%	541	27%	2%
51 - 60	300	19%	2%	74	17%	4%	374	19%	2%
61 - 70	53	3%	1%	9	2%	1%	62	3%	1%
71 - 80	55	4%	1%	9	2%	1%	64	3%	1%
More than 80 minutes	42	3%	1%	27	6%	2%	69	3%	1%
Total	1561	100%		436	100%		1997	100%	
No Response	29	2%		27	6%		56	3%	
Avg Travel Time =	45.3			44.0			45.0		

All Responses

The following data are based on 2053 survey returns from the PATCO1 database.

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 13: What is the main purpose of this trip?

Go to work	1512	97%	1%	196	44%	5%	1708	86%	2%
Returning from work	8	1%	0%	16	4%	2%	24	1%	0%
School	13	1%	0%	35	8%	3%	48	2%	1%
Company business	4	0%	0%	56	13%	3%	60	3%	1%
Shopping	0	0%	0%	22	5%	2%	22	1%	0%
Medical/Personal	9	1%	0%	49	11%	3%	58	3%	1%
Recreation/Social	5	0%	0%	28	6%	2%	33	2%	1%
Going out to eat	0	0%	0%	6	1%	1%	6	0%	0%
Other	2	0%	0%	33	7%	2%	35	2%	1%
Total	1553	100%		441	100%		1994	100%	
No Response	37	2%		22	5%		59	3%	

Question 14:   How many times did you board a PATCO train
 on each of the last seven days?

Monday									
None (or No Response)	121	8%	1%	205	44%	5%	326	16%	2%
1-2 times	1461	92%	1%	250	54%	5%	1711	83%	2%
3-4 times	8	1%	0%	7	2%	1%	15	1%	0%
More than 5 times	0	0%	0%	1	0%	0%	1	0%	0%
Avg Trips per Day =	1.8			1.1			1.7		
Tuesday									
None (or No Response)	122	8%	1%	225	49%	5%	347	17%	2%
1-2 times	1462	92%	1%	229	49%	5%	1691	82%	2%
3-4 times	6	0%	0%	8	2%	1%	14	1%	0%
More than 5 times	0	0%	0%	1	0%	0%	1	0%	0%
Avg Trips per Day =	1.8			1.0			1.7		
Wednesday									
None (or No Response)	105	7%	1%	149	32%	4%	254	12%	1%
1-2 times	1478	93%	1%	307	66%	4%	1785	87%	1%
3-4 times	7	0%	0%	6	1%	1%	13	1%	0%
More than 5 times	0	0%	0%	1	0%	0%	1	0%	0%
Avg Trips per Day =	1.9			1.3			1.7		
Thursday									
None (or No Response)	123	8%	1%	167	36%	4%	290	14%	2%
1-2 times	1460	92%	1%	284	61%	4%	1744	85%	2%
3-4 times	7	0%	0%	11	2%	1%	18	1%	0%
More than 5 times	0	0%	0%	1	0%	0%	1	0%	0%
Avg Trips per Day =	1.8			1.3			1.7		
Friday									
None (or No Response)	167	11%	2%	237	51%	5%	404	20%	2%
1-2 times	1410	89%	2%	216	47%	5%	1626	79%	2%
3-4 times	12	1%	0%	8	2%	1%	20	1%	0%
More than 5 times	0	0%	0%	2	0%	1%	2	0%	0%
Avg Trips per Day =	1.8			1.0			1.6		

All Responses

The following data are based on 2053 survey returns from the PATCO1 database.

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 14: How many times did you board a PATCO train
(continued) on each of the last seven days?

Saturday

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
None (or No Response)	1409	89%	2%	384	83%	3%	1793	87%	1%
1-2 times	178	11%	2%	73	16%	3%	251	12%	1%
3-4 times	3	0%	0%	5	1%	1%	8	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.2			0.3			0.2		

Sunday

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
None (or No Response)	1517	95%	1%	425	92%	3%	1942	95%	1%
1-2 times	71	4%	1%	36	8%	2%	107	5%	1%
3-4 times	2	0%	0%	2	0%	1%	4	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.1			0.2			0.1		

Question 15: Why do you use PATCO?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Saves time	618	39%	2%	200	43%	5%	818	40%	2%
Frequent service	690	43%	2%	155	33%	4%	845	41%	2%
Avoid driving	1004	63%	2%	278	60%	4%	1282	62%	2%
Saves money	667	42%	2%	179	39%	4%	846	41%	2%
Convenient schedule	709	45%	2%	154	33%	4%	863	42%	2%
Comfortable ride	565	36%	2%	141	30%	4%	706	34%	2%
Car not available	112	7%	1%	56	12%	3%	168	8%	1%
Bus not convenient	129	8%	1%	40	9%	3%	169	8%	1%
Other	69	4%	1%	34	7%	2%	103	5%	1%

Question 16: How long have you been using PATCO for this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
1 year or less	149	11%	2%	34	10%	3%	183	11%	2%
1+ to 2 years	161	12%	2%	43	13%	4%	204	13%	2%
2+ to 4 years	192	15%	2%	63	19%	4%	255	16%	2%
4+ to 10 years	426	33%	3%	124	38%	5%	550	34%	2%
10 or more years	373	29%	2%	62	19%	4%	435	27%	2%
Total	1301	100%		326	100%		1627	100%	
No Response	289	22%		137	42%		426	26%	
Avg Number of Years =	7.9			7.0			7.7		

Question 17: How did you make this trip before using PATCO?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Did not make this trip	972	64%	2%	237	54%	5%	1209	62%	2%
Car (drove alone)	231	15%	2%	121	28%	4%	352	18%	2%
Carpool	63	4%	1%	8	2%	1%	71	4%	1%
Vanpool	8	1%	0%	0	0%	0%	8	0%	0%
Bus	181	12%	2%	52	12%	3%	233	12%	1%
Other	66	4%	1%	22	5%	2%	88	4%	1%
Total	1521	100%		440	100%		1961	100%	
No Response	69	5%		23	5%		92	5%	

All Responses

The following data are based on 2053 survey returns from the PATCO1 database.

```
                                  NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR
                                    PEAK                 OFF-PEAK                  TOTAL
                              No.    Pct    Err     No.    Pct    Err      No.     Pct    Err
```

Question 18: Do you have a vehicle that could have been
              used for this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Yes	1361	86%	2%	351	76%	4%	1712	83%	2%
No or No Response	229	14%	2%	112	24%	4%	341	17%	2%

Question 19: How would you rate PATCO service?

		Excellent 1	2	Average 3	4	Poor 5	No Response
Reliability							
PEAK	Responses	1314	225	31	1	1	18
Rating: 1.2	Percent	84%	14%	2%	0%	0%	1%
	Error (+/-)	2%	2%	1%	0%	0%	
OFF-PEAK	Responses	349	71	21	2	1	19
Rating: 1.3	Percent	79%	16%	5%	0%	0%	1%
	Error (+/-)	4%	3%	2%	1%	0%	
TOTAL	Responses	1663	296	52	3	2	37
Rating: 1.2	Percent	82%	15%	3%	0%	0%	2%
	Error (+/-)	2%	2%	1%	0%	0%	
Express service							
PEAK	Responses	615	355	233	55	42	290
Rating: 1.9	Percent	47%	27%	18%	4%	3%	14%
	Error (+/-)	3%	2%	2%	1%	1%	
OFF-PEAK	Responses	198	92	52	13	9	99
Rating: 1.7	Percent	54%	25%	14%	4%	2%	5%
	Error (+/-)	5%	4%	4%	2%	2%	
TOTAL	Responses	813	447	285	68	51	389
Rating: 1.9	Percent	49%	27%	17%	4%	3%	19%
	Error (+/-)	2%	2%	2%	1%	1%	
Travel time							
PEAK	Responses	1049	422	87	8	0	24
Rating: 1.4	Percent	67%	27%	6%	1%	0%	1%
	Error (+/-)	2%	2%	1%	0%	0%	
OFF-PEAK	Responses	289	114	33	7	1	19
Rating: 1.5	Percent	65%	26%	7%	2%	0%	1%
	Error (+/-)	4%	4%	2%	1%	0%	
TOTAL	Responses	1338	536	120	15	1	43
Rating: 1.4	Percent	67%	27%	6%	1%	0%	2%
	Error (+/-)	2%	2%	1%	0%	0%	
Easily understood schedules							
PEAK	Responses	708	464	265	34	12	107
Rating: 1.8	Percent	48%	31%	18%	2%	1%	5%
	Error (+/-)	3%	2%	2%	1%	0%	
OFF-PEAK	Responses	202	108	74	13	9	57
Rating: 1.8	Percent	50%	27%	18%	3%	2%	3%
	Error (+/-)	5%	4%	4%	2%	1%	
TOTAL	Responses	910	572	339	47	21	164
Rating: 1.8	Percent	48%	30%	18%	2%	1%	8%
	Error (+/-)	2%	2%	2%	1%	0%	

All Responses

The following data are based on 2053 survey returns from the PATCO1 database.

```
                        NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR
                          PEAK                    OFF-PEAK                 TOTAL
                   No.    Pct    Err      No.    Pct    Err       No.     Pct    Err
```

Question 19: How would you rate PATCO service? (continued)

		Excellent 1	2	Average 3	4	Poor 5	No Response
Customer assistance & notices							
PEAK	Responses	594	489	354	56	19	78
Rating: 2.0	Percent	39%	32%	23%	4%	1%	4%
	Error (+/-)	2%	2%	2%	1%	1%	
OFF-PEAK	Responses	162	108	109	21	13	50
Rating: 2.1	Percent	39%	26%	26%	5%	3%	2%
	Error (+/-)	5%	4%	4%	2%	2%	
TOTAL	Responses	756	597	463	77	32	128
Rating: 2.0	Percent	39%	31%	24%	4%	2%	6%
	Error (+/-)	2%	2%	2%	1%	1%	
Train destination signs							
PEAK	Responses	694	461	319	41	14	61
Rating: 1.8	Percent	45%	30%	21%	3%	1%	3%
	Error (+/-)	2%	2%	2%	1%	0%	
OFF-PEAK	Responses	207	115	87	15	7	32
Rating: 1.8	Percent	48%	27%	20%	3%	2%	2%
	Error (+/-)	5%	4%	4%	2%	1%	
TOTAL	Responses	901	576	406	56	21	93
Rating: 1.8	Percent	46%	29%	21%	3%	1%	5%
	Error (+/-)	2%	2%	2%	1%	0%	
Cleanliness of stations							
PEAK	Responses	673	610	227	36	14	30
Rating: 1.8	Percent	43%	39%	15%	2%	1%	1%
	Error (+/-)	2%	2%	2%	1%	0%	
OFF-PEAK	Responses	176	156	86	19	7	19
Rating: 1.9	Percent	40%	35%	19%	4%	2%	1%
	Error (+/-)	5%	4%	4%	2%	1%	
TOTAL	Responses	849	766	313	55	21	49
Rating: 1.8	Percent	42%	38%	16%	3%	1%	2%
	Error (+/-)	2%	2%	2%	1%	0%	
Cleanliness of train							
PEAK	Responses	829	575	133	26	8	19
Rating: 1.6	Percent	53%	37%	8%	2%	1%	1%
	Error (+/-)	2%	2%	1%	1%	0%	
OFF-PEAK	Responses	225	159	54	9	4	12
Rating: 1.7	Percent	50%	35%	12%	2%	1%	1%
	Error (+/-)	5%	4%	3%	1%	1%	
TOTAL	Responses	1054	734	187	35	12	31
Rating: 1.6	Percent	52%	36%	9%	2%	1%	2%
	Error (+/-)	2%	2%	1%	1%	0%	

All Responses

The following data are based on 2053 survey returns from the PATCO1 database.

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

		Excellent 1	2	Average 3	4	Poor 5	No Response
Heating & air conditioning							
PEAK	Responses	744	591	203	21	4	27
Rating: 1.7	Percent	48%	38%	13%	1%	0%	1%
	Error (+/-)	2%	2%	2%	1%	0%	
OFF-PEAK	Responses	230	164	39	7	5	18
Rating: 1.6	Percent	52%	37%	9%	2%	1%	1%
	Error (+/-)	5%	4%	3%	1%	1%	
TOTAL	Responses	974	755	242	28	9	45
Rating: 1.7	Percent	49%	38%	12%	1%	0%	2%
	Error (+/-)	2%	2%	1%	1%	0%	
Cost of travel							
PEAK	Responses	528	515	435	67	17	28
Rating: 2.1	Percent	34%	33%	28%	4%	1%	1%
	Error (+/-)	2%	2%	2%	1%	1%	
OFF-PEAK	Responses	145	134	136	21	11	16
Rating: 2.1	Percent	32%	30%	30%	5%	2%	1%
	Error (+/-)	4%	4%	4%	2%	1%	
TOTAL	Responses	673	649	571	88	28	44
Rating: 2.1	Percent	33%	32%	28%	4%	1%	2%
	Error (+/-)	2%	2%	2%	1%	1%	
Vehicle comfort							
PEAK	Responses	701	572	255	24	5	33
Rating: 1.8	Percent	45%	37%	16%	2%	0%	2%
	Error (+/-)	2%	2%	2%	1%	0%	
OFF-PEAK	Responses	196	170	74	4	3	16
Rating: 1.8	Percent	44%	38%	17%	1%	1%	1%
	Error (+/-)	5%	5%	3%	1%	1%	
TOTAL	Responses	897	742	329	28	8	49
Rating: 1.8	Percent	45%	37%	16%	1%	0%	2%
	Error (+/-)	2%	2%	2%	1%	0%	
Frequency of service							
PEAK	Responses	1040	414	87	11	5	33
Rating: 1.4	Percent	67%	27%	6%	1%	0%	2%
	Error (+/-)	2%	2%	1%	0%	0%	
OFF-PEAK	Responses	226	169	40	6	3	19
Rating: 1.6	Percent	51%	38%	9%	1%	1%	1%
	Error (+/-)	5%	5%	3%	1%	1%	
TOTAL	Responses	1266	583	127	17	8	52
Rating: 1.5	Percent	63%	29%	6%	1%	0%	3%
	Error (+/-)	2%	2%	1%	0%	0%	

All Responses

The following data are based on 2053 survey returns from the PATCO1 database.

NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR

	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

			Excellent 1	2	Average 3	4	Poor 5	No Response
Safety/security								
PEAK		Responses	733	531	215	39	27	45
Rating: 1.8		Percent	47%	34%	14%	3%	2%	2%
		Error (+/-)	2%	2%	2%	1%	1%	
OFF-PEAK		Responses	185	152	79	18	8	21
Rating: 1.9		Percent	42%	34%	18%	4%	2%	1%
		Error (+/-)	5%	4%	4%	2%	1%	
TOTAL		Responses	918	683	294	57	35	66
Rating: 1.8		Percent	46%	34%	15%	3%	2%	3%
		Error (+/-)	2%	2%	2%	1%	1%	
Overall Performance								
PEAK		Responses	777	631	86	7	0	89
Rating: 1.5		Percent	52%	42%	6%	0%	0%	4%
		Error (+/-)	3%	2%	1%	0%	0%	
OFF-PEAK		Responses	191	188	38	4	1	41
Rating: 1.7		Percent	45%	45%	9%	1%	0%	2%
		Error (+/-)	5%	5%	3%	1%	0%	
TOTAL		Responses	968	819	124	11	1	130
Rating: 1.6		Percent	50%	43%	6%	1%	0%	6%
		Error (+/-)	2%	2%	1%	0%	0%	

Question 20: Gender of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Male	890	56%	2%	254	55%	5%	1144	56%	2%
Female	687	44%	2%	209	45%	5%	896	44%	2%
Total	1577	100%		463	100%		2040	100%	
No Response	13	1%		0	0%		13	1%	

Question 21: Age of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
19 or younger	6	0%	0%	8	2%	1%	14	1%	0%
20 - 29	231	15%	2%	102	22%	4%	333	17%	2%
30 - 49	930	60%	2%	194	42%	5%	1124	56%	2%
50 - 64	359	23%	2%	83	18%	4%	442	22%	2%
65 or older	25	2%	1%	73	16%	3%	98	5%	1%
Total	1551	100%		460	100%		2011	100%	
No Response	39	3%		3	1%		42	2%	
Avg Age =	41.2			43.3			41.7		

All Responses

The following data are based on 2053 survey returns from the PATCO1 database.

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 22:   Race of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
White	1337	86%	2%	377	83%	3%	1714	86%	2%
Black	139	9%	1%	51	11%	3%	190	10%	1%
Asian	47	3%	1%	9	2%	1%	56	3%	1%
Other	23	1%	1%	15	3%	2%	38	2%	1%
Total	1546	100%		452	100%		1998	100%	
No Response	44	3%		11	2%		55	3%	

Question 23:   Household income:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Under $10,000	18	1%	1%	27	6%	2%	45	2%	1%
$10,000 - $15,000	26	2%	1%	24	6%	2%	50	3%	1%
$15,000 - $25,000	144	10%	2%	61	14%	3%	205	11%	1%
$25,000 - $35,000	196	13%	2%	57	13%	3%	253	13%	2%
$35,000 - $50,000	365	25%	2%	104	25%	4%	469	25%	2%
$50,000 - $75,000	448	30%	2%	76	18%	4%	524	28%	2%
$75,000 - $100,000	188	13%	2%	35	8%	3%	223	12%	1%
$100,000 or more	94	6%	1%	39	9%	3%	133	7%	1%
Total	1479	100%		423	100%		1902	100%	
No Response	111	8%		40	9%		151	8%	
Avg Household Income =	$55,000			$49,000			$53,000		

Question 24:   Employment Status of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Employed Full-time	1498	96%	1%	275	62%	5%	1773	88%	1%
Employed Part-time	31	2%	1%	49	11%	3%	80	4%	1%
Retired	6	0%	0%	62	14%	3%	68	3%	1%
Currently Unemployed	6	0%	0%	22	5%	2%	28	1%	1%
Homemaker	5	0%	0%	5	1%	1%	10	0%	0%
Student	17	1%	1%	30	7%	2%	47	2%	1%
Total	1563	100%		443	100%		2006	100%	
No Response	27	2%		20	5%		47	2%	

Question 25:   Highest education level completed:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Elementary School	6	0%	0%	1	0%	0%	7	0%	0%
Some High School	18	1%	1%	13	3%	2%	31	2%	1%
Graduated High School	266	17%	2%	66	15%	3%	332	17%	2%
Some College	359	23%	2%	96	22%	4%	455	23%	2%
Graduated College	565	37%	2%	133	30%	4%	698	35%	2%
Post-Graduate School	285	19%	2%	107	24%	4%	392	20%	2%
Vocational School	17	1%	1%	3	1%	1%	20	1%	0%
Special School	9	1%	0%	7	2%	1%	16	1%	0%
Other	9	1%	0%	14	3%	2%	23	1%	0%
Total	1534	100%		440	100%		1974	100%	
No Response	56	4%		23	5%		79	4%	

Burlington County

The following data are based on 320 survey returns from the PATCO1 database.
     using the criteria: CTY('ORIG')=7

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 1: What time did you receive this survey?

6:00am or earlier	7	3%	2%	1	2%	4%	8	3%	2%
6:01 - 7:00am	154	59%	6%	0	0%	0%	154	49%	6%
7:01 - 8:00am	82	31%	6%	0	0%	0%	82	26%	5%
8:01 - 9:00am	20	8%	3%	0	0%	0%	20	6%	3%
9:01 - 10:00am	0	0%	0%	8	15%	10%	8	3%	2%
10:01 - 11:00am	0	0%	0%	16	31%	13%	16	5%	2%
11:01 - 12:00pm	0	0%	0%	17	33%	13%	17	5%	2%
12:01 - 1:00pm	0	0%	0%	10	19%	11%	10	3%	2%
After 1:00pm	0	0%	0%	0	0%	0%	0	0%	0%
Total	263	100%		52	100%		315	100%	
No Response	4	2%		1	2%		5	2%	

Question 2: Where did you START this trip?

BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	0	0%	0%	0	0%	0%	0	0%	0%
MONTGOMERY	0	0%	0%	0	0%	0%	0	0%	0%
PHILA **	0	0%	0%	0	0%	0%	0	0%	0%
CENTER CITY	0	0%	0%	0	0%	0%	0	0%	0%
BURLINGTON	267	100%	0%	53	100%	0%	320	100%	0%
CAMDEN	0	0%	0%	0	0%	0%	0	0%	0%
GLOUCESTER	0	0%	0%	0	0%	0%	0	0%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	0	0%	0%	0	0%	0%	0	0%	0%
Total	267	100%		53	100%		320	100%	
No Response	0	0%		0	0%		0	0%	

Question 3: At which station did you BOARD this train?

LINDENWOLD	16	6%	3%	3	6%	6%	19	6%	3%
ASHLAND	57	21%	5%	6	11%	9%	63	20%	4%
WOODCREST	122	46%	6%	30	57%	13%	152	48%	5%
HADDONFIELD	10	4%	2%	2	4%	5%	12	4%	2%
WESTMONT	7	3%	2%	4	8%	7%	11	3%	2%
COLLINGSWOOD	10	4%	2%	2	4%	5%	12	4%	2%
FERRY AVE	41	15%	4%	4	8%	7%	45	14%	4%
BROADWAY	3	1%	1%	0	0%	0%	3	1%	1%
CITY HALL	1	0%	1%	2	4%	5%	3	1%	1%
8TH & MARKET	0	0%	0%	0	0%	0%	0	0%	0%
10TH & LOCUST	0	0%	0%	0	0%	0%	0	0%	0%
13TH & LOCUST	0	0%	0%	0	0%	0%	0	0%	0%
16TH & LOCUST	0	0%	0%	0	0%	0%	0	0%	0%
Total	267	100%		53	100%		320	100%	
No Response	0	0%		0	0%		0	0%	

Burlington County

The following data are based on 320 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=7

| | NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR | | | | | | | | |
| | PEAK | | | OFF-PEAK | | | TOTAL | | |
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 4: How did you get to this station?									
Walked	0	0%	0%	1	2%	4%	1	0%	1%
Was dropped off	7	3%	2%	2	4%	5%	9	3%	2%
Drove auto & parked	252	94%	3%	49	94%	6%	301	94%	3%
Rode in a carpool	4	1%	1%	0	0%	0%	4	1%	1%
Transferred from NJ TRANSIT bus	3	1%	1%	0	0%	0%	3	1%	1%
Transferred from SEPTA subway	0	0%	0%	0	0%	0%	0	0%	0%
Transferred from SEPTA bus	1	0%	1%	0	0%	0%	1	0%	1%
Other	0	0%	0%	0	0%	0%	0	0%	0%
Total	267	100%		52	100%		319	100%	
No Response	0	0%		1	2%		1	0%	
Question 5: Why do you use this station?									
Closest to home	129	56%	6%	21	49%	15%	150	55%	6%
Parking available	18	8%	3%	10	23%	13%	28	10%	4%
Lower PATCO fare	7	3%	2%	1	2%	5%	8	3%	2%
Bus service available	2	1%	1%	0	0%	0%	2	1%	1%
Convenient highway access	71	31%	6%	7	16%	11%	78	28%	5%
Other	5	2%	2%	4	9%	9%	9	3%	2%
Total	232	100%		43	100%		275	100%	
No Response	35	15%		10	23%		45	16%	
Question 6: How long did it take you to get from your START location to this station?									
5 minutes or less	1	0%	1%	0	0%	0%	1	0%	1%
6 - 10	23	9%	3%	7	13%	9%	30	9%	3%
11 - 15	110	41%	6%	11	21%	11%	121	38%	5%
16 - 20	69	26%	5%	12	23%	11%	81	25%	5%
21 - 30	54	20%	5%	15	28%	12%	69	22%	5%
31 - 45	7	3%	2%	6	11%	9%	13	4%	2%
46 - 60	2	1%	1%	0	0%	0%	2	1%	1%
More than 60 minutes	1	0%	1%	2	4%	5%	3	1%	1%
Total	267	100%		53	100%		320	100%	
No Response	0	0%		0	0%		0	0%	
Avg Access Time =	19.4			26.1			20.5		

Burlington County

The following data are based on 320 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=7

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 7: How far is your START location from this station?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
1/4 mile	0	0%	0%	0	0%	0%	0	0%	0%
1/2 mile	0	0%	0%	0	0%	0%	0	0%	0%
1 mile	0	0%	0%	0	0%	0%	0	0%	0%
1-2 miles	2	1%	1%	1	2%	4%	3	1%	1%
2-3 miles	3	1%	1%	1	2%	4%	4	1%	1%
3-5 miles	14	5%	3%	2	4%	5%	16	5%	2%
5-7 miles	58	22%	5%	5	10%	8%	63	20%	4%
7-10 miles	76	29%	5%	11	22%	11%	87	28%	5%
10-15 miles	71	27%	5%	19	37%	13%	90	28%	5%
15-20 miles	27	10%	4%	6	12%	9%	33	10%	3%
20-30 miles	12	5%	3%	6	12%	9%	18	6%	3%
More than 30 miles	2	1%	1%	0	0%	0%	2	1%	1%
Total	265	100%		51	100%		316	100%	
No Response	2	1%		2	4%		4	1%	
Avg Access Distance =	10.5			12.3			10.8		

Question 8: What type of fare did you pay for this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
One-way Ticket	3	1%	1%	1	2%	4%	4	1%	1%
2-Ride Ticket	115	43%	6%	31	58%	13%	146	46%	5%
10-Ride Ticket	149	56%	6%	13	25%	12%	162	51%	5%
Senior Citizen Fare	0	0%	0%	8	15%	10%	8	3%	2%
Handicapper Fare	0	0%	0%	0	0%	0%	0	0%	0%
Other	0	0%	0%	0	0%	0%	0	0%	0%
Total	267	100%		53	100%		320	100%	
No Response	0	0%		0	0%		0	0%	

Question 9: At which station will you get off this train?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
LINDENWOLD	0	0%	0%	0	0%	0%	0	0%	0%
ASHLAND	1	0%	1%	0	0%	0%	1	0%	1%
WOODCREST	0	0%	0%	1	2%	4%	1	0%	1%
HADDONFIELD	0	0%	0%	0	0%	0%	0	0%	0%
WESTMONT	0	0%	0%	1	2%	4%	1	0%	1%
COLLINGSWOOD	0	0%	0%	0	0%	0%	0	0%	0%
FERRY AVE	1	0%	1%	0	0%	0%	1	0%	1%
BROADWAY	2	1%	1%	1	2%	4%	3	1%	1%
CITY HALL	0	0%	0%	0	0%	0%	0	0%	0%
8TH & MARKET	70	26%	5%	14	27%	12%	84	26%	5%
10TH & LOCUST	15	6%	3%	10	20%	11%	25	8%	3%
13TH & LOCUST	9	3%	2%	6	12%	9%	15	5%	2%
16TH & LOCUST	169	63%	6%	18	35%	13%	187	59%	5%
Total	267	100%		51	100%		318	100%	
No Response	0	0%		2	4%		2	1%	

Burlington County

The following data are based on 320 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=7

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 10: How will you get to your final destination?

Walk only	247	93%	3%	50	94%	6%	297	93%	3%
Will be picked up	0	0%	0%	0	0%	0%	0	0%	0%
Drive auto I parked	2	1%	1%	1	2%	4%	3	1%	1%
Ride in a carpool	0	0%	0%	0	0%	0%	0	0%	0%
Transfer to NJ TRANSIT bus	0	0%	0%	0	0%	0%	0	0%	0%
Transfer to SEPTA subway	13	5%	3%	2	4%	5%	15	5%	2%
Transfer to SEPTA bus	2	1%	1%	0	0%	0%	2	1%	1%
Other	1	0%	1%	0	0%	0%	1	0%	1%
Total	265	100%		53	100%		318	100%	
No Response	2	1%		0	0%		2	1%	

Question 11: Where is your FINAL destination?

BUCKS	1	0%	1%	0	0%	0%	1	0%	1%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	0	0%	0%	0	0%	0%	0	0%	0%
MONTGOMERY	1	0%	1%	1	2%	4%	2	1%	1%
PHILA **	21	8%	3%	1	2%	4%	22	7%	3%
CENTER CITY	238	90%	4%	47	90%	8%	285	90%	3%
BURLINGTON	2	1%	1%	0	0%	0%	2	1%	1%
CAMDEN	2	1%	1%	2	4%	5%	4	1%	1%
GLOUCESTER	0	0%	0%	1	2%	4%	1	0%	1%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	0	0%	0%	0	0%	0%	0	0%	0%
Total	265	100%		52	100%		317	100%	
No Response	2	1%		1	2%		3	1%	

Question 12: How long does it take you to travel from your START location to your FINAL destination?

10 minutes or less	9	3%	2%	2	4%	5%	11	3%	2%
11 - 20	5	2%	2%	3	6%	6%	8	3%	2%
21 - 30	8	3%	2%	0	0%	0%	8	3%	2%
31 - 40	32	12%	4%	8	15%	10%	40	13%	4%
41 - 50	87	33%	6%	16	31%	13%	103	32%	5%
51 - 60	81	31%	6%	19	37%	13%	100	32%	5%
61 - 70	26	10%	4%	2	4%	5%	28	9%	3%
71 - 80	14	5%	3%	2	4%	5%	16	5%	2%
More than 80 minutes	3	1%	1%	0	0%	0%	3	1%	1%
Total	265	100%		52	100%		317	100%	
No Response	2	1%		1	2%		3	1%	
Avg Travel Time =	51.4			48.4			50.9		

Burlington County

The following data are based on 320 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=7

| | NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR | | | | | | | | |
| | PEAK | | | OFF-PEAK | | | TOTAL | | |
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 13: What is the main purpose of this trip?									
Go to work	261	99%	1%	22	43%	14%	283	90%	3%
Returning from work	1	0%	1%	0	0%	0%	1	0%	1%
School	1	0%	1%	7	14%	9%	8	3%	2%
Company business	0	0%	0%	8	16%	10%	8	3%	2%
Shopping	0	0%	0%	1	2%	4%	1	0%	1%
Medical/Personal	1	0%	1%	8	16%	10%	9	3%	2%
Recreation/Social	0	0%	0%	2	4%	5%	2	1%	1%
Going out to eat	0	0%	0%	0	0%	0%	0	0%	0%
Other	0	0%	0%	3	6%	6%	3	1%	1%
Total	264	100%		51	100%		315	100%	
No Response	3	1%		2	4%		5	2%	
Question 14: How many times did you board a PATCO train on each of the last seven days?									
Monday									
None (or No Response)	13	5%	3%	20	38%	13%	33	10%	3%
1-2 times	254	95%	3%	33	62%	13%	287	90%	3%
3-4 times	0	0%	0%	0	0%	0%	0	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.9			1.2			1.8		
Tuesday									
None (or No Response)	16	6%	3%	25	47%	13%	41	13%	4%
1-2 times	251	94%	3%	28	53%	13%	279	87%	4%
3-4 times	0	0%	0%	0	0%	0%	0	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.9			1.0			1.7		
Wednesday									
None (or No Response)	15	6%	3%	14	26%	12%	29	9%	3%
1-2 times	252	94%	3%	39	74%	12%	291	91%	3%
3-4 times	0	0%	0%	0	0%	0%	0	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.9			1.4			1.8		
Thursday									
None (or No Response)	16	6%	3%	20	38%	13%	36	11%	3%
1-2 times	251	94%	3%	32	60%	13%	283	88%	4%
3-4 times	0	0%	0%	1	2%	4%	1	0%	1%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.9			1.2			1.8		
Friday									
None (or No Response)	20	7%	3%	26	49%	13%	46	14%	4%
1-2 times	246	92%	3%	27	51%	13%	273	85%	4%
3-4 times	1	0%	1%	0	0%	0%	1	0%	1%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.8			1.0			1.7		

Burlington County

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    using the criteria: CTY('ORIG')=7

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 14: How many times did you board a PATCO train
(continued) on each of the last seven days?

Saturday

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
None (or No Response)	249	93%	3%	45	85%	10%	294	92%	3%
1-2 times	18	7%	3%	8	15%	10%	26	8%	3%
3-4 times	0	0%	0%	0	0%	0%	0	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.1			0.3			0.2		

Sunday

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
None (or No Response)	263	99%	1%	50	94%	6%	313	98%	2%
1-2 times	4	1%	1%	3	6%	6%	7	2%	2%
3-4 times	0	0%	0%	0	0%	0%	0	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.0			0.1			0.0		

Question 15: Why do you use PATCO?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Saves time	78	29%	5%	12	23%	11%	90	28%	5%
Frequent service	123	46%	6%	22	42%	13%	145	45%	5%
Avoid driving	167	63%	6%	32	60%	13%	199	62%	5%
Saves money	143	54%	6%	30	57%	13%	173	54%	5%
Convenient schedule	137	51%	6%	17	32%	13%	154	48%	5%
Comfortable ride	102	38%	6%	16	30%	12%	118	37%	5%
Car not available	4	1%	1%	3	6%	6%	7	2%	2%
Bus not convenient	20	7%	3%	4	8%	7%	24	8%	3%
Other	11	4%	2%	2	4%	5%	13	4%	2%

Question 16: How long have you been using PATCO for this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
1 year or less	24	11%	4%	4	11%	11%	28	11%	4%
1+ to 2 years	29	14%	5%	8	23%	14%	37	15%	4%
2+ to 4 years	39	18%	5%	6	17%	12%	45	18%	5%
4+ to 10 years	75	35%	6%	13	37%	16%	88	35%	6%
10 or more years	47	22%	6%	4	11%	11%	51	20%	5%
Total	214	100%		35	100%		249	100%	
No Response	53	25%		18	51%		71	29%	
Avg Number of Years =	6.7			6.1			6.6		

Question 17: How did you make this trip before using PATCO?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Did not make this trip	165	64%	6%	31	60%	13%	196	63%	5%
Car (drove alone)	39	15%	4%	17	33%	13%	56	18%	4%
Carpool	12	5%	3%	1	2%	4%	13	4%	2%
Vanpool	2	1%	1%	0	0%	0%	2	1%	1%
Bus	24	9%	4%	2	4%	5%	26	8%	3%
Other	15	6%	3%	1	2%	4%	16	5%	2%
Total	257	100%		52	100%		309	100%	
No Response	10	4%		1	2%		11	4%	

Burlington County

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    using the criteria: CTY('ORIG')=7

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 18: Do you have a vehicle that could have been used for this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Yes	251	94%	3%	48	91%	8%	299	93%	3%
No or No Response	16	6%	3%	5	9%	8%	21	7%	3%

Question 19: How would you rate PATCO service?

		Excellent 1	2	Average 3	4	Poor 5	No Response
Reliability							
PEAK	Responses	233	33	1	0	0	0
Rating: 1.1	Percent	87%	12%	0%	0%	0%	0%
	Error (+/-)	4%	4%	1%	0%	0%	
OFF-PEAK	Responses	40	9	2	0	0	2
Rating: 1.3	Percent	78%	18%	4%	0%	0%	1%
	Error (+/-)	11%	10%	5%	0%	0%	
TOTAL	Responses	273	42	3	0	0	2
Rating: 1.2	Percent	86%	13%	1%	0%	0%	1%
	Error (+/-)	4%	4%	1%	0%	0%	
Express service							
PEAK	Responses	100	65	44	11	12	35
Rating: 2.0	Percent	43%	28%	19%	5%	5%	11%
	Error (+/-)	6%	6%	5%	3%	3%	
OFF-PEAK	Responses	21	17	3	3	2	7
Rating: 1.9	Percent	46%	37%	7%	7%	4%	2%
	Error (+/-)	14%	14%	7%	7%	6%	
TOTAL	Responses	121	82	47	14	14	42
Rating: 2.0	Percent	44%	29%	17%	5%	5%	13%
	Error (+/-)	6%	5%	4%	3%	3%	
Travel time							
PEAK	Responses	172	76	19	0	0	0
Rating: 1.4	Percent	64%	28%	7%	0%	0%	0%
	Error (+/-)	6%	5%	3%	0%	0%	
OFF-PEAK	Responses	25	19	6	1	0	2
Rating: 1.7	Percent	49%	37%	12%	2%	0%	1%
	Error (+/-)	14%	13%	9%	4%	0%	
TOTAL	Responses	197	95	25	1	0	2
Rating: 1.5	Percent	62%	30%	8%	0%	0%	1%
	Error (+/-)	5%	5%	3%	1%	0%	
Easily understood schedules							
PEAK	Responses	118	81	46	5	1	16
Rating: 1.8	Percent	47%	32%	18%	2%	0%	5%
	Error (+/-)	6%	6%	5%	2%	1%	
OFF-PEAK	Responses	21	15	8	2	1	6
Rating: 1.9	Percent	45%	32%	17%	4%	2%	2%
	Error (+/-)	14%	13%	11%	6%	4%	
TOTAL	Responses	139	96	54	7	2	22
Rating: 1.8	Percent	47%	32%	18%	2%	1%	7%
	Error (+/-)	6%	5%	4%	2%	1%	

Burlington County

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    using the criteria: CTY('ORIG')=7

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

		Excellent 1	2	Average 3	4	Poor 5	No Response
Customer assistance & notices							
PEAK	Responses	95	85	68	6	4	9
Rating: 2.0	Percent	37%	33%	26%	2%	2%	3%
	Error (+/-)	6%	6%	5%	2%	2%	
OFF-PEAK	Responses	22	8	13	4	0	6
Rating: 2.0	Percent	47%	17%	28%	9%	0%	2%
	Error (+/-)	14%	11%	13%	8%	0%	
TOTAL	Responses	117	93	81	10	4	15
Rating: 2.0	Percent	38%	30%	27%	3%	1%	5%
	Error (+/-)	5%	5%	5%	2%	1%	
Train destination signs							
PEAK	Responses	113	72	68	6	3	5
Rating: 1.9	Percent	43%	27%	26%	2%	1%	2%
	Error (+/-)	6%	5%	5%	2%	1%	
OFF-PEAK	Responses	22	9	12	3	2	5
Rating: 2.0	Percent	46%	19%	25%	6%	4%	2%
	Error (+/-)	14%	11%	12%	7%	6%	
TOTAL	Responses	135	81	80	9	5	10
Rating: 1.9	Percent	44%	26%	26%	3%	2%	3%
	Error (+/-)	6%	5%	5%	2%	1%	
Cleanliness of stations							
PEAK	Responses	126	105	27	7	1	1
Rating: 1.7	Percent	47%	39%	10%	3%	0%	0%
	Error (+/-)	6%	6%	4%	2%	1%	
OFF-PEAK	Responses	17	18	13	3	1	1
Rating: 2.1	Percent	33%	35%	25%	6%	2%	0%
	Error (+/-)	13%	13%	12%	6%	4%	
TOTAL	Responses	143	123	40	10	2	2
Rating: 1.8	Percent	45%	39%	13%	3%	1%	1%
	Error (+/-)	5%	5%	4%	2%	1%	
Cleanliness of train							
PEAK	Responses	144	100	20	1	1	1
Rating: 1.6	Percent	54%	38%	8%	0%	0%	0%
	Error (+/-)	6%	6%	3%	1%	1%	
OFF-PEAK	Responses	22	20	7	3	0	1
Rating: 1.8	Percent	42%	38%	13%	6%	0%	0%
	Error (+/-)	13%	13%	9%	6%	0%	
TOTAL	Responses	166	120	27	4	1	2
Rating: 1.6	Percent	52%	38%	8%	1%	0%	1%
	Error (+/-)	5%	5%	3%	1%	1%	

Burlington County

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   using the criteria: CTY('ORIG')=7

```
                              NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR
                                  PEAK                    OFF-PEAK                  TOTAL
                        No.    Pct    Err      No.    Pct    Err       No.    Pct    Err
```

Question 19: How would you rate PATCO service? (continued)

		Excellent 1	2	Average 3	4	Poor 5	No Response
Heating & air conditioning							
PEAK	Responses	105	114	43	2	0	3
Rating: 1.8	Percent	40%	43%	16%	1%	0%	1%
	Error (+/-)	6%	6%	4%	1%	0%	
OFF-PEAK	Responses	22	21	8	1	0	1
Rating: 1.8	Percent	42%	40%	15%	2%	0%	0%
	Error (+/-)	13%	13%	10%	4%	0%	
TOTAL	Responses	127	135	51	3	0	4
Rating: 1.8	Percent	40%	43%	16%	1%	0%	1%
	Error (+/-)	5%	5%	4%	1%	0%	
Cost of travel							
PEAK	Responses	82	102	72	8	2	1
Rating: 2.0	Percent	31%	38%	27%	3%	1%	0%
	Error (+/-)	6%	6%	5%	2%	1%	
OFF-PEAK	Responses	16	13	17	3	2	2
Rating: 2.3	Percent	31%	25%	33%	6%	4%	1%
	Error (+/-)	13%	12%	13%	6%	5%	
TOTAL	Responses	98	115	89	11	4	3
Rating: 2.1	Percent	31%	36%	28%	3%	1%	1%
	Error (+/-)	5%	5%	5%	2%	1%	
Vehicle comfort							
PEAK	Responses	109	106	47	3	0	2
Rating: 1.8	Percent	41%	40%	18%	1%	0%	1%
	Error (+/-)	6%	6%	5%	1%	0%	
OFF-PEAK	Responses	20	16	15	0	0	2
Rating: 1.9	Percent	39%	31%	29%	0%	0%	1%
	Error (+/-)	13%	13%	13%	0%	0%	
TOTAL	Responses	129	122	62	3	0	4
Rating: 1.8	Percent	41%	39%	20%	1%	0%	1%
	Error (+/-)	5%	5%	4%	1%	0%	
Frequency of service							
PEAK	Responses	179	79	9	0	0	0
Rating: 1.4	Percent	67%	30%	3%	0%	0%	0%
	Error (+/-)	6%	5%	2%	0%	0%	
OFF-PEAK	Responses	27	17	5	1	0	3
Rating: 1.6	Percent	54%	34%	10%	2%	0%	1%
	Error (+/-)	14%	13%	8%	4%	0%	
TOTAL	Responses	206	96	14	1	0	3
Rating: 1.4	Percent	65%	30%	4%	0%	0%	1%
	Error (+/-)	5%	5%	2%	1%	0%	

Burlington County

The following data are based on 320 survey returns from the PATCO1 database.
   using the criteria: CTY('ORIG')=7

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

		Excellent 1	2	Average 3	4	Poor 5	No Response
Safety/security							
PEAK	Responses	127	95	31	6	3	5
Rating: 1.7	Percent	48%	36%	12%	2%	1%	2%
	Error (+/-)	6%	6%	4%	2%	1%	
OFF-PEAK	Responses	17	20	10	4	0	2
Rating: 2.0	Percent	33%	39%	20%	8%	0%	1%
	Error (+/-)	13%	13%	11%	7%	0%	
TOTAL	Responses	144	115	41	10	3	7
Rating: 1.8	Percent	46%	37%	13%	3%	1%	2%
	Error (+/-)	6%	5%	4%	2%	1%	
Overall Performance							
PEAK	Responses	121	129	7	0	0	10
Rating: 1.6	Percent	47%	50%	3%	0%	0%	3%
	Error (+/-)	6%	6%	2%	0%	0%	
OFF-PEAK	Responses	19	26	6	0	0	2
Rating: 1.7	Percent	37%	51%	12%	0%	0%	1%
	Error (+/-)	13%	14%	9%	0%	0%	
TOTAL	Responses	140	155	13	0	0	12
Rating: 1.6	Percent	45%	50%	4%	0%	0%	4%
	Error (+/-)	6%	6%	2%	0%	0%	

Question 20: Gender of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Male	159	60%	6%	32	60%	13%	191	60%	5%
Female	108	40%	6%	21	40%	13%	129	40%	5%
Total	267	100%		53	100%		320	100%	
No Response	0	0%		0	0%		0	0%	

Question 21: Age of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
19 or younger	1	0%	1%	0	0%	0%	1	0%	1%
20 - 29	25	10%	4%	16	30%	12%	41	13%	4%
30 - 49	164	62%	6%	19	36%	13%	183	58%	5%
50 - 64	70	27%	5%	7	13%	9%	77	24%	5%
65 or older	3	1%	1%	11	21%	11%	14	4%	2%
Total	263	100%		53	100%		316	100%	
No Response	4	2%		0	0%		4	1%	
Avg Age =	42.7			43.8			42.9		

Burlington County

The following data are based on 320 survey returns from the PATCO1 database.
   using the criteria: CTY('ORIG')=7

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 22: Race of Respondents:									
White	244	93%	3%	47	90%	8%	291	93%	3%
Black	9	3%	2%	1	2%	4%	10	3%	2%
Asian	7	3%	2%	3	6%	6%	10	3%	2%
Other	2	1%	1%	1	2%	4%	3	1%	1%
Total	262	100%		52	100%		314	100%	
No Response	5	2%		1	2%		6	2%	
Question 23: Household income:									
Under $10,000	0	0%	0%	2	4%	6%	2	1%	1%
$10,000 - $15,000	0	0%	0%	2	4%	6%	2	1%	1%
$15,000 - $25,000	13	5%	3%	4	8%	8%	17	6%	3%
$25,000 - $35,000	24	10%	4%	3	6%	7%	27	9%	3%
$35,000 - $50,000	52	21%	5%	12	24%	12%	64	21%	5%
$50,000 - $75,000	94	37%	6%	12	24%	12%	106	35%	5%
$75,000 - $100,000	37	15%	4%	8	16%	10%	45	15%	4%
$100,000 or more	31	12%	4%	6	12%	9%	37	12%	4%
Total	251	100%		49	100%		300	100%	
No Response	16	6%		4	8%		20	7%	
Avg Household Income =	$64,000			$60,000			$64,000		
Question 24: Employment Status of Respondents:									
Employed Full-time	262	98%	2%	30	60%	14%	292	92%	3%
Employed Part-time	1	0%	1%	3	6%	7%	4	1%	1%
Retired	1	0%	1%	9	18%	11%	10	3%	2%
Currently Unemployed	2	1%	1%	5	10%	8%	7	2%	2%
Homemaker	0	0%	0%	0	0%	0%	0	0%	0%
Student	1	0%	1%	3	6%	7%	4	1%	1%
Total	267	100%		50	100%		317	100%	
No Response	0	0%		3	6%		3	1%	
Question 25: Highest education level completed:									
Elementary School	1	0%	1%	1	2%	4%	2	1%	1%
Some High School	4	2%	1%	0	0%	0%	4	1%	1%
Graduated High School	36	14%	4%	4	8%	8%	40	13%	4%
Some College	54	20%	5%	11	22%	12%	65	21%	4%
Graduated College	108	41%	6%	23	47%	14%	131	42%	5%
Post-Graduate School	60	23%	5%	10	20%	11%	70	22%	5%
Vocational School	1	0%	1%	0	0%	0%	1	0%	1%
Special School	0	0%	0%	0	0%	0%	0	0%	0%
Other	1	0%	1%	0	0%	0%	1	0%	1%
Total	265	100%		49	100%		314	100%	
No Response	2	1%		4	8%		6	2%	

Camden County

The following data are based on 1311 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=8

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 1: What time did you receive this survey?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
6:00am or earlier	28	3%	1%	8	3%	2%	36	3%	1%
6:01 - 7:00am	488	49%	3%	0	0%	0%	488	38%	3%
7:01 - 8:00am	410	41%	3%	0	0%	0%	410	32%	3%
8:01 - 9:00am	75	7%	2%	0	0%	0%	75	6%	1%
9:01 - 10:00am	0	0%	0%	21	8%	3%	21	2%	1%
10:01 - 11:00am	0	0%	0%	103	37%	6%	103	8%	1%
11:01 - 12:00pm	0	0%	0%	70	25%	5%	70	5%	1%
12:01 - 1:00pm	0	0%	0%	69	25%	5%	69	5%	1%
After 1:00pm	0	0%	0%	6	2%	2%	6	0%	0%
Total	1001	100%		277	100%		1278	100%	
No Response	20	2%		13	5%		33	3%	

Question 2: Where did you START this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	0	0%	0%	0	0%	0%	0	0%	0%
MONTGOMERY	0	0%	0%	0	0%	0%	0	0%	0%
PHILA **	0	0%	0%	0	0%	0%	0	0%	0%
CENTER CITY	0	0%	0%	0	0%	0%	0	0%	0%
BURLINGTON	0	0%	0%	0	0%	0%	0	0%	0%
CAMDEN	1021	100%	0%	290	100%	0%	1311	100%	0%
GLOUCESTER	0	0%	0%	0	0%	0%	0	0%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	0	0%	0%	0	0%	0%	0	0%	0%
Total	1021	100%		290	100%		1311	100%	
No Response	0	0%		0	0%		0	0%	

Question 3: At which station did you BOARD this train?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
LINDENWOLD	333	33%	3%	58	20%	5%	391	30%	2%
ASHLAND	128	13%	2%	20	7%	3%	148	11%	2%
WOODCREST	80	8%	2%	23	8%	3%	103	8%	1%
HADDONFIELD	149	15%	2%	50	17%	4%	199	15%	2%
WESTMONT	106	10%	2%	41	14%	4%	147	11%	2%
COLLINGSWOOD	97	10%	2%	32	11%	4%	129	10%	2%
FERRY AVE	93	9%	2%	33	11%	4%	126	10%	2%
BROADWAY	23	2%	1%	17	6%	3%	40	3%	1%
CITY HALL	5	0%	0%	12	4%	2%	17	1%	1%
8TH & MARKET	0	0%	0%	0	0%	0%	0	0%	0%
10TH & LOCUST	0	0%	0%	1	0%	1%	1	0%	0%
13TH & LOCUST	0	0%	0%	0	0%	0%	0	0%	0%
16TH & LOCUST	0	0%	0%	0	0%	0%	0	0%	0%
Total	1014	100%		287	100%		1301	100%	
No Response	7	1%		3	1%		10	1%	

Camden County

The following data are based on 1311 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=8

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 4: How did you get to this station?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Walked	141	14%	2%	81	28%	5%	222	17%	2%
Was dropped off	80	8%	2%	23	8%	3%	103	8%	1%
Drove auto & parked	735	72%	3%	157	55%	6%	892	69%	3%
Rode in a carpool	12	1%	1%	0	0%	0%	12	1%	1%
Transferred from NJ TRANSIT bus	33	3%	1%	19	7%	3%	52	4%	1%
Transferred from SEPTA subway	1	0%	0%	0	0%	0%	1	0%	0%
Transferred from SEPTA bus	1	0%	0%	0	0%	0%	1	0%	0%
Other	13	1%	1%	6	2%	2%	19	1%	1%
Total	1016	100%		286	100%		1302	100%	
No Response	5	0%		4	1%		9	1%	

Question 5: Why do you use this station?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Closest to home	771	82%	2%	169	66%	6%	940	79%	2%
Parking available	61	6%	2%	30	12%	4%	91	8%	2%
Lower PATCO fare	26	3%	1%	5	2%	2%	31	3%	1%
Bus service available	16	2%	1%	6	2%	2%	22	2%	1%
Convenient highway access	36	4%	1%	11	4%	2%	47	4%	1%
Other	29	3%	1%	36	14%	4%	65	5%	1%
Total	939	100%		257	100%		1196	100%	
No Response	82	9%		33	13%		115	10%	

**Question 6: How long did it take you to get from your
            START location to this station?**

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
5 minutes or less	313	31%	3%	85	30%	5%	398	31%	3%
6 - 10	424	42%	3%	111	39%	6%	535	41%	3%
11 - 15	185	18%	2%	48	17%	4%	233	18%	2%
16 - 20	63	6%	1%	23	8%	3%	86	7%	1%
21 - 30	22	2%	1%	14	5%	3%	36	3%	1%
31 - 45	2	0%	0%	3	1%	1%	5	0%	0%
46 - 60	0	0%	0%	1	0%	1%	1	0%	0%
More than 60 minutes	0	0%	0%	1	0%	1%	1	0%	0%
Total	1009	100%		286	100%		1295	100%	
No Response	12	1%		4	1%		16	1%	
Avg Access Time =	9.6			11.2			9.9		

Camden County

The following data are based on 1311 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=8

| | NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR | | | | | | | | |
| | PEAK | | | OFF-PEAK | | | TOTAL | | |
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 7: How far is your START location from this station?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
1/4 mile	96	10%	2%	52	19%	5%	148	12%	2%
1/2 mile	78	8%	2%	26	9%	3%	104	8%	1%
1 mile	130	13%	2%	21	8%	3%	151	12%	2%
1-2 miles	153	15%	2%	48	17%	4%	201	16%	2%
2-3 miles	163	16%	2%	51	18%	5%	214	17%	2%
3-5 miles	194	19%	2%	28	10%	4%	222	17%	2%
5-7 miles	91	9%	2%	31	11%	4%	122	10%	2%
7-10 miles	56	6%	1%	10	4%	2%	66	5%	1%
10-15 miles	33	3%	1%	6	2%	2%	39	3%	1%
15-20 miles	7	1%	1%	3	1%	1%	10	1%	0%
20-30 miles	1	0%	0%	0	0%	0%	1	0%	0%
More than 30 miles	1	0%	0%	1	0%	1%	2	0%	0%
Total	1003	100%		277	100%		1280	100%	
No Response	18	2%		13	5%		31	2%	
Avg Access Distance =	3.2			2.9			3.1		

Question 8: What type of fare did you pay for this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
One-way Ticket	40	4%	1%	46	16%	4%	86	7%	1%
2-Ride Ticket	509	50%	3%	154	53%	6%	663	51%	3%
10-Ride Ticket	463	46%	3%	51	18%	4%	514	39%	3%
Senior Citizen Fare	1	0%	0%	32	11%	4%	33	3%	1%
Handicapper Fare	0	0%	0%	1	0%	1%	1	0%	0%
Other	1	0%	0%	4	1%	1%	5	0%	0%
Total	1014	100%		288	100%		1302	100%	
No Response	7	1%		2	1%		9	1%	

Question 9: At which station will you get off this train?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
LINDENWOLD	5	0%	0%	14	5%	3%	19	1%	1%
ASHLAND	4	0%	0%	3	1%	1%	7	1%	0%
WOODCREST	1	0%	0%	2	1%	1%	3	0%	0%
HADDONFIELD	8	1%	1%	8	3%	2%	16	1%	1%
WESTMONT	2	0%	0%	5	2%	2%	7	1%	0%
COLLINGSWOOD	4	0%	0%	5	2%	2%	9	1%	0%
FERRY AVE	0	0%	0%	3	1%	1%	3	0%	0%
BROADWAY	24	2%	1%	9	3%	2%	33	3%	1%
CITY HALL	23	2%	1%	8	3%	2%	31	2%	1%
8TH & MARKET	335	33%	3%	86	30%	5%	421	33%	3%
10TH & LOCUST	79	8%	2%	26	9%	3%	105	8%	1%
13TH & LOCUST	66	7%	2%	26	9%	3%	92	7%	1%
16TH & LOCUST	457	45%	3%	88	31%	5%	545	42%	3%
Total	1008	100%		283	100%		1291	100%	
No Response	13	1%		7	2%		20	2%	

Camden County

The following data are based on 1311 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=8

| | NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR | | | | | | | | |
| | PEAK | | | OFF-PEAK | | | TOTAL | | |
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 10: How will you get to your final destination?									
Walk only	868	86%	2%	219	77%	5%	1087	84%	2%
Will be picked up	7	1%	1%	5	2%	2%	12	1%	1%
Drive auto I parked	7	1%	1%	19	7%	3%	26	2%	1%
Ride in a carpool	2	0%	0%	1	0%	1%	3	0%	0%
Transfer to NJ TRANSIT bus	5	0%	0%	6	2%	2%	11	1%	0%
Transfer to SEPTA subway	99	10%	2%	21	7%	3%	120	9%	2%
Transfer to SEPTA bus	13	1%	1%	9	3%	2%	22	2%	1%
Other	13	1%	1%	5	2%	2%	18	1%	1%
Total	1014	100%		285	100%		1299	100%	
No Response	7	1%		5	2%		12	1%	
Question 11: Where is your FINAL destination?									
BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	3	0%	0%	0	0%	0%	3	0%	0%
DELAWARE	7	1%	1%	2	1%	1%	9	1%	0%
MONTGOMERY	8	1%	1%	1	0%	1%	9	1%	0%
PHILA **	112	11%	2%	27	10%	4%	139	11%	2%
CENTER CITY	795	80%	2%	178	67%	6%	973	77%	2%
BURLINGTON	0	0%	0%	1	0%	1%	1	0%	0%
CAMDEN	65	7%	2%	53	20%	5%	118	9%	2%
GLOUCESTER	0	0%	0%	2	1%	1%	2	0%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	3	0%	0%	2	1%	1%	5	0%	0%
Total	993	100%		266	100%		1259	100%	
No Response	28	3%		24	9%		52	4%	

Question 12: How long does it take you to travel from your START location to your FINAL destination?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
10 minutes or less	45	4%	1%	17	6%	3%	62	5%	1%
11 - 20	73	7%	2%	29	11%	4%	102	8%	1%
21 - 30	166	17%	2%	76	28%	5%	242	19%	2%
31 - 40	250	25%	3%	61	22%	5%	311	24%	2%
41 - 50	288	29%	3%	44	16%	4%	332	26%	2%
51 - 60	140	14%	2%	33	12%	4%	173	14%	2%
61 - 70	14	1%	1%	1	0%	1%	15	1%	1%
71 - 80	16	2%	1%	3	1%	1%	19	1%	1%
More than 80 minutes	13	1%	1%	9	3%	2%	22	2%	1%
Total	1005	100%		273	100%		1278	100%	
No Response	16	2%		17	6%		33	3%	
Avg Travel Time =	41.1			37.9			40.4		

Camden County

The following data are based on 1311 survey returns from the PATCO1 database.
   using the criteria: CTY('ORIG')=8

NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR

	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 13: What is the main purpose of this trip?

Go to work	976	98%	1%	129	47%	6%	1105	87%	2%
Returning from work	1	0%	0%	5	2%	2%	6	0%	0%
School	9	1%	1%	20	7%	3%	29	2%	1%
Company business	3	0%	0%	34	12%	4%	37	3%	1%
Shopping	0	0%	0%	14	5%	3%	14	1%	1%
Medical/Personal	6	1%	0%	29	11%	4%	35	3%	1%
Recreation/Social	2	0%	0%	18	7%	3%	20	2%	1%
Going out to eat	0	0%	0%	5	2%	2%	5	0%	0%
Other	1	0%	0%	22	8%	3%	23	2%	1%
Total	998	100%		276	100%		1274	100%	
No Response	23	2%		14	5%		37	3%	

Question 14: How many times did you board a PATCO train
on each of the last seven days?

Monday									
None (or No Response)	82	8%	2%	120	41%	6%	202	15%	2%
1-2 times	933	91%	2%	163	56%	6%	1096	84%	2%
3-4 times	6	1%	0%	6	2%	2%	12	1%	1%
More than 5 times	0	0%	0%	1	0%	1%	1	0%	0%
Avg Trips per Day =	1.8			1.2			1.7		
Tuesday									
None (or No Response)	72	7%	2%	126	43%	6%	198	15%	2%
1-2 times	944	92%	2%	158	54%	6%	1102	84%	2%
3-4 times	5	0%	0%	5	2%	1%	10	1%	0%
More than 5 times	0	0%	0%	1	0%	1%	1	0%	0%
Avg Trips per Day =	1.8			1.1			1.7		
Wednesday									
None (or No Response)	63	6%	1%	88	30%	5%	151	12%	2%
1-2 times	952	93%	2%	197	68%	5%	1149	88%	2%
3-4 times	6	1%	0%	4	1%	1%	10	1%	0%
More than 5 times	0	0%	0%	1	0%	1%	1	0%	0%
Avg Trips per Day =	1.9			1.4			1.8		
Thursday									
None (or No Response)	70	7%	2%	92	32%	5%	162	12%	2%
1-2 times	944	92%	2%	189	65%	5%	1133	86%	2%
3-4 times	7	1%	1%	8	3%	2%	15	1%	1%
More than 5 times	0	0%	0%	1	0%	1%	1	0%	0%
Avg Trips per Day =	1.9			1.4			1.8		
Friday									
None (or No Response)	108	11%	2%	144	50%	6%	252	19%	2%
1-2 times	905	89%	2%	139	48%	6%	1044	80%	2%
3-4 times	7	1%	1%	6	2%	2%	13	1%	1%
More than 5 times	0	0%	0%	1	0%	1%	1	0%	0%
Avg Trips per Day =	1.8			1.0			1.6		

Camden County

The following data are based on 1311 survey returns from the PATCO1 database.
     using the criteria: CTY('ORIG')=8

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 14: How many times did you board a PATCO train
(continued)   on each of the last seven days?

Saturday

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
None (or No Response)	892	87%	2%	230	79%	5%	1122	86%	2%
1-2 times	127	12%	2%	56	19%	5%	183	14%	2%
3-4 times	2	0%	0%	4	1%	1%	6	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.2			0.4			0.3		

Sunday

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
None (or No Response)	967	95%	1%	262	90%	3%	1229	94%	1%
1-2 times	53	5%	1%	26	9%	3%	79	6%	1%
3-4 times	1	0%	0%	2	1%	1%	3	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.1			0.2			0.1		

Question 15: Why do you use PATCO?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Saves time	439	43%	3%	145	50%	6%	584	45%	3%
Frequent service	458	45%	3%	95	33%	5%	553	42%	3%
Avoid driving	682	67%	3%	177	61%	6%	859	66%	3%
Saves money	394	39%	3%	108	37%	6%	502	38%	3%
Convenient schedule	446	44%	3%	101	35%	5%	547	42%	3%
Comfortable ride	372	36%	3%	97	33%	5%	469	36%	3%
Car not available	68	7%	2%	41	14%	4%	109	8%	1%
Bus not convenient	82	8%	2%	25	9%	3%	107	8%	1%
Other	42	4%	1%	23	8%	3%	65	5%	1%

Question 16: How long have you been using PATCO for this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
1 year or less	91	11%	2%	26	12%	4%	117	11%	2%
1+ to 2 years	91	11%	2%	21	10%	4%	112	10%	2%
2+ to 4 years	121	14%	2%	39	18%	5%	160	15%	2%
4+ to 10 years	276	32%	3%	77	36%	6%	353	33%	3%
10 or more years	283	33%	3%	48	23%	6%	331	31%	3%
Total	862	100%		211	100%		1073	100%	
No Response	159	18%		79	37%		238	22%	
Avg Number of Years =	8.5			7.4			8.3		

Question 17: How did you make this trip before using PATCO?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Did not make this trip	649	66%	3%	146	53%	6%	795	63%	3%
Car (drove alone)	137	14%	2%	72	26%	5%	209	17%	2%
Carpool	40	4%	1%	5	2%	2%	45	4%	1%
Vanpool	3	0%	0%	0	0%	0%	3	0%	0%
Bus	122	12%	2%	38	14%	4%	160	13%	2%
Other	31	3%	1%	14	5%	3%	45	4%	1%
Total	982	100%		275	100%		1257	100%	
No Response	39	4%		15	5%		54	4%	

Camden County

The following data are based on 1311 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=8

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 18: Do you have a vehicle that could have been used for this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Yes	879	86%	2%	211	73%	5%	1090	83%	2%
No or No Response	142	14%	2%	79	27%	5%	221	17%	2%

Question 19: How would you rate PATCO service?

			Excellent 1	2	Average 3	4	Poor 5	No Response
Reliability								
PEAK		Responses	844	145	21	0	1	10
Rating:	1.2	Percent	83%	14%	2%	0%	0%	1%
		Error (+/-)	2%	2%	1%	0%	0%	
OFF-PEAK		Responses	221	41	14	1	0	13
Rating:	1.3	Percent	80%	15%	5%	0%	0%	1%
		Error (+/-)	5%	4%	3%	1%	0%	
TOTAL		Responses	1065	186	35	1	1	23
Rating:	1.2	Percent	83%	14%	3%	0%	0%	2%
		Error (+/-)	2%	2%	1%	0%	0%	
Express service								
PEAK		Responses	397	222	148	36	26	192
Rating:	1.9	Percent	48%	27%	18%	4%	3%	15%
		Error (+/-)	3%	3%	3%	1%	1%	
OFF-PEAK		Responses	124	62	31	8	5	60
Rating:	1.7	Percent	54%	27%	13%	3%	2%	5%
		Error (+/-)	6%	6%	4%	2%	2%	
TOTAL		Responses	521	284	179	44	31	252
Rating:	1.8	Percent	49%	27%	17%	4%	3%	19%
		Error (+/-)	3%	3%	2%	1%	1%	
Travel time								
PEAK		Responses	685	265	51	6	0	14
Rating:	1.4	Percent	68%	26%	5%	1%	0%	1%
		Error (+/-)	3%	3%	1%	0%	0%	
OFF-PEAK		Responses	189	66	17	4	0	14
Rating:	1.4	Percent	68%	24%	6%	1%	0%	1%
		Error (+/-)	5%	5%	3%	1%	0%	
TOTAL		Responses	874	331	68	10	0	28
Rating:	1.4	Percent	68%	26%	5%	1%	0%	2%
		Error (+/-)	3%	2%	1%	0%	0%	
Easily understood schedules								
PEAK		Responses	460	293	168	23	7	70
Rating:	1.8	Percent	48%	31%	18%	2%	1%	5%
		Error (+/-)	3%	3%	2%	1%	1%	
OFF-PEAK		Responses	128	64	44	7	7	40
Rating:	1.8	Percent	51%	26%	18%	3%	3%	3%
		Error (+/-)	6%	5%	5%	2%	2%	
TOTAL		Responses	588	357	212	30	14	110
Rating:	1.8	Percent	49%	30%	18%	2%	1%	8%
		Error (+/-)	3%	3%	2%	1%	1%	

Camden County

The following data are based on 1311 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=8

		NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR							
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

		Excellent 1	2	Average 3	4	Poor 5	No Response
Customer assistance & notices							
PEAK	Responses	384	313	226	37	11	50
Rating: 1.9	Percent	40%	32%	23%	4%	1%	4%
	Error (+/-)	3%	3%	3%	1%	1%	
OFF-PEAK	Responses	97	74	63	12	10	34
Rating: 2.1	Percent	38%	29%	25%	5%	4%	3%
	Error (+/-)	6%	6%	5%	3%	2%	
TOTAL	Responses	481	387	289	49	21	84
Rating: 2.0	Percent	39%	32%	24%	4%	2%	6%
	Error (+/-)	3%	3%	2%	1%	1%	
Train destination signs							
PEAK	Responses	448	308	195	23	9	38
Rating: 1.8	Percent	46%	31%	20%	2%	1%	3%
	Error (+/-)	3%	3%	2%	1%	1%	
OFF-PEAK	Responses	134	73	52	8	2	21
Rating: 1.8	Percent	50%	27%	19%	3%	1%	2%
	Error (+/-)	6%	5%	5%	2%	1%	
TOTAL	Responses	582	381	247	31	11	59
Rating: 1.8	Percent	46%	30%	20%	2%	1%	5%
	Error (+/-)	3%	3%	2%	1%	1%	
Cleanliness of stations							
PEAK	Responses	418	391	161	23	9	19
Rating: 1.8	Percent	42%	39%	16%	2%	1%	1%
	Error (+/-)	3%	3%	2%	1%	1%	
OFF-PEAK	Responses	115	92	55	13	3	12
Rating: 1.9	Percent	41%	33%	20%	5%	1%	1%
	Error (+/-)	6%	6%	5%	2%	1%	
TOTAL	Responses	533	483	216	36	12	31
Rating: 1.8	Percent	42%	38%	17%	3%	1%	2%
	Error (+/-)	3%	3%	2%	1%	1%	
Cleanliness of train							
PEAK	Responses	519	379	84	21	6	12
Rating: 1.6	Percent	51%	38%	8%	2%	1%	1%
	Error (+/-)	3%	3%	2%	1%	0%	
OFF-PEAK	Responses	150	93	35	4	1	7
Rating: 1.6	Percent	53%	33%	12%	1%	0%	1%
	Error (+/-)	6%	5%	4%	1%	1%	
TOTAL	Responses	669	472	119	25	7	19
Rating: 1.6	Percent	52%	37%	9%	2%	1%	1%
	Error (+/-)	3%	3%	2%	1%	0%	

Camden County

The following data are based on 1311 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=8

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

		Excellent 1	2	Average 3	4	Poor 5	No Response
Heating & air conditioning							
PEAK	Responses	484	372	132	13	4	16
Rating: 1.7	Percent	48%	37%	13%	1%	0%	1%
	Error (+/-)	3%	3%	2%	1%	0%	
OFF-PEAK	Responses	151	105	17	4	2	11
Rating: 1.6	Percent	54%	38%	6%	1%	1%	1%
	Error (+/-)	6%	6%	3%	1%	1%	
TOTAL	Responses	635	477	149	17	6	27
Rating: 1.7	Percent	49%	37%	12%	1%	0%	2%
	Error (+/-)	3%	3%	2%	1%	0%	
Cost of travel							
PEAK	Responses	328	330	291	45	9	18
Rating: 2.1	Percent	33%	33%	29%	4%	1%	1%
	Error (+/-)	3%	3%	3%	1%	1%	
OFF-PEAK	Responses	95	85	82	12	7	9
Rating: 2.1	Percent	34%	30%	29%	4%	2%	1%
	Error (+/-)	6%	5%	5%	2%	2%	
TOTAL	Responses	423	415	373	57	16	27
Rating: 2.1	Percent	33%	32%	29%	4%	1%	2%
	Error (+/-)	3%	3%	2%	1%	1%	
Vehicle comfort							
PEAK	Responses	459	361	158	18	4	21
Rating: 1.7	Percent	46%	36%	16%	2%	0%	2%
	Error (+/-)	3%	3%	2%	1%	0%	
OFF-PEAK	Responses	131	109	38	3	0	9
Rating: 1.7	Percent	47%	39%	14%	1%	0%	1%
	Error (+/-)	6%	6%	4%	1%	0%	
TOTAL	Responses	590	470	196	21	4	30
Rating: 1.7	Percent	46%	37%	15%	2%	0%	2%
	Error (+/-)	3%	3%	2%	1%	0%	
Frequency of service							
PEAK	Responses	685	257	47	7	3	22
Rating: 1.4	Percent	69%	26%	5%	1%	0%	2%
	Error (+/-)	3%	3%	1%	1%	0%	
OFF-PEAK	Responses	141	107	26	3	2	11
Rating: 1.6	Percent	51%	38%	9%	1%	1%	1%
	Error (+/-)	6%	6%	3%	1%	1%	
TOTAL	Responses	826	364	73	10	5	33
Rating: 1.4	Percent	65%	28%	6%	1%	0%	3%
	Error (+/-)	3%	2%	1%	0%	0%	

Camden County

The following data are based on 1311 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=8

NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR

	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

		Excellent 1	2	Average 3	4	Poor 5	No Response
Safety/security							
PEAK	Responses	470	342	140	24	18	27
Rating: 1.8	Percent	47%	34%	14%	2%	2%	2%
	Error (+/-)	3%	3%	2%	1%	1%	
OFF-PEAK	Responses	125	86	51	11	4	13
Rating: 1.9	Percent	45%	31%	18%	4%	1%	1%
	Error (+/-)	6%	5%	5%	2%	1%	
TOTAL	Responses	595	428	191	35	22	40
Rating: 1.8	Percent	47%	34%	15%	3%	2%	3%
	Error (+/-)	3%	3%	2%	1%	1%	
Overall Performance							
PEAK	Responses	512	381	62	5	0	61
Rating: 1.5	Percent	53%	40%	6%	1%	0%	5%
	Error (+/-)	3%	3%	2%	0%	0%	
OFF-PEAK	Responses	128	112	21	2	0	27
Rating: 1.6	Percent	49%	43%	8%	1%	0%	2%
	Error (+/-)	6%	6%	3%	1%	0%	
TOTAL	Responses	640	493	83	7	0	88
Rating: 1.6	Percent	52%	40%	7%	1%	0%	7%
	Error (+/-)	3%	3%	1%	0%	0%	

Question 20: Gender of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Male	561	55%	3%	146	50%	6%	707	54%	3%
Female	453	45%	3%	144	50%	6%	597	46%	3%
Total	1014	100%		290	100%		1304	100%	
No Response	7	1%		0	0%		7	1%	

Question 21: Age of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
19 or younger	3	0%	0%	6	2%	2%	9	1%	0%
20 - 29	135	14%	2%	59	20%	5%	194	15%	2%
30 - 49	601	60%	3%	127	44%	6%	728	57%	3%
50 - 64	235	24%	3%	51	18%	4%	286	22%	2%
65 or older	20	2%	1%	45	16%	4%	65	5%	1%
Total	994	100%		288	100%		1282	100%	
No Response	27	3%		2	1%		29	2%	
Avg Age =	41.6			43.4			42.0		

Camden County

The following data are based on 1311 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=8

| | NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR | | | | | | | | |
| | PEAK | | | OFF-PEAK | | | TOTAL | | |
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 22: Race of Respondents:									
White	851	86%	2%	229	81%	5%	1080	85%	2%
Black	92	9%	2%	39	14%	4%	131	10%	2%
Asian	36	4%	1%	4	1%	1%	40	3%	1%
Other	13	1%	1%	11	4%	2%	24	2%	1%
Total	992	100%		283	100%		1275	100%	
No Response	29	3%		7	2%		36	3%	
Question 23: Household income:									
Under $10,000	13	1%	1%	19	7%	3%	32	3%	1%
$10,000 - $15,000	20	2%	1%	17	6%	3%	37	3%	1%
$15,000 - $25,000	98	10%	2%	43	16%	4%	141	12%	2%
$25,000 - $35,000	118	12%	2%	31	12%	4%	149	12%	2%
$35,000 - $50,000	245	26%	3%	66	25%	5%	311	26%	2%
$50,000 - $75,000	282	30%	3%	45	17%	4%	327	27%	2%
$75,000 - $100,000	118	12%	2%	20	7%	3%	138	11%	2%
$100,000 or more	53	6%	1%	26	10%	4%	79	7%	1%
Total	947	100%		267	100%		1214	100%	
No Response	74	8%		23	9%		97	8%	
Avg Household Income =	$54,000			$48,000			$52,000		
Question 24: Employment Status of Respondents:									
Employed Full-time	956	96%	1%	172	62%	6%	1128	88%	2%
Employed Part-time	24	2%	1%	34	12%	4%	58	5%	1%
Retired	5	1%	0%	38	14%	4%	43	3%	1%
Currently Unemployed	3	0%	0%	13	5%	2%	16	1%	1%
Homemaker	1	0%	0%	2	1%	1%	3	0%	0%
Student	10	1%	1%	17	6%	3%	27	2%	1%
Total	999	100%		276	100%		1275	100%	
No Response	22	2%		14	5%		36	3%	
Question 25: Highest education level completed:									
Elementary School	5	1%	0%	0	0%	0%	5	0%	0%
Some High School	11	1%	1%	10	4%	2%	21	2%	1%
Graduated High School	181	18%	2%	44	16%	4%	225	18%	2%
Some College	241	25%	3%	63	23%	5%	304	24%	2%
Graduated College	345	35%	3%	76	27%	5%	421	33%	3%
Post-Graduate School	173	18%	2%	65	23%	5%	238	19%	2%
Vocational School	14	1%	1%	3	1%	1%	17	1%	1%
Special School	6	1%	0%	6	2%	2%	12	1%	1%
Other	7	1%	1%	11	4%	2%	18	1%	1%
Total	983	100%		278	100%		1261	100%	
No Response	38	4%		12	4%		50	4%	

Gloucester County

The following data are based on 184 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=9

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 1: What time did you receive this survey?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
6:00am or earlier	7	5%	3%	1	3%	6%	8	4%	3%
6:01 - 7:00am	77	51%	8%	0	0%	0%	77	42%	7%
7:01 - 8:00am	55	37%	8%	0	0%	0%	55	30%	7%
8:01 - 9:00am	11	7%	4%	0	0%	0%	11	6%	3%
9:01 - 10:00am	0	0%	0%	3	9%	10%	3	2%	2%
10:01 - 11:00am	0	0%	0%	12	35%	16%	12	7%	4%
11:01 - 12:00pm	0	0%	0%	11	32%	16%	11	6%	3%
12:01 - 1:00pm	0	0%	0%	6	18%	13%	6	3%	3%
After 1:00pm	0	0%	0%	1	3%	6%	1	1%	1%
Total	150	100%		34	100%		184	100%	
No Response	0	0%		0	0%		0	0%	

Question 2: Where did you START this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	0	0%	0%	0	0%	0%	0	0%	0%
MONTGOMERY	0	0%	0%	0	0%	0%	0	0%	0%
PHILA **	0	0%	0%	0	0%	0%	0	0%	0%
CENTER CITY	0	0%	0%	0	0%	0%	0	0%	0%
BURLINGTON	0	0%	0%	0	0%	0%	0	0%	0%
CAMDEN	0	0%	0%	0	0%	0%	0	0%	0%
GLOUCESTER	150	100%	0%	34	100%	0%	184	100%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	0	0%	0%	0	0%	0%	0	0%	0%
Total	150	100%		34	100%		184	100%	
No Response	0	0%		0	0%		0	0%	

Question 3: At which station did you BOARD this train?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
LINDENWOLD	34	23%	7%	4	12%	11%	38	21%	6%
ASHLAND	19	13%	5%	2	6%	8%	21	11%	5%
WOODCREST	20	13%	5%	11	32%	16%	31	17%	5%
HADDONFIELD	2	1%	2%	2	6%	8%	4	2%	2%
WESTMONT	1	1%	1%	2	6%	8%	3	2%	2%
COLLINGSWOOD	4	3%	3%	1	3%	6%	5	3%	2%
FERRY AVE	63	42%	8%	12	35%	16%	75	41%	7%
BROADWAY	3	2%	2%	0	0%	0%	3	2%	2%
CITY HALL	3	2%	2%	0	0%	0%	3	2%	2%
8TH & MARKET	0	0%	0%	0	0%	0%	0	0%	0%
10TH & LOCUST	0	0%	0%	0	0%	0%	0	0%	0%
13TH & LOCUST	0	0%	0%	0	0%	0%	0	0%	0%
16TH & LOCUST	0	0%	0%	0	0%	0%	0	0%	0%
Total	149	100%		34	100%		183	100%	
No Response	1	1%		0	0%		1	1%	

Gloucester County

The following data are based on 184 survey returns from the PATCO1 database.
   using the criteria: CTY('ORIG')=9

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 4: How did you get to this station?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Walked	0	0%	0%	0	0%	0%	0	0%	0%
Was dropped off	3	2%	2%	2	6%	8%	5	3%	2%
Drove auto & parked	141	95%	4%	31	91%	10%	172	94%	3%
Rode in a carpool	2	1%	2%	0	0%	0%	2	1%	2%
Transferred from NJ TRANSIT bus	3	2%	2%	1	3%	6%	4	2%	2%
Transferred from SEPTA subway	0	0%	0%	0	0%	0%	0	0%	0%
Transferred from SEPTA bus	0	0%	0%	0	0%	0%	0	0%	0%
Other	0	0%	0%	0	0%	0%	0	0%	0%
Total	149	100%		34	100%		183	100%	
No Response	1	1%		0	0%		1	1%	

Question 5: Why do you use this station?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Closest to home	71	53%	8%	8	26%	15%	79	48%	8%
Parking available	3	2%	3%	5	16%	13%	8	5%	3%
Lower PATCO fare	15	11%	5%	3	10%	10%	18	11%	5%
Bus service available	1	1%	1%	0	0%	0%	1	1%	1%
Convenient highway access	33	25%	7%	12	39%	17%	45	27%	7%
Other	10	8%	4%	3	10%	10%	13	8%	4%
Total	133	100%		31	100%		164	100%	
No Response	17	13%		3	10%		20	12%	

Question 6: How long did it take you to get from your START location to this station?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
5 minutes or less	0	0%	0%	0	0%	0%	0	0%	0%
6 - 10	13	9%	5%	2	6%	8%	15	8%	4%
11 - 15	36	24%	7%	5	15%	12%	41	22%	6%
16 - 20	43	29%	7%	16	47%	17%	59	32%	7%
21 - 30	49	33%	8%	10	29%	15%	59	32%	7%
31 - 45	7	5%	3%	1	3%	6%	8	4%	3%
46 - 60	0	0%	0%	0	0%	0%	0	0%	0%
More than 60 minutes	1	1%	1%	0	0%	0%	1	1%	1%
Total	149	100%		34	100%		183	100%	
No Response	1	1%		0	0%		1	1%	
Avg Access Time =	21.7			21.5			21.6		

Gloucester County

The following data are based on 184 survey returns from the PATCO1 database.
     using the criteria: CTY('ORIG')=9

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 7: How far is your START location from this station?

1/4 mile	0	0%	0%	0	0%	0%	0	0%	0%
1/2 mile	0	0%	0%	0	0%	0%	0	0%	0%
1 mile	0	0%	0%	0	0%	0%	0	0%	0%
1-2 miles	0	0%	0%	0	0%	0%	0	0%	0%
2-3 miles	2	1%	2%	0	0%	0%	2	1%	2%
3-5 miles	7	5%	3%	1	3%	6%	8	4%	3%
5-7 miles	24	17%	6%	3	9%	10%	27	15%	5%
7-10 miles	20	14%	6%	9	27%	15%	29	16%	5%
10-15 miles	58	40%	8%	14	42%	17%	72	40%	7%
15-20 miles	24	17%	6%	4	12%	11%	28	16%	5%
20-30 miles	10	7%	4%	1	3%	6%	11	6%	4%
More than 30 miles	0	0%	0%	1	3%	6%	1	1%	1%
Total	145	100%		33	100%		178	100%	
No Response	5	3%		1	3%		6	3%	
Avg Access Distance =	12.0			12.3			12.1		

Question 8: What type of fare did you pay for this trip?

One-way Ticket	3	2%	2%	2	6%	8%	5	3%	2%
2-Ride Ticket	82	55%	8%	27	79%	14%	109	60%	7%
10-Ride Ticket	63	43%	8%	3	9%	10%	66	36%	7%
Senior Citizen Fare	0	0%	0%	2	6%	8%	2	1%	2%
Handicapper Fare	0	0%	0%	0	0%	0%	0	0%	0%
Other	0	0%	0%	0	0%	0%	0	0%	0%
Total	148	100%		34	100%		182	100%	
No Response	2	1%		0	0%		2	1%	

Question 9: At which station will you get off this train?

LINDENWOLD	0	0%	0%	1	3%	6%	1	1%	1%
ASHLAND	0	0%	0%	1	3%	6%	1	1%	1%
WOODCREST	0	0%	0%	0	0%	0%	0	0%	0%
HADDONFIELD	0	0%	0%	0	0%	0%	0	0%	0%
WESTMONT	0	0%	0%	0	0%	0%	0	0%	0%
COLLINGSWOOD	0	0%	0%	0	0%	0%	0	0%	0%
FERRY AVE	1	1%	1%	0	0%	0%	1	1%	1%
BROADWAY	0	0%	0%	0	0%	0%	0	0%	0%
CITY HALL	1	1%	1%	0	0%	0%	1	1%	1%
8TH & MARKET	29	20%	6%	8	26%	15%	37	21%	6%
10TH & LOCUST	13	9%	5%	5	16%	13%	18	10%	4%
13TH & LOCUST	13	9%	5%	5	16%	13%	18	10%	4%
16TH & LOCUST	91	61%	8%	11	35%	17%	102	57%	7%
Total	148	100%		31	100%		179	100%	
No Response	2	1%		3	10%		5	3%	

Gloucester County

The following data are based on 184 survey returns from the PATCO1 database.
  using the criteria: CTY('ORIG')=9

| | NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR | | | | | | | | |
| | PEAK | | | OFF-PEAK | | | TOTAL | | |
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 10: How will you get to your final destination?									
Walk only	139	93%	4%	32	94%	8%	171	93%	4%
Will be picked up	0	0%	0%	0	0%	0%	0	0%	0%
Drive auto I parked	4	3%	3%	0	0%	0%	4	2%	2%
Ride in a carpool	0	0%	0%	0	0%	0%	0	0%	0%
Transfer to NJ TRANSIT bus	0	0%	0%	0	0%	0%	0	0%	0%
Transfer to SEPTA subway	6	4%	3%	1	3%	6%	7	4%	3%
Transfer to SEPTA bus	0	0%	0%	1	3%	6%	1	1%	1%
Other	1	1%	1%	0	0%	0%	1	1%	1%
Total	150	100%		34	100%		184	100%	
No Response	0	0%		0	0%		0	0%	
Question 11: Where is your FINAL destination?									
BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	1	1%	1%	0	0%	0%	1	1%	1%
MONTGOMERY	0	0%	0%	0	0%	0%	0	0%	0%
PHILA **	6	4%	3%	0	0%	0%	6	3%	3%
CENTER CITY	138	94%	4%	29	97%	6%	167	94%	3%
BURLINGTON	0	0%	0%	0	0%	0%	0	0%	0%
CAMDEN	2	1%	2%	1	3%	6%	3	2%	2%
GLOUCESTER	0	0%	0%	0	0%	0%	0	0%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	0	0%	0%	0	0%	0%	0	0%	0%
Total	147	100%		30	100%		177	100%	
No Response	3	2%		4	13%		7	4%	
Question 12: How long does it take you to travel from your START location to your FINAL destination?									
10 minutes or less	0	0%	0%	0	0%	0%	0	0%	0%
11 - 20	3	2%	2%	1	3%	7%	4	2%	2%
21 - 30	3	2%	2%	0	0%	0%	3	2%	2%
31 - 40	13	9%	5%	4	14%	13%	17	10%	4%
41 - 50	53	36%	8%	10	34%	17%	63	36%	7%
51 - 60	58	39%	8%	9	31%	17%	67	38%	7%
61 - 70	6	4%	3%	0	0%	0%	6	3%	3%
71 - 80	11	7%	4%	2	7%	9%	13	7%	4%
More than 80 minutes	0	0%	0%	3	10%	11%	3	2%	2%
Total	147	100%		29	100%		176	100%	
No Response	3	2%		5	17%		8	5%	
Avg Travel Time =	53.1			56.7			53.7		

Gloucester County

The following data are based on 184 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=9

| | NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR | | | | | | | | |
| | PEAK | | | OFF-PEAK | | | TOTAL | | |
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 13: What is the main purpose of this trip?									
Go to work	146	99%	2%	18	55%	17%	164	91%	4%
Returning from work	0	0%	0%	0	0%	0%	0	0%	0%
School	0	0%	0%	1	3%	6%	1	1%	1%
Company business	0	0%	0%	3	9%	10%	3	2%	2%
Shopping	0	0%	0%	4	12%	11%	4	2%	2%
Medical/Personal	1	1%	1%	5	15%	12%	6	3%	3%
Recreation/Social	0	0%	0%	0	0%	0%	0	0%	0%
Going out to eat	0	0%	0%	0	0%	0%	0	0%	0%
Other	1	1%	1%	2	6%	8%	3	2%	2%
Total	148	100%		33	100%		181	100%	
No Response	2	1%		1	3%		3	2%	

Question 14: How many times did you board a PATCO train on each of the last seven days?									
Monday									
None (or No Response)	8	5%	4%	19	56%	17%	27	15%	5%
1-2 times	142	95%	4%	15	44%	17%	157	85%	5%
3-4 times	0	0%	0%	0	0%	0%	0	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.9			0.9			1.7		
Tuesday									
None (or No Response)	12	8%	4%	20	59%	17%	32	17%	5%
1-2 times	138	92%	4%	14	41%	17%	152	83%	5%
3-4 times	0	0%	0%	0	0%	0%	0	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.8			0.8			1.6		
Wednesday									
None (or No Response)	7	5%	3%	8	24%	14%	15	8%	4%
1-2 times	143	95%	3%	26	76%	14%	169	92%	4%
3-4 times	0	0%	0%	0	0%	0%	0	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.9			1.5			1.8		
Thursday									
None (or No Response)	14	9%	5%	18	53%	17%	32	17%	5%
1-2 times	136	91%	5%	16	47%	17%	152	83%	5%
3-4 times	0	0%	0%	0	0%	0%	0	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.8			0.9			1.7		
Friday									
None (or No Response)	11	7%	4%	18	53%	17%	29	16%	5%
1-2 times	139	93%	4%	16	47%	17%	155	84%	5%
3-4 times	0	0%	0%	0	0%	0%	0	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.9			0.9			1.7		

Gloucester County

The following data are based on 184 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=9

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 14: How many times did you board a PATCO train
(continued)   on each of the last seven days?

Saturday

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
None (or No Response)	137	91%	5%	32	94%	8%	169	92%	4%
1-2 times	12	8%	4%	2	6%	8%	14	8%	4%
3-4 times	1	1%	1%	0	0%	0%	1	1%	1%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.2			0.1			0.2		

Sunday

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
None (or No Response)	145	97%	3%	32	94%	8%	177	96%	3%
1-2 times	4	3%	3%	2	6%	8%	6	3%	3%
3-4 times	1	1%	1%	0	0%	0%	1	1%	1%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.1			0.1			0.1		

Question 15: Why do you use PATCO?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Saves time	42	28%	7%	10	29%	15%	52	28%	7%
Frequent service	63	42%	8%	9	26%	15%	72	39%	7%
Avoid driving	91	61%	8%	25	74%	15%	116	63%	7%
Saves money	82	55%	8%	10	29%	15%	92	50%	7%
Convenient schedule	69	46%	8%	11	32%	16%	80	43%	7%
Comfortable ride	48	32%	7%	4	12%	11%	52	28%	7%
Car not available	1	1%	1%	1	3%	6%	2	1%	1%
Bus not convenient	13	9%	5%	2	6%	8%	15	8%	4%
Other	9	6%	4%	3	9%	10%	12	7%	4%

Question 16: How long have you been using PATCO for this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
1 year or less	15	12%	6%	0	0%	0%	15	10%	5%
1+ to 2 years	27	21%	7%	5	24%	18%	32	22%	7%
2+ to 4 years	20	16%	6%	2	10%	13%	22	15%	6%
4+ to 10 years	38	30%	8%	10	48%	21%	48	32%	8%
10 or more years	27	21%	7%	4	19%	17%	31	21%	7%
Total	127	100%		21	100%		148	100%	
No Response	23	18%		13	62%		36	24%	
Avg Number of Years =	6.7			6.9			6.8		

Question 17: How did you make this trip before using PATCO?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Did not make this trip	82	58%	8%	17	52%	17%	99	57%	7%
Car (drove alone)	20	14%	6%	12	36%	16%	32	18%	6%
Carpool	5	4%	3%	0	0%	0%	5	3%	2%
Vanpool	1	1%	1%	0	0%	0%	1	1%	1%
Bus	23	16%	6%	4	12%	11%	27	15%	5%
Other	11	8%	4%	0	0%	0%	11	6%	4%
Total	142	100%		33	100%		175	100%	
No Response	8	6%		1	3%		9	5%	

Gloucester County

The following data are based on 184 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=9

NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR

	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 18: Do you have a vehicle that could have been
              used for this trip?

Yes	145	97%	3%	31	91%	10%	176	96%	3%
No or No Response	5	3%	3%	3	9%	10%	8	4%	3%

Question 19: How would you rate PATCO service?

			Excellent 1	2	Average 3	4	Poor 5	No Response
Reliability								
PEAK		Responses	128	18	3	0	0	1
Rating:	1.2	Percent	86%	12%	2%	0%	0%	1%
		Error (+/-)	6%	5%	2%	0%	0%	
OFF-PEAK		Responses	22	9	1	1	1	0
Rating:	1.5	Percent	65%	26%	3%	3%	3%	0%
		Error (+/-)	16%	15%	6%	6%	6%	
TOTAL		Responses	150	27	4	1	1	1
Rating:	1.2	Percent	82%	15%	2%	1%	1%	1%
		Error (+/-)	6%	5%	2%	1%	1%	
Express service								
PEAK		Responses	55	41	26	4	2	22
Rating:	1.9	Percent	43%	32%	20%	3%	2%	12%
		Error (+/-)	9%	8%	7%	3%	2%	
OFF-PEAK		Responses	12	4	4	2	1	11
Rating:	2.0	Percent	52%	17%	17%	9%	4%	6%
		Error (+/-)	20%	15%	15%	12%	8%	
TOTAL		Responses	67	45	30	6	3	33
Rating:	1.9	Percent	44%	30%	20%	4%	2%	18%
		Error (+/-)	8%	7%	6%	3%	2%	
Travel time								
PEAK		Responses	94	42	11	0	0	3
Rating:	1.4	Percent	64%	29%	7%	0%	0%	2%
		Error (+/-)	8%	7%	4%	0%	0%	
OFF-PEAK		Responses	16	13	3	1	1	0
Rating:	1.8	Percent	47%	38%	9%	3%	3%	0%
		Error (+/-)	17%	16%	10%	6%	6%	
TOTAL		Responses	110	55	14	1	1	3
Rating:	1.5	Percent	61%	30%	8%	1%	1%	2%
		Error (+/-)	7%	7%	4%	1%	1%	
Easily understood schedules								
PEAK		Responses	67	54	22	2	1	4
Rating:	1.7	Percent	46%	37%	15%	1%	1%	2%
		Error (+/-)	8%	8%	6%	2%	1%	
OFF-PEAK		Responses	12	9	6	3	1	3
Rating:	2.1	Percent	39%	29%	19%	10%	3%	2%
		Error (+/-)	17%	16%	14%	10%	6%	
TOTAL		Responses	79	63	28	5	2	7
Rating:	1.8	Percent	45%	36%	16%	3%	1%	4%
		Error (+/-)	7%	7%	5%	2%	2%	

Gloucester County

The following data are based on 184 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=9

NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR

	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

			Excellent 1	2	Average 3	4	Poor 5	No Response

Customer assistance & notices

			1	2	3	4	5	
PEAK		Responses	55	57	29	4	1	4
Rating:	1.9	Percent	38%	39%	20%	3%	1%	2%
		Error (+/-)	8%	8%	6%	3%	1%	
OFF-PEAK		Responses	11	7	9	4	2	1
Rating:	2.4	Percent	33%	21%	27%	12%	6%	1%
		Error (+/-)	16%	14%	15%	11%	8%	
TOTAL		Responses	66	64	38	8	3	5
Rating:	2.0	Percent	37%	36%	21%	4%	2%	3%
		Error (+/-)	7%	7%	6%	3%	2%	

Train destination signs

			1	2	3	4	5	
PEAK		Responses	63	51	24	5	1	6
Rating:	1.8	Percent	44%	35%	17%	3%	1%	3%
		Error (+/-)	8%	8%	6%	3%	1%	
OFF-PEAK		Responses	12	9	8	3	2	0
Rating:	2.2	Percent	35%	26%	24%	9%	6%	0%
		Error (+/-)	16%	15%	14%	10%	8%	
TOTAL		Responses	75	60	32	8	3	6
Rating:	1.9	Percent	42%	34%	18%	4%	2%	3%
		Error (+/-)	7%	7%	6%	3%	2%	

Cleanliness of stations

			1	2	3	4	5	
PEAK		Responses	64	61	17	3	2	3
Rating:	1.8	Percent	44%	41%	12%	2%	1%	2%
		Error (+/-)	8%	8%	5%	2%	2%	
OFF-PEAK		Responses	9	17	5	1	2	0
Rating:	2.1	Percent	26%	50%	15%	3%	6%	0%
		Error (+/-)	15%	17%	12%	6%	8%	
TOTAL		Responses	73	78	22	4	4	3
Rating:	1.8	Percent	40%	43%	12%	2%	2%	2%
		Error (+/-)	7%	7%	5%	2%	2%	

Cleanliness of train

			1	2	3	4	5	
PEAK		Responses	83	49	14	2	0	2
Rating:	1.6	Percent	56%	33%	9%	1%	0%	1%
		Error (+/-)	8%	8%	5%	2%	0%	
OFF-PEAK		Responses	10	17	4	0	3	0
Rating:	2.1	Percent	29%	50%	12%	0%	9%	0%
		Error (+/-)	15%	17%	11%	0%	10%	
TOTAL		Responses	93	66	18	2	3	2
Rating:	1.7	Percent	51%	36%	10%	1%	2%	1%
		Error (+/-)	7%	7%	4%	2%	2%	

Gloucester County

The following data are based on 184 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=9

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

			Excellent 1	2	Average 3	4	Poor 5	No Response
Heating & air conditioning								
PEAK	Responses		67	68	9	4	0	2
Rating: 1.7	Percent		45%	46%	6%	3%	0%	1%
	Error (+/-)		8%	8%	4%	3%	0%	
OFF-PEAK	Responses		14	12	5	0	3	0
Rating: 2.0	Percent		41%	35%	15%	0%	9%	0%
	Error (+/-)		17%	16%	12%	0%	10%	
TOTAL	Responses		81	80	14	4	3	2
Rating: 1.7	Percent		45%	44%	8%	2%	2%	1%
	Error (+/-)		7%	7%	4%	2%	2%	
Cost of travel								
PEAK	Responses		60	43	37	7	1	2
Rating: 2.0	Percent		41%	29%	25%	5%	1%	1%
	Error (+/-)		8%	7%	7%	3%	1%	
OFF-PEAK	Responses		6	13	12	1	2	0
Rating: 2.4	Percent		18%	38%	35%	3%	6%	0%
	Error (+/-)		13%	16%	16%	6%	8%	
TOTAL	Responses		66	56	49	8	3	2
Rating: 2.0	Percent		36%	31%	27%	4%	2%	1%
	Error (+/-)		7%	7%	6%	3%	2%	
Vehicle comfort								
PEAK	Responses		62	60	24	2	0	2
Rating: 1.8	Percent		42%	41%	16%	1%	0%	1%
	Error (+/-)		8%	8%	6%	2%	0%	
OFF-PEAK	Responses		10	13	7	1	2	1
Rating: 2.2	Percent		30%	39%	21%	3%	6%	1%
	Error (+/-)		16%	17%	14%	6%	8%	
TOTAL	Responses		72	73	31	3	2	3
Rating: 1.8	Percent		40%	40%	17%	2%	1%	2%
	Error (+/-)		7%	7%	5%	2%	2%	
Frequency of service								
PEAK	Responses		96	39	10	2	0	3
Rating: 1.4	Percent		65%	27%	7%	1%	0%	2%
	Error (+/-)		8%	7%	4%	2%	0%	
OFF-PEAK	Responses		15	16	1	1	1	0
Rating: 1.7	Percent		44%	47%	3%	3%	3%	0%
	Error (+/-)		17%	17%	6%	6%	6%	
TOTAL	Responses		111	55	11	3	1	3
Rating: 1.5	Percent		61%	30%	6%	2%	1%	2%
	Error (+/-)		7%	7%	3%	2%	1%	

Gloucester County

The following data are based on 184 survey returns from the PATCO1 database.
    using the criteria: CTY('ORIG')=9

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

		Excellent 1	2	Average 3	4	Poor 5	No Response
Safety/security							
PEAK	Responses	75	49	18	2	2	4
Rating: 1.7	Percent	51%	34%	12%	1%	1%	2%
	Error (+/-)	8%	8%	5%	2%	2%	
OFF-PEAK	Responses	11	13	6	1	1	2
Rating: 2.0	Percent	34%	41%	19%	3%	3%	1%
	Error (+/-)	16%	17%	14%	6%	6%	
TOTAL	Responses	86	62	24	3	3	6
Rating: 1.7	Percent	48%	35%	13%	2%	2%	3%
	Error (+/-)	7%	7%	5%	2%	2%	
Overall Performance							
PEAK	Responses	73	66	5	0	0	6
Rating: 1.5	Percent	51%	46%	3%	0%	0%	3%
	Error (+/-)	8%	8%	3%	0%	0%	
OFF-PEAK	Responses	11	16	3	1	1	2
Rating: 1.9	Percent	34%	50%	9%	3%	3%	1%
	Error (+/-)	16%	17%	10%	6%	6%	
TOTAL	Responses	84	82	8	1	1	8
Rating: 1.6	Percent	48%	47%	5%	1%	1%	4%
	Error (+/-)	7%	7%	3%	1%	1%	

Question 20: Gender of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Male	83	56%	8%	23	68%	16%	106	58%	7%
Female	66	44%	8%	11	32%	16%	77	42%	7%
Total	149	100%		34	100%		183	100%	
No Response	1	1%		0	0%		1	1%	

Question 21: Age of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
19 or younger	1	1%	1%	1	3%	6%	2	1%	2%
20 - 29	32	22%	7%	6	18%	13%	38	21%	6%
30 - 49	87	59%	8%	16	47%	17%	103	57%	7%
50 - 64	27	18%	6%	8	24%	14%	35	19%	6%
65 or older	1	1%	1%	3	9%	10%	4	2%	2%
Total	148	100%		34	100%		182	100%	
No Response	2	1%		0	0%		2	1%	
Avg Age =	38.9			41.8			39.4		

Gloucester County

The following data are based on 184 survey returns from the PATCO1 database.
   using the criteria: CTY('ORIG')=9

| | NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR | | | | | | | | |
| | PEAK | | | OFF-PEAK | | | TOTAL | | |
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 22: Race of Respondents:									
White	142	95%	3%	28	88%	11%	170	94%	3%
Black	6	4%	3%	3	9%	10%	9	5%	3%
Asian	0	0%	0%	0	0%	0%	0	0%	0%
Other	1	1%	1%	1	3%	6%	2	1%	2%
Total	149	100%		32	100%		181	100%	
No Response	1	1%		2	6%		3	2%	
Question 23: Household income:									
Under $10,000	0	0%	0%	1	4%	7%	1	1%	1%
$10,000 - $15,000	0	0%	0%	1	4%	7%	1	1%	1%
$15,000 - $25,000	10	7%	4%	2	7%	10%	12	7%	4%
$25,000 - $35,000	18	13%	6%	7	25%	16%	25	15%	5%
$35,000 - $50,000	34	24%	7%	9	32%	17%	43	25%	7%
$50,000 - $75,000	52	37%	8%	7	25%	16%	59	35%	7%
$75,000 - $100,000	20	14%	6%	0	0%	0%	20	12%	5%
$100,000 or more	7	5%	4%	1	4%	7%	8	5%	3%
Total	141	100%		28	100%		169	100%	
No Response	9	6%		6	21%		15	9%	
Avg Household Income =	$57,000			$43,000			$55,000		
Question 24: Employment Status of Respondents:									
Employed Full-time	145	97%	3%	23	68%	16%	168	92%	4%
Employed Part-time	2	1%	2%	3	9%	10%	5	3%	2%
Retired	0	0%	0%	3	9%	10%	3	2%	2%
Currently Unemployed	0	0%	0%	2	6%	8%	2	1%	2%
Homemaker	1	1%	1%	2	6%	8%	3	2%	2%
Student	1	1%	1%	1	3%	6%	2	1%	2%
Total	149	100%		34	100%		183	100%	
No Response	1	1%		0	0%		1	1%	
Question 25: Highest education level completed:									
Elementary School	0	0%	0%	0	0%	0%	0	0%	0%
Some High School	2	1%	2%	0	0%	0%	2	1%	2%
Graduated High School	22	16%	6%	8	27%	16%	30	18%	6%
Some College	32	23%	7%	7	23%	15%	39	23%	6%
Graduated College	64	46%	8%	10	33%	17%	74	44%	7%
Post-Graduate School	17	12%	5%	5	17%	13%	22	13%	5%
Vocational School	0	0%	0%	0	0%	0%	0	0%	0%
Special School	2	1%	2%	0	0%	0%	2	1%	2%
Other	1	1%	1%	0	0%	0%	1	1%	1%
Total	140	100%		30	100%		170	100%	
No Response	10	7%		4	13%		14	8%	

Suburban Station Boardings

The following data are based on 1789 survey returns from the PATCO1 database.
    using the criteria: STATYPE(1)='S'

| | NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR | | | | | | | | |
| | PEAK | | | OFF-PEAK | | | TOTAL | | |
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 1: What time did you receive this survey?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
6:00am or earlier	43	3%	1%	9	3%	2%	52	3%	1%
6:01 - 7:00am	725	52%	3%	0	0%	0%	725	41%	2%
7:01 - 8:00am	535	38%	3%	0	0%	0%	535	31%	2%
8:01 - 9:00am	97	7%	1%	0	0%	0%	97	6%	1%
9:01 - 10:00am	0	0%	0%	31	9%	3%	31	2%	1%
10:01 - 11:00am	0	0%	0%	123	35%	5%	123	7%	1%
11:01 - 12:00pm	0	0%	0%	92	26%	5%	92	5%	1%
12:01 - 1:00pm	0	0%	0%	88	25%	5%	88	5%	1%
After 1:00pm	0	0%	0%	7	2%	1%	7	0%	0%
Total	1400	100%		350	100%		1750	100%	
No Response	25	2%		14	4%		39	2%	

Question 2: Where did you START this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	0	0%	0%	0	0%	0%	0	0%	0%
MONTGOMERY	0	0%	0%	0	0%	0%	0	0%	0%
PHILA **	0	0%	0%	0	0%	0%	0	0%	0%
CENTER CITY	0	0%	0%	1	0%	1%	1	0%	0%
BURLINGTON	263	19%	2%	51	15%	4%	314	18%	2%
CAMDEN	986	70%	2%	259	74%	5%	1245	70%	2%
GLOUCESTER	144	10%	2%	34	10%	3%	178	10%	1%
MERCER	1	0%	0%	1	0%	1%	2	0%	0%
OTHER	22	2%	1%	5	1%	1%	27	2%	1%
Total	1416	100%		351	100%		1767	100%	
No Response	9	1%		13	4%		22	1%	

Question 3: At which station did you BOARD this train?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
LINDENWOLD	396	28%	2%	71	20%	4%	467	26%	2%
ASHLAND	206	14%	2%	28	8%	3%	234	13%	2%
WOODCREST	224	16%	2%	66	18%	4%	290	16%	2%
HADDONFIELD	161	11%	2%	56	16%	4%	217	12%	2%
WESTMONT	114	8%	1%	48	13%	4%	162	9%	1%
COLLINGSWOOD	111	8%	1%	38	11%	3%	149	8%	1%
FERRY AVE	209	15%	2%	53	15%	4%	262	15%	2%
BROADWAY	0	0%	0%	0	0%	0%	0	0%	0%
CITY HALL	0	0%	0%	0	0%	0%	0	0%	0%
8TH & MARKET	0	0%	0%	0	0%	0%	0	0%	0%
10TH & LOCUST	0	0%	0%	0	0%	0%	0	0%	0%
13TH & LOCUST	0	0%	0%	0	0%	0%	0	0%	0%
16TH & LOCUST	0	0%	0%	0	0%	0%	0	0%	0%
Total	1421	100%		360	100%		1781	100%	
No Response	4	0%		4	1%		8	0%	

Suburban Station Boardings

The following data are based on 1789 survey returns from the PATCO1 database.
using the criteria: STATYPE(1)='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 4: How did you get to this station?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Walked	126	9%	1%	60	17%	4%	186	10%	1%
Was dropped off	80	6%	1%	27	7%	3%	107	6%	1%
Drove auto & parked	1148	81%	2%	248	69%	5%	1396	79%	2%
Rode in a carpool	19	1%	1%	0	0%	0%	19	1%	0%
Transferred from NJ TRANSIT bus	27	2%	1%	20	6%	2%	47	3%	1%
Transferred from SEPTA subway	1	0%	0%	0	0%	0%	1	0%	0%
Transferred from SEPTA bus	2	0%	0%	0	0%	0%	2	0%	0%
Other	13	1%	0%	6	2%	1%	19	1%	0%
Total	1416	100%		361	100%		1777	100%	
No Response	9	1%		3	1%		12	1%	

Question 5: Why do you use this station?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Closest to home	973	75%	2%	196	61%	5%	1169	72%	2%
Parking available	82	6%	1%	45	14%	4%	127	8%	1%
Lower PATCO fare	44	3%	1%	10	3%	2%	54	3%	1%
Bus service available	9	1%	0%	7	2%	2%	16	1%	0%
Convenient highway access	145	11%	2%	30	9%	3%	175	11%	2%
Other	42	3%	1%	34	11%	3%	76	5%	1%
Total	1295	100%		322	100%		1617	100%	
No Response	130	10%		42	13%		172	11%	

Question 6: How long did it take you to get from your
START location to this station?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
5 minutes or less	311	22%	2%	77	21%	4%	388	22%	2%
6 - 10	446	32%	2%	114	32%	5%	560	32%	2%
11 - 15	327	23%	2%	61	17%	4%	388	22%	2%
16 - 20	172	12%	2%	46	13%	3%	218	12%	2%
21 - 30	125	9%	1%	37	10%	3%	162	9%	1%
31 - 45	19	1%	1%	13	4%	2%	32	2%	1%
46 - 60	6	0%	0%	2	1%	1%	8	0%	0%
More than 60 minutes	4	0%	0%	9	3%	2%	13	1%	0%
Total	1410	100%		359	100%		1769	100%	
No Response	15	1%		5	1%		20	1%	
Avg Access Time =	13.0			16.8			13.8		

Suburban Station Boardings

The following data are based on 1789 survey returns from the PATCO1 database.
    using the criteria: STATYPE(1)='S'

| | NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR | | | | | | | | |
| | PEAK | | | OFF-PEAK | | | TOTAL | | |
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 7: How far is your START location from this station?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
1/4 mile	87	6%	1%	39	11%	3%	126	7%	1%
1/2 mile	75	5%	1%	22	6%	3%	97	6%	1%
1 mile	129	9%	2%	20	6%	2%	149	9%	1%
1-2 miles	152	11%	2%	46	13%	4%	198	11%	1%
2-3 miles	168	12%	2%	52	15%	4%	220	13%	2%
3-5 miles	210	15%	2%	32	9%	3%	242	14%	2%
5-7 miles	172	12%	2%	38	11%	3%	210	12%	2%
7-10 miles	146	10%	2%	31	9%	3%	177	10%	1%
10-15 miles	160	11%	2%	39	11%	3%	199	11%	1%
15-20 miles	58	4%	1%	13	4%	2%	71	4%	1%
20-30 miles	26	2%	1%	9	3%	2%	35	2%	1%
More than 30 miles	15	1%	1%	9	3%	2%	24	1%	1%
Total	1398	100%		350	100%		1748	100%	
No Response	27	2%		14	4%		41	2%	
Avg Access Distance =	5.8			6.1			5.9		

Question 8: What type of fare did you pay for this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
One-way Ticket	26	2%	1%	43	12%	3%	69	4%	1%
2-Ride Ticket	709	50%	3%	212	58%	5%	921	52%	2%
10-Ride Ticket	675	48%	3%	62	17%	4%	737	42%	2%
Senior Citizen Fare	0	0%	0%	41	11%	3%	41	2%	1%
Handicapper Fare	0	0%	0%	2	1%	1%	2	0%	0%
Other	1	0%	0%	3	1%	1%	4	0%	0%
Total	1411	100%		363	100%		1774	100%	
No Response	14	1%		1	0%		15	1%	

Question 9: At which station will you get off this train?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
LINDENWOLD	2	0%	0%	11	3%	2%	13	1%	0%
ASHLAND	2	0%	0%	3	1%	1%	5	0%	0%
WOODCREST	1	0%	0%	4	1%	1%	5	0%	0%
HADDONFIELD	4	0%	0%	7	2%	1%	11	1%	0%
WESTMONT	2	0%	0%	3	1%	1%	5	0%	0%
COLLINGSWOOD	3	0%	0%	6	2%	1%	9	1%	0%
FERRY AVE	3	0%	0%	4	1%	1%	7	0%	0%
BROADWAY	25	2%	1%	11	3%	2%	36	2%	1%
CITY HALL	25	2%	1%	8	2%	2%	33	2%	1%
8TH & MARKET	424	30%	2%	107	30%	5%	531	30%	2%
10TH & LOCUST	107	8%	1%	39	11%	3%	146	8%	1%
13TH & LOCUST	88	6%	1%	36	10%	3%	124	7%	1%
16TH & LOCUST	723	51%	3%	113	32%	5%	836	47%	2%
Total	1409	100%		352	100%		1761	100%	
No Response	16	1%		12	3%		28	2%	

Suburban Station Boardings

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using the criteria: STATYPE(1)='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 10: How will you get to your final destination?									
Walk only	1252	89%	2%	289	81%	4%	1541	87%	2%
Will be picked up	6	0%	0%	5	1%	1%	11	1%	0%
Drive auto I parked	13	1%	0%	17	5%	2%	30	2%	1%
Ride in a carpool	2	0%	0%	1	0%	1%	3	0%	0%
Transfer to NJ TRANSIT bus	3	0%	0%	5	1%	1%	8	0%	0%
Transfer to SEPTA subway	111	8%	1%	27	8%	3%	138	8%	1%
Transfer to SEPTA bus	14	1%	1%	10	3%	2%	24	1%	1%
Other	12	1%	0%	5	1%	1%	17	1%	0%
Total	1413	100%		359	100%		1772	100%	
No Response	12	1%		5	1%		17	1%	
Question 11: Where is your FINAL destination?									
BUCKS	1	0%	0%	0	0%	0%	1	0%	0%
CHESTER	2	0%	0%	0	0%	0%	2	0%	0%
DELAWARE	7	1%	0%	3	1%	1%	10	1%	0%
MONTGOMERY	9	1%	0%	2	1%	1%	11	1%	0%
PHILA **	134	10%	2%	26	8%	3%	160	9%	1%
CENTER CITY	1174	84%	2%	244	73%	5%	1418	82%	2%
BURLINGTON	2	0%	0%	1	0%	1%	3	0%	0%
CAMDEN	59	4%	1%	52	16%	4%	111	6%	1%
GLOUCESTER	0	0%	0%	3	1%	1%	3	0%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	2	0%	0%	2	1%	1%	4	0%	0%
Total	1390	100%		333	100%		1723	100%	
No Response	35	3%		31	9%		66	4%	

**Question 12: How long does it take you to travel from your
START location to your FINAL destination?**

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
10 minutes or less	51	4%	1%	16	5%	2%	67	4%	1%
11 - 20	78	6%	1%	28	8%	3%	106	6%	1%
21 - 30	172	12%	2%	66	19%	4%	238	14%	2%
31 - 40	289	21%	2%	72	21%	4%	361	21%	2%
41 - 50	424	30%	2%	69	20%	4%	493	28%	2%
51 - 60	278	20%	2%	61	18%	4%	339	19%	2%
61 - 70	48	3%	1%	4	1%	1%	52	3%	1%
71 - 80	43	3%	1%	8	2%	2%	51	3%	1%
More than 80 minutes	20	1%	1%	18	5%	2%	38	2%	1%
Total	1403	100%		342	100%		1745	100%	
No Response	22	2%		22	6%		44	3%	
Avg Travel Time =	44.7			44.5			44.6		

Suburban Station Boardings

The following data are based on 1789 survey returns from the PATCO1 database.
    using the criteria: STATYPE(1)='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 13: What is the main purpose of this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Go to work	1374	98%	1%	160	46%	5%	1534	88%	2%
Returning from work	2	0%	0%	3	1%	1%	5	0%	0%
School	7	1%	0%	26	8%	3%	33	2%	1%
Company business	3	0%	0%	46	13%	4%	49	3%	1%
Shopping	0	0%	0%	17	5%	2%	17	1%	0%
Medical/Personal	6	0%	0%	42	12%	3%	48	3%	1%
Recreation/Social	3	0%	0%	24	7%	3%	27	2%	1%
Going out to eat	0	0%	0%	3	1%	1%	3	0%	0%
Other	1	0%	0%	25	7%	3%	26	1%	1%
Total	1396	100%		346	100%		1742	100%	
No Response	29	2%		18	5%		47	3%	

Question 14: How many times did you board a PATCO train on each of the last seven days?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Monday									
None (or No Response)	101	7%	1%	160	44%	5%	261	15%	2%
1-2 times	1318	92%	1%	199	55%	5%	1517	85%	2%
3-4 times	6	0%	0%	4	1%	1%	10	1%	0%
More than 5 times	0	0%	0%	1	0%	1%	1	0%	0%
Avg Trips per Day =	1.9			1.1			1.7		
Tuesday									
None (or No Response)	100	7%	1%	171	47%	5%	271	15%	2%
1-2 times	1321	93%	1%	189	52%	5%	1510	84%	2%
3-4 times	4	0%	0%	3	1%	1%	7	0%	0%
More than 5 times	0	0%	0%	1	0%	1%	1	0%	0%
Avg Trips per Day =	1.8			1.1			1.7		
Wednesday									
None (or No Response)	85	6%	1%	107	29%	5%	192	11%	1%
1-2 times	1335	94%	1%	254	70%	5%	1589	89%	1%
3-4 times	5	0%	0%	2	1%	1%	7	0%	0%
More than 5 times	0	0%	0%	1	0%	1%	1	0%	0%
Avg Trips per Day =	1.9			1.4			1.8		
Thursday									
None (or No Response)	105	7%	1%	131	36%	5%	236	13%	2%
1-2 times	1314	92%	1%	226	62%	5%	1540	86%	2%
3-4 times	6	0%	0%	6	2%	1%	12	1%	0%
More than 5 times	0	0%	0%	1	0%	1%	1	0%	0%
Avg Trips per Day =	1.8			1.3			1.7		
Friday									
None (or No Response)	143	10%	2%	187	51%	5%	330	18%	2%
1-2 times	1275	89%	2%	172	47%	5%	1447	81%	2%
3-4 times	6	0%	0%	4	1%	1%	10	1%	0%
More than 5 times	0	0%	0%	1	0%	1%	1	0%	0%
Avg Trips per Day =	1.8			1.0			1.6		

Suburban Station Boardings

The following data are based on 1789 survey returns from the PATCO1 database.
    using the criteria: STATYPE(1)='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 14: How many times did you board a PATCO train
(continued)   on each of the last seven days?

Saturday

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
None (or No Response)	1277	90%	2%	303	83%	4%	1580	88%	1%
1-2 times	146	10%	2%	59	16%	4%	205	11%	1%
3-4 times	2	0%	0%	2	1%	1%	4	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.2			0.3			0.2		

Sunday

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
None (or No Response)	1373	96%	1%	333	91%	3%	1706	95%	1%
1-2 times	50	4%	1%	30	8%	3%	80	4%	1%
3-4 times	2	0%	0%	1	0%	1%	3	0%	0%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.1			0.2			0.1		

Question 15: Why do you use PATCO?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Saves time	543	38%	3%	154	42%	5%	697	39%	2%
Frequent service	636	45%	3%	126	35%	5%	762	43%	2%
Avoid driving	943	66%	2%	229	63%	5%	1172	66%	2%
Saves money	622	44%	3%	141	39%	5%	763	43%	2%
Convenient schedule	650	46%	3%	122	34%	5%	772	43%	2%
Comfortable ride	516	36%	2%	111	30%	5%	627	35%	2%
Car not available	60	4%	1%	44	12%	3%	104	6%	1%
Bus not convenient	113	8%	1%	29	8%	3%	142	8%	1%
Other	59	4%	1%	25	7%	3%	84	5%	1%

Question 16: How long have you been using PATCO for this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
1 year or less	125	10%	2%	27	11%	4%	152	11%	2%
1+ to 2 years	142	12%	2%	33	13%	4%	175	12%	2%
2+ to 4 years	177	15%	2%	43	17%	5%	220	15%	2%
4+ to 10 years	390	33%	3%	98	39%	6%	488	34%	2%
10 or more years	358	30%	3%	53	21%	5%	411	28%	2%
Total	1192	100%		254	100%		1446	100%	
No Response	233	20%		110	43%		343	24%	
Avg Number of Years =	8.0			7.2			7.9		

Question 17: How did you make this trip before using PATCO?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Did not make this trip	892	65%	3%	184	53%	5%	1076	63%	2%
Car (drove alone)	196	14%	2%	102	29%	5%	298	17%	2%
Carpool	58	4%	1%	6	2%	1%	64	4%	1%
Vanpool	7	1%	0%	0	0%	0%	7	0%	0%
Bus	155	11%	2%	40	12%	3%	195	11%	2%
Other	56	4%	1%	14	4%	2%	70	4%	1%
Total	1364	100%		346	100%		1710	100%	
No Response	61	4%		18	5%		79	5%	

Suburban Station Boardings

The following data are based on 1789 survey returns from the PATCO1 database.
   using the criteria: STATYPE(1)='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 18: Do you have a vehicle that could have been used for this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Yes	1280	90%	2%	283	78%	4%	1563	87%	2%
No or No Response	145	10%	2%	81	22%	4%	226	13%	2%

Question 19: How would you rate PATCO service?

| | | | Excellent | | Average | | Poor | No |
			1	2	3	4	5	Response
Reliability								
PEAK		Responses	1198	190	23	0	1	13
Rating:	1.2	Percent	85%	13%	2%	0%	0%	1%
		Error (+/-)	2%	2%	1%	0%	0%	
OFF-PEAK		Responses	269	63	15	2	1	14
Rating:	1.3	Percent	77%	18%	4%	1%	0%	1%
		Error (+/-)	4%	4%	2%	1%	1%	
TOTAL		Responses	1467	253	38	2	2	27
Rating:	1.2	Percent	83%	14%	2%	0%	0%	2%
		Error (+/-)	2%	2%	1%	0%	0%	
Express service								
PEAK		Responses	550	320	222	51	40	242
Rating:	1.9	Percent	46%	27%	19%	4%	3%	14%
		Error (+/-)	3%	3%	2%	1%	1%	
OFF-PEAK		Responses	153	79	39	11	6	76
Rating:	1.7	Percent	53%	27%	14%	4%	2%	4%
		Error (+/-)	6%	5%	4%	2%	2%	
TOTAL		Responses	703	399	261	62	46	318
Rating:	1.9	Percent	48%	27%	18%	4%	3%	18%
		Error (+/-)	3%	2%	2%	1%	1%	
Travel time								
PEAK		Responses	942	377	81	6	0	19
Rating:	1.4	Percent	67%	27%	6%	0%	0%	1%
		Error (+/-)	2%	2%	1%	0%	0%	
OFF-PEAK		Responses	220	96	25	6	1	16
Rating:	1.5	Percent	63%	28%	7%	2%	0%	1%
		Error (+/-)	5%	5%	3%	1%	1%	
TOTAL		Responses	1162	473	106	12	1	35
Rating:	1.4	Percent	66%	27%	6%	1%	0%	2%
		Error (+/-)	2%	2%	1%	0%	0%	
Easily understood schedules								
PEAK		Responses	642	423	232	29	10	89
Rating:	1.8	Percent	48%	32%	17%	2%	1%	5%
		Error (+/-)	3%	2%	2%	1%	0%	
OFF-PEAK		Responses	160	83	55	11	9	46
Rating:	1.8	Percent	50%	26%	17%	3%	3%	3%
		Error (+/-)	5%	5%	4%	2%	2%	
TOTAL		Responses	802	506	287	40	19	135
Rating:	1.8	Percent	48%	31%	17%	2%	1%	8%
		Error (+/-)	2%	2%	2%	1%	1%	

Suburban Station Boardings

The following data are based on 1789 survey returns from the PATCO1 database.
    using the criteria: STATYPE(1)='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

		Excellent 1	2	Average 3	4	Poor 5	No Response
Customer assistance & notices							
PEAK	Responses	531	452	318	45	17	62
Rating: 1.9	Percent	39%	33%	23%	3%	1%	3%
	Error (+/-)	3%	2%	2%	1%	1%	
OFF-PEAK	Responses	131	81	82	18	13	39
Rating: 2.1	Percent	40%	25%	25%	6%	4%	2%
	Error (+/-)	5%	5%	5%	2%	2%	
TOTAL	Responses	662	533	400	63	30	101
Rating: 2.0	Percent	39%	32%	24%	4%	2%	6%
	Error (+/-)	2%	2%	2%	1%	1%	
Train destination signs							
PEAK	Responses	609	429	287	34	13	53
Rating: 1.8	Percent	44%	31%	21%	2%	1%	3%
	Error (+/-)	3%	2%	2%	1%	1%	
OFF-PEAK	Responses	165	82	69	14	6	28
Rating: 1.9	Percent	49%	24%	21%	4%	2%	2%
	Error (+/-)	5%	5%	4%	2%	1%	
TOTAL	Responses	774	511	356	48	19	81
Rating: 1.8	Percent	45%	30%	21%	3%	1%	5%
	Error (+/-)	2%	2%	2%	1%	0%	
Cleanliness of stations							
PEAK	Responses	600	551	205	32	13	24
Rating: 1.8	Percent	43%	39%	15%	2%	1%	1%
	Error (+/-)	3%	3%	2%	1%	1%	
OFF-PEAK	Responses	139	121	70	15	6	13
Rating: 1.9	Percent	40%	34%	20%	4%	2%	1%
	Error (+/-)	5%	5%	4%	2%	1%	
TOTAL	Responses	739	672	275	47	19	37
Rating: 1.8	Percent	42%	38%	16%	3%	1%	2%
	Error (+/-)	2%	2%	2%	1%	0%	
Cleanliness of train							
PEAK	Responses	736	526	117	23	7	16
Rating: 1.6	Percent	52%	37%	8%	2%	0%	1%
	Error (+/-)	3%	3%	1%	1%	0%	
OFF-PEAK	Responses	176	123	45	7	4	9
Rating: 1.7	Percent	50%	35%	13%	2%	1%	1%
	Error (+/-)	5%	5%	3%	1%	1%	
TOTAL	Responses	912	649	162	30	11	25
Rating: 1.6	Percent	52%	37%	9%	2%	1%	1%
	Error (+/-)	2%	2%	1%	1%	0%	

Suburban Station Boardings

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    using the criteria: STATYPE(1)='S'

		NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR							
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

		Excellent 1	2	Average 3	4	Poor 5	No Response
Heating & air conditioning							
PEAK	Responses	649	552	180	18	3	23
Rating: 1.7	Percent	46%	39%	13%	1%	0%	1%
	Error (+/-)	3%	3%	2%	1%	0%	
OFF-PEAK	Responses	181	128	31	6	5	13
Rating: 1.6	Percent	52%	36%	9%	2%	1%	1%
	Error (+/-)	5%	5%	3%	1%	1%	
TOTAL	Responses	830	680	211	24	8	36
Rating: 1.7	Percent	47%	39%	12%	1%	0%	2%
	Error (+/-)	2%	2%	2%	1%	0%	
Cost of travel							
PEAK	Responses	460	469	398	62	13	23
Rating: 2.1	Percent	33%	33%	28%	4%	1%	1%
	Error (+/-)	2%	2%	2%	1%	1%	
OFF-PEAK	Responses	110	103	111	17	11	12
Rating: 2.2	Percent	31%	29%	32%	5%	3%	1%
	Error (+/-)	5%	5%	5%	2%	2%	
TOTAL	Responses	570	572	509	79	24	35
Rating: 2.1	Percent	32%	33%	29%	5%	1%	2%
	Error (+/-)	2%	2%	2%	1%	1%	
Vehicle comfort							
PEAK	Responses	620	523	227	24	4	27
Rating: 1.8	Percent	44%	37%	16%	2%	0%	2%
	Error (+/-)	3%	3%	2%	1%	0%	
OFF-PEAK	Responses	149	133	62	4	3	13
Rating: 1.8	Percent	42%	38%	18%	1%	1%	1%
	Error (+/-)	5%	5%	4%	1%	1%	
TOTAL	Responses	769	656	289	28	7	40
Rating: 1.8	Percent	44%	38%	17%	2%	0%	2%
	Error (+/-)	2%	2%	2%	1%	0%	
Frequency of service							
PEAK	Responses	956	366	66	8	3	26
Rating: 1.4	Percent	68%	26%	5%	1%	0%	1%
	Error (+/-)	2%	2%	1%	0%	0%	
OFF-PEAK	Responses	178	135	29	5	2	15
Rating: 1.6	Percent	51%	39%	8%	1%	1%	1%
	Error (+/-)	5%	5%	3%	1%	1%	
TOTAL	Responses	1134	501	95	13	5	41
Rating: 1.4	Percent	65%	29%	5%	1%	0%	2%
	Error (+/-)	2%	2%	1%	0%	0%	

Suburban Station Boardings

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    using the criteria: STATYPE(1)='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

			Excellent 1	2	Average 3	4	Poor 5	No Response
Safety/security								
PEAK		Responses	665	483	189	29	22	37
Rating:	1.7	Percent	48%	35%	14%	2%	2%	2%
		Error (+/-)	3%	3%	2%	1%	1%	
OFF-PEAK		Responses	147	113	67	14	6	17
Rating:	1.9	Percent	42%	33%	19%	4%	2%	1%
		Error (+/-)	5%	5%	4%	2%	1%	
TOTAL		Responses	812	596	256	43	28	54
Rating:	1.8	Percent	47%	34%	15%	2%	2%	3%
		Error (+/-)	2%	2%	2%	1%	1%	
Overall Performance								
PEAK		Responses	702	567	75	5	0	76
Rating:	1.5	Percent	52%	42%	6%	0%	0%	4%
		Error (+/-)	3%	3%	1%	0%	0%	
OFF-PEAK		Responses	152	144	30	4	1	33
Rating:	1.7	Percent	46%	44%	9%	1%	0%	2%
		Error (+/-)	5%	5%	3%	1%	1%	
TOTAL		Responses	854	711	105	9	1	109
Rating:	1.6	Percent	51%	42%	6%	1%	0%	6%
		Error (+/-)	2%	2%	1%	0%	0%	

Question 20: Gender of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Male	809	57%	3%	199	55%	5%	1008	57%	2%
Female	604	43%	3%	165	45%	5%	769	43%	2%
Total	1413	100%		364	100%		1777	100%	
No Response	12	1%		0	0%		12	1%	

Question 21: Age of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
19 or younger	3	0%	0%	6	2%	1%	9	1%	0%
20 - 29	186	13%	2%	79	22%	4%	265	15%	2%
30 - 49	844	61%	3%	150	42%	5%	994	57%	2%
50 - 64	332	24%	2%	64	18%	4%	396	23%	2%
65 or older	23	2%	1%	62	17%	4%	85	5%	1%
Total	1388	100%		361	100%		1749	100%	
No Response	37	3%		3	1%		40	2%	
Avg Age =	41.7			43.7			42.1		

Suburban Station Boardings

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    using the criteria: STATYPE(1)='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 22: Race of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
White	1245	90%	2%	302	85%	4%	1547	89%	1%
Black	85	6%	1%	34	10%	3%	119	7%	1%
Asian	43	3%	1%	7	2%	1%	50	3%	1%
Other	14	1%	1%	12	3%	2%	26	1%	1%
Total	1387	100%		355	100%		1742	100%	
No Response	38	3%		9	3%		47	3%	

Question 23: Household income:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Under $10,000	7	1%	0%	18	5%	2%	25	2%	1%
$10,000 - $15,000	15	1%	1%	17	5%	2%	32	2%	1%
$15,000 - $25,000	115	9%	2%	49	15%	4%	164	10%	1%
$25,000 - $35,000	160	12%	2%	42	13%	4%	202	12%	2%
$35,000 - $50,000	329	25%	2%	83	25%	5%	412	25%	2%
$50,000 - $75,000	429	32%	3%	61	19%	4%	490	30%	2%
$75,000 - $100,000	176	13%	2%	27	8%	3%	203	12%	2%
$100,000 or more	92	7%	1%	32	10%	3%	124	8%	1%
Total	1323	100%		329	100%		1652	100%	
No Response	102	8%		35	11%		137	8%	
Avg Household Income =	$57,000			$50,000			$55,000		

Question 24: Employment Status of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Employed Full-time	1358	97%	1%	213	61%	5%	1571	90%	1%
Employed Part-time	24	2%	1%	39	11%	3%	63	4%	1%
Retired	5	0%	0%	54	16%	4%	59	3%	1%
Currently Unemployed	4	0%	0%	20	6%	2%	24	1%	1%
Homemaker	2	0%	0%	4	1%	1%	6	0%	0%
Student	8	1%	0%	18	5%	2%	26	1%	1%
Total	1401	100%		348	100%		1749	100%	
No Response	24	2%		16	5%		40	2%	

Question 25: Highest education level completed:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Elementary School	5	0%	0%	1	0%	1%	6	0%	0%
Some High School	13	1%	1%	10	3%	2%	23	1%	1%
Graduated High School	236	17%	2%	55	16%	4%	291	17%	2%
Some College	321	23%	2%	75	22%	4%	396	23%	2%
Graduated College	518	38%	3%	104	30%	5%	622	36%	2%
Post-Graduate School	249	18%	2%	81	23%	4%	330	19%	2%
Vocational School	14	1%	1%	2	1%	1%	16	1%	0%
Special School	8	1%	0%	7	2%	1%	15	1%	0%
Other	9	1%	0%	10	3%	2%	19	1%	0%
Total	1373	100%		345	100%		1718	100%	
No Response	52	4%		19	6%		71	4%	

City Station Boardings

The following data are based on 264 survey returns from the PATCO1 database.
    using the criteria: STATYPE(1)='C'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 1: What time did you receive this survey?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
6:00am or earlier	1	1%	1%	2	2%	3%	3	1%	1%
6:01 - 7:00am	43	27%	7%	0	0%	0%	43	17%	5%
7:01 - 8:00am	74	47%	8%	0	0%	0%	74	29%	6%
8:01 - 9:00am	39	25%	7%	0	0%	0%	39	15%	4%
9:01 - 10:00am	0	0%	0%	7	7%	5%	7	3%	2%
10:01 - 11:00am	0	0%	0%	30	31%	9%	30	12%	4%
11:01 - 12:00pm	0	0%	0%	27	28%	9%	27	11%	4%
12:01 - 1:00pm	0	0%	0%	28	29%	9%	28	11%	4%
After 1:00pm	0	0%	0%	3	3%	3%	3	1%	1%
Total	157	100%		97	100%		254	100%	
No Response	8	5%		2	2%		10	4%	

Question 2: Where did you START this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
BUCKS	1	1%	1%	0	0%	0%	1	0%	1%
CHESTER	3	2%	2%	0	0%	0%	3	1%	1%
DELAWARE	10	6%	4%	2	2%	3%	12	5%	3%
MONTGOMERY	6	4%	3%	1	1%	2%	7	3%	2%
PHILA **	44	28%	7%	12	13%	7%	56	22%	5%
CENTER CITY	46	29%	7%	42	46%	10%	88	35%	6%
BURLINGTON	4	3%	2%	2	2%	3%	6	2%	2%
CAMDEN	35	22%	6%	31	34%	10%	66	26%	5%
GLOUCESTER	6	4%	3%	0	0%	0%	6	2%	2%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	5	3%	3%	1	1%	2%	6	2%	2%
Total	160	100%		91	100%		251	100%	
No Response	5	3%		8	9%		13	5%	

Question 3: At which station did you BOARD this train?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
LINDENWOLD	0	0%	0%	0	0%	0%	0	0%	0%
ASHLAND	0	0%	0%	0	0%	0%	0	0%	0%
WOODCREST	0	0%	0%	0	0%	0%	0	0%	0%
HADDONFIELD	0	0%	0%	0	0%	0%	0	0%	0%
WESTMONT	0	0%	0%	0	0%	0%	0	0%	0%
COLLINGSWOOD	0	0%	0%	0	0%	0%	0	0%	0%
FERRY AVE	0	0%	0%	0	0%	0%	0	0%	0%
BROADWAY	37	24%	7%	18	19%	8%	55	22%	5%
CITY HALL	10	6%	4%	17	18%	8%	27	11%	4%
8TH & MARKET	48	31%	7%	21	22%	8%	69	28%	6%
10TH & LOCUST	17	11%	5%	2	2%	3%	19	8%	3%
13TH & LOCUST	14	9%	5%	15	16%	7%	29	12%	4%
16TH & LOCUST	29	19%	6%	22	23%	8%	51	20%	5%
Total	155	100%		95	100%		250	100%	
No Response	10	6%		4	4%		14	6%	

City Station Boardings

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    using the criteria: STATYPE(1)='C'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 4: How did you get to this station?									
Walked	64	40%	8%	70	73%	9%	134	52%	6%
Was dropped off	14	9%	4%	2	2%	3%	16	6%	3%
Drove auto & parked	4	2%	2%	1	1%	2%	5	2%	2%
Rode in a carpool	0	0%	0%	0	0%	0%	0	0%	0%
Transferred from NJ TRANSIT bus	17	11%	5%	4	4%	4%	21	8%	3%
Transferred from SEPTA subway	37	23%	6%	11	11%	6%	48	19%	5%
Transferred from SEPTA bus	12	7%	4%	5	5%	4%	17	7%	3%
Other	13	8%	4%	3	3%	3%	16	6%	3%
Total	161	100%		96	100%		257	100%	
No Response	4	2%		3	3%		7	3%	
Question 5: Why do you use this station?									
Closest to home	64	43%	8%	25	28%	9%	89	37%	6%
Parking available	1	1%	1%	3	3%	4%	4	2%	2%
Lower PATCO fare	12	8%	4%	7	8%	6%	19	8%	3%
Bus service available	20	13%	5%	5	6%	5%	25	11%	4%
Convenient highway access	6	4%	3%	6	7%	5%	12	5%	3%
Other	46	31%	7%	43	48%	10%	89	37%	6%
Total	149	100%		89	100%		238	100%	
No Response	16	11%		10	11%		26	11%	
Question 6: How long did it take you to get from your START location to this station?									
5 minutes or less	33	21%	6%	43	44%	10%	76	30%	6%
6 - 10	34	21%	6%	17	18%	8%	51	20%	5%
11 - 15	18	11%	5%	13	13%	7%	31	12%	4%
16 - 20	17	11%	5%	11	11%	6%	28	11%	4%
21 - 30	22	14%	5%	8	8%	5%	30	12%	4%
31 - 45	22	14%	5%	3	3%	3%	25	10%	4%
46 - 60	8	5%	3%	2	2%	3%	10	4%	2%
More than 60 minutes	5	3%	3%	0	0%	0%	5	2%	2%
Total	159	100%		97	100%		256	100%	
No Response	6	4%		2	2%		8	3%	
Avg Access Time =	21.0			12.3			17.7		

City Station Boardings

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   using the criteria: STATYPE(1)='C'

| | NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR | | | | | | | | |
| | PEAK | | | OFF-PEAK | | | TOTAL | | |
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 7: How far is your START location from this station?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
1/4 mile	41	26%	7%	42	45%	10%	83	33%	6%
1/2 mile	12	8%	4%	14	15%	7%	26	10%	4%
1 mile	6	4%	3%	1	1%	2%	7	3%	2%
1-2 miles	11	7%	4%	8	9%	6%	19	8%	3%
2-3 miles	7	4%	3%	6	6%	5%	13	5%	3%
3-5 miles	13	8%	4%	4	4%	4%	17	7%	3%
5-7 miles	9	6%	4%	7	7%	5%	16	6%	3%
7-10 miles	20	13%	5%	2	2%	3%	22	9%	3%
10-15 miles	16	10%	5%	3	3%	4%	19	8%	3%
15-20 miles	8	5%	3%	2	2%	3%	10	4%	2%
20-30 miles	4	3%	2%	2	2%	3%	6	2%	2%
More than 30 miles	10	6%	4%	3	3%	4%	13	5%	3%
Total	157	100%		94	100%		251	100%	
No Response	8	5%		5	5%		13	5%	
Avg Access Distance =	7.3			3.8			6.0		

Question 8: What type of fare did you pay for this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
One-way Ticket	74	45%	8%	34	35%	9%	108	41%	6%
2-Ride Ticket	40	24%	7%	35	36%	9%	75	29%	5%
10-Ride Ticket	48	29%	7%	18	18%	8%	66	25%	5%
Senior Citizen Fare	1	1%	1%	10	10%	6%	11	4%	2%
Handicapper Fare	0	0%	0%	0	0%	0%	0	0%	0%
Other	1	1%	1%	1	1%	2%	2	1%	1%
Total	164	100%		98	100%		262	100%	
No Response	1	1%		1	1%		2	1%	

Question 9: At which station will you get off this train?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
LINDENWOLD	20	13%	5%	15	15%	7%	35	14%	4%
ASHLAND	6	4%	3%	3	3%	3%	9	4%	2%
WOODCREST	5	3%	3%	8	8%	5%	13	5%	3%
HADDONFIELD	16	10%	5%	9	9%	6%	25	10%	4%
WESTMONT	5	3%	3%	11	11%	6%	16	6%	3%
COLLINGSWOOD	6	4%	3%	6	6%	5%	12	5%	3%
FERRY AVE	8	5%	3%	6	6%	5%	14	5%	3%
BROADWAY	18	11%	5%	2	2%	3%	20	8%	3%
CITY HALL	24	15%	6%	7	7%	5%	31	12%	4%
8TH & MARKET	29	18%	6%	10	10%	6%	39	15%	4%
10TH & LOCUST	1	1%	1%	2	2%	3%	3	1%	1%
13TH & LOCUST	5	3%	3%	4	4%	4%	9	4%	2%
16TH & LOCUST	17	11%	5%	14	14%	7%	31	12%	4%
Total	160	100%		97	100%		257	100%	
No Response	5	3%		2	2%		7	3%	

City Station Boardings

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    using the criteria: STATYPE(1)='C'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 10: How will you get to your final destination?

Walk only	99	61%	8%	50	52%	10%	149	58%	6%
Will be picked up	21	13%	5%	9	9%	6%	30	12%	4%
Drive auto I parked	8	5%	3%	29	30%	9%	37	14%	4%
Ride in a carpool	1	1%	1%	0	0%	0%	1	0%	1%
Transfer to NJ TRANSIT bus	11	7%	4%	3	3%	3%	14	5%	3%
Transfer to SEPTA subway	9	6%	4%	4	4%	4%	13	5%	3%
Transfer to SEPTA bus	1	1%	1%	0	0%	0%	1	0%	1%
Other	12	7%	4%	2	2%	3%	14	5%	3%
Total	162	100%		97	100%		259	100%	
No Response	3	2%		2	2%		5	2%	

Question 11: Where is your FINAL destination?

BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	1	1%	1%	0	0%	0%	1	0%	1%
DELAWARE	1	1%	1%	0	0%	0%	1	0%	1%
MONTGOMERY	0	0%	0%	0	0%	0%	0	0%	0%
PHILA **	9	6%	4%	5	5%	5%	14	6%	3%
CENTER CITY	39	25%	7%	25	27%	9%	64	26%	5%
BURLINGTON	7	5%	3%	7	8%	5%	14	6%	3%
CAMDEN	88	58%	8%	47	51%	10%	135	55%	6%
GLOUCESTER	2	1%	2%	5	5%	5%	7	3%	2%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	6	4%	3%	4	4%	4%	10	4%	2%
Total	153	100%		93	100%		246	100%	
No Response	12	8%		6	6%		18	7%	

Question 12: How long does it take you to travel from your START location to your FINAL destination?

10 minutes or less	12	8%	4%	9	10%	6%	21	8%	3%
11 - 20	14	9%	4%	18	19%	8%	32	13%	4%
21 - 30	22	14%	5%	16	17%	8%	38	15%	4%
31 - 40	17	11%	5%	7	7%	5%	24	10%	4%
41 - 50	32	20%	6%	16	17%	8%	48	19%	5%
51 - 60	22	14%	5%	13	14%	7%	35	14%	4%
61 - 70	5	3%	3%	5	5%	5%	10	4%	2%
71 - 80	12	8%	4%	1	1%	2%	13	5%	3%
More than 80 minutes	22	14%	5%	9	10%	6%	31	12%	4%
Total	158	100%		94	100%		252	100%	
No Response	7	4%		5	5%		12	5%	
Avg Travel Time =	50.5			42.3			47.4		

City Station Boardings

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     using the criteria: STATYPE(1)='C'

| | NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR | | | | | | | | |
| | PEAK | | | OFF-PEAK | | | TOTAL | | |
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 13: What is the main purpose of this trip?									
Go to work	138	88%	5%	36	38%	10%	174	69%	6%
Returning from work	6	4%	3%	13	14%	7%	19	8%	3%
School	6	4%	3%	9	9%	6%	15	6%	3%
Company business	1	1%	1%	10	11%	6%	11	4%	3%
Shopping	0	0%	0%	5	5%	4%	5	2%	2%
Medical/Personal	3	2%	2%	7	7%	5%	10	4%	2%
Recreation/Social	2	1%	2%	4	4%	4%	6	2%	2%
Going out to eat	0	0%	0%	3	3%	4%	3	1%	1%
Other	1	1%	1%	8	8%	6%	9	4%	2%
Total	157	100%		95	100%		252	100%	
No Response	8	5%		4	4%		12	5%	

Question 14: How many times did you board a PATCO train
                on each of the last seven days?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Monday									
None (or No Response)	20	12%	5%	45	45%	10%	65	25%	5%
1-2 times	143	87%	5%	51	52%	10%	194	73%	5%
3-4 times	2	1%	2%	3	3%	3%	5	2%	2%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.7			1.1			1.5		
Tuesday									
None (or No Response)	22	13%	5%	54	55%	10%	76	29%	5%
1-2 times	141	85%	5%	40	40%	10%	181	69%	6%
3-4 times	2	1%	2%	5	5%	4%	7	3%	2%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.7			1.0			1.4		
Wednesday									
None (or No Response)	20	12%	5%	42	42%	10%	62	23%	5%
1-2 times	143	87%	5%	53	54%	10%	196	74%	5%
3-4 times	2	1%	2%	4	4%	4%	6	2%	2%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.7			1.2			1.5		
Thursday									
None (or No Response)	18	11%	5%	36	36%	9%	54	20%	5%
1-2 times	146	88%	5%	58	59%	10%	204	77%	5%
3-4 times	1	1%	1%	5	5%	4%	6	2%	2%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	1.7			1.3			1.6		
Friday									
None (or No Response)	24	15%	5%	50	51%	10%	74	28%	5%
1-2 times	135	82%	6%	44	44%	10%	179	68%	6%
3-4 times	6	4%	3%	4	4%	4%	10	4%	2%
More than 5 times	0	0%	0%	1	1%	2%	1	0%	1%
Avg Trips per Day =	1.7			1.1			1.4		

City Station Boardings

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| | NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR | | | | | | | | |
| | PEAK | | | OFF-PEAK | | | TOTAL | | |
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 14: How many times did you board a PATCO train									
(continued) on each of the last seven days?									
Saturday									
None (or No Response)	132	80%	6%	81	82%	8%	213	81%	5%
1-2 times	32	19%	6%	14	14%	7%	46	17%	5%
3-4 times	1	1%	1%	3	3%	3%	4	2%	1%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.4			0.4			0.4		
Sunday									
None (or No Response)	144	87%	5%	92	93%	5%	236	89%	4%
1-2 times	21	13%	5%	6	6%	5%	27	10%	4%
3-4 times	0	0%	0%	1	1%	2%	1	0%	1%
More than 5 times	0	0%	0%	0	0%	0%	0	0%	0%
Avg Trips per Day =	0.2			0.2			0.2		
Question 15: Why do you use PATCO?									
Saves time	75	45%	8%	46	46%	10%	121	46%	6%
Frequent service	54	33%	7%	29	29%	9%	83	31%	6%
Avoid driving	61	37%	7%	49	49%	10%	110	42%	6%
Saves money	45	27%	7%	38	38%	10%	83	31%	6%
Convenient schedule	59	36%	7%	32	32%	9%	91	34%	6%
Comfortable ride	49	30%	7%	30	30%	9%	79	30%	6%
Car not available	52	32%	7%	12	12%	6%	64	24%	5%
Bus not convenient	16	10%	5%	11	11%	6%	27	10%	4%
Other	10	6%	4%	9	9%	6%	19	7%	3%
Question 16: How long have you been using PATCO for this trip?									
1 year or less	24	22%	8%	7	10%	7%	31	17%	5%
1+ to 2 years	19	17%	7%	10	14%	8%	29	16%	5%
2+ to 4 years	15	14%	6%	20	28%	10%	35	19%	6%
4+ to 10 years	36	33%	9%	26	36%	11%	62	34%	7%
10 or more years	15	14%	6%	9	13%	8%	24	13%	5%
Total	109	100%		72	100%		181	100%	
No Response	56	51%		27	38%		83	46%	
Avg Number of Years =	5.8			6.0			5.9		
Question 17: How did you make this trip before using PATCO?									
Did not make this trip	80	51%	8%	53	56%	10%	133	53%	6%
Car (drove alone)	35	22%	7%	19	20%	8%	54	22%	5%
Carpool	5	3%	3%	2	2%	3%	7	3%	2%
Vanpool	1	1%	1%	0	0%	0%	1	0%	1%
Bus	26	17%	6%	12	13%	7%	38	15%	4%
Other	10	6%	4%	8	9%	6%	18	7%	3%
Total	157	100%		94	100%		251	100%	
No Response	8	5%		5	5%		13	5%	

City Station Boardings

The following data are based on 264 survey returns from the PATCO1 database.
  using the criteria: STATYPE(1)='C'

```
                                   NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR
                                        PEAK                  OFF-PEAK                  TOTAL
                                  No.    Pct    Err     No.    Pct    Err      No.    Pct    Err
```

Question 18: Do you have a vehicle that could have been
                used for this trip?

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Yes	81	49%	8%	68	69%	9%	149	56%	6%
No or No Response	84	51%	8%	31	31%	9%	115	44%	6%

Question 19: How would you rate PATCO service?

			Excellent 1	2	Average 3	4	Poor 5	No Response
Reliability								
PEAK	Rating: 1.3	Responses	116	35	8	1	0	5
		Percent	73%	22%	5%	1%	0%	2%
		Error (+/-)	7%	6%	3%	1%	0%	
OFF-PEAK	Rating: 1.2	Responses	80	8	6	0	0	5
		Percent	85%	9%	6%	0%	0%	2%
		Error (+/-)	7%	6%	5%	0%	0%	
TOTAL	Rating: 1.3	Responses	196	43	14	1	0	10
		Percent	77%	17%	6%	0%	0%	4%
		Error (+/-)	5%	5%	3%	1%	0%	
Express service								
PEAK	Rating: 1.7	Responses	65	35	11	4	2	48
		Percent	56%	30%	9%	3%	2%	18%
		Error (+/-)	9%	8%	5%	3%	2%	
OFF-PEAK	Rating: 1.8	Responses	45	13	13	2	3	23
		Percent	59%	17%	17%	3%	4%	9%
		Error (+/-)	11%	8%	8%	4%	4%	
TOTAL	Rating: 1.7	Responses	110	48	24	6	5	71
		Percent	57%	25%	12%	3%	3%	27%
		Error (+/-)	7%	6%	5%	2%	2%	
Travel time								
PEAK	Rating: 1.4	Responses	107	45	6	2	0	5
		Percent	67%	28%	4%	1%	0%	2%
		Error (+/-)	7%	7%	3%	2%	0%	
OFF-PEAK	Rating: 1.4	Responses	69	18	8	1	0	3
		Percent	72%	19%	8%	1%	0%	1%
		Error (+/-)	9%	8%	6%	2%	0%	
TOTAL	Rating: 1.4	Responses	176	63	14	3	0	8
		Percent	69%	25%	5%	1%	0%	3%
		Error (+/-)	6%	5%	3%	1%	0%	
Easily understood schedules								
PEAK	Rating: 1.9	Responses	66	41	33	5	2	18
		Percent	45%	28%	22%	3%	1%	7%
		Error (+/-)	8%	7%	7%	3%	2%	
OFF-PEAK	Rating: 1.8	Responses	42	25	19	2	0	11
		Percent	48%	28%	22%	2%	0%	4%
		Error (+/-)	10%	9%	9%	3%	0%	
TOTAL	Rating: 1.8	Responses	108	66	52	7	2	29
		Percent	46%	28%	22%	3%	1%	11%
		Error (+/-)	6%	6%	5%	2%	1%	

City Station Boardings

The following data are based on 264 survey returns from the PATCO1 database.
    using the criteria: STATYPE(1)='C'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

		Excellent 1	2	Average 3	4	Poor 5	No Response
Customer assistance & notices							
PEAK	Responses	63	37	36	11	2	16
Rating: 2.0	Percent	42%	25%	24%	7%	1%	6%
	Error (+/-)	8%	7%	7%	4%	2%	
OFF-PEAK	Responses	31	27	27	3	0	11
Rating: 2.0	Percent	35%	31%	31%	3%	0%	4%
	Error (+/-)	10%	10%	10%	4%	0%	
TOTAL	Responses	94	64	63	14	2	27
Rating: 2.0	Percent	40%	27%	27%	6%	1%	10%
	Error (+/-)	6%	6%	6%	3%	1%	
Train destination signs							
PEAK	Responses	85	32	32	7	1	8
Rating: 1.8	Percent	54%	20%	20%	4%	1%	3%
	Error (+/-)	8%	6%	6%	3%	1%	
OFF-PEAK	Responses	42	33	18	1	1	4
Rating: 1.8	Percent	44%	35%	19%	1%	1%	2%
	Error (+/-)	10%	10%	8%	2%	2%	
TOTAL	Responses	127	65	50	8	2	12
Rating: 1.8	Percent	50%	26%	20%	3%	1%	5%
	Error (+/-)	6%	5%	5%	2%	1%	
Cleanliness of stations							
PEAK	Responses	73	59	22	4	1	6
Rating: 1.7	Percent	46%	37%	14%	3%	1%	2%
	Error (+/-)	8%	8%	5%	2%	1%	
OFF-PEAK	Responses	37	35	16	4	1	6
Rating: 1.9	Percent	40%	38%	17%	4%	1%	2%
	Error (+/-)	10%	10%	8%	4%	2%	
TOTAL	Responses	110	94	38	8	2	12
Rating: 1.8	Percent	44%	37%	15%	3%	1%	5%
	Error (+/-)	6%	6%	4%	2%	1%	
Cleanliness of train							
PEAK	Responses	93	49	16	3	1	3
Rating: 1.6	Percent	57%	30%	10%	2%	1%	1%
	Error (+/-)	8%	7%	5%	2%	1%	
OFF-PEAK	Responses	49	36	9	2	0	3
Rating: 1.6	Percent	51%	38%	9%	2%	0%	1%
	Error (+/-)	10%	10%	6%	3%	0%	
TOTAL	Responses	142	85	25	5	1	6
Rating: 1.6	Percent	55%	33%	10%	2%	0%	2%
	Error (+/-)	6%	6%	4%	2%	1%	

City Station Boardings

The following data are based on 264 survey returns from the PATCO1 database.
    using the criteria: STATYPE(1)='C'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

		Excellent 1	2	Average 3	4	Poor 5	No Response
Heating & air conditioning							
PEAK	Responses	95	39	23	3	1	4
Rating: 1.6	Percent	59%	24%	14%	2%	1%	2%
	Error (+/-)	8%	7%	5%	2%	1%	
OFF-PEAK	Responses	49	36	8	1	0	5
Rating: 1.6	Percent	52%	38%	9%	1%	0%	2%
	Error (+/-)	10%	10%	6%	2%	0%	
TOTAL	Responses	144	75	31	4	1	9
Rating: 1.6	Percent	56%	29%	12%	2%	0%	3%
	Error (+/-)	6%	6%	4%	2%	1%	
Cost of travel							
PEAK	Responses	68	46	37	5	4	5
Rating: 1.9	Percent	43%	29%	23%	3%	3%	2%
	Error (+/-)	8%	7%	7%	3%	2%	
OFF-PEAK	Responses	35	31	25	4	0	4
Rating: 2.0	Percent	37%	33%	26%	4%	0%	2%
	Error (+/-)	10%	9%	9%	4%	0%	
TOTAL	Responses	103	77	62	9	4	9
Rating: 2.0	Percent	40%	30%	24%	4%	2%	3%
	Error (+/-)	6%	6%	5%	2%	2%	
Vehicle comfort							
PEAK	Responses	81	49	28	0	1	6
Rating: 1.7	Percent	51%	31%	18%	0%	1%	2%
	Error (+/-)	8%	7%	6%	0%	1%	
OFF-PEAK	Responses	47	37	12	0	0	3
Rating: 1.6	Percent	49%	39%	13%	0%	0%	1%
	Error (+/-)	10%	10%	7%	0%	0%	
TOTAL	Responses	128	86	40	0	1	9
Rating: 1.7	Percent	50%	34%	16%	0%	0%	3%
	Error (+/-)	6%	6%	4%	0%	1%	
Frequency of service							
PEAK	Responses	84	48	21	3	2	7
Rating: 1.7	Percent	53%	30%	13%	2%	1%	3%
	Error (+/-)	8%	7%	5%	2%	2%	
OFF-PEAK	Responses	48	34	11	1	1	4
Rating: 1.7	Percent	51%	36%	12%	1%	1%	2%
	Error (+/-)	10%	10%	6%	2%	2%	
TOTAL	Responses	132	82	32	4	3	11
Rating: 1.7	Percent	52%	32%	13%	2%	1%	4%
	Error (+/-)	6%	6%	4%	2%	1%	

City Station Boardings

The following data are based on 264 survey returns from the PATCO1 database.
    using the criteria: STATYPE(1)='C'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err

Question 19: How would you rate PATCO service? (continued)

		Excellent 1	2	Average 3	4	Poor 5	No Response
Safety/security							
PEAK Rating: 2.0	Responses	68	48	26	10	5	8
	Percent	43%	31%	17%	6%	3%	3%
	Error (+/-)	8%	7%	6%	4%	3%	
OFF-PEAK Rating: 1.9	Responses	38	39	12	4	2	4
	Percent	40%	41%	13%	4%	2%	2%
	Error (+/-)	10%	10%	7%	4%	3%	
TOTAL Rating: 1.9	Responses	106	87	38	14	7	12
	Percent	42%	35%	15%	6%	3%	5%
	Error (+/-)	6%	6%	4%	3%	2%	
Overall Performance							
PEAK Rating: 1.6	Responses	75	64	11	2	0	13
	Percent	49%	42%	7%	1%	0%	5%
	Error (+/-)	8%	8%	4%	2%	0%	
OFF-PEAK Rating: 1.7	Responses	39	44	8	0	0	8
	Percent	43%	48%	9%	0%	0%	3%
	Error (+/-)	10%	10%	6%	0%	0%	
TOTAL Rating: 1.6	Responses	114	108	19	2	0	21
	Percent	47%	44%	8%	1%	0%	8%
	Error (+/-)	6%	6%	3%	1%	0%	

Question 20: Gender of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Male	81	49%	8%	55	56%	10%	136	52%	6%
Female	83	51%	8%	44	44%	10%	127	48%	6%
Total	164	100%		99	100%		263	100%	
No Response	1	1%		0	0%		1	0%	

Question 21: Age of Respondents:

	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
19 or younger	3	2%	2%	2	2%	3%	5	2%	2%
20 - 29	45	28%	7%	23	23%	8%	68	26%	5%
30 - 49	86	53%	8%	44	44%	10%	130	50%	6%
50 - 64	27	17%	6%	19	19%	8%	46	18%	5%
65 or older	2	1%	2%	11	11%	6%	13	5%	3%
Total	163	100%		99	100%		262	100%	
No Response	2	1%		0	0%		2	1%	
Avg Age =	37.5			41.8			39.1		

City Station Boardings

The following data are based on 264 survey returns from the PATCO1 database.
    using the criteria: STATYPE(1)='C'

| | NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR | | | | | | | | |
| | PEAK | | | OFF-PEAK | | | TOTAL | | |
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 22: Race of Respondents:									
White	92	58%	8%	75	77%	8%	167	65%	6%
Black	54	34%	7%	17	18%	8%	71	28%	5%
Asian	4	3%	2%	2	2%	3%	6	2%	2%
Other	9	6%	4%	3	3%	3%	12	5%	3%
Total	159	100%		97	100%		256	100%	
No Response	6	4%		2	2%		8	3%	
Question 23: Household income:									
Under $10,000	11	7%	4%	9	10%	6%	20	8%	3%
$10,000 - $15,000	11	7%	4%	7	7%	5%	18	7%	3%
$15,000 - $25,000	29	19%	6%	12	13%	7%	41	16%	5%
$25,000 - $35,000	36	23%	7%	15	16%	7%	51	20%	5%
$35,000 - $50,000	36	23%	7%	21	22%	8%	57	23%	5%
$50,000 - $75,000	19	12%	5%	15	16%	7%	34	14%	4%
$75,000 - $100,000	12	8%	4%	8	9%	6%	20	8%	3%
$100,000 or more	2	1%	2%	7	7%	5%	9	4%	2%
Total	156	100%		94	100%		250	100%	
No Response	9	6%		5	5%		14	6%	
Avg Household Income =	$38,000			$45,000			$41,000		
Question 24: Employment Status of Respondents:									
Employed Full-time	140	86%	5%	62	65%	10%	202	79%	5%
Employed Part-time	7	4%	3%	10	11%	6%	17	7%	3%
Retired	1	1%	1%	8	8%	6%	9	4%	2%
Currently Unemployed	2	1%	2%	2	2%	3%	4	2%	2%
Homemaker	3	2%	2%	1	1%	2%	4	2%	2%
Student	9	6%	4%	12	13%	7%	21	8%	3%
Total	162	100%		95	100%		257	100%	
No Response	3	2%		4	4%		7	3%	
Question 25: Highest education level completed:									
Elementary School	1	1%	1%	0	0%	0%	1	0%	1%
Some High School	5	3%	3%	3	3%	4%	8	3%	2%
Graduated High School	30	19%	6%	11	12%	6%	41	16%	4%
Some College	38	24%	7%	21	22%	8%	59	23%	5%
Graduated College	47	29%	7%	29	31%	9%	76	30%	6%
Post-Graduate School	36	22%	6%	26	27%	9%	62	24%	5%
Vocational School	3	2%	2%	1	1%	2%	4	2%	2%
Special School	1	1%	1%	0	0%	0%	1	0%	1%
Other	0	0%	0%	4	4%	4%	4	2%	2%
Total	161	100%		95	100%		256	100%	
No Response	4	2%		4	4%		8	3%	

APPENDIX B

ORIGIN-DESTINATION TABLES

PATCO - ALL RESPONSES

	BUCK	CHES	DEL	MONT	PHL	C.C.	BURL	CAM	GLOU	MER	OTHER	TOTAL
BUCKS CO	0	0	0	0	0	0	0	1	0	0	0	1
CHEST CO	0	0	0	0	0	0	0	3	0	0	0	3
DEL CO	0	0	0	0	0	0	0	12	0	0	0	12
MONT CO	0	0	0	0	0	0	1	5	0	0	0	6
PHILA	0	0	0	0	1	3	4	40	1	0	5	54
C.C.	0	0	0	0	0	15	7	52	5	0	3	82
BURL CO	1	0	0	2	22	285	2	4	1	0	0	317
CAMDEN CO	0	3	9	9	139	973	1	118	2	0	5	1259
GLOU CO	0	0	1	0	6	167	0	3	0	0	0	177
MERCER CO	0	0	0	0	0	2	0	0	0	0	0	2
OTHER	0	0	0	0	2	28	0	2	0	0	1	33
TOTAL	1	3	10	11	170	1473	15	240	9	0	14	1946

PRECENT OF ORIGINS

	BUCK	CHES	DEL	MONT	PHL	C.C.	BURL	CAM	GLOU	MER	OTHER	TOTAL
BUCKS CO	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	100%
CHEST CO	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	100%
DEL CO	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	100%
MONT CO	0%	0%	0%	0%	0%	0%	17%	83%	0%	0%	0%	100%
PHILA	0%	0%	0%	0%	2%	6%	7%	74%	2%	0%	9%	100%
C.C.	0%	0%	0%	0%	0%	18%	9%	63%	6%	0%	4%	100%
BURL CO	0%	0%	0%	1%	7%	90%	1%	1%	0%	0%	0%	100%
CAMDEN CO	0%	0%	1%	1%	11%	77%	0%	9%	0%	0%	0%	100%
GLOU CO	0%	0%	1%	0%	3%	94%	0%	2%	0%	0%	0%	100%
MERCER CO	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	100%
OTHER	0%	0%	0%	0%	6%	85%	0%	6%	0%	0%	3%	100%
TOTAL	0%	0%	1%	1%	9%	76%	1%	12%	0%	0%	1%	100%

PERCENT OF DESTINATIONS

	BUCK	CHES	DEL	MONT	PHL	C.C.	BURL	CAM	GLOU	MER	OTHER	TOTAL
BUCKS CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
CHEST CO	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
DEL CO	0%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%	1%
MONT CO	0%	0%	0%	0%	0%	0%	7%	2%	0%	0%	0%	0%
PHILA	0%	0%	0%	0%	1%	0%	27%	17%	11%	0%	36%	3%
C.C.	0%	0%	0%	0%	0%	1%	47%	22%	56%	0%	21%	4%
BURL CO	100%	0%	0%	18%	13%	19%	13%	2%	11%	0%	0%	16%
CAMDEN CO	0%	100%	90%	82%	82%	66%	7%	49%	22%	0%	36%	65%
GLOU CO	0%	0%	10%	0%	4%	11%	0%	1%	0%	0%	0%	9%
MERCER CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
OTHER	0%	0%	0%	0%	1%	2%	0%	1%	0%	0%	7%	2%
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table does not include survey trip records with insufficient origin or destination data.

** NOTE: Philadelphia origin row (PHILA) and destination column (PHL) represent
         areas of the City outside of Center City (C.C.).

PATCO - PEAK PERIOD

	BUCK	CHES	DEL	MONT	PHL	C.C.	BURL	CAM	GLOU	MER	OTHER	TOTAL
BUCKS CO	0	0	0	0	0	0	0	1	0	0	0	1
CHEST CO	0	0	0	0	0	0	0	3	0	0	0	3
DEL CO	0	0	0	0	0	0	0	10	0	0	0	10
MONT CO	0	0	0	0	0	0	1	4	0	0	0	5
PHILA	0	0	0	0	1	3	4	30	1	0	3	42
C.C.	0	0	0	0	0	10	2	27	1	0	1	41
BURL CO	1	0	0	1	21	238	2	2	0	0	0	265
CAMDEN CO	0	3	7	8	112	795	0	65	0	0	3	993
GLOU CO	0	0	1	0	6	138	0	2	0	0	0	147
MERCER CO	0	0	0	0	0	1	0	0	0	0	0	1
OTHER	0	0	0	0	2	23	0	1	0	0	1	27
TOTAL	1	3	8	9	142	1208	9	145	2	0	8	1535

PRECENT OF ORIGINS

	BUCK	CHES	DEL	MONT	PHL	C.C.	BURL	CAM	GLOU	MER	OTHER	TOTAL
BUCKS CO	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	100%
CHEST CO	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	100%
DEL CO	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	100%
MONT CO	0%	0%	0%	0%	0%	0%	20%	80%	0%	0%	0%	100%
PHILA	0%	0%	0%	0%	2%	7%	10%	71%	2%	0%	7%	100%
C.C.	0%	0%	0%	0%	0%	24%	5%	66%	2%	0%	2%	100%
BURL CO	0%	0%	0%	0%	8%	90%	1%	1%	0%	0%	0%	100%
CAMDEN CO	0%	0%	1%	1%	11%	80%	0%	7%	0%	0%	0%	100%
GLOU CO	0%	0%	1%	0%	4%	94%	0%	1%	0%	0%	0%	100%
MERCER CO	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	100%
OTHER	0%	0%	0%	0%	7%	85%	0%	4%	0%	0%	4%	100%
TOTAL	0%	0%	1%	1%	9%	79%	1%	9%	0%	0%	1%	100%

PERCENT OF DESTINATIONS

	BUCK	CHES	DEL	MONT	PHL	C.C.	BURL	CAM	GLOU	MER	OTHER	TOTAL
BUCKS CO	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
CHEST CO	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%
DEL CO	0%	0%	0%	0%	0%	0%	0%	7%	0%	0%	0%	1%
MONT CO	0%	0%	0%	0%	0%	0%	11%	3%	0%	0%	0%	0%
PHILA	0%	0%	0%	0%	1%	0%	44%	21%	50%	0%	38%	3%
C.C.	0%	0%	0%	0%	0%	1%	22%	19%	50%	0%	13%	3%
BURL CO	100%	0%	0%	11%	15%	20%	22%	1%	0%	0%	0%	17%
CAMDEN CO	0%	100%	88%	89%	79%	66%	0%	45%	0%	0%	38%	65%
GLOU CO	0%	0%	13%	0%	4%	11%	0%	1%	0%	0%	0%	10%
MERCER CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
OTHER	0%	0%	0%	0%	1%	2%	0%	1%	0%	0%	13%	2%
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table does not include survey trip records with insufficient origin or destination data.

** NOTE: Philadelphia origin row (PHILA) and destination column (PHL) represent
areas of the City outside of Center City (C.C.).

PATCO - OFF-PEAK PERIOD

	BUCK	CHES	DEL	MONT	PHL	C.C.	BURL	CAM	GLOU	MER	OTHER	TOTAL
BUCKS CO	0	0	0	0	0	0	0	0	0	0	0	0
CHEST CO	0	0	0	0	0	0	0	0	0	0	0	0
DEL CO	0	0	0	0	0	0	0	2	0	0	0	2
MONT CO	0	0	0	0	0	0	0	1	0	0	0	1
PHILA	0	0	0	0	0	0	0	10	0	0	2	12
C.C.	0	0	0	0	0	5	5	25	4	0	2	41
BURL CO	0	0	0	1	1	47	0	2	1	0	0	52
CAMDEN CO	0	0	2	1	27	178	1	53	2	0	2	266
GLOU CO	0	0	0	0	0	29	0	1	0	0	0	30
MERCER CO	0	0	0	0	0	1	0	0	0	0	0	1
OTHER	0	0	0	0	0	5	0	1	0	0	0	6
TOTAL	0	0	2	2	28	265	6	95	7	0	6	411

PRECENT OF ORIGINS

	BUCK	CHES	DEL	MONT	PHL	C.C.	BURL	CAM	GLOU	MER	OTHER	TOTAL
BUCKS CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
CHEST CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
DEL CO	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	100%
MONT CO	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	100%
PHILA	0%	0%	0%	0%	0%	0%	0%	83%	0%	0%	17%	100%
C.C.	0%	0%	0%	0%	0%	12%	12%	61%	10%	0%	5%	100%
BURL CO	0%	0%	0%	2%	2%	90%	0%	4%	2%	0%	0%	100%
CAMDEN CO	0%	0%	1%	0%	10%	67%	0%	20%	1%	0%	1%	100%
GLOU CO	0%	0%	0%	0%	0%	97%	0%	3%	0%	0%	0%	100%
MERCER CO	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	100%
OTHER	0%	0%	0%	0%	0%	83%	0%	17%	0%	0%	0%	100%
TOTAL	0%	0%	0%	0%	7%	64%	1%	23%	2%	0%	1%	100%

PERCENT OF DESTINATIONS

	BUCK	CHES	DEL	MONT	PHL	C.C.	BURL	CAM	GLOU	MER	OTHER	TOTAL
BUCKS CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
CHEST CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DEL CO	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%
MONT CO	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
PHILA	0%	0%	0%	0%	0%	0%	0%	11%	0%	0%	33%	3%
C.C.	0%	0%	0%	0%	0%	2%	83%	26%	57%	0%	33%	10%
BURL CO	0%	0%	0%	50%	4%	18%	0%	2%	14%	0%	0%	13%
CAMDEN CO	0%	0%	100%	50%	96%	67%	17%	56%	29%	0%	33%	65%
GLOU CO	0%	0%	0%	0%	0%	11%	0%	1%	0%	0%	0%	7%
MERCER CO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
OTHER	0%	0%	0%	0%	0%	2%	0%	1%	0%	0%	0%	1%
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table does not include survey trip records with insufficient origin or destination data.

** NOTE: Philadelphia origin row (PHILA) and destination column (PHL) represent
         areas of the City outside of Center City (C.C.).