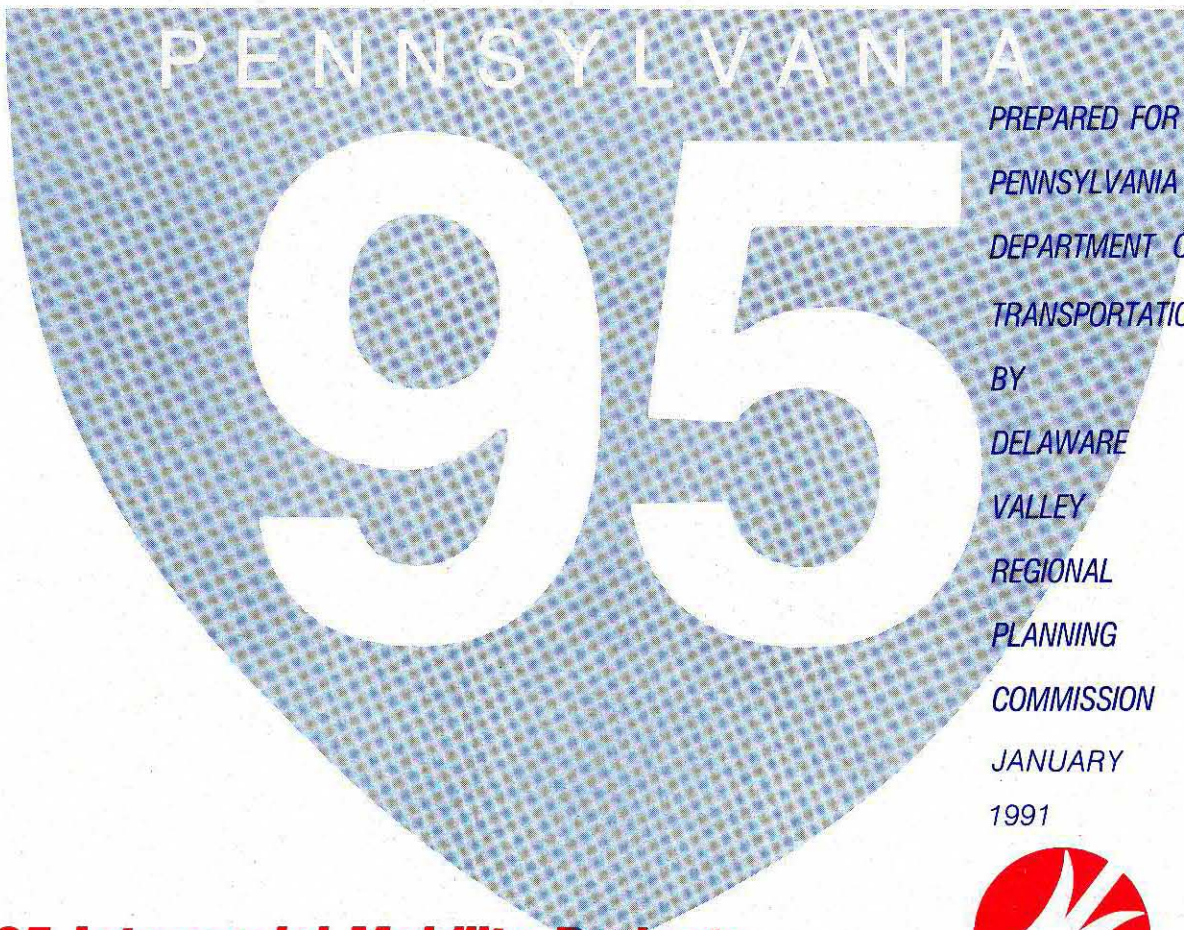


**11**

# **RAIL PASSENGER SURVEY**



*PREPARED FOR  
PENNSYLVANIA  
DEPARTMENT OF  
TRANSPORTATION  
BY  
DELAWARE  
VALLEY  
REGIONAL  
PLANNING  
COMMISSION  
JANUARY  
1991*

**I-95 Intermodal Mobility Project:  
Heading for the Twenty-First Century**

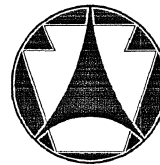




# RAIL PASSENGER SURVEY

I-95 Intermodal Mobility Project

*Prepared for  
the*



**PENNSYLVANIA  
DEPARTMENT OF  
TRANSPORTATION**

*by the*



**DELAWARE  
VALLEY  
REGIONAL  
PLANNING  
COMMISSION**

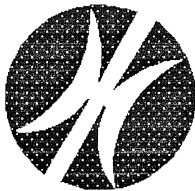
*June 1992*

**HEADING FOR THE TWENTY-FIRST CENTURY**



*This report, prepared by the Delaware Valley Regional Planning Commission, was financed by the Pennsylvania Department of Transportation, the Federal Highway Administration, and the Southeastern Pennsylvania Transportation Authority. The authors, however, are solely responsible for its finding and conclusions, which may not represent the official views or policies of the funding agencies.*

*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 three line Divisions: Transportation Planning, Regional Information Services Center which includes the office of Regional 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

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### Geographic Area Covered:

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### Key Words:

Passenger Rail, Amtrak, SEPTA, Regional Rail, Transit, User Survey, Origin-Destination trip table

## ABSTRACT

*This report summarizes the results of a rail passenger survey encompassing SEPTA Regional Rail and Amtrak Northeast Corridor services in the Delaware Valley Region. This report, a component of the **I-95 Intermodal Mobility Project**, presents discussions of the results first for Amtrak and SEPTA riders in the I-95 corridor, and second for passengers on the entire SEPTA Regional Rail system. Origin-destination trip patterns are investigated. Finally, comparisons are made between the answers provided by SEPTA riders in 1991 and those given on the last rail survey in 1982.*

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## **EXECUTIVE SUMMARY**

The Delaware Valley Regional Planning Commission was retained by the Pennsylvania Department of Transportation to conduct a series of surveys of trips in the I-95 corridor through Pennsylvania. The first two surveys, a User Survey, which targeted drivers of automobiles and other light vehicles, and a Truck Survey, which covered drivers of heavy trucks, are summarized in separate reports. The presentation here concerns the final survey, a survey of rail passengers, both Amtrak and SEPTA, in the corridor. The information from these surveys will assist a design team, led by Ebasco Services, Inc., in the planning, engineering and reconstruction of I-95, as well as the implementation of freeway traffic management techniques.

As the last comprehensive survey of Regional Rail passengers was conducted in 1982, additional funding was provided by SEPTA to extend the survey to cover Regional Rail lines which are not in the I-95 corridor.

The rail passenger survey was designed to solicit information in three areas: trip data, usage and attitude toward SEPTA Regional Rail or Amtrak 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 either the SEPTA or Amtrak services, automobile availability, and service ratings of aspects such as cost, frequency and comfort. Socio-economic characteristics such as age, employment status, and income of riders were the subject of the final questions.

The rail passenger survey was conducted from May 1st through 8th, 1991, between the hours of 6:30 am. and 9:30 am., and 10:30 am. and 1:30 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 13,332 surveys were distributed with 5,111 completed and returned for a response rate of 38 percent.

The results of the survey are presented in two major sections of the report. First, the results of rail passengers traveling both SEPTA and Amtrak in the I-95 corridor are given. This is followed by an examination of the responses of SEPTA passengers, both in the I-95 corridor and off of it.

The most significant findings of the I-95 survey are highlighted below:

- The largest percentage of respondents (42%) began their trip in the City of Philadelphia (Center City accounted for 13%).

- Driving and parking a vehicle at the station was the access mode used by the largest number of respondents (43%), but many (28%) also walked to their station.
- The average travel time for all respondents was 78.8 minutes, but this figure represents an average of the SEPTA responses (63.3 minutes) and the Amtrak responses (165.3 minutes).
- The majority of respondents were going to final destinations within the City of Philadelphia (Center City 51%).
- Traveling to work was the primary purpose given (70%) for the trip.
- Convenience (cited by 46%) and avoidance of driving (noted on 54% of surveys) were the two reasons most frequently given for taking the train.
- For overall performance the respondents rated their train service a 3.4 on a scale of 1 to 5 with 1 equalling a "poor" and 5 an "excellent".
- The vast majority (81%) of the respondents were employed full time.

The most significant findings of the SEPTA passenger survey were:

- A vast majority (81%) of passengers traveled in the peak period.
- Over one-third (37%) of riders began their trip in Philadelphia, although the proportion was much higher in the off-peak than the peak period (55% vs. 33%)
- Traveling to the station by automobile constituted the majority (56%) of access mode choice. Walking was also cited by a substantial (34%) proportion of patrons.
- The average access time reported was 11.5 minutes and the average access distance was 3.9 miles.
- A majority (68%) of passengers used a TrailPass, either monthly or weekly, for fare payment.
- Suburban Station accounted for almost half (46%) of alightings, while the three Center City stations as a group tallied 77 percent in the survey hours.
- Center City Philadelphia was identified as their destination by almost two-thirds (65%) of respondents.
- The average travel time including access, in-vehicle, and egress time was 61 minutes.

- The vast majority of riders (80%) listed work commutation as their trip purpose. Passengers listed themselves as employed either full-time (81%) or part time (7%).
- Almost three-fourths (72%) of respondents ride the train eight or more times a week, a number characteristic of commuters.
- Being able to avoid driving was cited most often as the reason for taking the train (58%), and more than half of respondents (54%) stated that they would drive an automobile to their destination if train service were not available.
- The riders were evenly split between males and females. The average age was 41 years, and the average annual household income was \$62,000.

An examination of the 1991 and 1982 SEPTA Regional Rail Surveys revealed the following comparisons:

- There has been an increase in the number of persons driving to the stations and parking (40% vs 46% for 1982 and 1991, respectively).
- Work commutation accounted for the majority of travel in both surveys (88% and 85% in 1982 and 1991).
- There was a tendency toward less frequent use in the responses. Whereas 81 percent of 1982 respondents listed eight or more trips per week, in 1991 the proportion had declined to 72 percent.
- There has been a shift away from the use of ten trip tickets and toward the use of a TrailPass in the years between the surveys. However, the availability of these fare instruments has changed in the intervening period.
- A major shift has occurred in the choice of alternate travel modes if rail service is not available. The proportion of persons stating that they would drive to their destination increased from 20 percent in 1982 to 54 percent in 1991.





## **I. INTRODUCTION**

This report summarizes the results of a survey of rail passengers traveling on the Southeastern Pennsylvania Transportation Authority's (SEPTA) Regional Rail Division and on Amtrak's Northeast Corridor (NEC) between Wilmington and Trenton. The survey was conducted by the Delaware Valley Regional Planning Commission (DVRPC) for the Pennsylvania Department of Transportation (PennDOT) and SEPTA during May 1991. It is one of a series of three surveys designed to collect data to determine existing travel patterns and to assist in the evaluation of highway and public transportation improvements proposed for the I-95 corridor through Pennsylvania. The other two surveys: a User Survey, which targeted drivers of automobiles and other light vehicles on I-95; and a Truck Survey, which covered drivers of heavy trucks, are summarized in separate reports. The last comprehensive survey of Regional Rail passengers was conducted in the fall of 1982. Additional funding was obtained from SEPTA, so that the survey could be extended to cover all thirteen Regional Rail lines.

These surveys were conducted as part of the *I-95 Intermodal Mobility Project*, a multi-phase multi-year work program, which provides for the planning, engineering, and reconstruction of the facility and the implementation of freeway traffic management strategies. The first phase of the project consisted of the preparation of a preliminary design and an environmental impact statement. PennDOT selected five consultant teams to submit concept design proposals and under a special agreement to PennDOT, DVRPC compiled data about all aspects of I-95, which the teams then used to guide their proposals and to develop innovative solutions. These data include the resources and constraints along I-95 and other major routes in the corridor, traffic counts and forecasts, an inventory of transit and freight facilities, and current travel patterns as summarized in part by this report. The selection process culminated in the award of a contract to a team headed by Ebasco Services Inc. of New York, NY.

I-95, which runs from Florida to Maine, enters Pennsylvania near Marcus Hook, passes through Delaware, Philadelphia, and Bucks counties, and leaves the state via the Scudders Falls Bridge over the Delaware River near Yardley. Locally it is an important facility for moving commuters and other regional travelers. The NEC, largely owned by Amtrak, provides a rail alternative to travelers between Washington and Boston. While Amtrak services are aimed toward intercity travelers, SEPTA provides local service on the NEC - Wilmington to Philadelphia (Route R2) and Philadelphia to Trenton (Route R7). Several other SEPTA rail lines, including Route R1 to Philadelphia International Airport, and Route R3 south to Media and north to West Trenton also handle travelers within the I-95 corridor.

In order to minimize survey costs and staffing requirements, a sample of passengers was surveyed at selected stations during the morning peak (6:30 to 9:30 a.m.) and off-

peak (10:30 a.m. to 1:30 p.m.) hours. Passengers were handed a mailback questionnaire before they boarded their trains. Though SEPTA passengers on all Regional Routes were surveyed, the Amtrak sample was limited to riders on the NEC. (Passengers on Amtrak's Atlantic City and Harrisburg trains were not included in the survey.) Most Amtrak passengers were traveling to destinations outside the DVRPC region. The survey was administered by DVRPC personnel with assistance from SEPTA and the planning commissions in Chester, Delaware, and Montgomery counties.

This report describes the design and conduct of the survey, and presents tabulated results and the principal findings. The detailed survey results are shown in the Appendices. The results will help Ebasco Services Inc. provide PennDOT with support services for the I-95 Intermodal Mobility Project, as well as aiding SEPTA in planning and marketing its Regional Rail service.

## **II. QUESTIONNAIRE DESIGN**

The survey questionnaires were jointly designed by DVRPC, PennDOT, and SEPTA. The design layout required a survey instrument that fit on an 8 ½ x 11 inch card folded to produce four panels. Questions were arrayed on three panels and a business reply mailer on the fourth. Different colored cardstock was used to distinguish between peak and off-peak responses from SEPTA riders, and a third color was used for Amtrak passengers. DVRPC prepared camera-ready artwork using WordPerfect software and a laser printer. Though similar, separate questionnaires were designed for SEPTA (Fig. 1) and Amtrak (Fig. 2) passengers.

The questionnaires sought information in three general areas: A) characteristics of the trip underway at the time of survey; (B) use of and attitudes toward public transportation, and (C) socio-economic characteristics of the respondent.

### A. Trip Characteristics

Since the purpose of the survey is to determine how riders are actually using trains, the majority of questions concern trip characteristics. A trip is defined as travel taken for a particular purpose from an origin to a destination. For survey purposes, trips are divided into three segments: from the starting point to the boarding station, the rail link itself, and from the alighting station to the final destination.

Question 1 asks for the time the respondent received the survey questionnaire, which normally should be very close to the boarding time and which can serve to identify the specific train taken.

Answers to the next five questions delineate the access segment. Question 2 asks for starting point of the trip. For most respondents, this will be their home, as the questionnaires were distributed during the first half of the day. Question 3 provides a check that the questionnaire was used at the intended station. (The station can be tracked through the serial number.) Question 4 asks how rail users reached the boarding station and Question 5 why they chose that station. The choices for access mode include walking, automobile, transit feeder, and transferring from another train. Knowing the answer to these questions is important when planning rail services. Station catchment areas can be determined from the answers to Questions 6 and 7, which respectively ask how long it took to reach the station and how far it was from the starting point.

More information on the rail link is provided by Question 8, which asks for ticket type, and Question 9, which requests the alighting station. Here the rail link refers to the link started at the point of survey. It can connect to another rail link. Knowledge of ticket type is important for marketing purposes, and for tracking patronage by senior

FIG 1: SEPTA SURVEY QUESTIONNAIRE

**SEPTA PASSENGER SURVEY**

The Pennsylvania Department of Transportation and SEPTA, in cooperation with Amtrak and the Delaware Valley Regional Planning Commission, are conducting this survey to assess your transportation needs and to help us improve transportation in major travel corridors in Southeastern Pennsylvania. It will take only a few minutes to complete this questionnaire and drop it in a mailbox. NO POSTAGE NECESSARY. Thank you for your assistance.

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? \_\_\_\_\_ Route #: R \_\_\_\_\_  
\_\_\_\_\_  
(City or Town) (State) (Zip Code)
4. How did you get to this station? (Check one)  
☐ Walked  
☐ Took bus/trolley  
☐ Was dropped off  
☐ Took subway/elevated  
☐ Drove auto & parked  
☐ Transferred from Amtrak train  
☐ Took taxi  
☐ Transferred from SEPTA/NJT train  
☐ Other \_\_\_\_\_
5. Why did you use this station? (Check the most important reasons)  
☐ Closest to STARTING point  
☐ Transit service available  
☐ Parking available  
☐ Better train service  
☐ Convenient highway access  
☐ Other \_\_\_\_\_  
☐ Lower fare \_\_\_\_\_
6. How long did it take you to reach this station from your STARTING point?  
\_\_\_\_\_ minutes
7. How far is this station from your STARTING point? \_\_\_\_\_ miles
8. What type of ticket did you buy?  
☐ One-way  
☐ Ten-trip ticket  
☐ Monthly pass  
☐ Weekly pass  
☐ Senior citizen  
☐ Handicapped  
☐ Other \_\_\_\_\_
9. At which station did you get off this train? \_\_\_\_\_

10. After leaving this train, how did you reach your DESTINATION? (Check one)  
☐ Walked  
☐ Took bus/trolley  
☐ Was picked up  
☐ Took subway/elevated line  
☐ Drove auto I had parked  
☐ Transferred to SEPTA/NJT train  
☐ Took taxi  
☐ Transferred to Amtrak train  
☐ Other \_\_\_\_\_
11. Where was your DESTINATION? (Where the trip ended, not the station)  
\_\_\_\_\_  
(Street Address or Nearest Intersection)  
\_\_\_\_\_  
(City or Town) (State) (Zip Code)
12. How long did it take you to reach your DESTINATION after leaving the train?  
\_\_\_\_\_ minutes
13. How long did it take you to travel from your STARTING point to your DESTINATION? \_\_\_\_\_ minutes (door to door travel time)
14. What was the main purpose of this trip?  
☐ Going to work  
☐ Social/recreation  
☐ Returning from work  
☐ Medical/personal  
☐ School  
☐ Shopping  
☐ Company business  
☐ Other \_\_\_\_\_
15. Why did you decide to take a train for this trip?  
 (Check the most important reasons)  
☐ Avoid driving  
☐ Save money  
☐ Solve parking problem  
☐ Save time  
☐ No car available  
☐ More convenient than other modes  
☐ Unable to drive  
☐ Other \_\_\_\_\_
16. How would you have taken this trip if no train service had been available?  
☐ Bus/trolley  
☐ Van pool  
☐ Subway/elevated  
☐ Would NOT have taken this trip  
☐ Car  
☐ Other \_\_\_\_\_  
☐ Car pool
17. How often do you ride trains on this line? (Count one-way trips)  
☐ More than 10 times per WEEK  
☐ 4 to 7 times per MONTH  
☐ 8 to 10 times per WEEK  
☐ 2 to 3 times per MONTH  
☐ 4 to 7 times per WEEK  
☐ Less than 2 times per MONTH  
☐ 2 to 3 times per WEEK

over --&gt;



FIG 1: SEPTA SURVEY QUESTIONNAIRE - (Continued)

**SEPTA SURVEY**

Fold Here

18. How would you rate your rail service? (Circle the number for each of the following)

	Excellent	Average	Poor
Reliability	5	4	3
Express service	5	4	3
Customer service & information	5	4	3
Cleanliness of stations	5	4	3
Cleanliness of trains	5	4	3
Heating & air conditioning	5	4	3
Availability of seats	5	4	3
Announcements explaining delays	5	4	3
Safety & security	5	4	3
Availability of parking at stations	5	4	3
<b>Overall Performance</b>	5	4	3

19. Are you:    Male    Female

20. Are you: (Check all that apply)

☐ Employed full time    ☐ Homemaker

☐ Employed part time    ☐ Student

☐ Currently unemployed    ☐ Military

☐ Retired    ☐ Other

21. How old are you? \_\_\_\_\_

22. How many vehicles are owned by members of your HOUSEHOLD? \_\_\_\_\_

23. What is your HOUSEHOLD income per year?

☐ Under \$10,000    ☐ \$50,000 - \$74,999

☐ \$10,000 - 14,999    ☐ \$75,000 - \$99,999

☐ \$15,000 - \$24,999    ☐ \$100,000 - \$124,999

☐ \$25,000 - \$34,999    ☐ \$125,000 - \$149,999

☐ \$35,000 - \$49,999    ☐ \$150,000 or more

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FIG 2: AMTRAK SURVEY QUESTIONNAIRE

**AMTRAK PASSENGER SURVEY**

The Pennsylvania Department of Transportation, in cooperation with SEPTA, Amtrak and the Delaware Valley Regional Planning Commission, is conducting this survey to assess your transportation needs and to help us improve transportation in major travel corridors in Southeastern Pennsylvania. It will take only a few minutes to complete this questionnaire and drop it in a mailbox. NO POSTAGE NECESSARY. Thank you for your assistance.

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?

4. How did you get to this station? (Check one)
  - ☐ Walked
  - ☐ Took bus/trolley
  - ☐ Was dropped off
  - ☐ Took subway/elevated
  - ☐ Drove auto & parked
  - ☐ Transferred from Amtrak train
  - ☐ Took taxi
  - ☐ Transferred from other train
  - ☐ Other \_\_\_\_\_

5. Why did you use this station? (Check the most important reasons)
  - ☐ Closest to STARTING point
  - ☐ Transit service available
  - ☐ Parking available
  - ☐ Better train service
  - ☐ Convenient highway access
  - ☐ Other \_\_\_\_\_
  - ☐ Lower fare

6. How long did it take you to reach this station from your STARTING point? \_\_\_\_\_ minutes

7. How far is this station from your STARTING point? \_\_\_\_\_ miles

8. What type of ticket did you buy?
  - ☐ One-way
  - ☐ Round trip
  - ☐ 10-Ride ticket
  - ☐ 46-ride ticket
  - ☐ Senior citizen/handicapped
  - ☐ Other \_\_\_\_\_

9. At which station did you get off this train? \_\_\_\_\_

10. After leaving this train, how did you reach your DESTINATION? (Check one)
  - ☐ Walked
  - ☐ Took bus/trolley
  - ☐ Was picked up
  - ☐ Took subway/elevated line
  - ☐ Drove auto I had parked
  - ☐ Transferred to Amtrak train
  - ☐ Took taxi
  - ☐ Transferred to other train
  - ☐ Other \_\_\_\_\_

11. Where was your DESTINATION? (Where the trip ended, not the station)

(Street Address or Nearest Intersection)

(City or Town) (State) (Zip Code)

12. How long did it take you to reach your DESTINATION after leaving the train? \_\_\_\_\_ minutes

13. How long did it take you to travel from your STARTING point to your DESTINATION? \_\_\_\_\_ minutes (door to door travel time)

14. What was the main purpose of this trip?
  - ☐ Going to work
  - ☐ Returning from work
  - ☐ School
  - ☐ Company business
  - ☐ Social/recreation
  - ☐ Medical/personal
  - ☐ Shopping
  - ☐ Other \_\_\_\_\_

15. Why did you decide to take a train for this trip? (Check the most important reasons)
  - ☐ Avoid driving
  - ☐ Solve parking problem
  - ☐ No car available
  - ☐ Unable to drive
  - ☐ Save money
  - ☐ Save time
  - ☐ More convenient than other modes
  - ☐ Other \_\_\_\_\_

16. How would you have taken this trip if no train service had been available?
  - ☐ Bus
  - ☐ Air
  - ☐ Car
  - ☐ Car pool
  - ☐ Van pool
  - ☐ Would NOT have taken this trip
  - ☐ Other \_\_\_\_\_

17. How often do you ride trains on this line? (Count one-way trips)
  - ☐ More than 10 times per WEEK
  - ☐ 8 to 10 times per WEEK
  - ☐ 4 to 7 times per WEEK
  - ☐ 2 to 3 times per WEEK
  - ☐ 4 to 7 times per MONTH
  - ☐ 2 to 3 times per MONTH
  - ☐ Less than 2 times per MONTH

over -->

FIG 2: AMTRAK SURVEY QUESTIONNAIRE - (Continued)

**AMTRAK SURVEY**

Fold Here

18. How would you rate your rail service? (Circle the number for each of the following)

	Excellent	Average	Poor
Reliability	5	4	3
Express service	5	4	3
Customer service & information	5	4	3
Cleanliness of stations	5	4	3
Cleanliness of trains	5	4	3
Heating & air conditioning	5	4	3
Availability of seats	5	4	3
Announcements explaining delays	5	4	3
Safety & security	5	4	3
Availability of parking at stations	5	4	3
<b>Overall Performance</b>	5	4	3

19. Are you:    Male    Female

20. Are you: (Check all that apply)

1 ☐ Employed full time    5 ☐ Homemaker

2 ☐ Employed part time    6 ☐ Student

3 ☐ Currently unemployed    7 ☐ Military

4 ☐ Retired    8 ☐ Other

21. How old are you? \_\_\_\_\_

22. How many vehicles are owned by members of your HOUSEHOLD? \_\_\_\_\_

23. What is your HOUSEHOLD income per year?

1 ☐ Under \$10,000    6 ☐ \$50,000 - \$74,999

2 ☐ \$10,000 - 14,999    7 ☐ \$75,000 - \$99,999

3 ☐ \$15,000 - \$24,999    8 ☐ \$100,000 - \$124,999

4 ☐ \$25,000 - \$34,999    9 ☐ \$125,000 - \$149,999

5 ☐ \$35,000 - \$49,999    10 ☐ \$150,000 or more

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citizens, whose fares are paid from state lottery proceeds, and handicapped persons. Knowledge of the alighting station is needed to complete the rail link and to determine how the system is being used.

The final phase of the trip covers distribution from the alighting station to the passenger's destination. Though there may be additional links before the final destination, Question 10 asks for the mode used after getting off the train, i.e., the egress mode. Possibilities include walking, auto, transit service, or another train. The destination is specified in Question 11, and Question 12 asks how long it took to get there from the alighting station.

This part of the questionnaire concludes with two questions about the trip as a whole: what was the total elapsed time for the trip? (Question 12); and what was the purpose of the trip? (Question 13).

#### B. Usage and Attitudes toward Rail Travel

The answers in this section help measure travel behavior, portray public perception of rail service, and target areas requiring management attention. Question 14 asks why the respondent chose the train for this trip. Knowledge of what motivates people to take a train can be used to design services or marketing programs that can attract new riders. Question 15 asks for the alternative mode that would be used had train service not been available, which helps to determine the extent that the presence of rail service helps relieve highway demand. Question 17 asks how often the respondent uses the line being surveyed, which helps categorize the passenger as a frequent or occasional rider. Question 18 invites the respondent to rate various aspects of their service, which helps determine what riders care about and what deters increased ridership.

#### C. Socio-economic Data

The last section of the questionnaire collects information about the survey respondents. Question 19 asks for gender, Question 20 for employment status, Question 21 for age, Question 22 for the number of vehicles in their household, and Question 23 for household income. Since these questions are similar to those asked on previous rider surveys, this information helps track markets over time and helps differentiate market segments so that services and promotional efforts can be directed toward specific demographic groups. Automobile ownership is an important factor influencing modal choice. Experience has shown that these parameters are important determinants to predicting travel behavior.



### III. SURVEY DESIGN

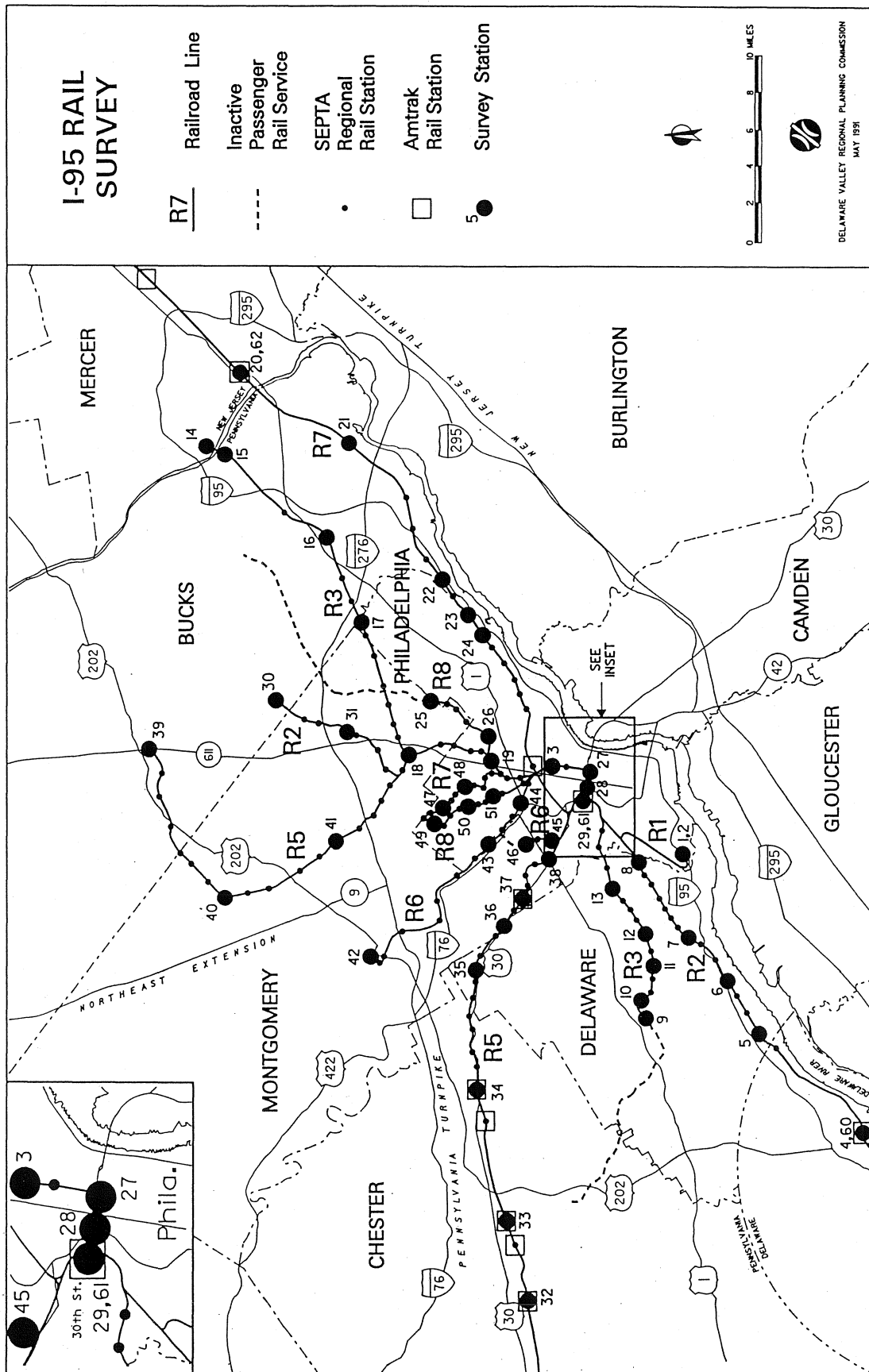
The number of survey forms required for distribution to rail passengers was determined on the basis of the tolerable sampling error, the level of statistical confidence in the responses, the levels of data aggregation and cross classification desired for analysis and evaluation of the results, and the expected response rate to the questionnaire. In transportation planning surveys it is desired to design a sample that provides accuracy within plus or minus five percent, with 95 percent confidence in the survey responses. In other words, 95 percent of the random samples drawn from the population would include the true population value within the error interval  $\pm 5$  percent. (See Appendix A for detailed description of the sampling error and the sample size selected.) From previous experience with similar mailback surveys, it was assumed that 40 percent of the surveys distributed to passengers would be completed and returned to DVRPC.

In order to reduce survey cost and staffing requirements, a sample of passengers was surveyed during the morning peak and off-peak hours (6:30 a.m. - 9:30 a.m. and 10:30 a.m. - 1:30 p.m., respectively) at selected stations. Passengers were handed mailback survey cards before they boarded their trains.

Of the total of 156 SEPTA rail stations, 51 were selected for the survey. In addition Amtrak passengers were surveyed at three of the stations. [Amtrak stops at five stations on the NEC in the DVRPC region (including Wilmington).] The compilation was intended to be representative of SEPTA's Regional Rail system and Amtrak's Northeast Corridor service (see Map I), and includes major stations on each rail line, including terminals in Center City Philadelphia. Most of the selected stations were also included in the 1982 Commuter Rail Passenger Survey. Passengers using these stations comprise more than one-half of the system total.

Survey questionnaires for riders were distributed only to inbound passengers traveling toward Center City Philadelphia, except at the Wayne Junction, North Broad, Market East, Suburban, 30th Street, and Overbrook stations. At these six stations, questionnaires were given to inbound as well as outbound passengers to account for reverse commuting patterns. Amtrak passengers traveling in both directions were surveyed at 30th Street, but only northbound passengers were surveyed at Wilmington and southbound passengers at Trenton. Most of the surveyed Amtrak passengers were traveling to destinations outside the DVRPC region.

Based on the design assumptions, the total number of completed survey questionnaires needed was estimated to be approximately 7,300, or about 31 percent of the number of passengers who typically board SEPTA regional rail lines and Amtrak during morning peak and off-peak hours. To obtain this sample size, DVRPC planned



to distribute about 17,000 questionnaires to SEPTA and Amtrak rail passengers during the survey hours (14,910 and 2,030 to SEPTA and Amtrak passengers, respectively).

To ensure adequate sample size at the station level, boardings at each station were examined. For SEPTA passengers, this was based on data collected by SEPTA and published in SEPTA Regional Rail Statistics, Fall 1989. Amtrak boardings were obtained from Amtrak's Passenger Accounting System for September 1990. This analysis indicated that the number of surveys distributed at each sample station should cover at least 75 percent of the boardings at that station. The distribution was set higher at stations with small numbers of boardings; for stations with 50 boardings or less during the three peak-hour or off-peak period, questionnaires were distributed to all passengers. The required minimum sample size at any station was assumed to be 20 completed surveys, or whatever number returned to DVRPC after distributing questionnaires to all boarding passengers during the survey periods. However, the maximum sample size was estimated to be at least eight times as much as the size of the minimum sample. The sample design and planned distribution during the peak and off-peak periods at the 54 sampled stations are shown in Table A-1 (Appendix A).

Wherever the number of questionnaires (either SEPTA or Amtrak) distributed at a station during the peak hour period was larger than 50, questionnaires were distributed as follows: 30 percent from 6:30 to 7:30 a.m., 45 percent from 7:30 to 8:30 a.m., and 25 percent from 8:30 to 9:30 a.m. Likewise, the off-peak period questionnaires were distributed as follows: 34 percent from 10:30 to 11:30 a.m., 33 percent from 11:30 a.m. to 12:30 p.m., and 33 percent from 12:30 to 1:30 p.m. Since fewer people use the Regional Rail system during off-peak hours, questionnaires were distributed to almost every SEPTA passenger during this period. Though Amtrak also had fewer passengers during the off-peak period, the imbalance between the peak and off-peak periods was not as great as for SEPTA. Still, most of their off-peak passengers also received questionnaires.



#### IV. CONDUCT OF THE SURVEY

The survey of rail passengers was conducted over five days in the period from Wednesday, May 1, to Wednesday, May 8, 1991. The following schedule was used to cover SEPTA's thirteen Regional Rail routes and Amtrak's Northeast Corridor:

<u>Date</u>	<u>Carrier</u>	<u>Route</u>
We, May 1st	SEPTA	R1 (Airport) R3 (Elwyn) R3 (West Trenton)
Th, May 2nd	SEPTA	Center City stations R2 (Wilmington) R2 (Warminster)
Fr, May 3rd	SEPTA	R5 (Doylestown) R6 (Norristown) R7 (Trenton) R8 (Fox Chase)
Tu, May 7th	SEPTA	R5 (Parkesburg) R6 (Cynwyd) R7 (Chestnut Hill East) R8 (Chestnut Hill West)
We, May 8th	Amtrak	Northeast Corridor

At each station mailback questionnaires were distributed to passengers over two three-hour periods (peak and off-peak) as they waited for their trains. To avoid bunching forms early in a period and to ensure that sufficient forms remained for distribution toward the end, questionnaires were packaged in one-hour blocks. Surveying for the peak period started at 6:30 am and continued until 9:30, when a one-hour break was taken. It then resumed at 10:30 for the off-peak period and continued until 1:30 pm. Any undistributed forms were returned to DVRPC.

The planning commissions at Chester, Delaware, and Montgomery counties provided personnel to distribute forms at SEPTA stations in their respective counties, and SEPTA handled the distribution at stations in the City of Philadelphia. DVRPC staff covered the remaining stations, conducted the Amtrak survey, and provided supervision, as well as handling the production and distribution of forms. Outside of Center City, most SEPTA stations were handled by a single person, though two were

assigned for the peak period at some of the busier stations and for the full survey period at bidirectional stations. Additional personnel were also required to handle the survey of Amtrak passengers at 30th Street Station.

The distribution planned for each station was estimated on the basis that the returns should be sufficient to yield the desired sample, which in turn was based on actual ridership counts taken in October 1989. The actual distribution fell short of what was planned. However, this problem has not affected the quality of the survey results significantly.

The following table shows the aggregate sample design, distribution, and returns. For a detailed listing by station, see Appendix A.

	<u>SEPTA</u>	<u>Amtrak</u>	<u>Total</u>
Ridership during survey hours	21,122	2,681	23,803
Sample design	6,525	815	7,340
Forms distributed, planned	14,910	2,030	16,940
actual	11,623	1,709	13,332
Forms returned	4,629	482	5,111

Six stations reached 100 percent of their targeted distribution, and at the other end of the range, five failed to pass 60 percent. Overall, 78 percent of the SEPTA questionnaires were distributed and 84 percent of those for Amtrak passengers. There are several reasons for this, but the most important is that ridership on SEPTA's Regional Rail Division has fallen in the last two years. Also, the flow of passengers was disrupted by service disruptions on the R2 line from Wilmington and on the southbound tracks of Amtrak's Northeast Corridor near North Philadelphia on the survey dates.

The overall response rate for the survey, which is the ratio of forms returned to those actually distributed, came close to reaching the target of 40 percent. The aggregate rate was 40 percent for the SEPTA portion of the survey, but Amtrak riders only returned 28 percent of their questionnaires. Perhaps intercity rail passengers, who travel less frequently, are less motivated to complete travel surveys than local commuters, who travel almost daily. For both SEPTA and Amtrak, higher response rates were obtained from peak riders than those traveling later in the morning or at midday (43% vs 29% for SEPTA, and 30% vs. 23% for Amtrak).

On the SEPTA side, a considerable variation in response rates was observed between stations. Three stations exceeded 60 percent and two fell under 20 percent. As a group those boarding at Center City stations, which tend to be reverse commuters, gave the lowest response rate (26%) and those boarding from Montgomery County stations gave the highest (51%).

The information contained on the returned forms was entered in a data base using dBase III Plus and tabulated, both aggregated and disaggregated by selected categories. The results for SEPTA and Amtrak lines paralleling I-95 are discussed in Section V and those for all SEPTA lines in Section VI. Section VII compares the results for all SEPTA lines with the survey taken in 1982, and examines observed trends in trip characteristics and rider perceptions.





## V. RESULTS OF THE I-95 CORRIDOR SURVEY

This section of the report provides summary discussions of the responses received from the mailback surveys. The discussions are based on tabulations of the survey responses received only from those rail stations located within the I-95 corridor. Included in the corridor are all of the Amtrak stations and the SEPTA stations identified in Appendix A as numbers 1 through 29. Tabulations of total responses, total SEPTA responses, and total Amtrak responses are found in Appendices B and C. The summaries are presented in two formats. First, the Question-by-Question Summary discusses the number and percentage of responses to each question on the survey form. The Origin-Destination Trip Table Summary describes the travel patterns of the respondents along the I-95 corridor, on county-to-county basis plus a tabulation for travel to Center City. The summary is based on responses received to Questions 2 and 11 on the survey.

For both of the formats, the data are stratified into three different levels: 1) all responses, 2) all SEPTA responses, and 3) all Amtrak responses. Within each level, peak versus off-peak results are discussed, if they are significant and relevant. The ratio of SEPTA to Amtrak responses incorporated into the total is about 6:1; therefore, the reader should keep in mind that the total response tends to be weighted towards the total SEPTA response. Generally, the discussions focus on the differences between the responses made by SEPTA passengers and the responses given by Amtrak passengers.

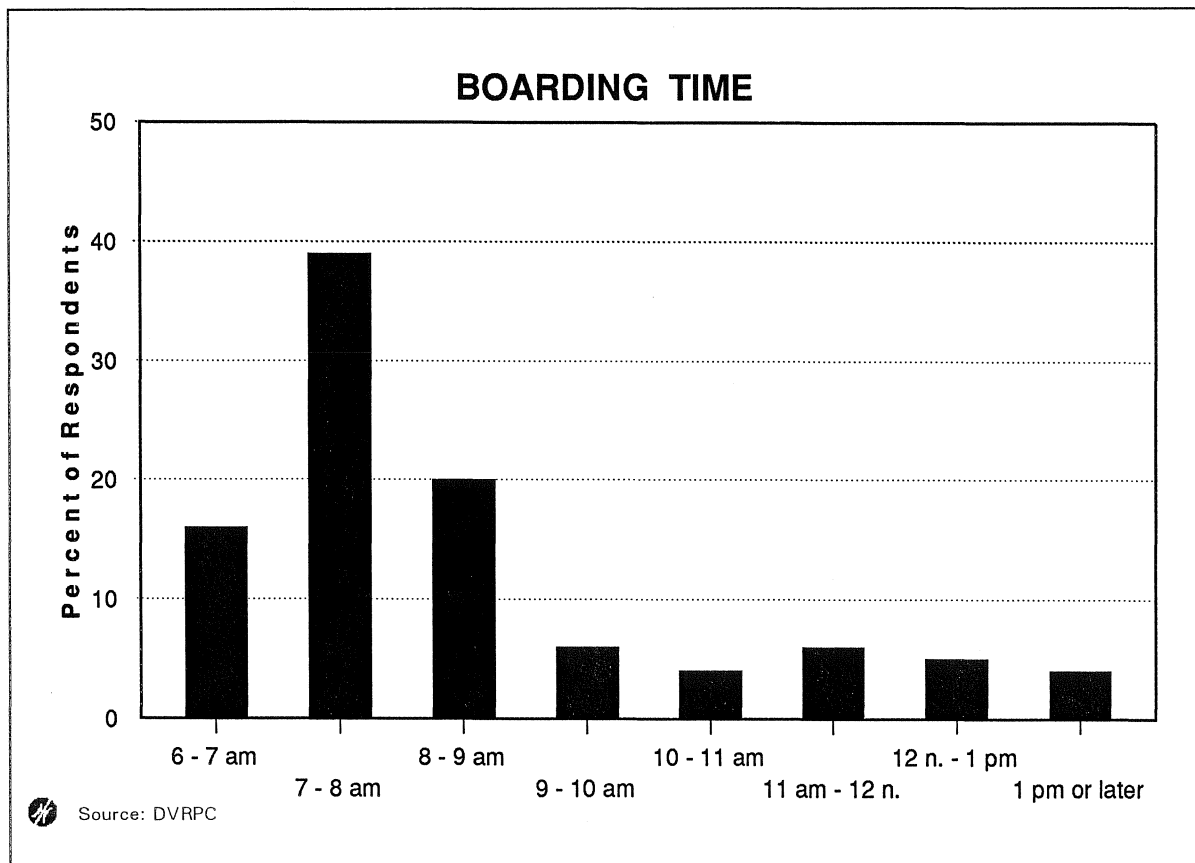
### QUESTION-BY-QUESTION SUMMARY

The tabulations in Appendix B 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 represented by these returns out of the total valid responses, and the statistical error associated with that percent. The error indicates the interval (+/-) on either side of the stated percentage that should be allowed to maintain a 95% confidence. The error takes into account 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.

The following discussion is organized on a question by question basis. When necessary, a definition of limits or terms is presented. This is followed by a review of the results for all respondents, for all SEPTA respondents, then finally, for all Amtrak respondents. The summary for each question is also accompanied by a figure or table which illustrates the overall results or compares SEPTA with Amtrak.

In addition to aggregating data by rail service and time period, the responses to Questions 2, 9, and 11 (origin, destination and alighting station) were grouped and subdivided as needed. Responses which were not located in the study area were grouped as either points North or points South. Points North was defined as any response located north of Mercer County and points South included any response located south of New Castle County, Delaware. Philadelphia ZIP code data given for Questions 2 and 11 was subdivided into Center City and Philadelphia not including Center City. For this survey, Center City was defined by the ZIP codes located between the Delaware and Schuylkill rivers, and Callowhill and Pine streets (19101-10, excluding 19104).

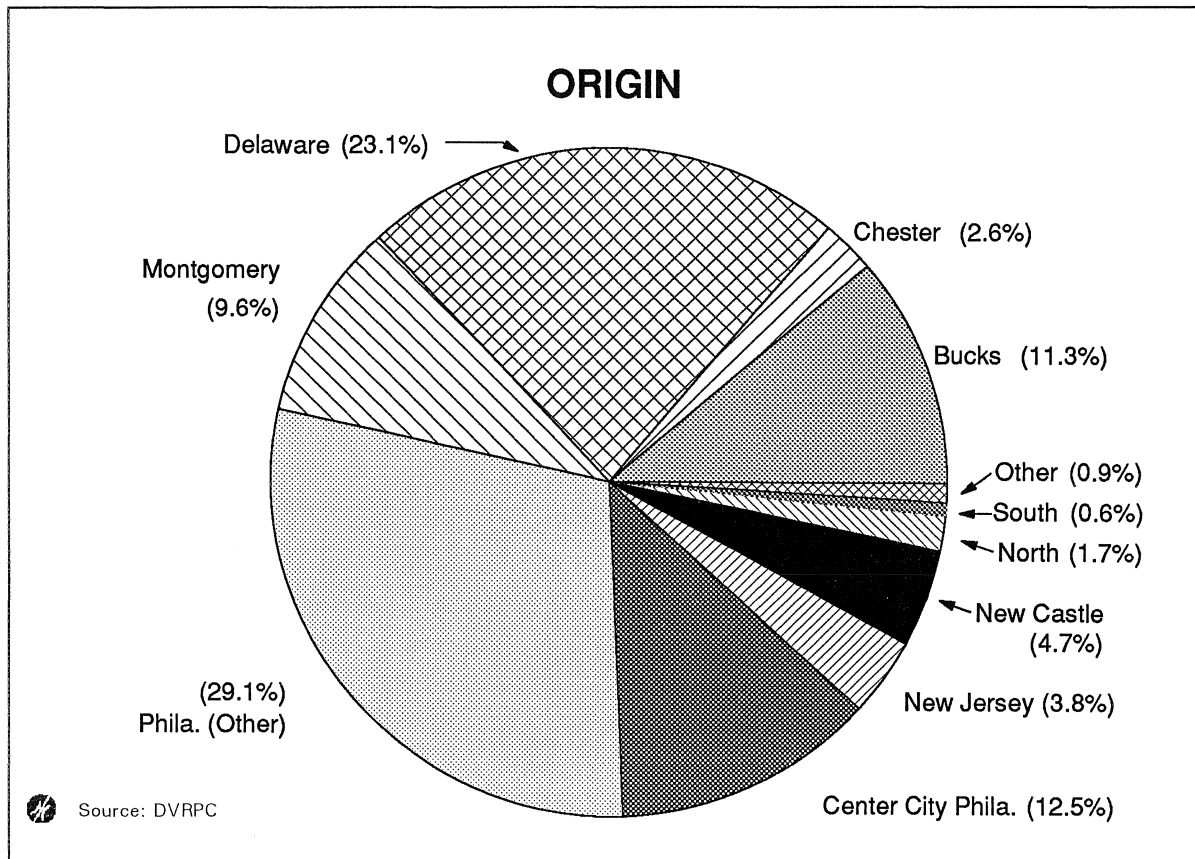
### Question 1: Boarding Time



Question 1 asked the passengers what time they received the questionnaire. Because the survey forms were distributed to the passengers as they arrived at the station platform, the time listed was also the boarding time. The figure above shows the distribution of boarding times for all respondents over the survey period (6:30 a.m. - 9:30 a.m. and 10:30 a.m. - 1:30 pm). Over one-half (55%) of the respondents had boarded the train by 7:59 a.m. with one-third (39%) boarding between 7:00 a.m. and

7:59 a.m.. The percentage traveling in that hour was similar for surveys returned by all SEPTA passengers (41%), with the percentage for all Amtrak passengers being slightly lower (31%). Over three-quarters (77%) of the survey respondents traveled during the peak period.

## Question 2: Origin



Respondents were asked to give the street address, city, state, and zip code of where they started their trip. As shown in the pie chart above, the majority of all passengers surveyed on both SEPTA and Amtrak began their trips in one of the Pennsylvania counties. The largest percentage (42%) originated in the City of Philadelphia (Center City-13%). Almost one-quarter (23%) originated in Delaware County, and 10 and 11 percent originated from Montgomery and Bucks Counties, respectively.

During the peak period, over one-third (37%) of all respondents began their trips in the City of Philadelphia with six percent originating in Center City; however, during the off-peak period that percentage increased to more than half of all origins (59%) and the percent of trips originating in Center City was six times higher (35%). The percentage of trips originating in Delaware County decreased by almost one-half from

the peak to the off-peak period (26% to 14%), and the percentage from Bucks County decreased from 13 percent to 4 percent from the peak to the off-peak period. The percent of respondents originating in the other Pennsylvania Counties during the off-peak also decreased from the peak period, but only slightly. The percent of respondents originating from other points rose by only 2 percent from the peak period to the off-peak period.

The total SEPTA response almost duplicated the overall response with the majority of the respondents beginning their trips in Philadelphia not including Center City (30%), Delaware County (26%), Center City (12%), and Bucks County (13%). The contrast in responses from SEPTA passengers between the peak and off-peak periods were also similar to the overall response. The percent of respondents originating in Center City increased sharply from 4 percent during the peak period to 38 percent during the off-peak period while the percent of respondents beginning their trips in Delaware and Bucks Counties declined by one-half and two-thirds, respectively.

When examining results of the total Amtrak surveys, the percentage of origins from the Pennsylvania Counties was much lower than it was for the SEPTA total. Where 91 percent of the SEPTA respondents began their trips in Pennsylvania, only 72 percent of the Amtrak respondents did the same. Higher percentages of the Amtrak respondents began their trips in New Castle County (11% versus 4% SEPTA), the New Jersey counties (9% versus 3% SEPTA), and points north and south (5% versus 2% SEPTA). The only significant changes in the results for the Amtrak respondents from the peak to the off-peak period were decreases in the percent of respondents starting their trips in Montgomery (15% peak to 6% off-peak) and Delaware (10% peak to 7% off-peak) counties, and an increase in the percent of trips begun in Center City (16% peak to 23% off-peak).

### **Question 3: Boarding Station**

As seen in the accompanying table, no single station was reported as the boarding station by a majority of the total respondents. Of the SEPTA stations, those with the most boardings were Market East, Jenkintown, and Suburban Station, with eight percent each. Seven percent boarded at Fox Chase, and only five percent of the respondents boarded at 30th Street Station (the only station besides Market East and Suburban Station which is served by all of SEPTA's regional rail lines). The station with the lowest percentage of boardings was the Airport Terminals C & D, B, with less than one percent. Among Amtrak passengers, the largest percentage of respondents boarded at 30th Street Station (80%), while only 14 percent and six percent boarded at Wilmington and Trenton, respectively.

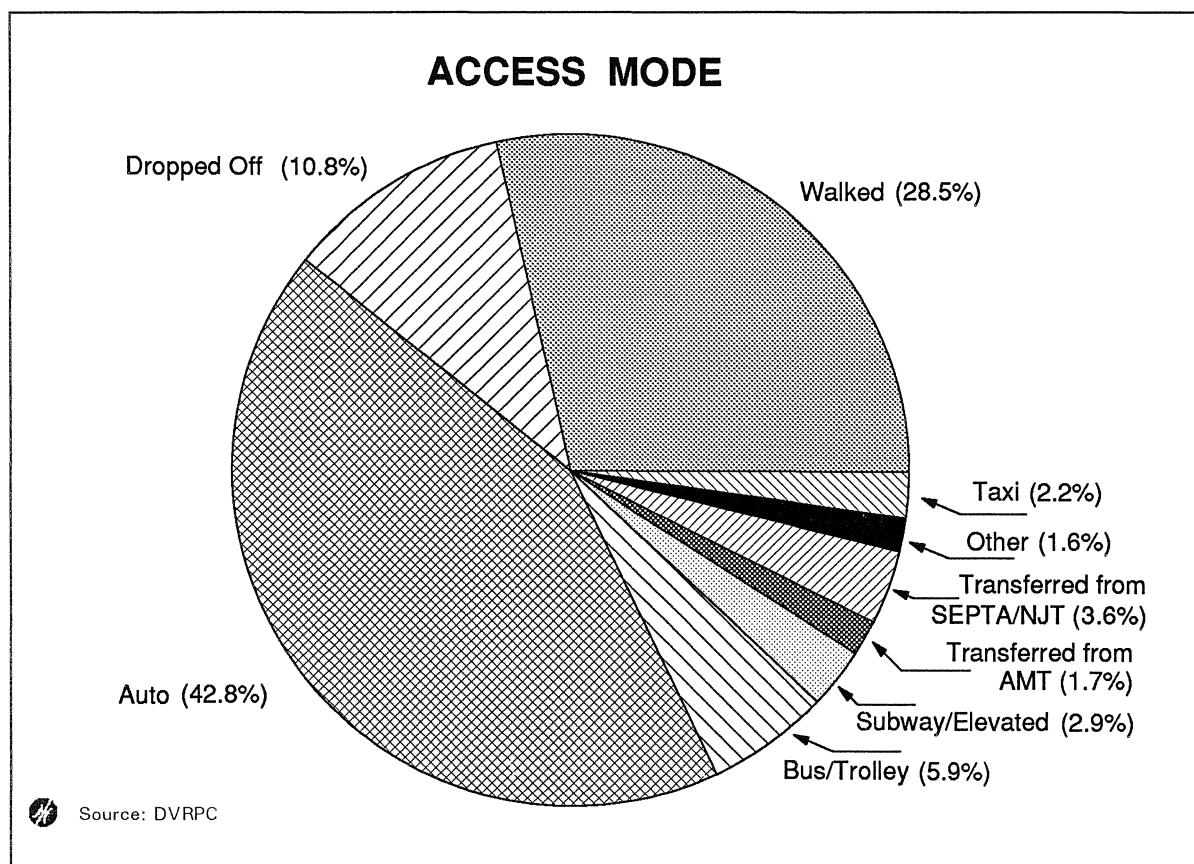
An examination of total peak versus total off-peak responses showed that the Amtrak percentages were similar for both periods, but the SEPTA percentages showed a

Boarding Station	Number of Responses	Percent of Respondents
<b>SEPTA</b>		
Market East	258	7.7
Jenkintown	257	7.7
Suburban Station	257	7.6
Fox Chase	227	6.7
30th Street	163	4.8
Torresdale	147	4.4
Elwyn	103	3.1
Media	98	2.9
Langhorne	92	2.7
Wayne Junction	75	2.2
Levittown	72	2.1
Wilmington	68	2.0
Trenton	64	1.9
Somerton	59	1.8
Chester	46	1.4
North Broad	35	1.0
Airport Terminals C & D, B	29	0.9
All Other SEPTA Stations	800	23.8
<b>Amtrak</b>		
30th Street Station	409	12.2
Wilmington	70	2.1
Trenton	33	1.0
<b>Total</b>	<b>3362</b>	<b>100.0</b>



Source: DVRPC

marked change. During the off-peak period, the percentage of respondents who boarded at Market East and Suburban Station jumped to 25 percent and 23 percent, respectively. The boardings at 30th Street Station increased to ten percent. The boardings at all other I-95 corridor stations decreased. This shift emphasized the importance of the Center City stations for mid-day trips.

**Question 4: Access Mode to Station**

Survey respondents were asked how they reached their boarding station. As seen in the pie chart, almost one-half (43%) reported that they had driven their autos and parked at the station. Over one-quarter (28%) of the respondents walked to the station, and 11 percent were dropped off. Only 15 percent of respondents reported accessing the station by using another form of transit.

The SEPTA riders were proportionally the same as for the overall response; however, a dramatic shift in access mode occurred from the peak period to the off-peak period. During the peak period just over one-half (51%) of the respondents drove and parked and just under one-quarter (24%) walked. During the off-peak period, well over one-half (61%) of the respondents accessed the station by walking and fewer than one-fifth (15%) drove and parked. Only 4 percent of the SEPTA respondents were dropped off during the off-peak period.

Among respondents who boarded Amtrak trains, the distribution of the responses was similar to the overall responses. An examination of the peak versus off-peak period showed a sharp contrast in the responses. During the peak period, almost one-half

(45%) of the respondents drove and parked their autos at the station, a lower percentage than that of the SEPTA respondents. Fourteen percent, slightly higher than SEPTA, were dropped off, and 7 percent, one-third of the SEPTA response, walked. Amtrak respondents were much more likely than SEPTA respondents to have transferred from SEPTA/NJT train (14%), or taken a taxi (10%). During the off-peak period, the percentage of Amtrak respondents who drove and parked their autos decreased to just over one-quarter (26%) while the percentage who took a taxi doubled (22%), and the percentage who transferred from another form of transit increased slightly from 22 percent to 26 percent.

### Question 5: Reason for Station Choice

Reason for Station Choice	Percent of Respondents*		
	Overall	SEPTA	Amtrak
Closest to STARTING point	70.3	70.7	68.0
Parking Available	15.2	16.1	10.5
Convenient Highway Access	4.0	3.5	7.2
Lower Fare	3.7	4.1	1.2
Transit Service Available	10.0	9.3	13.9
Better Train Service	11.7	11.8	11.1
Other	12.4	12.3	12.7

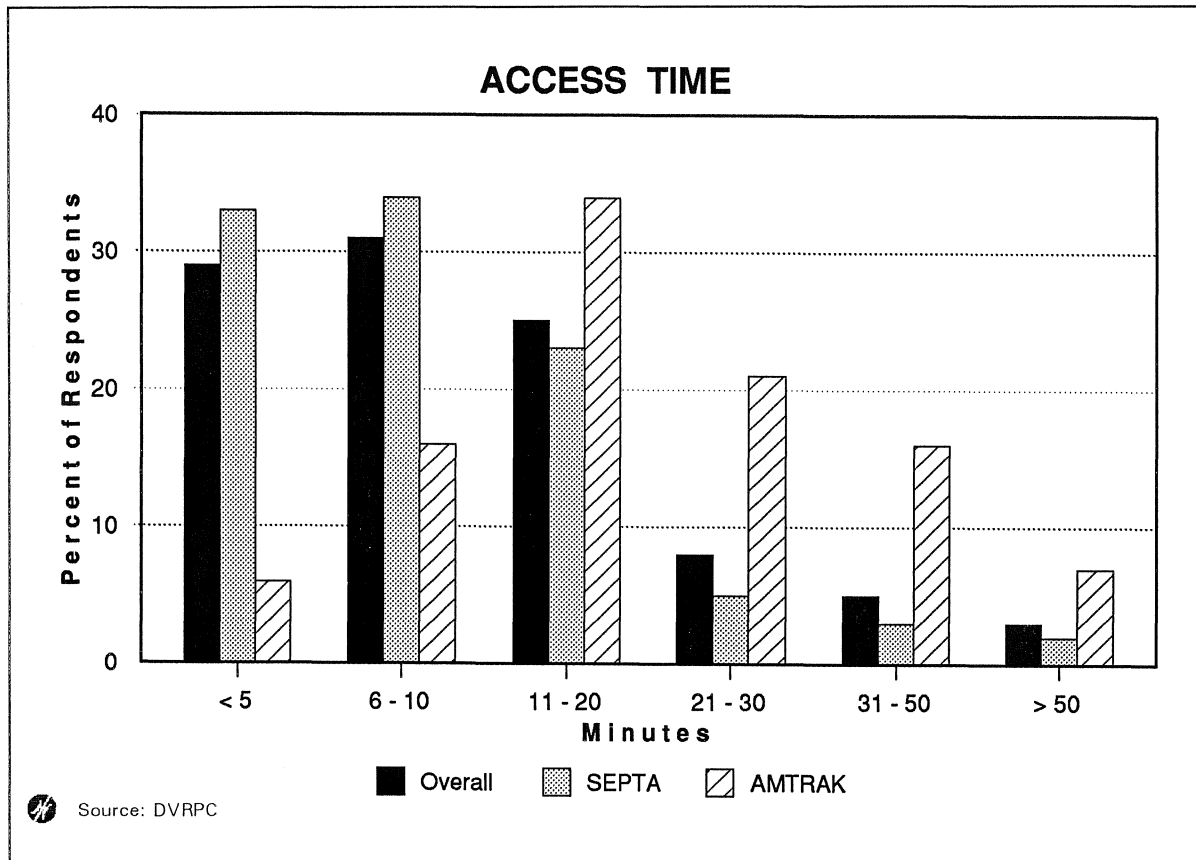
\* More than one response was allowed



Source: DVRPC

Respondents were asked why they chose their boarding station. The majority (70%) indicated that their choice was based on the station's proximity to home. This percentage did not vary by more than three percent for any time period or type of rail service. Other responses that were chosen by at least 10 percent of the respondents were parking (15%), quality of train service (12%), and availability of transit service (10%). With the exception of availability of transit service, these reasons were more important during the peak period than during the off-peak period. Thirty percent more off-peak riders listed availability of transit service as the most important reason for their station choice. The least important reason chosen by the respondents, regardless of time period or type of train service was fare.

### Question 6: Access Time to Station

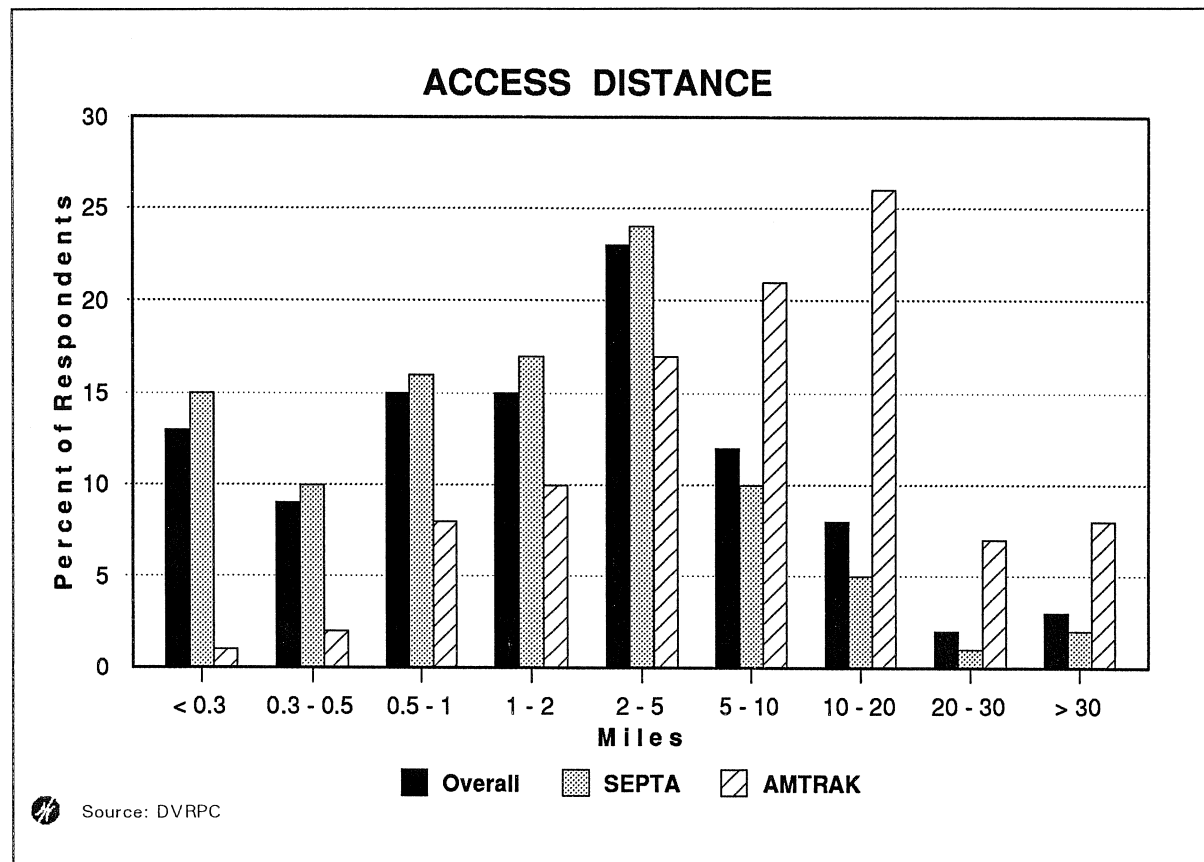


Access time is the time required to reach the boarding station from the starting point. The chart above gives the breakdown by time interval. The overall average access time for survey respondents was 14.6 minutes.

The average access time for respondents using SEPTA was 12.3 minutes, whereas for Amtrak it doubled to 27.4 minutes. The higher average access time for the Amtrak riders was mainly attributed to the fact that many persons boarding at these stations are transferring from other forms of public transportation, and that there are fewer Amtrak stations. Consequently, people were forced to travel farther and longer to reach an Amtrak station.

Between the peak and off-peak periods, the average access time increased by more than one-third (37%) for Amtrak passengers, but only 25 percent for SEPTA passengers.



**Question 7: Access Distance to Station**

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

The overall average access distance was 5.7 miles, and varied significantly between those riding SEPTA (4.3 miles) and those riding Amtrak (12.9 miles). The difference in access distance between the peak and off-peak periods for both SEPTA and Amtrak respondents varied by no more than 2 miles.

These average access distances and times translate to an overall average access speed of 23 miles per hour; 21 miles per hour for SEPTA passengers, and 28 miles per hour for Amtrak passengers.

### Question 8: Type of Fare

Type of Fare	Percent of Respondents	
	SEPTA	Amtrak
One-Way	16.1	9.8
Round Trip	-	63.5
Ten-trip ticket	6.0	0.4
Monthly Pass	47.6	-
46-trip ticket	-	21.6
Weekly Pass	19.4	-
Senior Citizen (SEPTA)	7.3	-
Handicapped (SEPTA)	0.1	-
Senior/Handicapped (Amtrak)	-	1.2
Other	3.4	3.5



Source: DVRPC

SEPTA offers different types of fares than Amtrak. These include one-way, ten-trip, monthly pass, weekly pass, senior citizen, and handicapped. Of these, Amtrak sells only one-way, ten-trip, senior citizen/handicapped; in addition, Amtrak sells round-trip and 46-trip fares.

Almost one-half (48%) of the SEPTA respondents used monthly passes, while just under one-fifth each used weekly passes (19%) or one-way tickets (16%). During the peak period, over three-quarters (79%) of the respondents rode using either monthly passes (56%) or weekly passes (23%). During the off-peak period, two-thirds (66%) of the fares purchased were either one-way (38%) or senior citizen (28%). It should be noted that at the time of the survey, senior citizens could ride SEPTA free during the off-peak period. Twenty percent of the off-peak fares were monthly passes.

The majority of the Amtrak respondents (64%) purchased round trip fares for their journeys while just under one-quarter (22%) used 46-trip tickets. Only 10 percent of the respondents were traveling on a one-way fare. The percent of Amtrak respondents using the 46-trip ticket during the peak period (27%) was four times higher than during the off-peak period (6%). The purchase of a round trip ticket was 14 percent higher during the off-peak period, and use of a one-way fare was twice as high. Fares sold at a senior citizen/handicapped rate constituted an insignificant percentage of the total Amtrak response.

**Question 9: Alighting Station**

<b>Alighting Station</b>	<b>Number of Responses</b>	<b>Percent of Respondents</b>
<b>SEPTA</b>		
Suburban Station	1251	37.2
Market East	483	14.4
30th Street	290	8.6
Airport Terminals	33	1.0
Trenton	27	0.8
Bryn Mawr	25	0.7
Paoli	25	0.7
Jenkintown	24	0.7
Fox Chase	23	0.7
Radnor	21	0.6
Fort Washington	20	0.6
North Broad Street	19	0.6
Wayne	19	0.6
Ardmore	17	0.5
Temple University	17	0.5
Ambler	12	0.4
Glenside	12	0.4
All Other SEPTA Stations	533	15.8
<b>Amtrak</b>		
Points North	334	9.9
Points South	131	3.9
30th Street Station	32	1.0
Wilmington	10	0.3
Trenton	4	0.1
<b>Total</b>	<b>3362</b>	<b>100.0</b>



Source: DVRPC

Since the survey was conducted in the morning at trains destined primarily for Center City, the majority (60%) of the survey respondents disembarked at a Center City

station. Over one-half (62%) of these went to Suburban Station, and one-quarter (24%) went to Market East Station. Ten percent of the respondents were passengers on Amtrak destined to stations north of the region and 4 percent were headed to stations located south of the region.

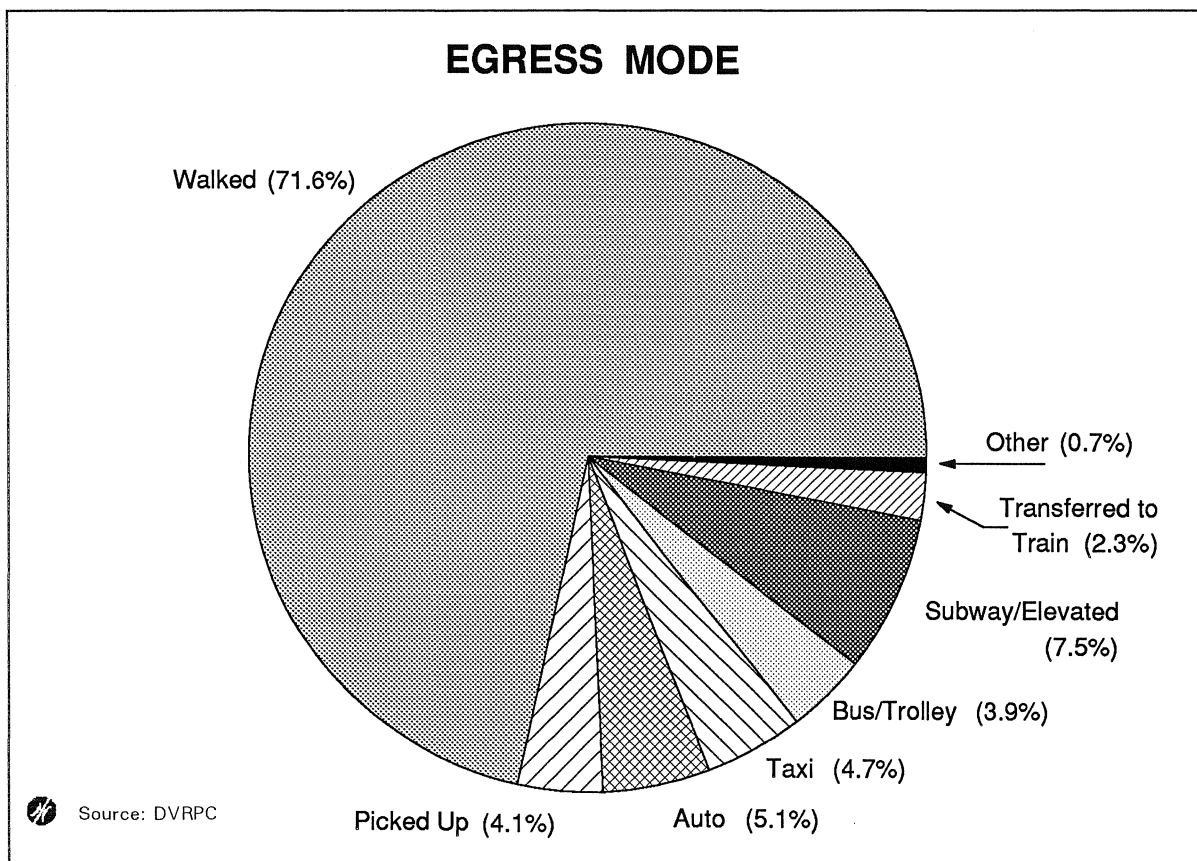
Of the respondents who rode SEPTA, over two-thirds (71%) alighted at either Suburban Station (44%), Market East Station (17%), or 30th Street Station (10%). No other station was used by more than one percent of the total SEPTA response. During the peak period, that proportion was 81 percent; however, during the off-peak period only half as many respondents went to one of those three stations. Seventeen percent alighted at Suburban Station, 15 percent at Market East, and only eight percent went to 30th Street. During the off-peak hour, an increased percentage of respondents alighted at the Airport Terminals (from 1% to 3%), Jenkintown (0% to 3%), and Fox Chase (0% to 3%).

Of the respondents who rode Amtrak, almost two-thirds (65%) alighted at stations located north of the study area and one-quarter (26%) alighted at stations located south of the study area. Only six percent alighted at 30th Street. During the peak period the percentage of Amtrak respondents alighting at northern stations (69%) was three times higher than that of respondents alighting at southern stations (23%). During the off-peak period, the stations located north of the study area were reported as the alighting station by only one-half (53%) of the respondents and the percent alighting at southern stations increased by one-third to 32 percent, while the percent alighting at 30th Street doubled to 11 percent.

### **Question 10: Egress Mode**

Passengers were asked how they reached their final destination after leaving the train. Overall, the majority (72%) walked, with transfer to SEPTA subway/elevated being the only other mode of significance (8%).

Of the respondents who used SEPTA, walking was the egress mode used by an overwhelming majority (80%). Six percent reported that they used an auto that had been parked, and ten percent said that they transferred to a bus/trolley, subway/elevated, SEPTA or NJ TRANSIT train, or an Amtrak train. The peak period percentages were similar to those for the total SEPTA response, with one exception. Only 2 percent of the peak period respondents said that they had driven an auto that they had parked compared with 6 percent overall. During the off-peak period, the percentage that walked dropped to 63% while the percent who drove an auto that they had parked was ten times higher (2% to 20%) and the percent who were picked up was three times higher (2% to 7%).

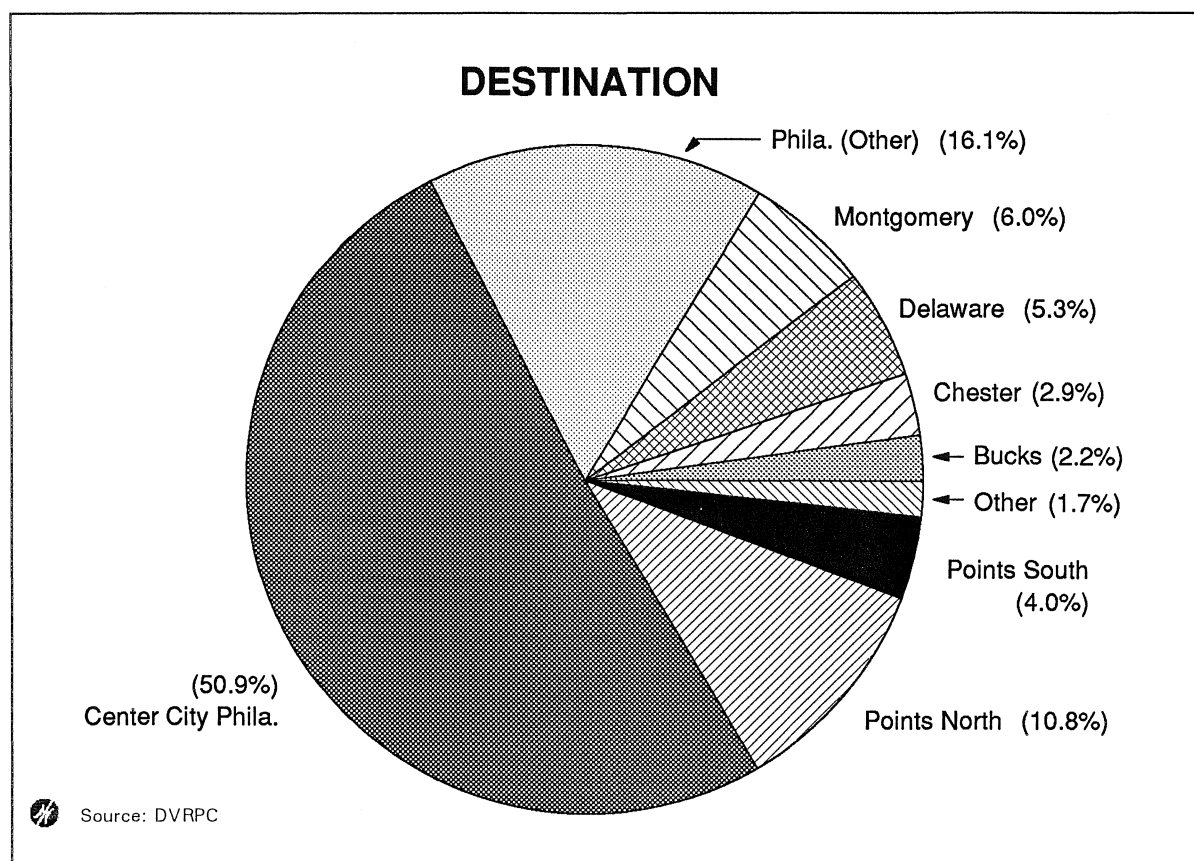


Of the respondents who used Amtrak, fewer than one-quarter (23%) reported that they walked to their final destinations. Approximately one-third (35%) took a subway or elevated train, and one-third (30%) took a taxi. Eight percent of the total Amtrak respondents were picked-up at the station. The percent who walked was higher during the peak period (27%) than during the off-peak period (12%). Conversely, the fraction who took taxis and were picked-up was higher during the off-peak than the peak period (taxi: 27% to 39%, picked-up: 6% to 13%).

### Question 11: Trip Destination

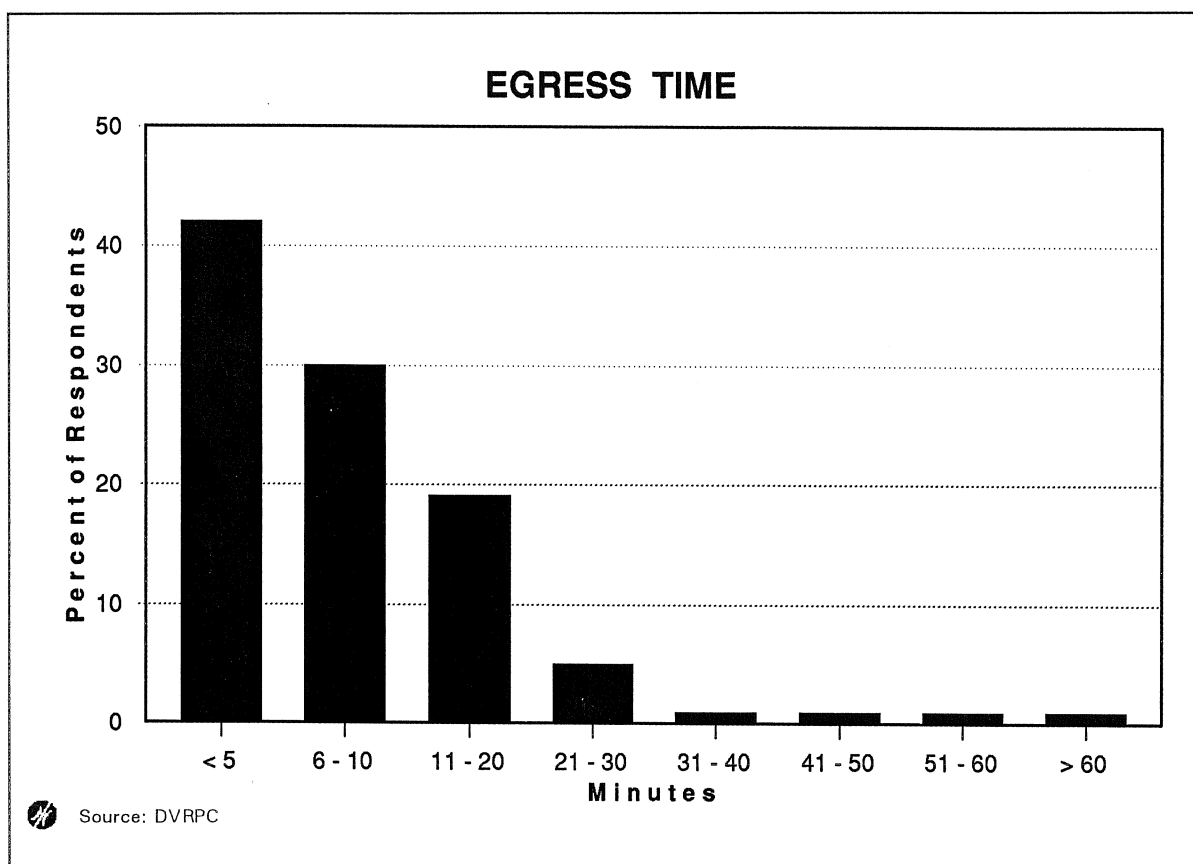
Overall, the majority (51%) of the survey respondents were headed for final destinations in Center City Philadelphia. In fact, a total of 83 percent of the respondents were going to final destinations in Pennsylvania. The only other final destinations of significance were those located north of the region (11%).

The respondents who rode SEPTA showed the strongest tendency to travel within Pennsylvania; only two percent were traveling elsewhere. During the peak period, over three-quarters (85%) went to final destinations in the City of Philadelphia (Center



City 69%). The remaining 13 percent were distributed among the remaining four Pennsylvania counties (Delaware 5%, Montgomery 4%, Chester and Bucks 2% each). During the off-peak period, Center City's importance as a final destination was diminished by over one-half to 27 percent, while the importance of each of the other Pennsylvania destinations increased (Philadelphia not including Center City 28%, Montgomery 18%, Delaware 12%, Chester 7%, Bucks 4%).

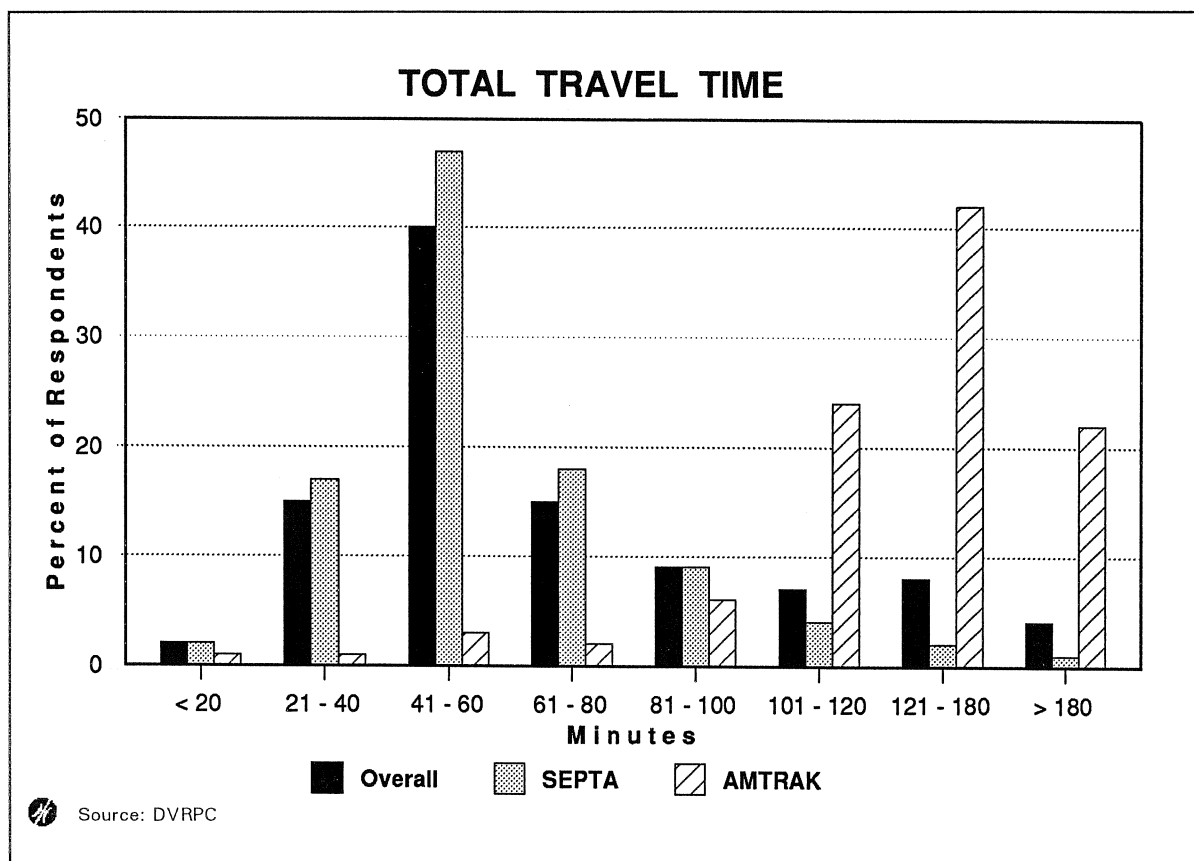
The majority of respondents who rode Amtrak (66%) were going to final destinations north of the DVRPC region and one-quarter (26%) were ending their trips at locations south of the region. Only 6 percent of the Amtrak riders were going to final destinations within the City of Philadelphia. During the peak period, the percentages were similar to those for the total Amtrak response. During the off-peak period, though, the percentage of respondents heading north of the region decreased by almost one-third to 54 percent, while the percentage going to locations south of the region increased by over one-third to 32 percent. The prominence of the City of Philadelphia also increased, though slightly, to 10 percent.

**Question 12: Egress Time**

The majority of the survey respondents walked from the train to their final destinations, consequently the majority (72%) reached their final destinations within 10 minutes of alighting. In fact, the overall average egress time was 11.9 minutes with only four percent of the respondents traveling more than 30 minutes after leaving the train. The average egress time for the respondents who rode SEPTA was 9.9 minutes. This average was 9.3 minutes for the peak period and rose to 12.3 minutes during the off-peak period. The average egress time for the Amtrak respondents was much higher at 22.8 minutes. This average was the same for both peak and off-peak periods.

**Question 13: Total Travel Time**

Passengers 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 78.8 minutes.



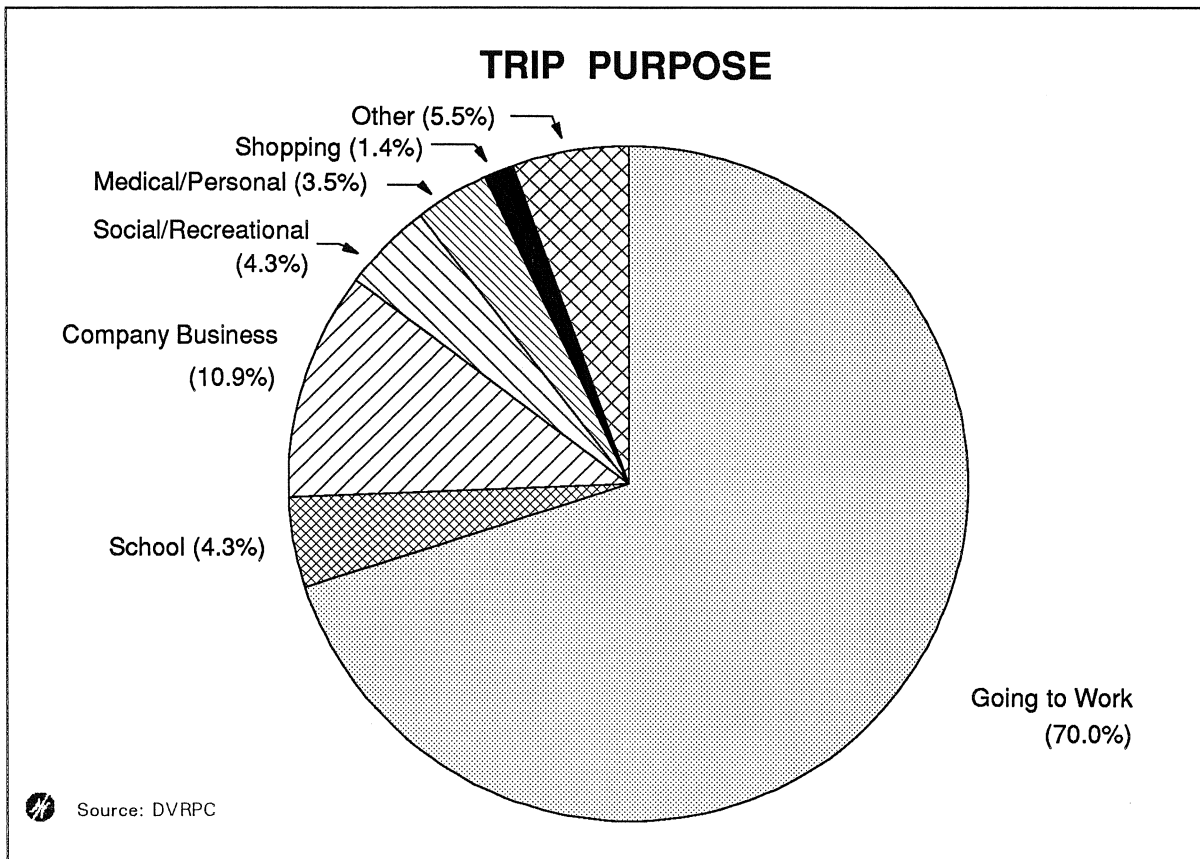
The difference in average total travel time between those respondents using SEPTA and those using Amtrak was significant (63.3 minutes versus 165.3 minutes). This vast difference can be attributed to the diverse nature of the two rail systems. SEPTA is an intra-urban system predominantly serving commuters, while Amtrak is an intercity system serving a wider range of patrons with longer trip lengths and fewer stations. With both systems, the off-peak average travel times were longer, but not significantly. (SEPTA 62.2 min. to 67.3 min. versus Amtrak 162.8 min. to 172.4 min.)

#### Question 14: Trip Purpose

When asked the main purpose of their trip, the majority (70%) of all respondents answered that they were going to work. Work-related trips, i.e. going to or returning from work and company business, accounted for 83 percent of all trips.

Three-quarters (76%) of all SEPTA respondents said that they were riding the train to go to work. This percentage was 91 percent during the peak period and fell by over two-thirds to 25 percent during the off-peak period. Trip purposes cited more often during the off-peak period were medical/personal (15%), social/recreational (14%),





other work-related trips (18%), and other purposes not specified on the survey form (11%). The trip purpose of least importance to SEPTA respondents during both time periods was shopping.

The responses from the Amtrak riders had a much different distribution. One-half (51%) of the respondents were traveling on company business and only one-third (34%) were going to work. The next most important reason for making the trip was social/recreational (8%). During the peak period, the percentage of respondents going to work was higher (41%) and the percentage traveling on company business was lower (47%) than the total. The greatest variation in the percentages occurred between the peak and off-peak periods. Almost two-thirds (60%) of the off-peak respondents were traveling on company business, 18 percent were traveling for social/recreational reasons, and only 13 percent were going to work. The remaining trip purposes were each chosen by fewer than 5 percent of the respondents, and shopping was chosen by none of the respondents.

### Question 15: Reason for Choosing the Train

Reason for Choosing the Train	Percent of Respondents*		
	Overall	SEPTA	Amtrak
Avoid Driving	54.3	55.8	45.9
Solve Parking Problem	21.5	23.8	8.8
No Car Available	11.9	13.3	4.3
Unable To Drive	3.8	4.2	1.8
Save Money	17.9	19.7	7.6
Save Time	15.6	14.5	21.1
More Convenient	46.2	42.9	64.6
Other	7.5	7.5	7.4

\* More than one response was allowed



Source: DVRPC

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 (54%), and almost as many (46%) listed convenience as being an important reason. Other reasons chosen by at least 10 percent of the respondents were parking (21%), saving money (18%), saving time (16%), and car availability (12%). During the peak period, avoiding driving was chosen by more than one-half (57%) of the respondents. During the off-peak period, the percentage of riders avoiding driving dropped slightly (46%) while the percentage that were solving a parking problem (23%), had no car available (15%), were saving money (22%), or were saving time (18%) increased slightly over the peak period percentages. The results for the SEPTA respondents were similar to the overall results.

The results from the Amtrak respondents were different. The majority of Amtrak riders (65%) had chosen the train because it was more convenient than other modes and fewer than one-half (46%) were avoiding driving. The only other significant reason chosen by the respondents was saving time, which was chosen by 21 percent of the respondents. These percentages did not show any dramatic changes between the peak and off-peak periods.

**Question 16: Alternate Mode**

Alternate Mode Options	Percent of Respondents*		
	Overall	SEPTA	Amtrak
Bus / Trolley	23.7	26.0	11.1
Subway / Elevated	18.6	21.9	-
Car	51.1	50.5	54.5
Car pool	5.2	5.8	2.1
Van pool	1.7	1.8	1.0
Air	2.3	-	15.2
Would not have taken trip	10.2	8.4	20.3
Other	5.1	5.6	2.0

\* More than one response was allowed



Source: DVRPC


Survey respondents were asked how they would have made their trip if the train had not been available. More than one response was allowed for this question. Just over one-half (51%) of all respondents said that they would have driven alone, while just under one-half (43%) said that they would have switched to another form of surface transit (bus/trolley 24%, subway/elevated 19%). Ten percent reported that they would not make the trip, and only seven percent said that they would join a car pool or a van pool.

The survey results from the SEPTA passengers were very similar to the overall results, with the exception that the percentage of SEPTA respondents that would use the subway/elevated was slightly higher (22% versus 19%) than the overall percentage. In addition, the percentage of SEPTA respondents that would not make the trip was lower (8% versus 10%) than the overall. A comparison of the peak versus the off-peak period totals for SEPTA respondents showed a variation of less than five percent for the first three choices (bus/trolley, subway/elevated, car), but the responses for car pool, van pool, and would not have made the trip varied sharply. While nine percent of the peak period respondents would have joined a car pool or van pool, only one-third as many (3%) of the off-peak respondents would have done the same. During the peak period, seven percent of the SEPTA riders said that they would have chosen not to make the trip, but this percentage was doubled to 15 percent during the off-peak period.

The responses from the Amtrak riders were quite different from the SEPTA responses in a few categories. As with the overall results and the SEPTA results, over one-half (54%) of the respondents would have driven alone if the train had not been available; however, only 11 percent would have switched to a bus or trolley (compared to SEPTA's 26%) and none would have switched to the subway/elevated (compared to SEPTA's 22%). One-fifth (20%) of the respondents would not have made the trip and 15 percent would have flown instead. Only 3 percent of the respondents would have joined a car pool or van pool. The results analyzed according to time period were similar to the total Amtrak results, with the exception of the percentage that would fly or choose not to make the trip. During the peak period, almost one-quarter (23%) of the respondents would have chosen not to make the trip, while less than one-fifth (13%) would have flown. During the off-peak period, a higher percentage of respondents (21%) would have flown while only 14 percent would have chosen not to make the trip. Flying is not normally an option for SEPTA passengers.

### Question 17: Trip Frequency

Frequency	Percent of Respondents		
	Overall	SEPTA	Amtrak
> 10 times per week	15.0	16.9	4.9
8 - 10 times per week	48.1	53.3	19.1
4 - 7 times per week	10.9	11.7	6.3
2 - 3 times per week	4.3	4.0	5.9
4 - 7 times per month	6.7	5.0	16.2
2 - 3 times per month	4.9	3.3	13.6
< 2 times per month	10.1	5.8	33.9

 Source: DVRPC

Respondents were asked to express how often they had ridden the train each week or month. The overall average frequency was 7 rides per week.

Riders using SEPTA made twice as many trips per week (7.7) as riders on Amtrak (3.2). As seen in the table above, the majority of SEPTA's respondents (70%) made more than 8 trips per week, implying a minimum of four round trips per week. The majority of Amtrak's respondents (64%) rode only 7 or fewer times per month, implying a frequency of fewer than one round trip per week. With both rail services,

riders traveling during off-peak period rode approximately one-half as often as peak period riders. (SEPTA 4.5 versus 8.6; Amtrak 1.6 versus 3.7).

### Question 18: Service Ratings

Service Criteria	Average Rating (5 = Excellent, 3 = Average, 1 = Poor)		
	Overall	SEPTA	Amtrak
Reliability	3.6	3.6	3.9
Express Service	3.4	3.3	3.9
Customer Service & Information	3.4	3.3	3.6
Cleanliness of Stations	3.2	3.1	3.3
Cleanliness of Trains	3.4	3.3	3.6
Heating & Air Conditioning	3.5	3.4	3.6
Availability of Seats	3.8	3.8	3.7
Announcements Explaining Delays	2.9	2.9	3.1
Safety & Security	3.5	3.4	3.7
Parking Availability	3.4	3.4	3.4
Overall Performance	3.4	3.4	3.6



Source: DVRPC


Survey respondents were asked to rate their train service on the basis of specific criteria. The table above lists those criteria along with the ratings for the total response, the total SEPTA response, and the total Amtrak response. For the purposes of evaluation, a (1) or (2) was considered a "below average" rating, while a (4) or (5) signified an "above average" rating. The average ratings for each criterion ranged between a low of 2.9 for announcements explaining delays (overall and SEPTA) to a high of 3.9 for reliability and express service (Amtrak)

Six of the 11 criteria were given an above average rating by at least 50 percent of the total respondents. These included reliability (60%), express service (51%), heating and air conditioning (50%), availability of seats (63%), safety and security (50%), and availability of parking at stations (50%). Criteria that were given an above average rating by fewer than 50 percent of the respondents were customer service (47%), cleanliness of stations (38%), cleanliness of trains (45%), and announcements explaining delays (37%). The only criterion which received an overall average rating

of less than 3 was announcements explaining delays (2.9). Off-peak ratings tended to be higher than peak period ratings, but one criterion did receive a lower rating during the off-peak than the peak period -- availability of parking.

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Overall Performance Rating	Percent of Respondents	
	SEPTA	Amtrak
5	6.2	9.4
4	35.6	46.9
3	36.6	25.2
2	8.1	5.8
1	1.7	1.2
No Response	11.8	11.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

 Source: DVRPC

In all areas, except availability of seats and parking, Amtrak's average ratings were higher than those given to SEPTA. It is important to note that overall performance was not calculated as an average of the ratings given to the other 10 criteria, but was a separate rating. Notable contrasts appear in the fraction of above average ratings for reliability (SEPTA 58%, Amtrak 74%), express service (SEPTA 48%, Amtrak 74%), customer service (SEPTA 44%, Amtrak 60%), cleanliness of train (SEPTA 43%, Amtrak 60%), and safety and security (SEPTA 48%, Amtrak 61%). The above table shows that in the category of overall performance, Amtrak was rated above average on a higher percentage of surveys (56%) than SEPTA (42%).

### Question 19: Gender

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Gender	Percent of Respondents		
	Overall	SEPTA	Amtrak
Male	49.7	47.1	64.4
Female	50.3	52.9	35.6

 Source: DVRPC


The overall proportion of male to female respondents was equal (50% each). This proportion varied slightly between the peak period (51% female) and the off-peak period (53% male).

Gender differences between SEPTA and Amtrak riders were observed. Whereas SEPTA's riders were 53 percent female, Amtrak's were 64 percent male. SEPTA's percentages showed the same peak/off-peak trends as the overall percentages, but the majority of Amtrak's riders were male during both time periods.

## Question 20: Employment Status

Employment Status	Percent of Respondents*		
	Overall	SEPTA	Amtrak
Full-time Employed	80.7	79.6	86.7
Part-time Employed	7.5	8.0	5.1
Unemployed	1.2	1.3	0.6
Retired	6.6	6.9	4.9
Homemaker	3.9	4.0	3.1
Student	6.7	7.5	2.3
Military	0.1	0.1	0.4
Other	0.9	0.8	1.4

\* More than one response was allowed

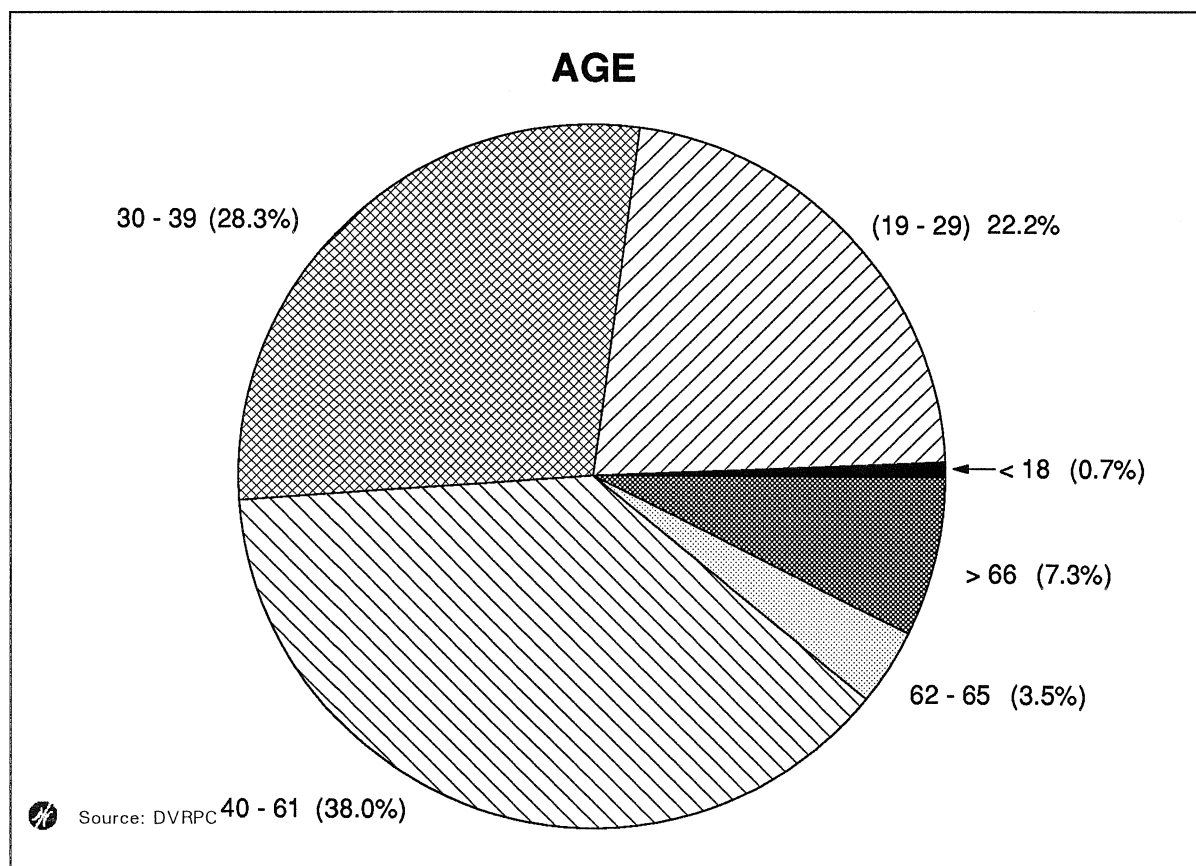
 Source: DVRPC

Survey respondents were asked whether they were employed full- or part-time, retired, unemployed, a homemaker, a student, in the military or a combination. More than one response was allowed for this question. Since the majority of the respondents said that their traveling was work-related, it is logical that the majority was also employed. The results showed that over three-quarters (81%) of those surveyed were employed full-time with another eight percent employed part-time. Seven percent each were retired or a student, four percent were homemakers, and only one percent were unemployed. Only five persons surveyed were in the military.

Major changes in the response rates occurred between peak and off-peak periods. Generally during the off-peak period, the percent of riders who were employed full-time was lower than it was during the peak period. SEPTA's percentage dropped by one-

half from 89 percent to 46 percent, and Amtrak's decreased from 90 percent to 77 percent. The percent of respondents from all other categories was much higher during the off-peak period than during the peak period. The greatest increase was seen in the percent of retirees who answered the survey. SEPTA's percentage jumped from two percent to 26 percent and Amtrak's doubled from four percent to eight percent. The proportion of riders who were homemakers, students, or employed part-time also increased by a factor of two from the peak to the off-peak period. Finally, the percentage of unemployed persons on SEPTA rose from one percent to four percent, and from almost none to two percent on Amtrak.

### Question 21: Age



The pie 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 18 years of age. *Senior* riders were defined as those age 62 and older. The remaining persons ages 19 to 61 were termed *Adult*.

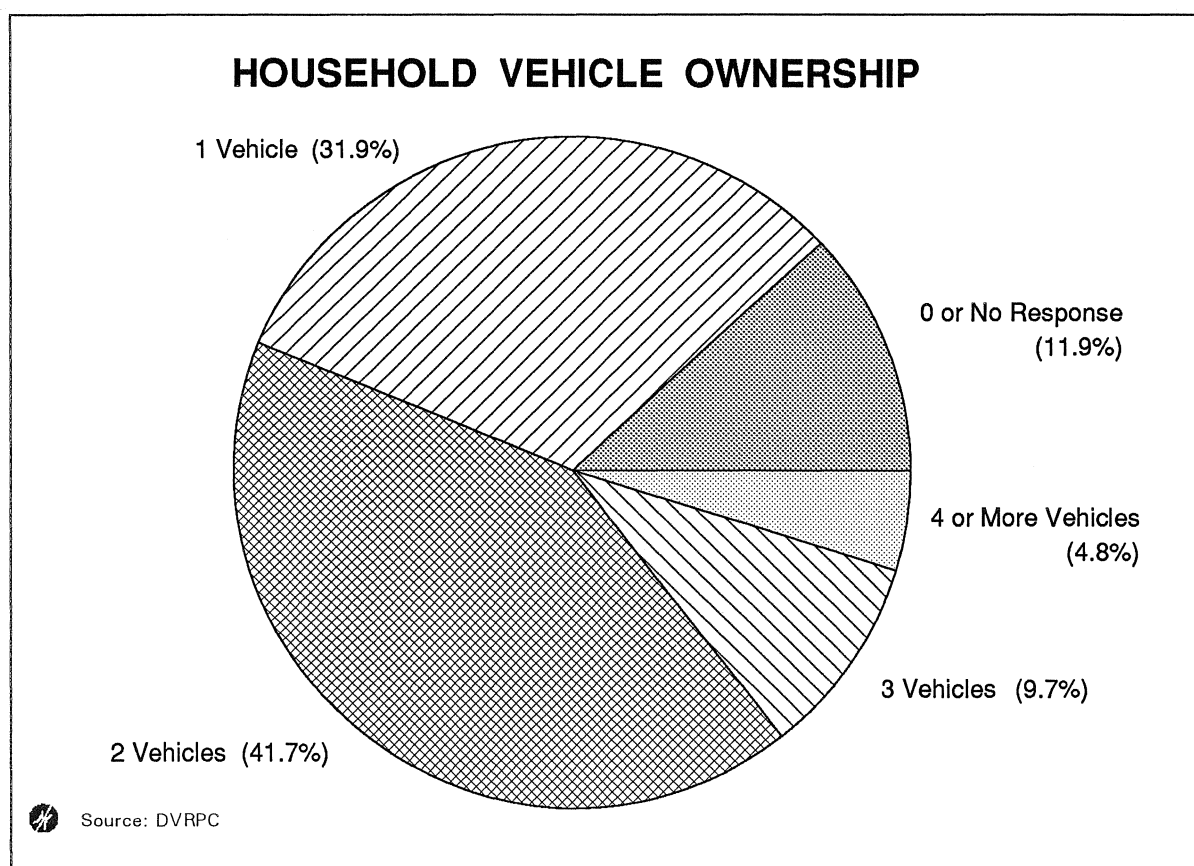
The average age for all respondents was 41 years, and the overwhelming majority (88%) of riders fell into the adult category. Seniors comprised 11 percent of the



overall respondents, while youth accounted for only one percent. Ridership by rail service (SEPTA versus Amtrak) was similar to the results overall, with adults dominating.

Time of travel showed the strongest correlation with age. During the off-peak period, there were more seniors and fewer adults traveling than during the peak period on both rail services. SEPTA's ridership showed a sharper change along these lines. The adult ridership dropped by one-third (94% to 66%) from the peak to the off-peak period while Amtrak's only fell from 92 percent to 90 percent. The increase in senior ridership was also more dramatic for SEPTA from the peak to the off-peak period (5% to 33%) compared to Amtrak (8% to 9%). This sharp increase can be attributed to SEPTA's fare policy which, at the time of the survey, allowed senior citizens to ride free on off-peak trains, while charging full fare during the peak period.

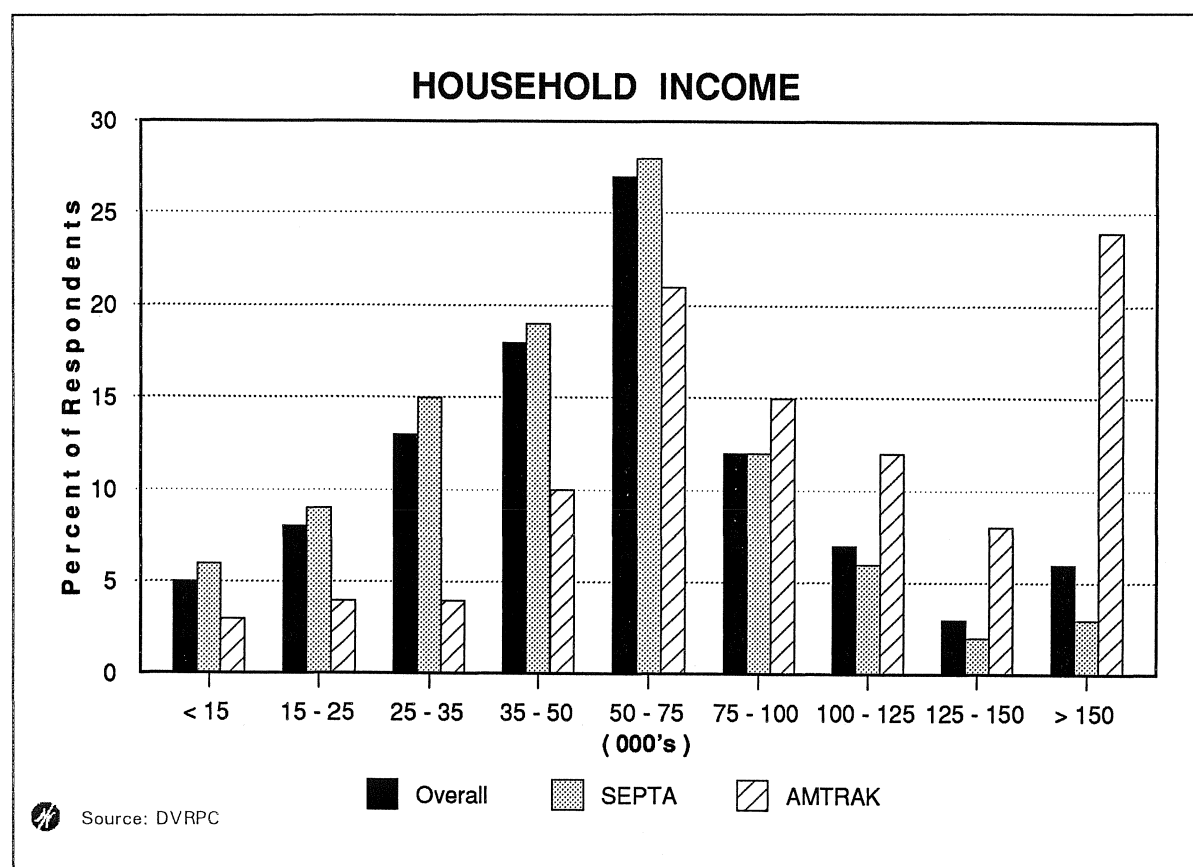
#### Question 22: Household Vehicle Ownership



When asked how many vehicles were owned by members of their households, three-quarters (74%) of the respondents replied that they had one or two vehicles at home. Of these, more than one-half (42% out of 74%) said that they had 2 vehicles. Twelve

percent had no vehicles, 10 percent had 3 vehicles, and only five percent had 4 or more vehicles. These percentages varied only slightly depending on the time of day or type of rail service. The percent of respondents with only 1 or no vehicles increased slightly from the peak period to the off-peak period, while the percentage with 2 or more vehicles decreased slightly. A larger percentage of Amtrak riders (63%) than SEPTA riders (55%) had 2 or more vehicles at home.

### Question 23: Household Income



Survey respondents were asked to indicate their household income. Ranges were provided for the patron to select and the resulting percentages in each range are graphically presented. These ranges were further aggregated to represent low-income (less than \$15,000/year), middle-income (\$15,000 to \$75,000/year), and high income (over \$75,000/year). The overall average annual household income was \$64,000. Only five percent of the respondents were low-income, while two-thirds (66%) were middle-income and just over one-quarter (28%) were high-income.

The average annual household income for SEPTA respondents was \$58,000. Compared to the overall response, SEPTA had a slightly higher percentage (71%

versus 66%) of middle-income riders and a slightly lower percentage (23% versus 28%) of high-income riders. The percentage of low-income respondents was six percent.

The average Amtrak respondent was definitely more affluent than the average SEPTA respondent. The average annual household income for Amtrak respondents was \$98,000. Over one-half (59%) fell into the high-income range, and only three percent were from the low-income range. Just over one-third (39%) were from the middle-income range.

Both rail services showed slight decreases in average annual household income between the peak and off-peak periods. The proportion of SEPTA's respondents from low-income households tripled (3% to 15%) from the peak to the off-peak, while the percent of respondents from the high-income range fell from 24 to 19 percent and the percent of respondents from middle-income households fell from 73 to 67 percent. With Amtrak's respondents, the proportion from low-income and middle-income households increased (low-income: 3% to 4%, middle-income: 37% to 41%) from the peak period to the off-peak period, while the percent of respondents from high-income households decreased from 59 percent to 55 percent. The average annual household income of Amtrak's respondents during the off-peak period was still about 75 percent higher than SEPTA's (\$92,000 versus \$52,000).

## TRIP ORIGIN-DESTINATION SUMMARY

From the data gathered through the I-95 rail survey, it was possible to develop trip tables which show the origins and destinations of the respondents. Unlike the Question-by-Question tabulation, the data in the trip 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. As with the question-by-question summary, Philadelphia ZIP code data has been subdivided into Center City and Philadelphia not including Center City. Nine different trip tables were assembled representing all responses, all peak period responses, and all off-peak period responses, all SEPTA responses, all SEPTA peak period responses, all SEPTA off-peak period responses, all Amtrak responses, all Amtrak peak period responses, and all Amtrak off-peak period responses. This section of the report discusses the trip tables, which can be found in Appendix C.

### All Responses

Overall, no one location stood out as an origin for the majority of the total trips. Over one-third (41%) of the respondents began in the City of Philadelphia (Center City 12%) and one-quarter (23%) began in Delaware County. Another one-fifth (21%) originated in a combination of Bucks County (11%), and Montgomery County (10%). New Castle County, which includes the Wilmington SEPTA and the Wilmington Amtrak stations accounted for only five percent of the origins.

The majority of all respondents (51%) were destined to Center City with 16 percent going to Philadelphia not including Center City, and 11 percent headed to points North. Of the trips going to Center City, 31 percent began in Delaware County, 29 percent began in Philadelphia not including Center City, 16 percent began in Bucks County, and 12 percent began in Montgomery County. Twelve percent of the respondents began their trips in Center City, but they were destined mainly to locations in Montgomery County, Philadelphia not including Center City, and points North.

During the peak period, the majority of the trips began in Philadelphia not including Center City (30%) and Delaware County (26%). Bucks (13%) and Montgomery (10%) counties were also significant peak period origins. Well over one-half (59%) of all peak period respondents were destined to Center City. Only 14 percent were going to Philadelphia not including Center City, and 11 percent were headed to points North. The majority of the trips going to Center City began in Delaware (31%) and Bucks (16%) counties, and Philadelphia not including Center City (29%).

During the off-peak period, the percent of the total trips originating in Center City jumped sharply to 36 percent from six percent during the peak period. Fewer trips originated in Delaware (14%), Bucks (4%), and Montgomery (8%) counties and Philadelphia not including Center City (24%). No single destination attracted a majority of the off-peak respondents. One-quarter each were destined to Philadelphia not including Center City (24%) and Center City (23%). Increases from the peak to the off-peak periods occurred for Montgomery (4% peak to 14% off-peak) and Delaware (4% peak to 10% off-peak) counties. The percent of all off-peak trips going to points North to was slightly lower than during the peak period (11% peak to 10% off-peak), while the percent of total trips heading to points South doubled from three to six percent. Of the trips that originated in Center City during the off-peak, one-half were destined either to Montgomery County (25%) or Philadelphia not including Center City (24%).

### **SEPTA Responses**

The major origins for the respondents who rode SEPTA were Philadelphia not including Center City (30%), Delaware (26%) and Bucks (13%) counties, and Center City (12%). The major destinations were Center City (59%) and Philadelphia not including Center City (19%). Of the trips heading to Center City, just under one-third each came from Delaware County (32%) and Philadelphia not including Center City (29%). Sixteen percent came from Bucks County and 12 percent were from Montgomery County. Of the trips that began in Center City, one-quarter (25%) each went to Montgomery County and Philadelphia not including Center City.

During the peak period, three-quarters of the SEPTA respondents started their trips in either Philadelphia not including Center City (32%), Delaware (29%), or Bucks (15%) counties. Nine percent of the respondents began their trips in Montgomery County and no more than four percent began from any other single location. The primary peak period destinations were Center City (69%) and Philadelphia not including Center City (16%). Of the SEPTA respondents who were destined to Center City, the majority (62%) came from either Delaware County (32%) or Philadelphia not including Center City (30%). Seventeen percent of those trips originated in Bucks County and 11 percent started in Montgomery County.

During the off-peak period, the majority (62%) of the SEPTA respondents began their trips in the City of Philadelphia (Center City 38%). Fifteen percent originated in Delaware County, and eight percent started in Montgomery County. The primary off-peak period destinations for SEPTA respondents were Philadelphia not including Center City (28%), Center City (27%), Montgomery (17%), and Delaware (12%) counties. Of the trips that originated in Center City, one-half (54%) were headed to Montgomery County (28%) and Philadelphia not including Center City (26%). Of the trips that were destined to the City of Philadelphia, just one-half (46%) started within

the city limits (Center City 21%) and one-quarter (24%) began in Delaware County. Twelve percent started in Montgomery County, and seven percent originated in Bucks County.

## **Amtrak Responses**

Forty percent of all Amtrak respondents began their trips in the City of Philadelphia (Center City 18%). Thirteen percent began in Montgomery County and 11 percent began in New Castle. The majority of all Amtrak respondents (65%) were destined to points North and one-quarter (26%) were destined to points South. Of those trips that were headed to points North, almost one-half (45%) originated in the City of Philadelphia (Center City 20%). Eleven percent each came from Delaware County and New Castle. Of the trips destined to points South, one-third (34%) began in the City of Philadelphia (Center City 15%). One-quarter (24%) began in either Bucks or Montgomery county, and 12 percent started in Burlington, Camden, or Gloucester counties.

During the peak period, a significant percentage of Amtrak respondents began their trips in the City of Philadelphia (38%) (Center City 16%), Montgomery (16%) and Delaware (10%) counties, and New Castle (11%). Over two-thirds (70%) of all peak period Amtrak respondents were destined to points North and just under one-quarter (23%) were destined to points South. Of the trips going to points North, over one-third (43%) originated in the City of Philadelphia (Center City 18%), 17 percent came from Montgomery County, 12 percent started in Delaware County, and 10 percent each were from Chester County and New Castle. Of the trips headed to points South, one-quarter (26%) were from the City of Philadelphia (Center City 10%), 16 percent were from Montgomery County, 13 percent were from Burlington, Camden or Gloucester counties, and 11 percent were from Bucks County.

During the off-peak period, almost one-half (45%) of the Amtrak respondents originated their trips in the City of Philadelphia (Center City 23%). Twelve percent started in New Castle and no more than 10 percent started from any other single location. The two main off-peak destinations were points North (54%) and points South (33%). Of the trips headed North, one-half (48%) began in the City of Philadelphia (Center City 25%), fifteen percent began in New Castle, and 10 percent began in Delaware County. Of the off-peak trips destined to points South, one-half (49%) began in the City of Philadelphia (Center City 23%). Nine percent each began in Bucks County, Burlington, Camden or Gloucester counties, and points North.

## **VI. RESULTS OF THE SEPTA SYSTEM SURVEY**

The discussions which follow are based on tabulations of the survey responses from SEPTA stations throughout the service area, including those in the I-95 corridor. Tabulations of the SEPTA responses are available in Appendix D for the survey as a whole as well as for trips originating in Philadelphia and the Pennsylvania counties of Bucks, Chester, Delaware and Montgomery. In addition, a tabulation of survey results for persons travelling outbound from Philadelphia (reverse commuters) is provided. As with the previous section of the report, a second appendix (E) provides Origin-Destination Trip Tables on a county to county basis as well as Center City Philadelphia. These tables are presented for the total survey as well as for peak and off-peak trips.

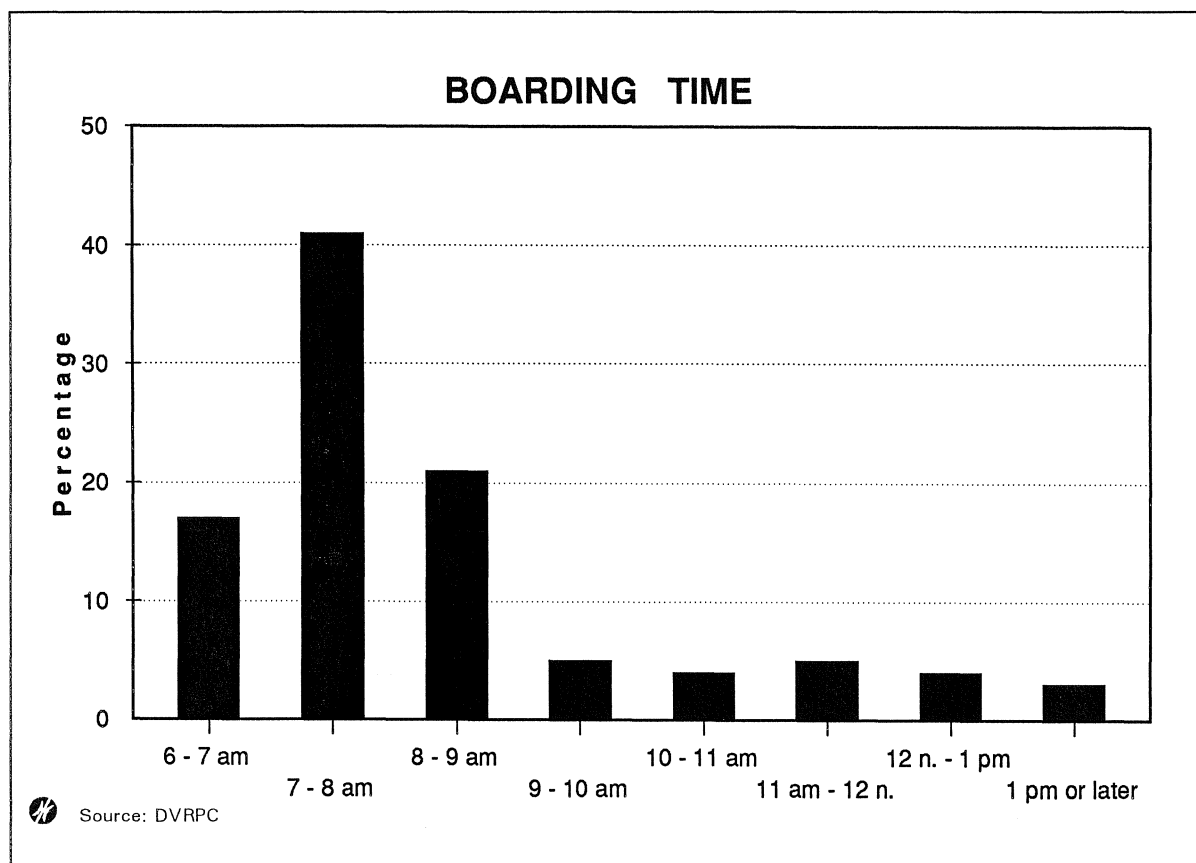
### **QUESTION-BY-QUESTION SUMMARY**

In the Question-by-Question Summary, the discussion examines the data from four perspectives. First, a general summary of the answers to the question is provided. Second, a disaggregation of the survey data by county of trip origin is presented. An examination of the differences between passengers in the peak and off-peak periods is provided where differences are apparent. Finally, where a divergence exists between survey data as a whole and the characteristics of reverse commuters, these are noted.

#### **Question 1: Boarding Time**

The chart on the next page shows the distribution of boarding times for respondents over the survey period (6:30 a.m. - 9:30 a.m. and 10:30 a.m. - 1:30 p.m.). By far the greatest number of boardings (41%) occurred between 7 and 8 a.m. Less than one-half as many were recorded in the hour before (17%) or after (21%) this period. No other single hour accounted for more than five percent of boardings.

As most trips in the peak period were oriented toward Center City Philadelphia, the distance of the station from that destination had a direct effect on boarding time. Since most commuters schedule their trips to arrive at a set time, those traveling further must leave earlier. For instance, in Philadelphia and the contiguous counties of Delaware and Montgomery, the highest boarding volumes were recorded in the 8 to 9 a.m. period (37%, 46% and 41%, respectively). Substantial numbers of survey respondents also boarded in the following hour (23%, 21% and 22% in Philadelphia, Delaware and Montgomery counties). Further from Center City, Bucks and Chester counties had dropped to 14 and 16 percent of their boardings in this latter time period, while Chester County yielded an almost even split between boardings in the 6 to 7



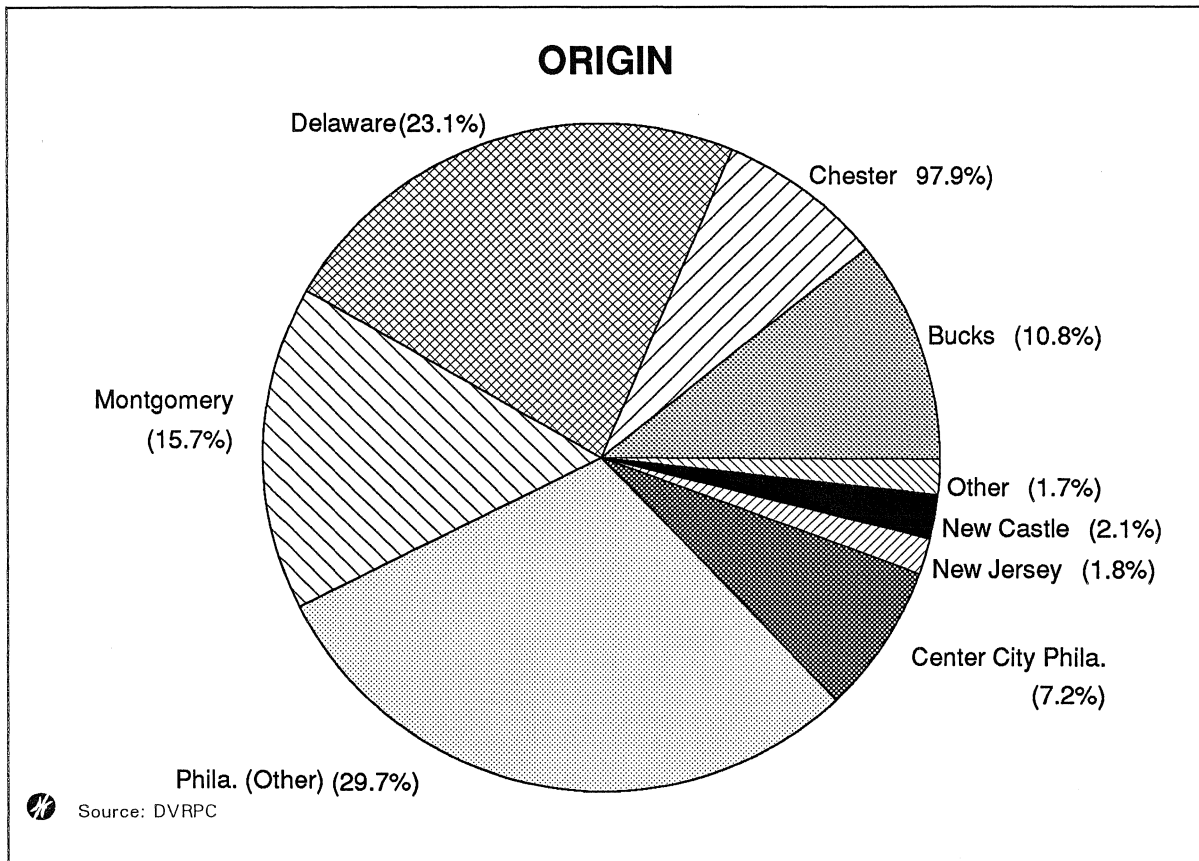
a.m. (37%) and 7 to 8 a.m. (38%) time slots. Finally, New Castle County only tallied eight percent of its boardings in the 8:00 a.m. hour.

Four-fifths (81%) of the survey respondents traveled during the peak period.

## Question 2: County of Origin

Respondents were asked to give the street address, city, state and zip code where they started their trip. Over one-third (37%) began their journey in the City of Philadelphia, with Center City accounting for seven percent and the remainder of the city almost 30 percent of returned surveys. Delaware County contributed almost one-quarter (23%) of responses, reflecting the fact that much of the county lies in close proximity to two rail lines. The next highest number of riders (16%) began their journey in Montgomery County. Bucks and Chester counties each contributed a significant number of riders with eleven and eight percent, respectively. Origins in New Castle County, New Jersey and all other destinations each accounted for approximately two percent of responses.





Suburban Pennsylvania counties accounted for almost two-thirds (62%) of boardings in the peak period (6:30 - 9:30 a.m.); 12 percent were from Bucks County, nine percent from Chester, 24 percent from Delaware, and 17 percent from Montgomery County. The City of Philadelphia outside of Center City provided almost one-third (30%) of boardings and Center City itself generated only three percent of riders in this period. In the off-peak (10:30 a.m. - 1:30 p.m.) the share of boardings in suburban Pennsylvania counties declined substantially: five percent were in Bucks County, four percent in Chester, 18 percent in Delaware, and 11 percent in Montgomery County. Philadelphia excluding Center City remained stable, maintaining 28 percent of boardings. Center City, however, accounted for 27 percent of trip origins in the off-peak period. The share of boardings from all other categories remained constant between the peak and off-peak periods.

**Question 3: Boarding Station**


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<b>Boarding Station</b>	<b>Number of Responses</b>	<b>Percent of Respondents</b>
Market East	258	5.4
Jenkintown	257	5.4
Suburban Station	257	5.4
Fox Chase	227	4.8
Bryn Mawr	218	4.6
Paoli	185	3.9
Ambler	177	3.7
30th Street	163	3.4
Torresdale	147	3.1
Wyndmore	133	2.8
Overbrook	107	2.3
Elwyn	103	2.2
Media	98	2.1
Langhorne	92	1.9
Wayne Junction	75	1.6
Levittown	72	1.5
Wilmington	68	1.4
East Falls	64	1.3
Trenton	64	1.3
Somerton	59	1.2
Chester	46	1.0
North Broad	35	0.7
Airport Terminals C & D, B	29	0.6
All Other Stations	1809	38.1
<b>Total</b>	<b>4743</b>	<b>100.0</b>

 Source: DVRPC

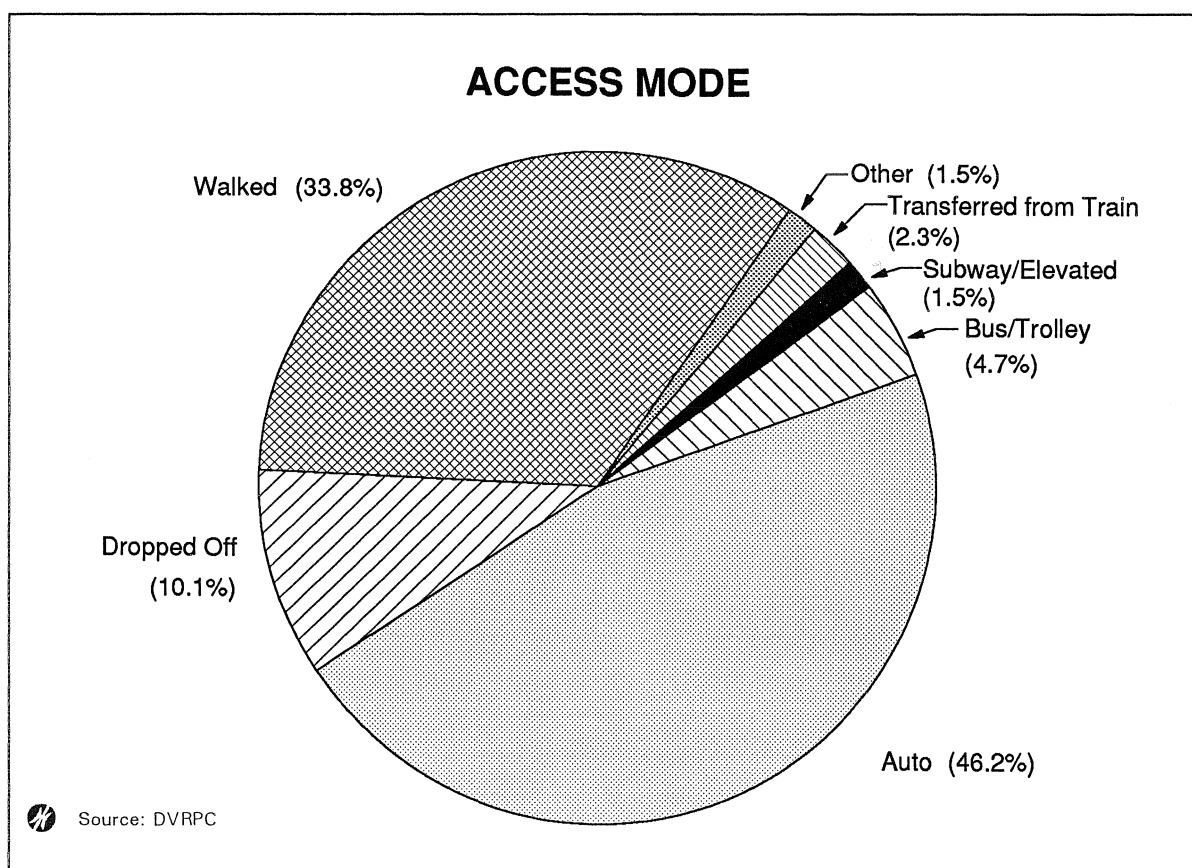
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The list above presents boardings at stations which are significant because of their volume or their location at critical junctions, line termini, or major transfer or park-and-ride facilities. During the survey hours ridership is dispersed, with no station garnering more than six percent of the boardings. Over the survey hours only 14 percent of

respondents boarded the train at the three Center City stations. However, it should be noted that this distribution is greatly affected by the predominance of travel in the morning peak hour, when Center City is more frequently a destination than an origin.

The even distribution of boardings is apparent on peak-hour surveys. The greatest boarding activity was recorded at Jenkintown, a major junction serviced by three lines (6%); Fox Chase, the terminus of the R8 line (5%); and Bryn Mawr, which offers express service to Center City (5%). In the off-peak period, Center City stations accounted for a larger percentage of returned surveys. Market East and Suburban Stations each had substantial boardings, with 17 and 16 percent of the total, respectively. Just outside Center City, 30th Street Station, with connections from AMTRAK trains on the Northeast Corridor, tallied seven percent of boardings. While most stations outside of center city dropped to one or two percent of returns in the off-peak period, Jenkintown and Bryn Mawr each accounted for four percent of off-peak survey responses.

#### Question 4: Access Mode to Station



Passengers were asked how they reached their boarding station. Almost one-half (46%) responded that they drove to the station and parked. Another one-third (34%) walked to the station while one-tenth (10%) stated that they were dropped off. Approximately five percent access their station by a bus or trolley and half that many (2%) transferred from either an Amtrak or another SEPTA train. Subway-elevated and "other" each accounted for under two percent of passenger access.

Access mode varied considerably between the peak and off-peak periods. Whereas less than one-third (28%) of riders walked to the station in the peak period, the number grew to almost two-thirds (59%) in the off-peak period. Persons who parked at the stations were the predominant group (53%) in the peak period, but accounted for only about one-fifth (19%) of access in the off-peak. This may be partly due to a parking shortage, wherein the supply at many stations is exhausted by the end of the morning rush hour, and partly due to a different mix of passengers in the off-peak. The number of persons dropped off declines by almost one-half (from 11% to 6%) between the two survey periods. All other access modes showed small proportional increases in use in the off-peak period compared to the peak period.

The greatest number of respondents who used stations in the City of Philadelphia walked to their boarding location (48%). This compared to approximately one-fourth (24%) of those boarding outside the city limits. The former group also exhibited a much higher rate of transferring from other forms of public transportation (16% versus 3% for those outside Philadelphia). However, driving to the station and parking a vehicle accounted for only one-fourth (27%) of Philadelphia boardings, compared to a majority (60%) for those outside the city.

### **Question 5: Reasons for Station Choice**


Survey respondents were asked to identify the most important reasons for choosing the station where they boarded. Almost three-fourths (72%) checked that the station was closest to their starting point. Close to one-fifth (18%) identified parking as a consideration. Another 12 percent listed better train service as a factor in choosing their boarding location. The remaining choices were considered of minor importance by most passengers.

Respondents boarding at stations in Philadelphia and New Castle counties were one-half as likely to cite parking availability as those who boarded in the suburban counties (12% and 10% versus 22%, respectively). Conversely, the availability of transit service played a significant role in Philadelphia, New Castle and Mercer counties while being only a small factor in the suburban counties (10%, 16% and 19% versus 5%, respectively). It should be noted that in the former cases, many of the boardings occurred at stations in Center City, Wilmington and Trenton- all of which are focal points of public transportation systems.

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Reason for Station Choice	Number of Riders	Percent of Total *
Closest to STARTING point	3437	72.5
Parking Available	839	17.7
Convenient Highway Access	169	3.6
Lower Fare	206	4.3
Transit Service Available	358	7.5
Better Train Service	564	11.9
Other	535	11.3

\* More than one response was allowed

 Source: DVRPC

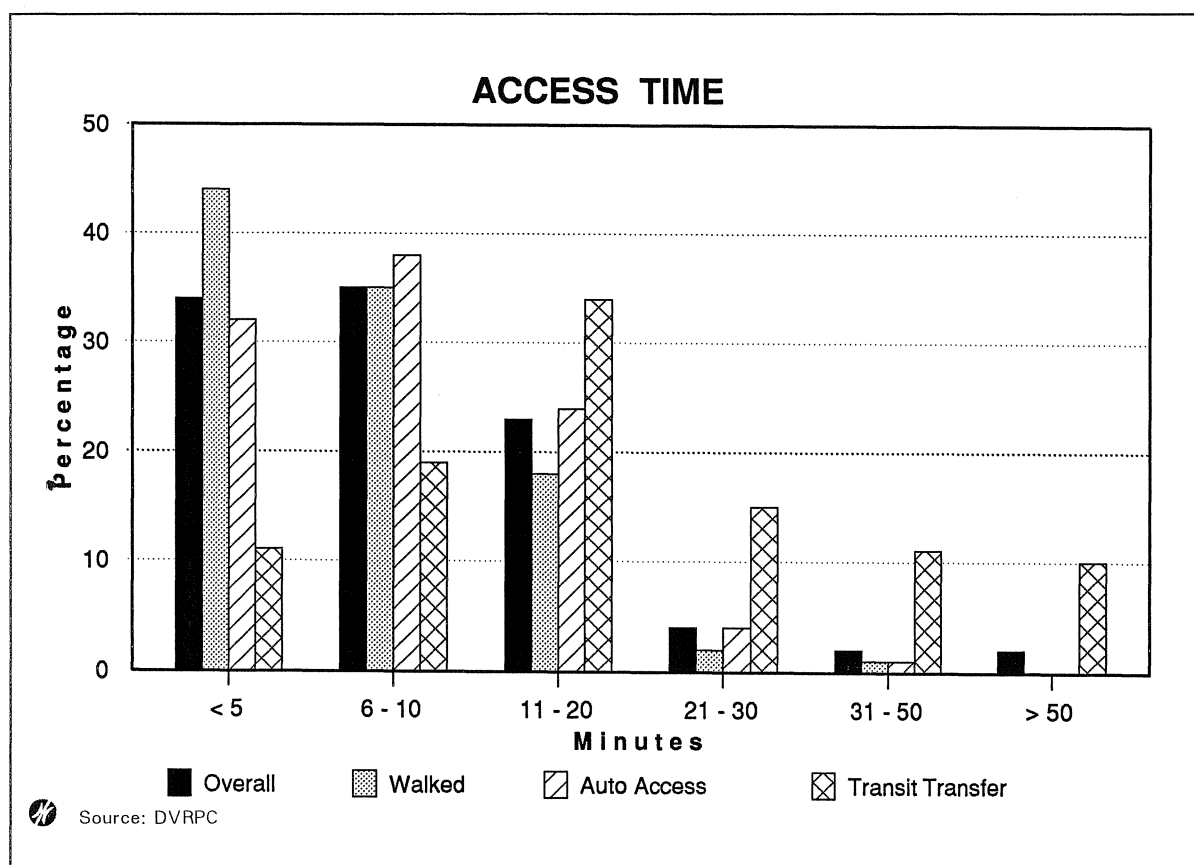
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The number of persons citing better train service declined substantially between the peak and off-peak periods (from 13% to 8%). Issues of parking availability become apparent with station choice as they were with access mode and appear when data are disaggregated into peak and off-peak responses. In the peak period, parking availability was cited by close to one-fifth (19%) of survey respondents, while in the off-peak the number drops by half to one-tenth (10%). At the same time, the proportion of persons citing the availability of transit grows by 60 percent (from 7% to 11% between the peak and off-peak periods). Proportions of respondents marking the other categories of reasons remained relatively constant between the two periods.

### Question 6: Access Time to Station

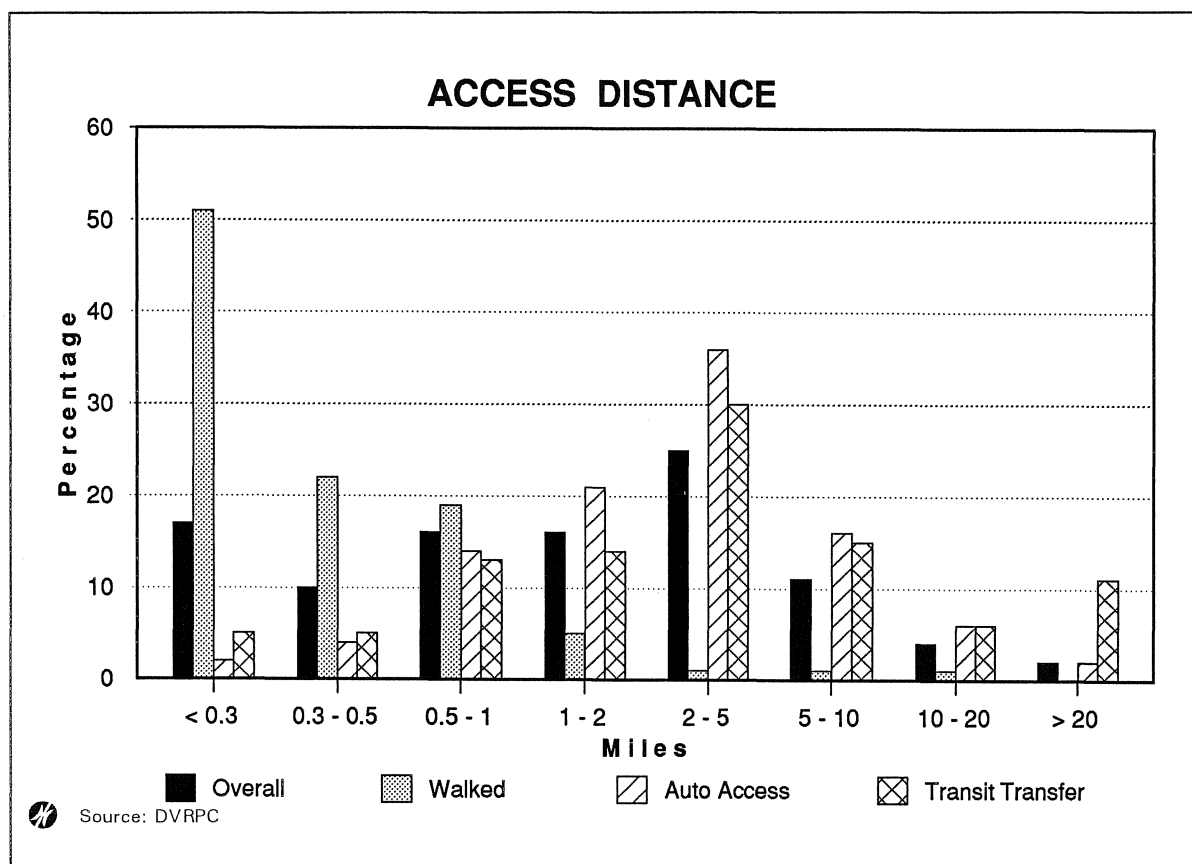
Access time is the time required to reach the boarding station from the starting point. As can be seen in the following bar chart, approximately one-third (34%) of survey respondents traveled from their starting point to the station in 5 minutes or less. Another third (35%) took between 6 and 10 minutes. Almost one-fourth (23%) used 11 to 20 minutes for the trip and only 8 percent took longer than 20 minutes. Overall, the average access time for respondents was 11.5 minutes.

Significant differences in access time appear when the data are examined by arrival mode. Among those who walked to the station, close to one-half (44%) made it in 5 minutes or less. This compares to one-third (32%) of those who arrived by automobile and one-tenth (11%) of those using public transportation. The second



time interval, from 6 to 10 minutes, was noted by approximately one-third of persons walking (35%) and persons in automobiles (38%), while less than one-fifth (19%) of transit transferees cited this category. In fact, in the first 30 minutes, 97 percent of those walking and 94 percent of those in autos were able to travel to their station, while the proportion for public transportation was 64 percent. It should be noted that the latter category includes persons transferring from other trains, including Amtrak and NJ TRANSIT, who may have traveled a long distance.

Access times did not vary greatly among the Pennsylvania counties, and it generally increased between 10 and 20 percent between the peak and off-peak periods. The exception is Montgomery County, where average access time decreased from 11.5 to 10.1 minutes. This could be caused by generally higher densities, as well as the location of educational institutions and other major trip generators along the Main Line. Major increases in average access times were also recorded in New Castle (18.1 to 24.2 minutes) and Mercer (15.9 to 51.6 minutes) counties. In the latter case, the large number of off-peak passengers transferring from NJ TRANSIT trains at Trenton affects the time.

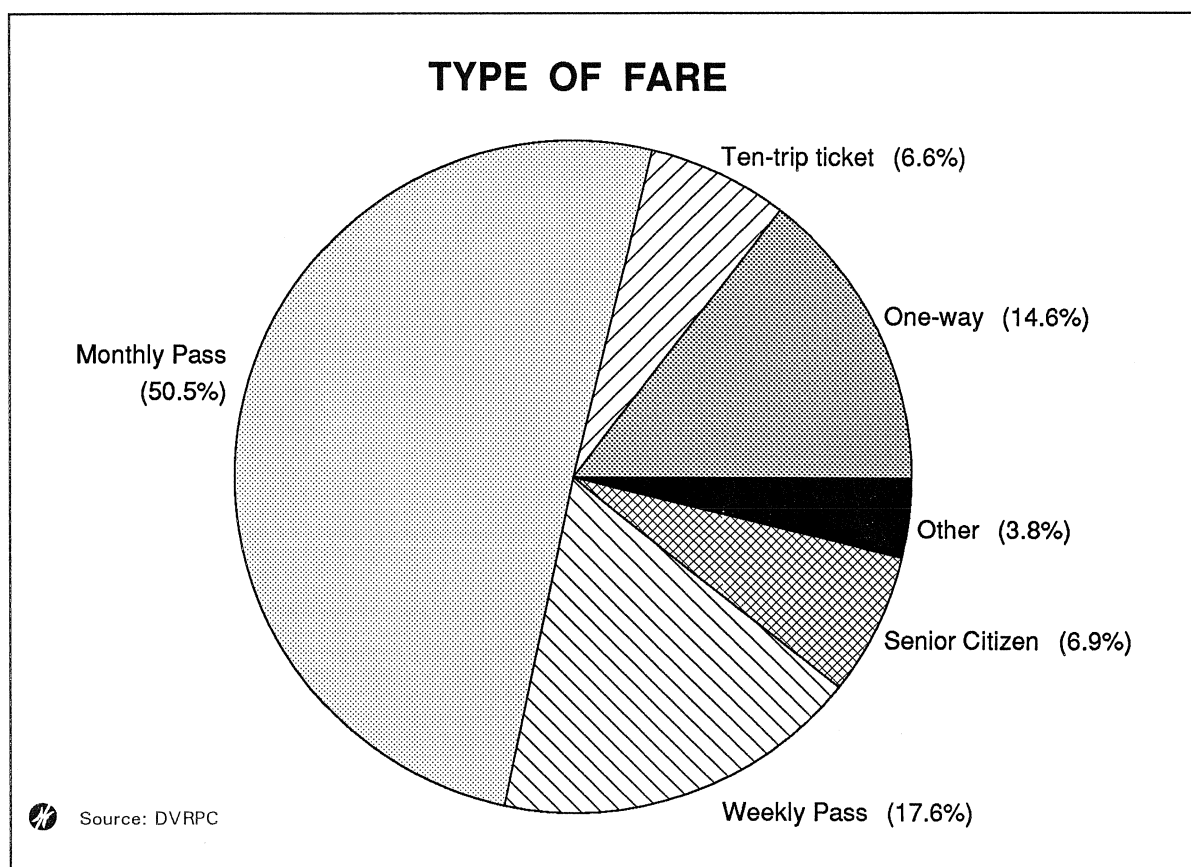
**Question 7: Access Distance to Station**

Similar to access time, access distance is presented by mode in the following bar chart. Overall, close to one-half (42%) of respondents traveled a mile or less to their boarding location. Another one-sixth (16%) started their journey between 1 and 2 miles from the station. One-fourth (25%) traveled between 2 and 5 miles while approximately 11 percent traveled between 6 and 10 miles. Fewer than six percent had an access distance greater than 10 miles. The average distance for all returned surveys was 3.9 miles.

The data were disaggregated by access mode and by peak and off-peak responses. For persons who walked to the station, 92 percent traveled one mile or less and there was no difference in the answers on peak versus off-peak survey forms. Distances from one-half mile to ten miles contained 87 percent of those arriving by automobile, with the 2 to 5 mile category most frequently noted (36%). For these passengers, little variation occurred between the peak and off-peak answers except in the choices of less than half a mile (from 5% to 9%, respectively) and in the category of 5 - 10 miles (from 16% to 10%, respectively). Those transferring from connecting transit services traveled the furthest to reach their train. Longer distances were noted, particularly in

the off-peak period; for those traveling more than 20 miles the proportions were seven and 24 percent for peak and off-peak, respectively. This yields an average distance in the off-peak more than twice that in the peak (19.6 and 7.7 miles respectively). Again, these results are heavily influenced by the number of transferees from Amtrak, NJ TRANSIT and other SEPTA trains, who comprise 37 percent of transit transfers in the off-peak period versus only 22 percent in the peak.

### Question 8: Type of Fare



SEPTA offers a variety of payment options, including one-way fares, ten-trip tickets, weekly and monthly passes, and special fares for senior citizens and handicapped riders. More than two-thirds (68%) of survey respondents used a pass (50% and 18% for monthly and weekly, respectively). Another 15 percent paid a one-way fare. Equal proportions (7%) of passengers utilized ten-trip tickets or were senior citizens. Other fare types constituted four percent of responses.

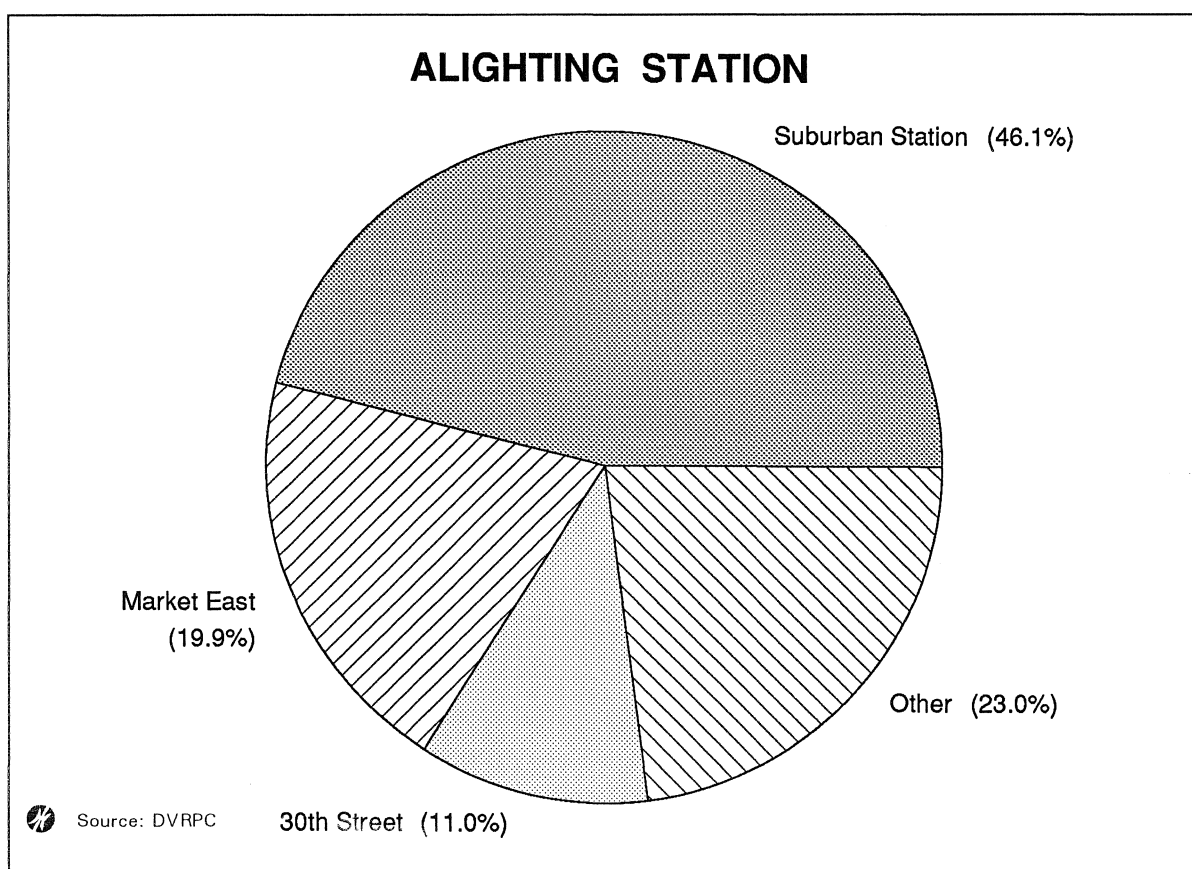
Significant differences in the means of payment were observed between peak and off-peak periods. Passes were almost three times as prevalent in the peak as in the off-peak period (78% vs 28%, respectively). This reflects the fact that most peak period



riders are regular commuters, who benefit from the cost savings and convenience of a pass. One-way ticket sales show the opposite phenomenon; whereas this category constitutes only one-tenth (9%) of fares in the peak hour, in the off-peak the proportion exceeds one-third (37%). Senior citizens comprise almost one-third of the off-peak ridership, but the free passage offered to seniors only applies on off-peak trains.

Few significant differences exist in fare type when the county of origin is examined. Those boarding in Philadelphia and Mercer counties were slightly less likely to use a monthly pass than persons from other locations (41% and 43%, respectively). Use of fewer monthly passes is offset by greater use of weekly passes (23%) and senior citizen tickets (10%) in Philadelphia and a greater propensity to buy a one-way ticket in Mercer County (30%).

### Question 9: Alighting Station



The majority (77%) of survey respondents traveled to one of the three Center City stations. Close to one-half (46%) went to Suburban Station, which is in the center of the city's major office complex. Another fifth (20%) alighted at Market East Station,

the location of which provides access to major retailing centers and is the only station in the eastern portion of the CBD. Slightly more than one-tenth (11%) were bound for 30th Street Station, which offers transfers to AMTRAK's Northeast Corridor service, as well as access to the educational and research facilities in the University City area. No other station garnered more than one percent of destinations in the survey period.

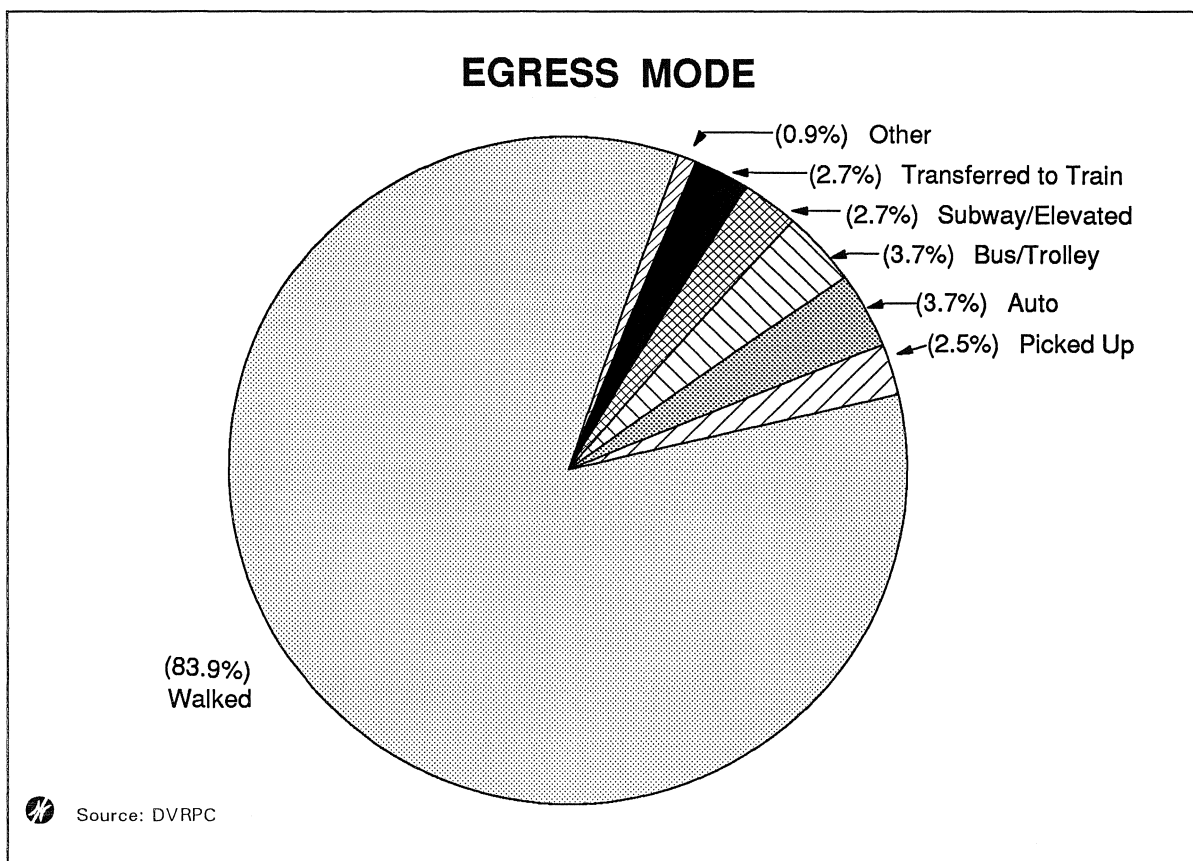
The focus on Center City stations as a destination declined substantially between the peak and off-peak period. Whereas over four-fifths (83%) of peak period riders identified one of these stations, in the off-peak period the proportion declined to one-half (51%). All of the decline was experienced at Suburban Station, which in the peak accounted for 52 percent of alightings, but only 21 percent in the off-peak. Proportions bound for Market East and 30th Street stations remained constant between the two periods (20% and 11%, respectively).

The majority of respondents (59%) boarding at stations in Philadelphia were bound for Suburban, Market East or 30th Street stations, with significant variation between peak and off-peak travelers, a phenomenon which did not occur to as great an extent among riders from other counties. In the peak period over two-thirds (69%) of Philadelphia boardings headed to one of these three stations, compared to nine-tenths (92%) of passengers from all other counties. In the off-peak, these same stations are listed by only one-third (34%) of Philadelphia respondents, while over three-fourths (79%) of all other passengers continued to list them as their alighting point. The greater dispersion of destinations among Philadelphia boarders is evident in that no one station (outside the Center City trunk) is listed by more than two percent of the peak and three percent of the off-peak survey respondents.

### **Question 10: Egress Mode**

The chart on the next page shows the mode used by survey respondents to travel from the train to their final destination. By far the greatest number (84%) of persons walked to their destination. Four percent either drove an automobile which they had earlier parked at the station or transferred to a bus or trolley. Another three percent transferred to a subway/elevated line. All other answers accounted for only five percent of responses.

Walking was more prevalent as an egress mode among peak than off-peak responses. In the morning rush hour, it accounted for almost nine-tenths (87%) of egress choice; in the midday survey period it tallied slightly more than two-thirds (70%). This reflects the fact that in the morning peak most persons are traveling to workplaces, primarily at Center City locations within walking distance of stations. In the off-peak, when destinations are somewhat more dispersed and the proportion of trips for purposes other than work commutation grows, the data reveals a greater variety of egress mode choice. The proportion of riders who report that they were

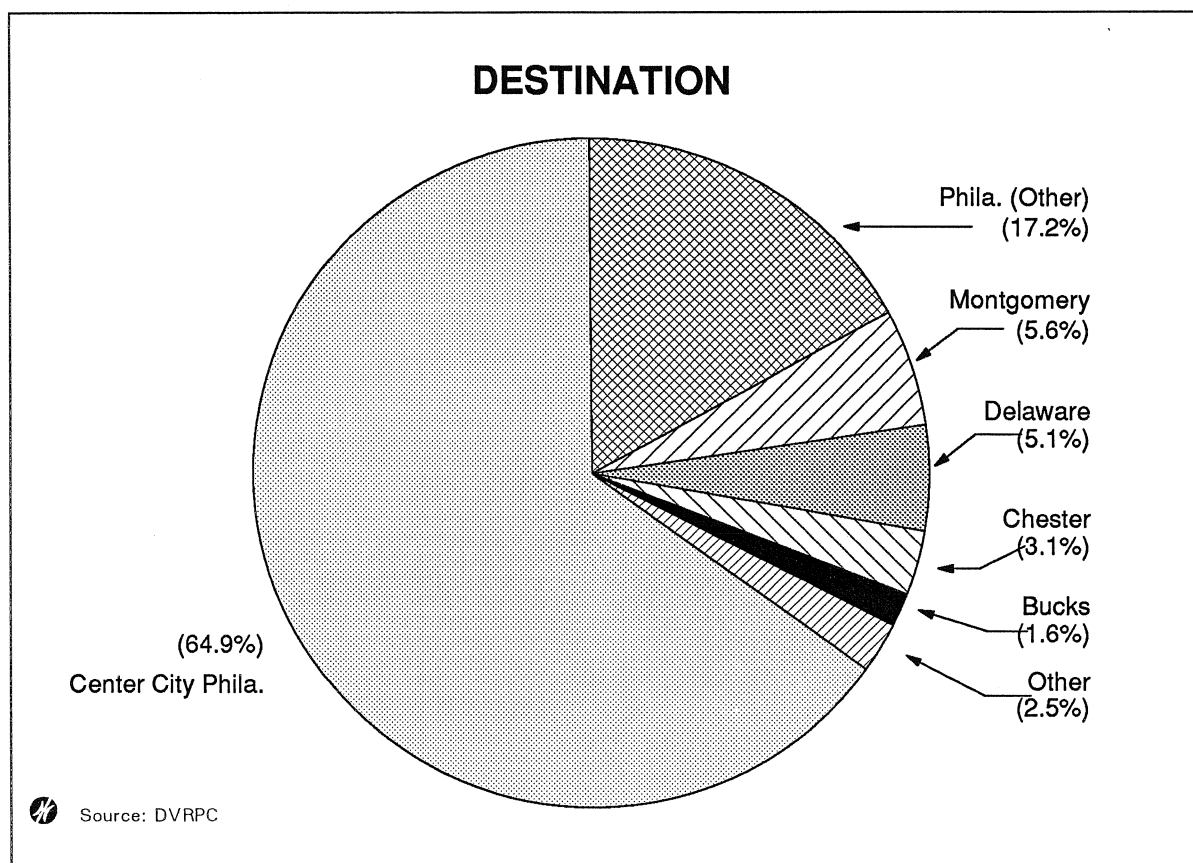


picked up at their alighting station grew from two percent to six percent between the peak and off-peak periods. The largest shift was experienced in the category of persons who drove an auto that they had parked, where the proportion changed from a mere one percent to 14 percent between the survey times. Other mode choices remained static across the survey period.

For people boarding trains outside of Philadelphia, walking was generally the overwhelming egress mode choice in both the peak and off-peak periods. In fact, no other mode garnered more than five percent of responses when accounting for error. In Philadelphia the answers were different in several categories for off-peak respondents. Walking only accounted for 62 percent of mode choice. Another 22 percent reported that they drove away a vehicle they had earlier parked and seven percent were picked up.

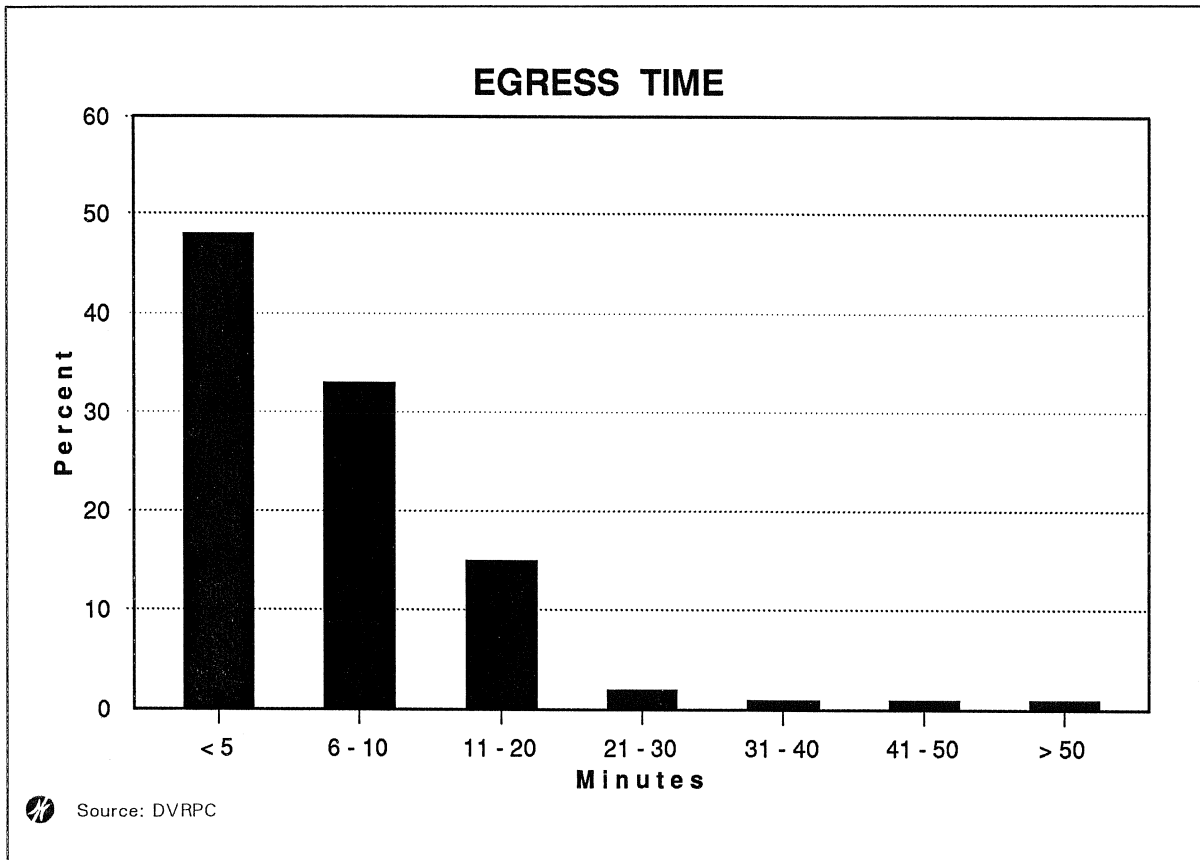
### Question 11: Destination

The largest proportion (82%) of survey respondents were destined for Philadelphia, with nearly four-fifths of those riders headed to Center City. Montgomery and Delaware counties accounted for six and five percent of destinations, in part due to



reverse commuting. Chester and Bucks counties tallied three and two percent, respectively, of responses. All other destinations together accounted for only two and one-half percent of returned surveys. Among these possible responses was a category including points north of the region. This choice was marked by one percent of respondents, in part representing persons who utilize the SEPTA/NJ TRANSIT connection in Trenton for travel to destinations in central New Jersey and New York City.

Center City diminished as a destination from the peak period (72%) to the off-peak period (36%), although it remained the dominant trip terminus. The percentage of persons bound for other points in Philadelphia grew from 15 percent to 26 percent between the two periods. Significant change also occurred in the proportion of survey respondents traveling to points in Montgomery and Delaware counties in the off-peak. Whereas only four percent of respondents noted a destination in either Montgomery or Delaware counties in the peak period, the numbers were 14 and 10 percent, respectively, in the off-peak. The tendency to mark other destinations increased only slightly between the two survey periods.

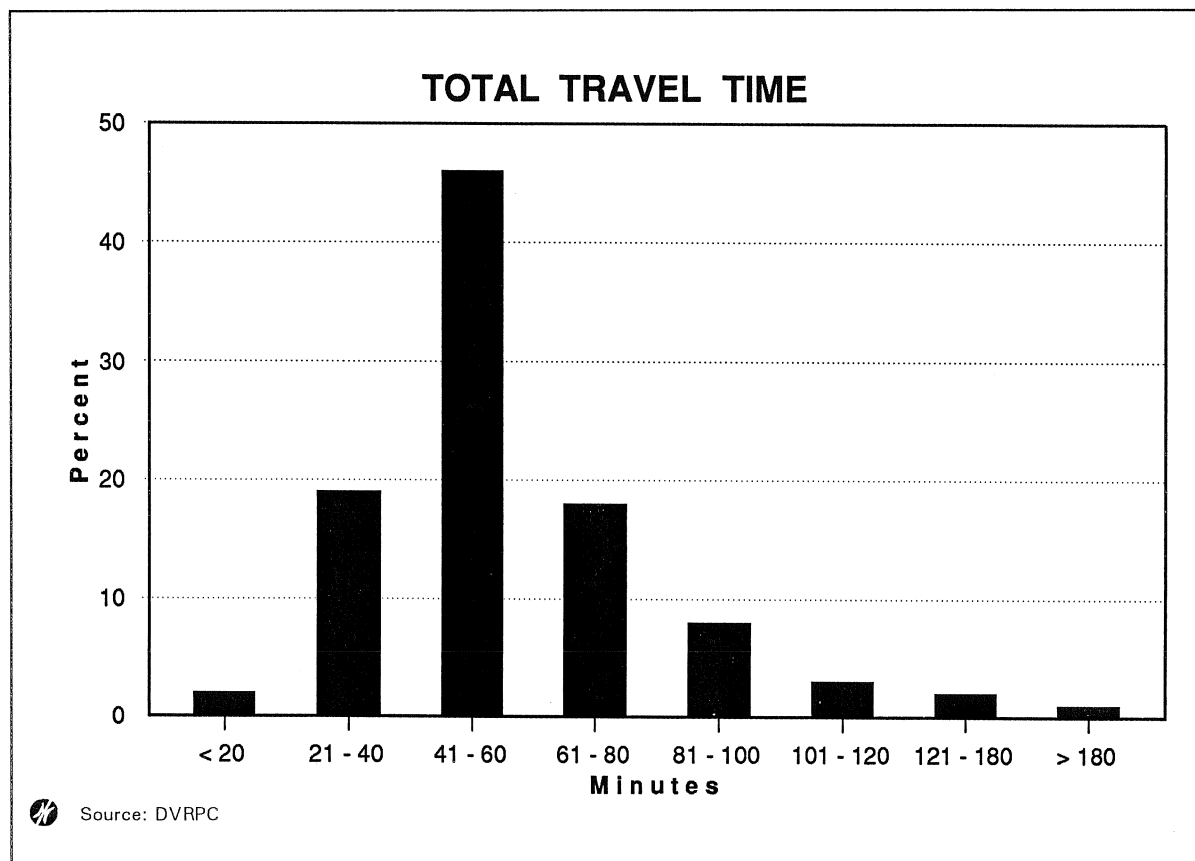
**Question 12: Egress Time**

Regional Rail passengers were asked how long it took them to reach their final destination once they had left the train. Almost half (48%) of the survey respondents were able to travel from the train to their final destination in 5 or less minutes. Another one-third (33%) took between 6 and 10 minutes to cover that distance. In fact, within the first 20 minutes of alighting the train, 96 percent of respondents had reached their destination. The average of all times reported was 9.9 minutes.

Average reported egress time was half again as long in the off-peak as in the peak period (13.2 and 9.1 minutes, respectively). The percentage of persons reporting an egress time of 5 or less minutes dropped from one-half (51%) to one-third (36%). The proportion of passengers recording egress times in the second time frame, 6 to 10 minutes, remained static at approximately 33 percent, but responses in the category of 11 to 20 minutes grew from 13 to 23 percent of surveys. The categories which represent egress times greater than 20 minutes were only checked by five percent of peak hour riders, but were noted by nine percent of those in the off-peak.

No significant differences existed in egress time when the data were disaggregated by county of origin or when the responses of reverse commuters were examined.

### Question 13: Total Travel Time



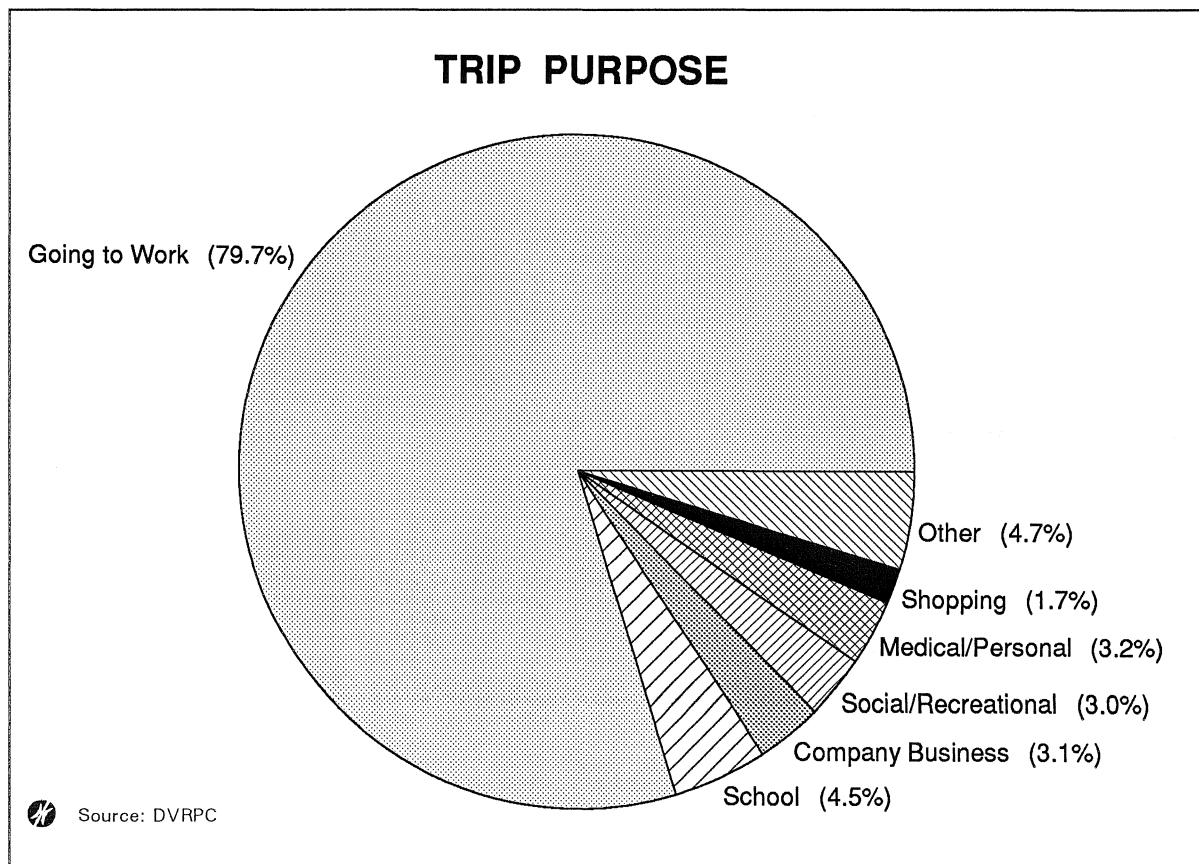
Total travel time is the time required for the entire trip from starting location to final destination and includes access and egress times, as well as time on board Regional Rail trains. The bar chart above displays the distribution of responses by time interval. The average travel time for all respondents was 61.3 minutes.

Boarding distance from Center City, the focus of the Regional Rail network, was directly related to total travel times reported by survey respondents. Persons boarding trains in Philadelphia and the nearby counties of Delaware and Montgomery recorded average total travel times of less than one hour (58.1, 56.5 and 58.9 minutes, respectively). The more distant counties of Bucks and Chester had riders reporting greater travel times (75.0 and 71.9 minutes, respectively). The counties farthest from Center City, Mercer and New Castle, reported the longest travel times (102.0 and 85.5 minutes).

Average travel time for off-peak riders was only slightly longer than that for persons riding in the peak (65.0 versus 60.5 minutes, respectively), a 7% difference. But at the county level, data showed a wide range of differences in travel times between respondents from the two survey periods. In Delaware, Montgomery and Philadelphia counties the difference in reported times was slight (7%, 7% and 5%, respectively). For Chester and New Castle counties the spread grew to 19 percent and 16 percent, respectively. Finally, in Bucks and Mercer counties a large difference in reported travel times between the peak and off-peak periods appears (40% and 49% increases, respectively). In the latter county this is caused partly by travelers using the SEPTA/NJ TRANSIT connection in Trenton to travel to points along the Northeast Corridor.

Reverse commuters reported an average travel time which was 17 percent longer than persons traveling the traditional commute pattern (69.1 vs 59.2 minutes).

#### Question 14: Trip Purpose



When asked the main purpose of their trip, four-fifths (80%) of survey respondents reported that they were going to work. Work-related trips, i.e., going to or returning

from work and attending to company business accounted for 85 percent of all responses. School travel comprised another five percent, while no other trip purpose was noted by more than three percent of those surveyed.

Passengers boarding trains in Philadelphia exhibited a wider range of trip purposes than persons from all other locations, although traveling to work still accounted for three out of four (73%) responses. Each of the other categories ranged from three to five percent of those surveyed. In contrast, boarders outside Philadelphia overwhelmingly (85%) noted that they were traveling to work. Another five percent were going to school, while in Mercer and New Castle counties this grew to 12 percent and 7 percent of responses, respectively. Other trip purposes were noted by few patrons boarding outside Philadelphia.

The greatest difference in trip purpose occurred between the peak and off-peak periods. While 92 percent of all trips during the peak period were for work, less than one-third (29%) were in the off-peak. Travel for social/recreational and medical/personal reasons grew to 14 percent and 13 percent of trip purposes listed in the off-peak period. School and company related business each garnered nine percent of responses, while shopping was noted on eight percent of returned surveys. Seven percent of riders were returning from work, while eleven percent marked the category for other purposes. No significant differences were noted in trip purposes between the two survey periods when the data were disaggregated by county.

Reverse riders showed slightly less propensity to be traveling to work (84%) than those commuting in the inbound direction (93%).

### **Question 15: Reasons for Using the Train**

Survey respondents were asked to give the most important reasons why they chose the train. More than one response was permitted. Avoidance of driving was cited by more than one-half (58%) of riders, but convenience was also marked on a large percentage (42%) of returned surveys. Solving a parking problem was a factor for almost one-fourth (24%), while monetary savings was noted by one-fifth (20%). A seventh of riders indicated that no vehicle was available for the trip (13%) or that they saved time by taking the train (14%).


Avoiding driving was noted on only 47 percent of returns from Philadelphia, while for the other counties this reason was marked between a low of 61 percent (Delaware County) to a high of 81 percent (Chester County) of the time. On the other hand, car not available for the trip was checked by 17 and 23 percent of respondents in Philadelphia and Mercer counties, respectively, while being of importance to less than 10 percent of respondents from Bucks, Chester or New Castle counties and only 11 percent of those from Delaware and Montgomery counties. Being unable to drive



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Reason for Choosing the Train	Number of Riders	Percent of Total *
Avoid Driving	2740	57.8
Solve Parking Problem	1156	24.4
No Car Available	624	13.2
Unable to Drive	190	4.0
Save Money	947	20.0
Save Time	654	13.8
More Convenient	1984	41.8
Other	330	7.0

\* More than one response was allowed

 Source: DVRPC

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made a difference for six percent of Philadelphians, twice the proportion as answered from any other county.

Reasons given for taking the train were similar in the peak and off-peak periods, except for the categories related to driving. Fewer off-peak riders cited avoiding driving as a consideration (45% versus 61% for peak travelers), while a greater number noted that a vehicle was unavailable (20% versus 12%) or listed themselves as unable to drive (8% versus 3%).

Inability to drive and lack of access to an automobile were much more prevalent answers among surveys returned by reverse commuters than those traveling in the predominant direction. Among the latter group, a total of 11 percent identified these responses, while for reverse commuters the figure was almost four times as large, or 42 percent. Conversely, approximately half as many reverse commuters cited either avoiding driving or parking problems as reasons for train use (avoiding driving: 35% versus 65%; and parking problems: 11% versus 26%).

## Question 16: Alternative Mode

The survey inquired how the person would have taken the trip if the train had not been available. As with the reasons for choosing the train, more than one answer was allowed. Over one-half (54%) of riders responded that they would make the trip by car. A significant number identified a transit alternative, either the bus or trolley (25%) or a subway/elevated line (18%). Carpools and vanpools were identified by only a

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Alternate Mode	Number of Riders	Percent of Total *
Bus / Trolley	1206	25.4
Subway / Elevated	860	18.1
Car	2567	54.1
Car pool	278	5.9
Van pool	82	1.7
Would not have taken trip	347	7.3
Other	262	5.5

\* More than one response was allowed

 Source: DVRPC

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small proportion of riders (6% and 2%, respectively). Seven percent stated that they would not have taken the trip.

When the survey data are disaggregated by county, Philadelphia is the only county which does not have a majority of respondents listing a car as an alternative. Only 41 percent of patrons marked that mode. Instead, preferences were expressed for other transit options, including the bus/trolley (36%) or the subway/elevated (27%) categories. These same choices garnered substantial proportions from Delaware (31% and 21%, respectively) and Montgomery (15% and 10%, respectively) counties. Fifteen percent of Mercer County responses listed the bus as an option, while in all other counties transit options received only a small proportion of the returns.

Whether the survey form was from the peak or off-peak period had little effect on the choices identified as alternatives to the train. Proportions remain constant for the automobile and public transportation options. There is a decline in the number of persons choosing either a carpool (from 7% to 2% in the off-peak) or a vanpool (from 2% to 1%), and the number of persons responding that they would not make the trip more than doubled (from 6% to 14%).

The tendency to state that they would not make the current trip was also high among reverse commuters. A total of 15 percent of these riders chose this option, versus six percent for the peak hour survey as a whole. These persons were also more likely to choose a transit option than a car when compared to all answers in the peak hour (bus/trolley: 38% versus 24%; subway/elevated: 22% versus 18%; car: 35% versus 55%).

**Question 17: Trip Frequency**


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<b>Frequency</b>	<b>Number of Riders</b>	<b>Percent of Respondents</b>
> 10 times per week	803	17.1
8 - 10 times per week	2568	54.6
4 - 7 times per week	553	11.8
2 - 3 times per week	193	4.1
4 - 7 times per month	207	4.4
2 - 3 times per month	133	2.8
< 2 times per month	245	5.2

 Source: DVRPC

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Survey respondents were asked how frequency they use the train. Overall, regional rail riders take an average of 7.8 trips per week.


With the exception of Mercer County, riders from suburban counties generally noted greater usage than persons boarding in Philadelphia. Whereas an average of 7.5 weekly trips were observed in Philadelphia, for the counties the range was from 7.9 to 8.4. Mercer County, with the SEPTA/NJ TRANSIT transfer at Trenton used for a large number of discretionary trips, only tallied an average of 6.5 trips per week. This phenomenon is apparent in that off-peak riders in Mercer County reported an average of only 1.5 rides a week, while the numbers for all other counties, including Philadelphia, ranged between 4.4 and 5.6 trips in that same period.

The most significant factor affecting the number of trips was propensity to travel in the peak versus off-peak. Peak riders travel almost twice as often as off-peak riders (8.5 to 4.7 trips per week, respectively). This is a consequence of the fact that riders in the peak are overwhelmingly commuting to work, an activity which generates ten trips a week for most people. More than four-fifths (81%) of the peak respondents made eight or more trips per week. A greater proportion of trips in the off-peak are discretionary and the answers were almost evenly distributed among the choices offered; only 34 percent of off-peak responses noted Regional Rail travel of eight or more times a week. At the same time, the categories consisting of less than 7 rides per month were checked by 41 percent of off-peak respondents versus only six percent of persons in the peak hour.

Reverse commuters did not differ greatly in their responses from those traveling in the predominant direction. In aggregate, they reported an average of 6.6 weekly trips, slightly less than the 8.6 figure for traditional commuters.

### Question 18: Service Ratings


Overall Performance Rating	Percent of Respondents SEPTA
5	5.5
4	35.8
3	37.1
2	7.9
1	1.6
No Response	12.0
<b>Total</b>	<b>100.0</b>

 Source: DVRPC

Survey respondents were asked to rate SEPTA service on the basis of specified criteria. The above table lists the overall rating, while the table on the next page lists the criteria along with their ratings. For the purposes of evaluation, a (5) or (4) was considered an "above average" rating, while a (2) or (1) signified a "below average" response. A (3) was designated "average". Two-fifths (41%) of the survey respondents rated the service above average. An equal number gave the system an average rating. Almost one-tenth (9.5%) of the returned surveys yielded a below average rating. A slightly larger portion (12%) did not respond to the question. Overall, passenger ratings of regional rail service averaged a 3.4, a rating slightly above average.

Four criteria out of eleven were judged above average by a majority of respondents, while none of the items received a majority of below average ratings. The highest marks were received by seating availability (62% rated seating availability above average) and reliability (58% above average). Categories receiving poor ratings include announcements explaining delays (38% below average) and cleanliness of stations (29% below average).

Service Criteria	Average Rating (5 = Excellent, 3 = Average, 1 = Poor)
Reliability	3.6
Express Service	3.4
Customer Service & Information	3.3
Cleanliness of Stations	3.0
Cleanliness of Trains	3.3
Heating and Air Conditioning	3.4
Availability of Seats	3.7
Announcements Explaining Delays	2.9
Safety & Security	3.4
Parking Availability	3.4
Overall Performance	3.4

 Source: DVRPC

Separating the responses by county of origin revealed no significant differences in the overall ratings. On some individual items, however, variations appeared in the results. Passengers from both Chester and Philadelphia counties gave the highest ratings (67% and 62% above average, respectively) to reliability, while Bucks County riders were at the other end of the spectrum (only 46% above average). Express service also received a high rating in Chester County (69% above average), while Bucks County was joined by Mercer County in giving poorer ratings (only 37% and 36% above average, respectively). Chester County patrons rated station cleanliness poorly (37% below average and only 22% above average) while the ratings in other Pennsylvania counties were higher (below average: from 26% in Bucks and Montgomery to 30% in Delaware; above average: from 33% in Bucks to 35% in Philadelphia). In New Castle County almost half (49%) of persons gave station cleanliness an above average rating, but it should be noted that the stations in New Castle County are the remodelled Wilmington Amtrak station and a year-old park-and-ride facility at Claymont. The only other criterion which created a divergence of opinion was parking availability. On this point, respondents in Bucks and New Castle counties had the most favorable opinions (ratings of 60% and 66% above average, respectively), while Chester County patrons revealed the lowest (only 30% above average).

More substantial differences arose between the opinions of peak and off-peak patrons. In fact, only the subject of parking availability elicited similar ratings from both peak and off-peak passengers (above average: 50% peak and 49% off-peak; and below


average: 22% peak and 25% off-peak). For all other criteria the ratings improved between the peak and off-peak periods. Overall performance was judged above average by 60 percent of riders in the off-peak versus 44 percent of those in the peak, while below average ratings fell from 12 percent to seven percent for the same periods.

No significant differences appeared in the overall ratings by reverse commuters when compared to those of the survey as a whole.

### Question 19: Gender

---

Gender	Number of Riders	Percent of Respondents
Male	2323	49.5
Female	2370	50.5

 Source: DVRPC

---

Survey respondents were evenly split between male (49.5%) and female (50.5%) riders. There was also no statistically significant difference between the gender composition of peak and off-peak responses, with riders being evenly divided in both cases.

County of origin affected gender. In Philadelphia and Delaware counties, females outnumbered males (Philadelphia: 44% male; and Delaware: 47%), although among off-peak riders in both counties there was an even split. The opposite balance existed on forms returned by those boarding in Bucks, Chester and Montgomery counties, where males were a majority (Bucks: 54% male; Chester: 62%; and Montgomery: 56%). In these counties, the predominance of males existed in data from both the peak and off-peak periods. Riders from Mercer and New Castle counties were evenly split between males and females (Mercer: 51% male; and New Castle: 52%).


Reverse commuters were almost evenly distributed between male (47%) and female (53%) riders.

**Question 20: Employment Status**


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<b>Employment Status</b>	<b>Number of Riders</b>	<b>Percent of Respondents *</b>
Full-time Employed	3857	81.3
Part-time Employed	337	7.1
Unemployed	57	1.2
Retired	306	6.5
Homemaker	164	3.5
Student	313	6.6
Other	44	0.9

\* More than one response was allowed

 Source: DVRPC

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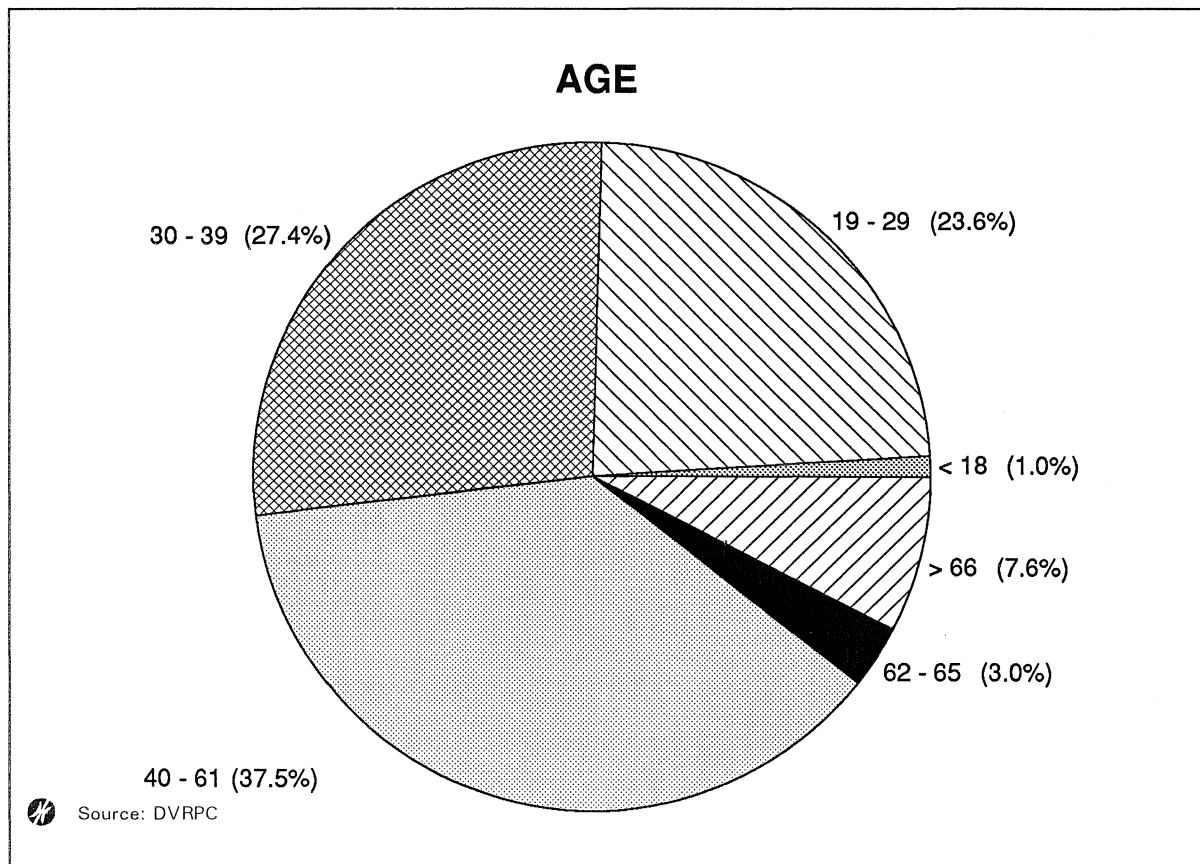
Survey respondents were asked whether they were employed full- or part-time, retired, unemployed, a homemaker, or a student. More than one response was allowed, as in the case where a person was both a student and held a job. A majority of 88 percent of those returning surveys identified that they were full-time (81%) or part-time (7%) employed. The next largest category consisted of students, who comprised seven percent of riders, while six percent of respondents were retired. All other categories were marked by only a small fraction of passengers.

Only moderate differences appear when data are examined by the county of origin. Employment, either full- or part-time, dominated the answers from all counties, ranging from a low of 86 percent of respondents (Philadelphia) to a high of 94 percent (Chester). The split between full- and part-time employment, however, did change among county responses. Almost nine-tenths (85%) of Montgomery County boarders identified themselves as holding full time positions, while the proportion in Mercer County was only seven-tenths (70%). Differences also appeared in the categories of retired persons and students. In Philadelphia and Bucks counties, retirees comprised a substantial share of boardings (10% and 6%, respectively), while in the two counties outside Pennsylvania, New Castle and Mercer, students constituted a large share of riders (10% and 15%, respectively).

Significant differences in occupation are noted between responses from the peak and off-peak periods. In the peak period, when the majority of riders are commuting to work, nine-tenths (90%) of respondents identified themselves as employed full-time,

while in the off-peak that figure drops to 45 percent. The share of persons employed part-time, on the other hand, triples between the two time periods (from 5% to 15% in the peak and off-peak). Retirees contribute only a small number (2%) of peak riders, but constitute more than one-fourth (27%) of the passenger load in the off-peak. This can be explained by the senior citizen program, which at the time of the survey allowed free passage on off-peak trains, while charging full fare in the peak period.

### Question 21: Age



The above chart depicts the distribution of survey respondents by age group. The overwhelming majority (88%) of passengers fall into one of the three adult categories (from age 19 through 61). Another one-tenth (11%) can be classified as seniors, while only a fraction (1%) are youths. Overall, the average age of a regional rail rider is 40.9 years.

Only a small distinction can be observed among results from the counties. The suburban Pennsylvania counties all had an average age of roughly 40. Riders boarding in Philadelphia were about two years older (41.8), while those from Mercer

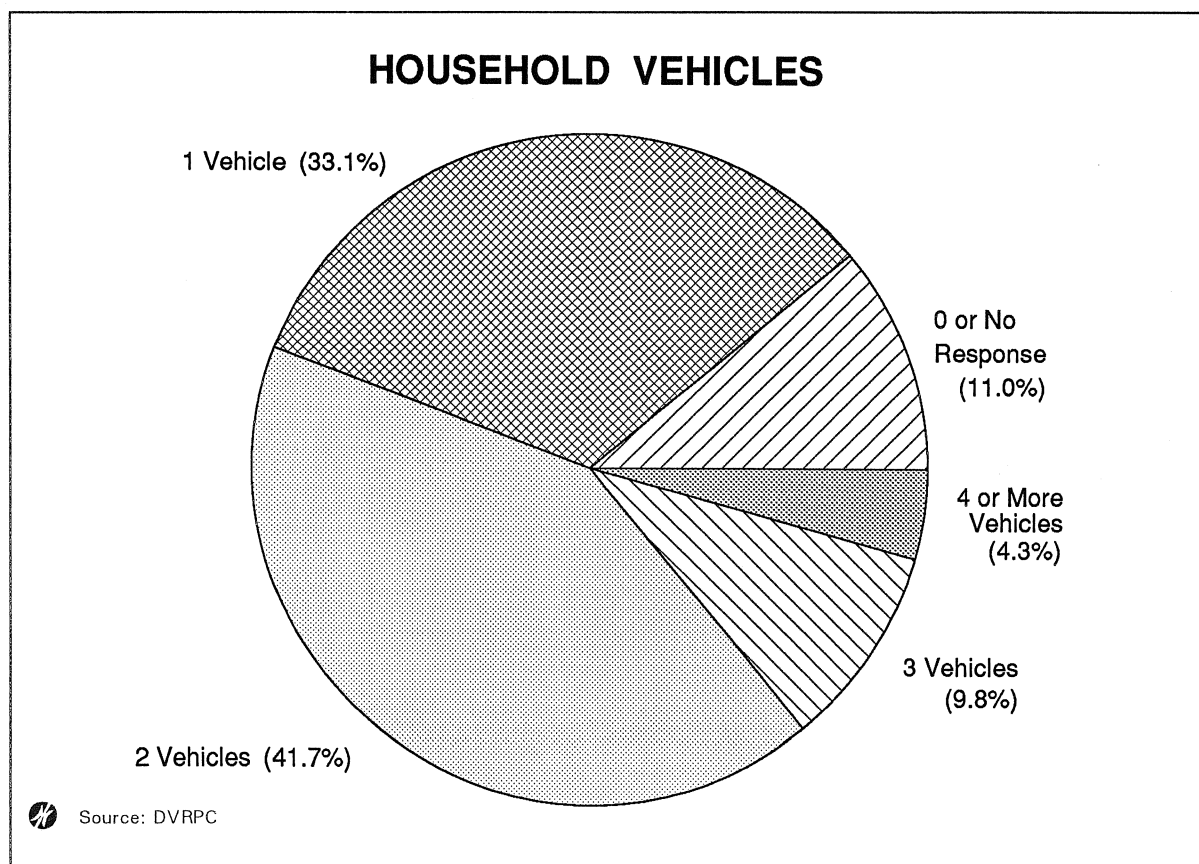


and New Castle were about two years younger (38.2 each). In the cases of Chester and Philadelphia counties, there was a difference of more than ten years between the average age of a peak and off-peak rider (Chester: 39.2 peak vs. 49.8 off-peak; and Philadelphia: 49.9 peak vs. 38.7 off-peak). In all other counties, the difference was five years or less.

Seniors, which comprised the two categories above age 62, showed striking differences between peak and off-peak ridership, rising from only five percent of peak passengers to over 34 percent of riders in the off-peak. As was explained in the previous question, this can be attributed to senior citizen fare policies.

The average age of a reverse commuter (36.2) is almost five years younger than the average age of a survey respondent overall.

### Question 22: Household Automobiles



Survey respondents were asked how many vehicles were owned by members of their household. [The answer does not represent automobile availability, as a household could have several vehicles, but they could be unavailable for the current trip.] The

greatest number of respondents (42%) reported that they had two vehicles . One-vehicle households were marked on one-third (33%) of the responses. The category encompassing three vehicles was checked by one-tenth (10%), while only a small proportion (4%) of riders noted being in a household with four or more vehicles. Approximately one-tenth of the respondents (11%) stated they did not have a vehicle or did not respond to the question. Among all survey returns, the average household automobile ownership was 1.7 vehicles.

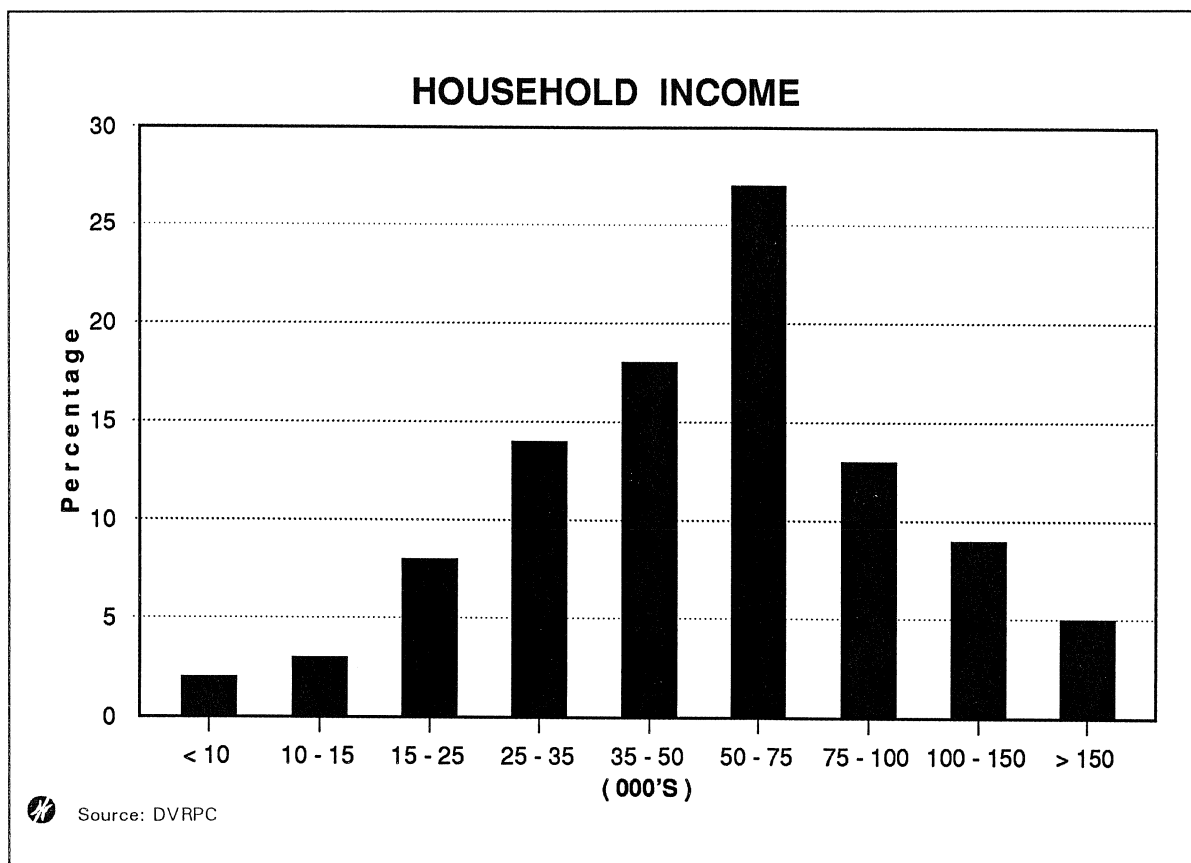
The suburban counties around Philadelphia generally reported the highest auto ownership. Returned surveys from Chester and Bucks counties each indicated an average of 2.0 vehicles, while in Montgomery County the number was 1.9. The two furthest counties, New Castle and Mercer, each reported an average of 1.8 vehicles per household. Nearby Delaware County fell midrange between the other suburban Pennsylvania counties and Philadelphia with 1.7 vehicles, while Philadelphia had the lowest household auto ownership at 1.4 vehicles. There was no significant difference between the answers of those traveling in the peak and off-peak periods for any of the counties.

An average household vehicle ownership of 1.1 cars was reported by reverse commuters, a number which is roughly a third less than the average for the survey as a whole.

### **Question 23: Household Income**

The survey form asked about household income. Ranges were provided for the patron to note and the resulting percentages in each category are presented in the above bar chart. The largest proportion (67%) of riders were from middle-income households (\$15,000-75,000/year), but a sizeable portion (28%) of respondents identified incomes in the high-income (more than \$75,000/year) range. Only a small number (5%) were from low-income (less than \$15,000/year) households. Based on completed surveys, the average annual household income for a regional rail rider was \$62,000.

The greatest representation of riders from low-income households was in Mercer County, where they comprised one-eighth (12%) of ridership. They also contributed a noticeable number in New Castle (8%) and Philadelphia (7%) counties. The suburban Pennsylvania counties, on the other hand, tallied four percent or less of responses in this category. At the opposite end of the income spectrum, both Chester and Montgomery counties counted 40 percent of their riders in the high-income categories. This has a measurable impact on average income, which is almost one-half again higher for riders from these counties than riders in Philadelphia (\$76,000 and \$75,000 for Chester and Montgomery versus \$53,000 for Philadelphia).



Peak period riders reported an average income 20 percent higher than their counterparts in the off-peak period (\$64,000 in the peak versus \$53,000 in the off-peak). The proportion of low-income passengers increased by a factor of four between the two periods (from 3% to 13%). Conversely, the number of riders from high-income households declined by a third (from 29% to 20%). County of origin had a mixed affect on peak and off-peak responses. Whereas returned surveys from Bucks, Delaware and Philadelphia showed almost no difference in income between the two periods, those from Chester, Mercer and Montgomery counties had peak incomes approximately 50 percent larger than those from the off-peak period.

Reverse commuters reported an average income lower than the survey average by approximately one-fourth (\$45,000 versus \$62,000, respectively).

## TRIP ORIGIN-DESTINATION SUMMARY

From the data gathered through the SEPTA regional rail survey, it was possible to develop trip tables showing 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 which has been subdivided into Center City and Philadelphia not including Center City, the ZIP code data has been aggregated on the county level for report presentation purposes. 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 discusses the various trip tables, which can be found in Appendix E.

### All Responses

The trip table of the origins and destinations of all riders who answered the survey showed that more than one-third (36%) of respondents began their trips in either Center City (7%) or the areas of Philadelphia outside of Center City (29%). More than one-half (58%) started in one of the suburban Pennsylvania counties, with close to one-fourth (23%) of all riders beginning their journey in Delaware County.

Almost two-thirds (65%) of all riders were destined to Center City with an additional 17 percent bound for other points in Philadelphia. Delaware and Montgomery counties each accounted for five percent of destinations while travel to all other points was insignificant.

### Peak Period Responses

During the peak period, the percentage of riders originating from most points was consistent with the figure for the total survey. The most notable difference was in Center City, which accounted for less than three percent of total origins in the peak hour, but more than twice that number, or seven percent, in the entire survey period.

The percentage of trips bound for Center City increased slightly to 58 percent of destinations when the peak period data is examined.

**Off-Peak Period Responses**

During the off-peak period, the percentage of trips originating in Center City grew to almost one-third of all trip origins (30%). Areas of Philadelphia outside of Center City continued to contribute a large share (26%) of ridership. The proportion of total boardings attributable to each of the Pennsylvania suburban counties declined.

Philadelphia including Center City was still listed as the destination of a majority of riders (32% and 27% for Center City and other areas of Philadelphia, respectively). Other destinations, however, began to account for a larger share of declared destinations. This is particularly evident in Montgomery County (15%) and Delaware County (11%).



## **VII. COMPARISON OF 1982 AND 1991 SURVEY RESULTS**

The discussion to this point has focussed on results of a survey administered in the Spring of 1991. This is the first extensive survey of SEPTA regional rail riders conducted by DVRPC since the fall of 1982. At that time, a survey was conducted for passengers of the Conrail commuter network, the precursor to the current SEPTA service. The core network of lines is roughly the same as in 1982; however, some significant changes have affected the system.

### A. Changes to the Regional Rail Network between 1982 and 1991

Several changes have been made to the SEPTA's Regional Rail system since the last survey was conducted in November 1982, just before SEPTA assumed direct operation of the trains from Conrail. Since then the following changes have been made to the network (routes are identified by their current numbers):

- Service on the R2 line was contracted from Wilmington to Marcus Hook when SEPTA assumed direct operation in January 1983; service was restored in January 1989 with support from the state of Delaware and a new station opened at Claymont in October 1990;
- Service on the R5 line was also contracted from Downingtown to Paoli when SEPTA assumed operation in January 1983; service was reinstated to Downingtown in 1986 with midday and Saturday added in 1988; service was extended to Parkesburg in April 1990;
- Service on the R8 line was contracted from Newtown to Fox Chase in February 1983 when SEPTA terminated its last operation on a non-electrified line;
- Center City Tunnel was opened in November 1984 connecting Suburban Station with the new Market East station and linking the former lines of the Reading and Pennsylvania railroads;
- R1 (Airport) line was opened in April 1985;
- Service on the R6 line was contracted from Ivy Ridge to Cynwyd because of poor track conditions; Ivy Ridge station later reopened as a stop on the R6 (Norristown) line; and
- Service on the R3 line was contracted from West Chester to Elwyn in September 1986.

## B. Comparison of the Survey Results

Although the survey conducted in 1991 was more extensive than the one in 1982, the designs of the two survey questionnaires allow comparisons between answers to certain questions. In some of these instances the question is worded almost exactly the same, while in others the wording or categories of answers for the respondent to note have changed to the extent that only rough comparisons are appropriate.

### 1. Access Mode

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Access Mode	Percent of Respondents	
	1982	1991
Walked	37	34
Drove Auto and Parked	40	46
Was Dropped Off	13	10
Bus/Trolley	6	5
Subway/Elevated	1	1
Other	4	4

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 Source: DVRPC

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The period between the two surveys saw growth in the use of park-and-ride facilities at regional rail stations. Whereas 40 percent of respondents noted driving to their station and parking a vehicle in the earlier survey, the number in 1991 had grown to 46 percent. At the same time, small percentage losses were recorded among those who walked (37% vs 34%) and those who were dropped off at the station (13% and 10%, respectively). Access noted in the transit categories remained almost constant.

### 2. Access Time

---

Access Time (minutes)	Percent of Respondents	
	1982	1991
< 5	38	34
6 - 10	34	35
11 - 20	22	23
21 - 30	4	4
30 <	2	4

---

 Source: DVRPC

---



There was little change in the access time recorded in 1982 and 1991. The mean time from the data in the first survey was 11.73 minutes while the number for the 1991 survey was 11.5 minutes. A slight decrease was noted in the number of people marking the time period denoting travel of less than five minutes (38% to 34%). This decline parallels the decline in walk access to the stations. The propensity to check other categories was similar in both surveys.

### 3. Trip Purpose

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Trip Purpose	Percent of Respondents	
	1982	1991
Work	88	85
School	6	5
Shopping	2	2
Social/Recreational	1	3
Medical/Personal*	-	3
Other	3	3

\* Category not provided in 1982 survey



Source: DVRPC

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Responses to the 1991 survey were more dispersed than in the earlier survey. Whereas almost nine-tenths (88%) of persons in 1982 noted work purposes for their trip, in 1991 this answer was marked by a slightly smaller proportion (85%) of passengers. The categories including social/recreational and medical/personal travel each received three percent of trip purpose in 1991. In the former survey, the number was one percent for social/recreational. The category of medical/personal was not present in the 1982 survey, and it is assumed that such a trip purpose would have been noted under the category titled "other".

### 4. Egress Mode

Little change occurred in the choice of egress mode over the time period between the two surveys. Walking accounted for the overwhelming majority of choice both in 1982 (85%) and 1991 (84%). Other categories varied little between the two surveys.


## Egress Mode (continued)

Egress Mode	Percent of Respondents	
	1982	1991
Walked	85	84
Drove Auto I had Parked	1	4
Was Picked Up	2	2
Took Bus/Trolley	6	4
Took Subway/Elevated	5	3
Other	2	4

 Source: DVRPC

## 5. Frequency of Use

Frequency of Use	Percent of Respondents	
	1982	1991
> 10 times/week	18	17
8 - 10 " "	63	55
2 - 7 " "	12	16
< 6 " /month	8	12


 Source: DVRPC

A tendency toward less frequent use was noted between the two surveys. The category representing use more than ten times per week remained constant, noted by roughly one-sixth of passengers in both surveys. The category of eight to ten trips a week declined (63% to 55%), while the difference shifted to the less frequent usage categories. In this regard, travel on regional rail between two and seven times per week grew by one-third (from 12% to 16%) while the number traveling less than six times a month increased by one-half (8% to 12%).

## 6. Type of Fare

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Type of Fare	Percent of Respondents	
	1982	1991
Single Trip	10	15
Ten Trip	42	7
TrailPass	30	68
Senior	4	7
Other	14	4

 Source: DVRPC

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The type of fare which passengers reported paying changed dramatically between the two surveys. The greatest shift occurred between use of the ten trip ticket and some form of TrailPass (either monthly or weekly). In the earlier survey, ten-trip ticket usage comprised the largest category of fare type, garnering 42 percent of responses, while in 1991 this form of payment accounted for only seven percent of responses. On the other hand, use of a trailPass grew from less than one-third of payment choice in 1982 to over two-thirds in 1991. Use of the single fare also increased between 1982 and 1991 (from 10% to 15%), while senior citizen tickets also enjoyed increased utilization. The growth in this category, from four percent to seven percent, can partially be explained by the subsidization of senior citizen fares by state lottery proceeds, providing free passage for seniors on off-peak trains. Finally, the use of "other" fare types declined from 14 percent to four percent between the two surveys.


The great differences between choice of payment must be understood in the context of the availability of fare options between the two operators - Conrail and SEPTA. The low use of passes in 1982 compared to 1991 can be explained by the fact that in 1982 passes were only available for sale at a limited number of locations in Center City. They were not available at any of the suburban staffed stations. The weekly pass, which accounts for almost one-fifth (18%) of payment choice in 1991, did not exist in 1982. On the other hand, the suburban stations which today offer passes, in 1982 sold only ten-trip and individual ride tickets.

## 7. Reason for Use

Reason for Use		Percent of Respondents	
		1982	1991
Save Time		22	14
Unable to Drive		8	4
More Convenient		30	42
Save Money		12	20
Other		4	7
More Comfortable	*	19	-
Transit Not Available	*	4	-
Avoid Driving	**	-	58
Solve Parking Problem	**	-	24
No Car Available	**	-	13

\* Category not provided in 1991 survey

\*\* Category not provided in 1982 survey

 Source: DVRPC

The reasons presented to the survey respondent changed somewhat between the two surveys. When examining the answers given, care must be exercised. Even the tendency to answer a choice which appears on both surveys might be affected by the presence of an answer with a better "fit" on one form, but not on the other.

Time savings and an inability to drive each declined between 1982 and 1991. The reasons "more comfortable" and "transit not available" were present on the earlier survey, but not on the latter one. The proportion of respondents noting all other answers increased between the two surveys. Whereas 30 percent of riders noted that the train was more convenient in 1982, by 1991 that number had grown to 42 percent. Only 12 percent of the earlier passengers associated a monetary savings with taking the train, while on surveys returned in 1991 the number had grown to 20 percent. Three new categories made a debut in the 1991 survey: avoidance of driving was noted by 58 percent of respondents; solving a parking problem was cited by 24 percent; while not having an automobile available was noted on 13 percent of returned forms.

## 8. Alternate Travel Mode

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Alternate Mode	Percent of Respondents	
	1982	1991
Bus/Trolley	22	25
Subway/Elevated	16	18
Drive Alone	20	54
Carpool	9	6
Vanpool	4	2
Would not have taken trip	3	7
Don't Know *	20	-
Other	5	6

\* Category not provided in 1991 survey



Source: DVRPC

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Both surveys inquired how the respondent would make the trip (or choose to forego the trip) if the Regional Rail system was not operating. The only difference between the choices offered the rider was the presence on the 1982 survey of an option titled "don't know". This answer was marked on 20 percent of survey forms in 1982.

The largest change occurred among respondents that would drive alone. The proportion of riders noting this answer grew from 20 percent to 54 percent between 1982 to 1991. A larger number of persons in the later survey also stated that they would choose a transit option (bus/trolley: 22% vs 25%; subway/elevated: 16% vs 18%). The only other category to grow was the propensity to not take the trip. In the earlier survey three percent of respondents chose this option, whereas in the 1991 version more than twice the number, or seven percent checked it. Carpooling and vanpooling each suffered a decline in popularity among surveyed riders between the two surveys; the number of persons who stated that they would use a carpool declined by one-third (9% vs 6%), while those who would participate in a vanpool decreased by one-half (4% vs 2%).

## 9. Gender

The gender breakdown of regional rail passengers did not change over the nine year period between surveys. The almost even split recorded in 1982 (52% male/48% female) remained constant in 1991 (49% male/51% female) when the statistical margin of error is taken into account.

## 10. Household Income

---

Household Income	Percent of Respondents	
	1982	1991
< \$15,000 per year	17	5
\$15,000 - \$50,000 per year	65	40
> \$50,000 per year	18	55

 Source: DVRPC

---

Household income categories were furnished for the passenger to check. Unfortunately, in 1982 the highest category provided to the rider was \$50,000 and above. This was checked by 18 percent of riders. In 1991 five categories, marked by 55 percent of respondents, covered this same income range. The enormous growth in household income is affected not only by normal growth in income but by the continued trend toward multiple earner households. At the opposite end of the income spectrum, persons reporting household incomes less than \$15,000/year declined from 17 percent of riders to five percent and those in the second income cohort (\$15,000 - \$24,000) declined from 24 percent to eight percent of passengers.

## 11. Vehicle Ownership

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Household Vehicle Ownership	Percent of Respondents	
	1982	1991
None	11	11
One	42	33
Two	37	42
Three or more	10	14

 Source: DVRPC

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There was only a small shift in automobile ownership reported by those filling out survey forms. This shift occurred between those reporting vehicles; there was no change in the proportion of zero vehicle households (11% of responses). The number of persons noting one vehicle declined from two-fifths (42%) to one-third (33%), while gains were recorded in the proportion of two vehicle households (37% vs 42%) and those with three or more vehicles (10% vs 14%).

## **APPENDIX A**

### **SAMPLE DESIGN**

Sample Size .....	A-1
Table A-1: Planned Distribution of Questionnaire .....	A-3
Table A-2: Sample Distribution and Response .....	A-5





## SAMPLE SIZE

In random sampling, the sampling error  $h$ , at 95 percent confidence level, is calculated using the following formula:

$$h = Z \sqrt{\frac{p(1-p)}{n}}$$

where  $h$  = Error of sampling expressed in percent variation from the real or true value of the population

$Z$  = confidence coefficient [ $Z=1.96$  corresponds to 95 percent level of confidence in the estimation of the total proportion ( $P$ )]

$p$  = probability of event taking place (the percent response to a survey question)

$n$  = sample size

It should be noted that the product  $[p(1-p)]$  reaches a maximum value at  $p=0.5$ ; if  $p=0.5$  and  $h=0.05$ , then  $n$  is equal to 384. If  $p$  is larger or smaller than 0.5, the sample size  $n$  would be smaller under the same assumptions for  $h$  and  $Z$ . For example, if  $p=0.75$ ,  $Z=1.96$ , and  $h=0.05$ , then  $n$  is equal to 288.

In general, when the sample is larger than 5 percent of the population, the sampling error should be reduced by the factor,

$$\sqrt{1 - \frac{n}{N}}$$

where  $N$  is the total population. Since the errors tabulated in Appendices B and D were calculated assuming a small sample, the actual errors are somewhat smaller than those stated.

A random sample, or a strict probability sample in which every rider has an equal chance of being chosen, was not used, since it is very expensive to conduct and administer. Instead, the sample was stratified by station and time period. The riders in each

stratification were selected randomly, but the chance of being chosen varied by station and by time of day.

Geographic and modal representation were assured by sampling SEPTA riders on all 13 Regional Rail routes, as well as from each county served by the system. Usually the busiest rail stations were selected for sampling, though a few less patronized stations were included to provide geographic balance. This procedure minimized distribution costs and insured a meaningfully large return sample. Distribution locations for questionnaires are tabulated in Table A-1. In principle, at least 63 questionnaires should be distributed at each location, so that a minimum of 25 will come back assuming a 40 percent return rate. Excepting stations with low ridership, only two of the sampled SEPTA stations, Downingtown and Doylestown, fell below this number. In the Amtrak portion of the survey, Trenton had the weakest response, a barely adequate 26 returns.

The actual distribution of 11,623 forms to SEPTA riders represents 59 percent of the trips taken during the survey hours from the stations surveyed, and 27 percent of all weekday ridership on Regional Rail trains, as measured in October 1989. The latter estimate assumes that each rider makes one round trip during the day. Amtrak passengers received 1709 forms, representing 64 percent of the trips taken of the trips from the three surveyed stations during the survey hours, and 35 percent of daily ridership boarding all NEC trains (including long-distance trains) from stations in the study area. Daily Amtrak boardings were taken from Amtrak's Passenger Accounting System for September 1990. The actual distribution and returns by station are shown in Table A-2.

Table A-1  
 PLANNED DISTRIBUTION OF QUESTIONNAIRES AT SAMPLING LOCATIONS

<u>Station</u>	<u>Zone</u>	<u>County</u>	<u>Routes</u>	<u>Peak</u>	<u>Off-Peak</u>	<u>Total</u>
SEPTA REGIONAL RAIL SYSTEM						
1 Airport Term. C&D	5	Philadelphia	R1	30	40	70
2 Airport Term. B	5	Philadelphia	R1	60	70	130
3 North Broad (SB)	CC	Philadelphia	All	80	60	140
3 North Broad (NB)	CC	Philadelphia	All	130	40	170
4 Wilmington	4	New Castle	R2	130	20	150
5 Marcus Hook	4	Delaware	R2	230	20	250
6 Chester	3	Delaware	R2	150	30	180
7 Ridley Park	3	Delaware	R2	180	20	200
8 Darby	2	Delaware	R2	70	10	80
9 Elwyn	3	Delaware	R3	180	20	200
10 Media	3	Delaware	R3	310	20	330
11 Swarthmore	3	Delaware	R3	160	50	210
12 Secane	2	Delaware	R3	280	20	300
13 Lansdowne	2	Delaware	R3	190	30	220
14 West Trenton	5	Mercer	R3	50	10	60
15 yardley	5	Bucks	R3	140	30	170
16 Langhorne	4	Bucks	R3	250	30	280
17 Somerton	3	Philadelphia	R3	310	20	330
18 Jenkintown	3	Montgomery	R2,R3,R5	400	90	490
19 Wayne Jct. (SB)	1	Philadelphia	R2,R3,R5,R7,R8	150	60	210
19 Wayne Jct. (NB)	1	Philadelphia	R2,R3,R5,R7,R8	110	30	140
20 Trenton	5	Mercer	R7	180	90	270
21 Levittown	5	Bucks	R7	180	30	210
22 Cornwells Heights	3	Bucks	R7	200	10	210
23 Torresdale	3	Philadelphia	R7	400	20	420
24 Holmesburg Jct.	2	Philadelphia	R7	220	10	230
25 Fox Chase	2	Philadelphia	R8	400	50	450
26 Olney	1	Philadelphia	R8	150	10	160
27 Market East (WB)	CC	Philadelphia	All	220	340	560
27 Market East (EB)	CC	Philadelphia	All	230	360	590
28 Suburban (WB)	CC	Philadelphia	All	380	400	780
28 Suburban (EB)	CC	Philadelphia	All	260	340	600
29 30th St. (WB)	CC	Philadelphia	All	300	220	520
29 30th St. (EB)	CC	Philadelphia	All	100	110	210
30 Warminster	4	Bucks	R2	260	20	280
31 Willow Grove	3	Montgomery	R2	130	20	150
32 Downingtown	5	Chester	R5	210	20	230

Table A-1 (cont.)

<u>Station</u>	<u>Zone</u>	<u>County</u>	<u>Routes</u>	<u>Peak</u>	<u>Off-Peak</u>	<u>Total</u>
SEPTA REGIONAL RAIL SYSTEM (cont.)						
33 Exton	5	Chester	R5	160	10	170
34 Paoli	4	Chester	R5	320	50	370
35 Radnor	3	Delaware	R5	220	30	250
36 Bryn Mawr	3	Montgomery	R5	400	70	470
37 Ardmore	2	Montgomery	R5	320	60	380
38 Overbrook (EB)	2	Philadelphia	R5	240	50	290
38 Overbrook (WB)	2	Philadelphia	R5	290	30	320
39 Doylestown	5	Bucks	R5	100	20	120
40 Lansdale	5	Montgomery	R5	290	40	330
41 Ambler	3	Montgomery	R5	370	40	410
42 Elm St.	3	Montgomery	R6	160	20	180
43 Ivy Ridge	2	Philadelphia	R6	90	10	100
44 East Falls	1	Philadelphia	R6	150	30	180
45 Cynwyd	2	Montgomery	R6	60	10	70
46 Wynnefield Ave.	1	Philadelphia	R6	60	20	80
47 Wyndmoor	2	Philadelphia	R7	300	20	320
48 Stenton	2	Philadelphia	R7	200	40	240
49 Chestnut Hill West	2	Philadelphia	R8	90	40	130
50 Carpenter	2	Philadelphia	R8	180	30	210
51 Cheltenham Ave.	1	Philadelphia	R8	80	30	110
TOTAL				11,490	3,420	14,910
AMTRAK NORTHEAST CORRIDOR						
60 Wilmington (NB only)		New Castle		150	70	220
61 30th St. (NB)		Philadelphia		870	310	1,180
61 30th St. (SB)		Philadelphia		340	170	510
62 Trenton (SB only)		Mercer		80	40	120
TOTAL				1,440	590	2,030

Table A-2

## SAMPLE DISTRIBUTION AND RESPONSE

<u>Station</u>	<u>Survey Date</u>	<u>Distribution Planned</u>	<u>Distribution Actual</u>	<u>Surveys Returned</u>	<u>Response Rate</u>
SEPTA REGIONAL RAIL SYSTEM					
27 Market East	Th, 5/2/91	1,150	949	247	26.0%
28 Suburban	Th, 5/2/91	1,380	912	253	27.7%
29 30th Street	Th, 5/2/91	730	653	162	24.8%
Total Center City		3,260	2,514	662	26.3%
3 North Broad	We, 5/1/91	310	194	33	17.0%
19 Wayne Jct.	We, 5/1/91	350	299	74	24.7%
1 Airport	We, 5/1/91	200	130	39	30.0%
17 Somerton	We, 5/1/91	330	181	59	32.6%
38 Overbrook	Tu, 5/7/91	610	493	115	23.3%
43 Ivy Ridge	Fr, 5/3/91	100	100	53	53.0%
44 East Falls	Fr, 5/3/91	180	157	62	39.5%
46 Wynnefield Ave.	Tu, 5/7/91	80	73	31	42.5%
23 Torresdale	Fr, 5/3/91	420	338	142	42.0%
24 Holmesburg Jct.	Fr, 5/3/91	230	177	70	39.5%
47 Wyndmoor	Tu, 5/7/91	320	292	129	44.2%
48 Stenton	Tu, 5/7/91	240	200	68	34.0%
25 Fox Chase	Fr, 5/3/91	450	442	224	50.7%
26 Olney	Fr, 5/3/91	160	107	45	42.1%
49 Chestnut Hill West	Tu, 5/7/91	130	116	50	43.1%
50 Carpenter	Tu, 5/7/91	210	159	59	37.1%
51 Cheltenham Ave.	Tu, 5/7/91	110	110	44	40.0%
Total Other Philadelphia		4,430	3,568	1,297	36.4%
5 Marcus Hook	Th, 5/2/91	250	175	79	45.1%
6 Chester	Th, 5/2/91	180	133	43	32.3%
7 Ridley Park	Th, 5/2/91	200	156	73	46.8%
8 Darby	Th, 5/2/91	80	80	27	33.8%
9 Elwyn	We, 5/1/91	200	166	101	60.8%
10 Media	We, 5/1/91	330	181	97	53.6%
11 Swarthmore	We, 5/1/91	210	207	124	59.9%
12 Secane	We, 5/1/91	300	195	85	43.6%
13 Lansdowne	We, 5/1/91	220	220	113	51.4%
35 Radnor	Tu, 5/7/91	250	217	112	51.6%
Total Delaware County		2,220	1,730	854	49.4%
18 Jenkintown	We, 5/1/91	490	470	253	53.8%
31 Willow Grove	Th, 5/2/91	150	150	76	50.7%
36 Bryn Mawr	Tu, 5/7/91	470	431	211	49.0%
37 Ardmore	Tu, 5/7/91	380	289	152	52.6%
40 Lansdale	Fr, 5/3/91	330	235	107	45.5%
41 Ambler	Fr, 5/3/91	410	317	171	53.9%
42 Elm St.	Fr, 5/3/91	180	98	48	49.0%
45 Cynwyd	Tu, 5/7/91	70	59	36	61.0%
Total Montgomery County		2,480	2,049	1,054	51.4%
32 Downingtown	Tu, 5/7/91	230	159	20	12.6%
33 Exton	Tu, 5/7/91	170	54	35	64.8%
34 Paoli	Tu, 5/7/91	370	324	177	54.6%
Total Chester County		770	537	232	43.2%

Table A-2 (cont.)

<u>Station</u>	<u>Survey Date</u>	<u>Distribution</u>		<u>Surveys Returned</u>	<u>Response Rate</u>
		<u>Planned</u>	<u>Actual</u>		
SEPTA REGIONAL RAIL SYSTEM (cont.)					
30 Warminster	Th, 5/2/91	280	181	78	43.1%
15 Yardley	We, 5/1/91	170	110	52	47.3%
16 Langhorne	We, 5/1/91	280	169	88	52.1%
39 Doylestown	Fr, 5/3/91	120	41	14	34.1%
21 Levittown	Fr, 5/3/91	210	151	68	45.0%
22 Cornwells Heights	Fr, 5/3/91	<u>210</u>	<u>154</u>	<u>83</u>	<u>53.9%</u>
Total Bucks County		1,270	806	383	47.5%
4 Wilmington	Th, 5/2/91	150	150	65	43.3%
14 West Trenton	We, 5/1/91	60	38	21	55.3%
20 Trenton	Fr, 5/3/91	<u>270</u>	<u>231</u>	<u>61</u>	<u>26.4%</u>
Total Other		480	419	147	35.1%
Total AM Peak		11,490	8,992	3,877	43.1%
Total AM Off-Peak		3,420	2,631	752	28.6%
SEPTA TOTAL		14,910	11,623	4,629	39.8%
AMTRAK NORTHEAST CORRIDOR					
60 Wilmington	We, 5/8/91	220	206	67	32.5%
61 30th St.	We, 5/8/91	1,690	1,401	389	27.8%
62 Trenton	We, 5/8/91	120	102	26	25.5%
Total AM Peak		1,440	1,232	373	30.3%
Total AM Off-Peak		590	477	109	22.9%
AMTRAK TOTAL		2,030	1,709	482	28.2%

## **APPENDIX B**

### **I-95 CORRIDOR SURVEY**

#### **QUESTION-BY-QUESTION TABULATIONS**

All Responses .....	B-1
SEPTA .....	B-11
Amtrak .....	B-21





## I-95 Corridor Stations - SEPTA and AMTRAK

The following data are based on 3363 survey returns from the RAILALL database.  
using the criteria: (SITE>=1.AND.SITE<=29).OR.(SITE>=60.AND.SITE<=62)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>									
6:00 - 6:59am	509	20%	2%	0	0%	0%	509	16%	1%
7:00 - 7:59am	1271	51%	2%	0	0%	0%	1271	39%	2%
8:00 - 8:59am	630	25%	2%	0	0%	0%	630	20%	1%
9:00 - 9:59am	86	3%	1%	98	13%	2%	184	6%	1%
10:00 - 10:59am	0	0%	0%	136	19%	3%	136	4%	1%
11:00 - 11:59pm	0	0%	0%	198	27%	3%	198	6%	1%
12:00 - 12:59pm	0	0%	0%	173	24%	3%	173	5%	1%
1:00pm or later	0	0%	0%	123	17%	3%	123	4%	1%
Total	2496	100%		728	100%		3224	100%	
No Response	101	4%		38	5%		139	4%	

Question 2: Where did you START this trip?

BUCKS	344	13%	1%	32	4%	1%	376	11%	1%
CHESTER	72	3%	1%	15	2%	1%	87	3%	1%
DELAWARE	668	26%	2%	104	14%	2%	772	23%	1%
MONTGOMERY	263	10%	1%	58	8%	2%	321	10%	1%
PHILA **	787	31%	2%	183	24%	3%	970	29%	2%
CENTER CITY	150	6%	1%	268	35%	3%	418	13%	1%
BUR/CAM/GLO	38	1%	0%	10	1%	1%	48	1%	0%
MERCER	64	2%	1%	16	2%	1%	80	2%	1%
NEW CASTLE	131	5%	1%	26	3%	1%	157	5%	1%
NORTH	30	1%	0%	27	4%	1%	57	2%	0%
SOUTH	12	0%	0%	9	1%	1%	21	1%	0%
OTHER	21	1%	0%	10	1%	1%	31	1%	0%
Total	2580	100%		758	100%		3338	100%	
No Response	17	1%		8	1%		25	1%	

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

Airport Terminals C&D, B	18	1%	0%	11	1%	1%	29	1%	0%
North Broad	33	1%	0%	2	0%	0%	35	1%	0%
Wilmington SEPTA	62	2%	1%	6	1%	1%	68	2%	0%
Chester	40	2%	0%	6	1%	1%	46	1%	0%
Elwyn	93	4%	1%	10	1%	1%	103	3%	1%
Media	89	3%	1%	9	1%	1%	98	3%	1%
Langhorne	86	3%	1%	6	1%	1%	92	3%	1%
Somerton	54	2%	1%	5	1%	1%	59	2%	0%
Jenkintown	221	9%	1%	37	5%	2%	258	8%	1%
Wayne Junction	56	2%	1%	19	2%	1%	75	2%	0%
Trenton SEPTA	42	2%	0%	22	3%	1%	64	2%	0%
Levittown	62	2%	1%	10	1%	1%	72	2%	0%
Torresdale	139	5%	1%	8	1%	1%	147	4%	1%
Fox Chase	205	8%	1%	22	3%	1%	227	7%	1%
Market East	99	4%	1%	159	21%	3%	258	8%	1%
Suburban	112	4%	1%	145	19%	3%	257	8%	1%
30th Street SEPTA	97	4%	1%	66	9%	2%	163	5%	1%
Paoli	0	0%	0%	0	0%	0%	0	0%	0%
Bryn Mawr	0	0%	0%	0	0%	0%	0	0%	0%
Overbrook	0	0%	0%	0	0%	0%	0	0%	0%
Ambler	0	0%	0%	0	0%	0%	0	0%	0%
East Falls	0	0%	0%	0	0%	0%	0	0%	0%
Wyndmore	0	0%	0%	0	0%	0%	0	0%	0%
Wilmington Amtrak	53	2%	1%	17	2%	1%	70	2%	0%
30th Street Amtrak	303	12%	1%	106	14%	2%	409	12%	1%
Trenton Amtrak	23	1%	0%	10	1%	1%	33	1%	0%
All Other Stations	710	27%	2%	90	12%	2%	800	24%	1%

## I-95 Corridor Stations - SEPTA and AMTRAK

The following data are based on 3363 survey returns from the RAILALL database.  
using the criteria: (SITE>=1.AND.SITE<=29).OR.(SITE>=60.AND.SITE<=62)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 4: How did you get to this station?</u>									
Walked	559	22%	2%	390	51%	4%	949	28%	2%
Was dropped off	309	12%	1%	52	7%	2%	361	11%	1%
Drove auto & parked	1299	50%	2%	127	17%	3%	1426	43%	2%
Took Taxi	39	2%	0%	33	4%	1%	72	2%	0%
Took bus/trolley	148	6%	1%	49	6%	2%	197	6%	1%
Took subway/elevated	62	2%	1%	33	4%	1%	95	3%	1%
Transferred from Amtrak train	36	1%	0%	21	3%	1%	57	2%	0%
Transferred from SEPTA/NJT train	79	3%	1%	42	6%	2%	121	4%	1%
Other	43	2%	0%	11	1%	1%	54	2%	0%
Total	2574	100%		758	100%		3332	100%	
No Response	23	1%		8	1%		31	1%	

Question 5: Why do you use this station?

Closest to STARTING point	1812	70%	2%	551	72%	3%	2363	70%	2%
Parking available	443	17%	1%	69	9%	2%	512	15%	1%
Convenient highway access	120	5%	1%	16	2%	1%	136	4%	1%
Lower fare	98	4%	1%	25	3%	1%	123	4%	1%
Transit service available	244	9%	1%	93	12%	2%	337	10%	1%
Better train service	326	13%	1%	66	9%	2%	392	12%	1%
Other	329	13%	1%	87	11%	2%	416	12%	1%

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

5 minutes or less	758	29%	2%	199	27%	3%	957	29%	2%
6 - 10	820	32%	2%	222	30%	3%	1042	31%	2%
11 - 20	633	25%	2%	193	26%	3%	826	25%	1%
21 - 30	203	8%	1%	55	7%	2%	258	8%	1%
31 - 40	70	3%	1%	18	2%	1%	88	3%	1%
41 - 50	42	2%	0%	24	3%	1%	66	2%	0%
51 - 60	25	1%	0%	15	2%	1%	40	1%	0%
More than 60 minutes	27	1%	0%	23	3%	1%	50	2%	0%
Total	2578	100%		749	100%		3327	100%	
No Response	19	1%		17	2%		36	1%	
Avg Access Time:	13.6			18.0			14.6		

Question 7: How far is this station from your STARTING point?

less than .3 mile	248	11%	1%	128	23%	3%	376	13%	1%
0.4 to 0.5 mile	185	8%	1%	71	13%	3%	256	9%	1%
0.6 to 1.0 mile	340	15%	1%	83	15%	3%	423	15%	1%
1.1 to 2.0 miles	375	16%	2%	66	12%	3%	441	15%	1%
2.1 to 5.0 miles	580	25%	2%	75	13%	3%	655	23%	2%
5.1 to 10.0 miles	295	13%	1%	44	8%	2%	339	12%	1%
10.1 to 20.0 miles	200	9%	1%	42	8%	2%	242	8%	1%
20.1 to 30.0 miles	36	2%	1%	18	3%	1%	54	2%	0%
More than 30.0 miles	48	2%	1%	29	5%	2%	77	3%	1%
Total	2307	100%		556	100%		2863	100%	
No Response	290	13%		210	38%		500	17%	
Avg Access Distance:	5.3			7.4			5.7		

## I-95 Corridor Stations - SEPTA and AMTRAK

The following data are based on 3363 survey returns from the RAILALL database.  
using the criteria: (SITE>=1.AND.SITE<=29).OR.(SITE>=60.AND.SITE<=62)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 8: What type of ticket did you buy?</u>									
One-way	245	9%	1%	262	34%	3%	507	15%	1%
Round Trip	226	9%	1%	98	13%	2%	324	10%	1%
Ten-trip Ticket	159	6%	1%	15	2%	1%	174	5%	1%
Monthly Pass	1227	48%	2%	123	16%	3%	1350	40%	2%
46-Trip Ticket	102	4%	1%	8	1%	1%	110	3%	1%
Weekly Pass	498	19%	2%	51	7%	2%	549	16%	1%
Senior Citizen (SEPTA)	30	1%	0%	178	23%	3%	208	6%	1%
Handicapped (SEPTA)	2	0%	0%	2	0%	0%	4	0%	0%
Senior/Handicapped (Amtrak)	2	0%	0%	4	1%	1%	6	0%	0%
Other	92	4%	1%	22	3%	1%	114	3%	1%
Total	2583	100%		763	100%		3346	100%	
No Response	14	1%		3	0%		17	1%	

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

Suburban Station	1145	44%	2%	106	14%	2%	1251	37%	2%
Market East	392	15%	1%	92	12%	2%	484	14%	1%
30th Street - SEPTA	237	9%	1%	53	7%	2%	290	9%	1%
Bryn Mawr	15	1%	0%	10	1%	1%	25	1%	0%
Radnor	17	1%	0%	4	1%	1%	21	1%	0%
Temple University	12	0%	0%	5	1%	1%	17	1%	0%
Trenton	17	1%	0%	10	1%	1%	27	1%	0%
Airport Terminals	17	1%	0%	16	2%	1%	33	1%	0%
Paoli	10	0%	0%	15	2%	1%	25	1%	0%
Jenkintown	7	0%	0%	17	2%	1%	24	1%	0%
Wayne	8	0%	0%	11	1%	1%	19	1%	0%
North Broad Street	15	1%	0%	4	1%	1%	19	1%	0%
Ardmore	9	0%	0%	8	1%	1%	17	1%	0%
Fox Chase	7	0%	0%	16	2%	1%	23	1%	0%
Fort Washington	11	0%	0%	9	1%	1%	20	1%	0%
Ambler	4	0%	0%	8	1%	1%	12	0%	0%
Glenside	3	0%	0%	9	1%	1%	12	0%	0%
Overbrook	3	0%	0%	6	1%	1%	9	0%	0%
Villanova	6	0%	0%	3	0%	0%	9	0%	0%
Wayne Junction	3	0%	0%	1	0%	0%	4	0%	0%
Wilmington SEPTA	5	0%	0%	1	0%	0%	6	0%	0%
30th Street - Amtrak	18	1%	0%	14	2%	1%	32	1%	0%
Trenton Amtrak	3	0%	0%	1	0%	0%	4	0%	0%
Wilmington - Amtrak	6	0%	0%	4	1%	1%	10	0%	0%
Points North	263	10%	1%	71	9%	2%	334	10%	1%
Points South	88	3%	1%	43	6%	2%	131	4%	1%
All Other Stations	276	11%	1%	229	30%	3%	505	15%	1%

Question 10: How did you reach your final destination?

Walked	1974	77%	2%	409	54%	4%	2383	72%	2%
Was picked up	74	3%	1%	62	8%	2%	136	4%	1%
Drove auto I had parked	46	2%	1%	125	17%	3%	171	5%	1%
Took taxi	101	4%	1%	55	7%	2%	156	5%	1%
Took bus/trolley	111	4%	1%	19	3%	1%	130	4%	1%
Took subway/elevated	196	8%	1%	55	7%	2%	251	8%	1%
Transferred to SEPTA/NJT train	37	1%	0%	18	2%	1%	55	2%	0%
Transferred to Amtrak train	12	0%	0%	10	1%	1%	22	1%	0%
Other	19	1%	0%	4	1%	1%	23	1%	0%
Total	2570	100%		757	100%		3327	100%	
No Response	27	1%		9	1%		36	1%	

## I-95 Corridor Stations - SEPTA and AMTRAK

The following data are based on 3363 survey returns from the RAILALL database.  
using the criteria: (SITE>=1.AND.SITE<=29).OR.(SITE>=60.AND.SITE<=62)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	No.	PEAK Pct	Err	No.	OFF-PEAK Pct	Err	No.	TOTAL Pct	Err
<u>Question 11: Where is your FINAL destination?</u>									
BUCKS	45	2%	1%	28	4%	1%	73	2%	0%
CHESTER	53	2%	1%	45	6%	2%	98	3%	1%
DELAWARE	101	4%	1%	74	10%	2%	175	5%	1%
MONTGOMERY	90	4%	1%	110	14%	3%	200	6%	1%
PHILA **	356	14%	1%	180	24%	3%	536	16%	1%
CENTER CITY	1519	59%	2%	175	23%	3%	1694	51%	2%
BUR/CAM/GLO	5	0%	0%	4	1%	1%	9	0%	0%
MERCER	16	1%	0%	7	1%	1%	23	1%	0%
NEW CASTLE	11	0%	0%	8	1%	1%	19	1%	0%
NORTH	279	11%	1%	81	11%	2%	360	11%	1%
SOUTH	90	4%	1%	44	6%	2%	134	4%	1%
OTHER	3	0%	0%	4	1%	1%	7	0%	0%
Total	2568	100%		760	100%		3328	100%	
No Response	29	1%		6	1%		35	1%	

Question 12: How long did it take you to reach your  
DESTINATION after leaving the train?

5 minutes or less	1156	45%	2%	243	32%	3%	1399	42%	2%
6 - 10	776	30%	2%	217	29%	3%	993	30%	2%
11 - 20	434	17%	1%	197	26%	3%	631	19%	1%
21 - 30	108	4%	1%	45	6%	2%	153	5%	1%
31 - 40	27	1%	0%	16	2%	1%	43	1%	0%
41 - 50	22	1%	0%	12	2%	1%	34	1%	0%
51 - 60	13	1%	0%	6	1%	1%	19	1%	0%
More than 60 minutes	21	1%	0%	13	2%	1%	34	1%	0%
Total	2557	100%		749	100%		3306	100%	
No Response	40	2%		17	2%		57	2%	
Avg Egress Time:	11.2			14.1			11.9		

Question 13: How long did it take you to travel from your  
STARTING point to your DESTINATION?

20 minutes or less	40	2%	0%	23	3%	1%	63	2%	0%
21 - 40	358	14%	1%	120	17%	3%	478	15%	1%
41 - 60	1046	42%	2%	247	34%	3%	1293	40%	2%
61 - 80	397	16%	1%	93	13%	2%	490	15%	1%
81 - 100	214	9%	1%	70	10%	2%	284	9%	1%
101- 120	177	7%	1%	48	7%	2%	225	7%	1%
121- 180	194	8%	1%	72	10%	2%	266	8%	1%
More than 180 minutes	91	4%	1%	48	7%	2%	139	4%	1%
Total	2517	100%		721	100%		3238	100%	
No Response	80	3%		45	6%		125	4%	
Avg Travel Time:	76.8			86.0			78.8		

## I-95 Corridor Stations - SEPTA and AMTRAK

The following data are based on 3363 survey returns from the RAILALL database.  
using the criteria: (SITE>=1.AND.SITE<=29).OR.(SITE>=60.AND.SITE<=62)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 14: What is the main purpose of this trip?</u>									
Going to work	2147	84%	1%	173	23%	3%	2320	70%	2%
Returning from work	8	0%	0%	55	7%	2%	63	2%	0%
School	86	3%	1%	58	8%	2%	144	4%	1%
Company business	219	9%	1%	142	19%	3%	361	11%	1%
Social/recreation	33	1%	0%	109	15%	3%	142	4%	1%
Medical/personal	23	1%	0%	94	13%	2%	117	4%	1%
Shopping	4	0%	0%	44	6%	2%	48	1%	0%
Other	50	2%	1%	70	9%	2%	120	4%	1%
Total	2570	100%		745	100%		3315	100%	
No Response	27	1%		21	3%		48	1%	

Question 15: Why did you decide to take a train?

Avoid driving	1474	57%	2%	352	46%	4%	1826	54%	2%
Solve parking problem	543	21%	2%	179	23%	3%	722	21%	1%
No car available	283	11%	1%	117	15%	3%	400	12%	1%
Unable to drive	72	3%	1%	57	7%	2%	129	4%	1%
Save money	434	17%	1%	168	22%	3%	602	18%	1%
Save time	386	15%	1%	137	18%	3%	523	16%	1%
More convenient than other modes	1205	46%	2%	350	46%	4%	1555	46%	2%
Other	204	8%	1%	49	6%	2%	253	8%	1%

Question 16: How would you have taken this trip if no train service had been available?

Bus/trolley	598	23%	2%	200	26%	3%	798	24%	1%
Subway/elevated	499	19%	2%	125	16%	3%	624	19%	1%
Car	1327	51%	2%	391	51%	4%	1718	51%	2%
Car pool	163	6%	1%	13	2%	1%	176	5%	1%
Van pool	48	2%	1%	9	1%	1%	57	2%	0%
Air	50	2%	1%	28	4%	1%	78	2%	1%
Would not have taken trip	231	9%	1%	113	15%	3%	344	10%	1%
Other	140	5%	1%	30	4%	1%	170	5%	1%

Question 17: How often do you ride on this train?

More than 10 times per week	442	17%	1%	59	8%	2%	501	15%	1%
8 to 10 times per week	1441	56%	2%	162	21%	3%	1603	48%	2%
4 to 7 times per week	281	11%	1%	81	11%	2%	362	11%	1%
2 to 3 times per week	65	3%	1%	79	10%	2%	144	4%	1%
4 to 7 times per month	102	4%	1%	120	16%	3%	222	7%	1%
2 to 3 times per month	79	3%	1%	84	11%	2%	163	5%	1%
Less than 2 times per month	163	6%	1%	174	23%	3%	337	10%	1%
Total	2573	100%		759	100%		3332	100%	
No Response	24	1%		7	1%		31	1%	
Avg Rides per Week:	7.8			4.0			7.0		

## I-95 Corridor Stations - SEPTA and AMTRAK

The following data are based on 3363 survey returns from the RAILALL database.  
using the criteria: (SITE>=1.AND.SITE<=29).OR.(SITE>=60.AND.SITE<=62)

Question 18: How would you rate your rail service?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Reliability</u>								
PEAK		Responses	368	1098	751	221	92	67
Rating: 3.6		Percent	15%	43%	30%	9%	4%	2%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	232	289	159	45	17	24
Rating: 3.9		Percent	31%	39%	21%	6%	2%	1%
		Error (+/-)	3%	4%	3%	2%	1%	
TOTAL		Responses	600	1387	910	266	109	91
Rating: 3.6		Percent	18%	42%	28%	8%	3%	3%
		Error (+/-)	1%	2%	2%	1%	1%	
<u>Express service</u>								
PEAK		Responses	309	722	634	231	188	513
Rating: 3.4		Percent	15%	35%	30%	11%	9%	15%
		Error (+/-)	2%	2%	2%	1%	1%	
OFF-PEAK		Responses	147	178	150	31	21	239
Rating: 3.8		Percent	28%	34%	28%	6%	4%	7%
		Error (+/-)	4%	4%	4%	2%	2%	
TOTAL		Responses	456	900	784	262	209	752
Rating: 3.4		Percent	17%	34%	30%	10%	8%	22%
		Error (+/-)	1%	2%	2%	1%	1%	
<u>Customer service &amp; information</u>								
PEAK		Responses	299	774	937	292	175	120
Rating: 3.3		Percent	12%	31%	38%	12%	7%	4%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	165	235	227	59	30	50
Rating: 3.6		Percent	23%	33%	32%	8%	4%	1%
		Error (+/-)	3%	3%	3%	2%	1%	
TOTAL		Responses	464	1009	1164	351	205	170
Rating: 3.4		Percent	15%	32%	36%	11%	6%	5%
		Error (+/-)	1%	2%	2%	1%	1%	
<u>Cleanliness of stations</u>								
PEAK		Responses	231	704	938	430	224	70
Rating: 3.1		Percent	9%	28%	37%	17%	9%	2%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	99	223	247	118	44	35
Rating: 3.3		Percent	14%	31%	34%	16%	6%	1%
		Error (+/-)	2%	3%	3%	3%	2%	
TOTAL		Responses	330	927	1185	548	268	105
Rating: 3.2		Percent	10%	28%	36%	17%	8%	3%
		Error (+/-)	1%	2%	2%	1%	1%	
<u>Cleanliness of trains</u>								
PEAK		Responses	219	879	1021	305	105	68
Rating: 3.3		Percent	9%	35%	40%	12%	4%	2%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	117	273	238	71	26	41
Rating: 3.5		Percent	16%	38%	33%	10%	4%	1%
		Error (+/-)	3%	4%	3%	2%	1%	
TOTAL		Responses	336	1152	1259	376	131	109
Rating: 3.4		Percent	10%	35%	39%	12%	4%	3%
		Error (+/-)	1%	2%	2%	1%	1%	

## I-95 Corridor Stations - SEPTA and AMTRAK

The following data are based on 3363 survey returns from the RAILALL database.  
using the criteria: (SITE>=1.AND.SITE<=29).OR.(SITE>=60.AND.SITE<=62)

## Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Heating &amp; air conditioning</u>								
PEAK		Responses	246	919	991	294	71	76
Rating: 3.4		Percent	10%	36%	39%	12%	3%	2%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	164	271	216	50	16	49
Rating: 3.7		Percent	23%	38%	30%	7%	2%	1%
		Error (+/-)	3%	4%	3%	2%	1%	
TOTAL		Responses	410	1190	1207	344	87	125
Rating: 3.5		Percent	13%	37%	37%	11%	3%	4%
		Error (+/-)	1%	2%	2%	1%	1%	
<u>Availability of seats</u>								
PEAK		Responses	568	940	731	211	94	53
Rating: 3.7		Percent	22%	37%	29%	8%	4%	2%
		Error (+/-)	2%	2%	2%	1%	1%	
OFF-PEAK		Responses	288	265	127	34	7	45
Rating: 4.1		Percent	40%	37%	18%	5%	1%	1%
		Error (+/-)	4%	4%	3%	2%	1%	
TOTAL		Responses	856	1205	858	245	101	98
Rating: 3.8		Percent	26%	37%	26%	8%	3%	3%
		Error (+/-)	2%	2%	2%	1%	1%	
<u>Announcements explaining delays</u>								
PEAK		Responses	231	605	698	480	480	103
Rating: 2.9		Percent	9%	24%	28%	19%	19%	3%
		Error (+/-)	1%	2%	2%	2%	2%	
OFF-PEAK		Responses	135	185	184	105	75	82
Rating: 3.3		Percent	20%	27%	27%	15%	11%	2%
		Error (+/-)	3%	3%	3%	3%	2%	
TOTAL		Responses	366	790	882	585	555	185
Rating: 2.9		Percent	12%	25%	28%	18%	17%	6%
		Error (+/-)	1%	2%	2%	1%	1%	
<u>Safety &amp; security</u>								
PEAK		Responses	311	842	965	217	139	123
Rating: 3.4		Percent	13%	34%	39%	9%	6%	4%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	168	269	219	42	18	50
Rating: 3.7		Percent	23%	38%	31%	6%	3%	1%
		Error (+/-)	3%	4%	3%	2%	1%	
TOTAL		Responses	479	1111	1184	259	157	173
Rating: 3.5		Percent	15%	35%	37%	8%	5%	5%
		Error (+/-)	1%	2%	2%	1%	1%	
<u>Availability of parking at stations</u>								
PEAK		Responses	444	666	636	246	208	397
Rating: 3.4		Percent	20%	30%	29%	11%	9%	12%
		Error (+/-)	2%	2%	2%	1%	1%	
OFF-PEAK		Responses	118	159	159	77	72	181
Rating: 3.3		Percent	20%	27%	27%	13%	12%	5%
		Error (+/-)	3%	4%	4%	3%	3%	
TOTAL		Responses	562	825	795	323	280	578
Rating: 3.4		Percent	20%	30%	29%	12%	10%	17%
		Error (+/-)	1%	2%	2%	1%	1%	

## I-95 Corridor Stations - SEPTA and AMTRAK

The following data are based on 3363 survey returns from the RAILALL database.  
using the criteria: (SITE>=1.AND.SITE<=29).OR.(SITE>=60.AND.SITE<=62)

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Overall Performance</u>								
PEAK		Responses	129	937	972	220	48	291
Rating: 3.4		Percent	6%	41%	42%	10%	2%	9%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	95	320	200	42	6	103
Rating: 3.7		Percent	14%	48%	30%	6%	1%	3%
		Error (+/-)	3%	4%	3%	2%	1%	
TOTAL		Responses	224	1257	1172	262	54	394
Rating: 3.4		Percent	8%	42%	39%	9%	2%	12%
		Error (+/-)	1%	2%	2%	1%	0%	

## NUMBER OF RESPONSES, PERCENT RESPONSE &amp; MARGIN OF ERROR

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

Question 19: Gender of Respondents:

Male	1252	49%	2%	401	53%	4%	1653	50%	2%
Female	1321	51%	2%	349	47%	4%	1670	50%	2%
Total	2573	100%		750	100%		3323	100%	
No Response	24	1%		16	2%		40	1%	

Question 20: Employment Status of Respondents:

Employed Full-time	2318	89%	1%	397	52%	4%	2715	81%	1%
Employed Part-time	143	6%	1%	110	14%	2%	253	8%	1%
Currently Unemployed	13	1%	0%	27	4%	1%	40	1%	0%
Retired	51	2%	1%	172	22%	3%	223	7%	1%
Homemaker	73	3%	1%	58	8%	2%	131	4%	1%
Student	134	5%	1%	92	12%	2%	226	7%	1%
Military	3	0%	0%	2	0%	0%	5	0%	0%
Other	16	1%	0%	15	2%	1%	31	1%	0%

Question 21: Age of Respondents:

18 or younger	18	1%	0%	5	1%	1%	23	1%	0%
19 - 29	574	23%	2%	146	20%	3%	720	22%	1%
30 - 39	762	30%	2%	154	21%	3%	916	28%	2%
40 - 61	1016	41%	2%	217	30%	3%	1233	38%	2%
62 - 65	63	3%	1%	51	7%	2%	114	4%	1%
66 or older	75	3%	1%	160	22%	3%	235	7%	1%
Total	2508	100%		733	100%		3241	100%	
No Response	89	4%		33	5%		122	4%	
Avg Age:	39.6			46.8			41.2		



## I-95 Corridor Stations - SEPTA and AMTRAK

The following data are based on 3363 survey returns from the RAILALL database.  
using the criteria: (SITE>=1.AND.SITE<=29).OR.(SITE>=60.AND.SITE<=62)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 22: How many vehicles are owned by members of your household?									
0 (or No Response)	270	10%	1%	130	17%	3%	400	12%	1%
1 vehicle	812	31%	2%	260	34%	3%	1072	32%	2%
2 vehicles	1125	43%	2%	278	36%	3%	1403	42%	2%
3 vehicles	264	10%	1%	62	8%	2%	326	10%	1%
4 or more vehicles	126	5%	1%	36	5%	1%	162	5%	1%
Avg Vehicles per Household:	1.7			1.5			1.7		

## Question 23: What is your Household income per year?

Under \$10,000	33	1%	0%	40	6%	2%	73	2%	1%
\$10,000 - \$14,999	50	2%	1%	45	7%	2%	95	3%	1%
\$15,000 - \$24,999	173	7%	1%	74	11%	2%	247	8%	1%
\$25,000 - \$34,999	311	13%	1%	96	14%	3%	407	13%	1%
\$35,000 - \$49,999	437	18%	2%	102	15%	3%	539	18%	1%
\$50,000 - \$74,999	683	29%	2%	151	22%	3%	834	27%	2%
\$75,000 - \$99,999	305	13%	1%	70	10%	2%	375	12%	1%
\$100,000 - \$124,999	168	7%	1%	40	6%	2%	208	7%	1%
\$125,000 - \$149,999	66	3%	1%	13	2%	1%	79	3%	1%
\$150,000 or more	143	6%	1%	54	8%	2%	197	6%	1%
Total	2369	100%		685	100%		3054	100%	
No Response	228	10%		81	12%		309	10%	
Avg Household Income:	\$65,000			\$60,000			\$64,000		



## I-95 Corridor Stations - SEPTA Only

The following data are based on 2850 survey returns from the RAILALL database.  
using the criteria: SITE>=1.AND.SITE<=29.AND.SURVTYPE='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>									
6:00 - 6:59am	420	20%	2%	0	0%	0%	420	15%	1%
7:00 - 7:59am	1117	53%	2%	0	0%	0%	1117	41%	2%
8:00 - 8:59am	539	25%	2%	0	0%	0%	539	20%	1%
9:00 - 9:59am	51	2%	1%	78	13%	3%	129	5%	1%
10:00 - 10:59am	0	0%	0%	113	19%	3%	113	4%	1%
11:00 - 11:59pm	0	0%	0%	159	27%	4%	159	6%	1%
12:00 - 12:59pm	0	0%	0%	144	24%	3%	144	5%	1%
1:00pm or later	0	0%	0%	105	18%	3%	105	4%	1%
Total	2127	100%		599	100%		2726	100%	
No Response	90	4%		34	6%		124	5%	

Question 2: Where did you START this trip?

BUCKS	334	15%	1%	27	4%	2%	361	13%	1%
CHESTER	43	2%	1%	8	1%	1%	51	2%	0%
DELAWARE	629	29%	2%	95	15%	3%	724	26%	2%
MONTGOMERY	204	9%	1%	50	8%	2%	254	9%	1%
PHILA **	703	32%	2%	154	25%	3%	857	30%	2%
CENTER CITY	91	4%	1%	238	38%	4%	329	12%	1%
BUR/CAM/GLO	17	1%	0%	2	0%	0%	19	1%	0%
MERCER	53	2%	1%	11	2%	1%	64	2%	1%
NEW CASTLE	91	4%	1%	10	2%	1%	101	4%	1%
NORTH	23	1%	0%	20	3%	1%	43	2%	0%
SOUTH	6	0%	0%	4	1%	1%	10	0%	0%
OTHER	10	0%	0%	7	1%	1%	17	1%	0%
Total	2204	100%		626	100%		2830	100%	
No Response	13	1%		7	1%		20	1%	

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

Airport Terminals C&D, B	18	1%	0%	11	2%	1%	29	1%	0%
North Broad	33	1%	1%	2	0%	0%	35	1%	0%
Wilmington SEPTA	62	3%	1%	6	1%	1%	68	2%	1%
Chester	40	2%	1%	6	1%	1%	46	2%	0%
Elwyn	93	4%	1%	10	2%	1%	103	4%	1%
Media	89	4%	1%	9	1%	1%	98	3%	1%
Langhorne	86	4%	1%	6	1%	1%	92	3%	1%
Somerton	54	2%	1%	5	1%	1%	59	2%	1%
Jenkintown	220	10%	1%	37	6%	2%	257	9%	1%
Wayne Junction	56	3%	1%	19	3%	1%	75	3%	1%
Trenton SEPTA	42	2%	1%	22	3%	1%	64	2%	1%
Levittown	62	3%	1%	10	2%	1%	72	3%	1%
Torresdale	139	6%	1%	8	1%	1%	147	5%	1%
Fox Chase	205	9%	1%	22	3%	1%	227	8%	1%
Market East	99	4%	1%	159	25%	3%	258	9%	1%
Suburban	112	5%	1%	145	23%	3%	257	9%	1%
30th Street SEPTA	97	4%	1%	66	10%	2%	163	6%	1%
Paoli	0	0%	0%	0	0%	0%	0	0%	0%
Bryn Mawr	0	0%	0%	0	0%	0%	0	0%	0%
Overbrook	0	0%	0%	0	0%	0%	0	0%	0%
Ambler	0	0%	0%	0	0%	0%	0	0%	0%
East Falls	0	0%	0%	0	0%	0%	0	0%	0%
Wyndmore	0	0%	0%	0	0%	0%	0	0%	0%
All Other Stations	710	32%	2%	90	14%	3%	800	28%	2%

## I-95 Corridor Stations - SEPTA Only

The following data are based on 2850 survey returns from the RAILALL database.  
using the criteria: SITE>=1.AND.SITE<=29.AND.SURVTYPE='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR						TOTAL		
	No.	PEAK Pct	Err	No.	OFF-PEAK Pct	Err	No.	Pct	Err
<u>Question 4: How did you get to this station?</u>									
Walked	532	24%	2%	380	61%	4%	912	32%	2%
Was dropped off	254	12%	1%	28	4%	2%	282	10%	1%
Drove auto & parked	1129	51%	2%	92	15%	3%	1221	43%	2%
Took Taxi	2	0%	0%	4	1%	1%	6	0%	0%
Took bus/trolley	133	6%	1%	47	8%	2%	180	6%	1%
Took subway/elevated	46	2%	1%	20	3%	1%	66	2%	1%
Transferred from Amtrak train	35	2%	1%	18	3%	1%	53	2%	1%
Transferred from SEPTA/NJT train	25	1%	0%	26	4%	2%	51	2%	0%
Other	38	2%	1%	10	2%	1%	48	2%	0%
Total	2194	100%		625	100%		2819	100%	
No Response	23	1%		8	1%		31	1%	

Question 5: Why do you use this station?

Closest to STARTING point	1557	70%	2%	457	72%	3%	2014	71%	2%
Parking available	398	18%	2%	60	9%	2%	458	16%	1%
Convenient highway access	89	4%	1%	10	2%	1%	99	3%	1%
Lower fare	95	4%	1%	22	3%	1%	117	4%	1%
Transit service available	192	9%	1%	74	12%	3%	266	9%	1%
Better train service	279	13%	1%	56	9%	2%	335	12%	1%
Other	279	13%	1%	71	11%	2%	350	12%	1%

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

5 minutes or less	740	34%	2%	185	30%	4%	925	33%	2%
6 - 10	766	35%	2%	195	32%	4%	961	34%	2%
11 - 20	495	22%	2%	157	25%	3%	652	23%	2%
21 - 30	115	5%	1%	35	6%	2%	150	5%	1%
31 - 40	34	2%	1%	10	2%	1%	44	2%	0%
41 - 50	22	1%	0%	9	1%	1%	31	1%	0%
51 - 60	13	1%	0%	12	2%	1%	25	1%	0%
More than 60 minutes	16	1%	0%	15	2%	1%	31	1%	0%
Total	2201	100%		618	100%		2819	100%	
No Response	16	1%		15	2%		31	1%	
Avg Access Time:	11.7			14.6			12.3		

Question 7: How far is this station from your STARTING point?

less than .3 mile	245	13%	1%	125	29%	4%	370	15%	1%
0.4 to 0.5 mile	180	9%	1%	68	16%	3%	248	10%	1%
0.6 to 1.0 mile	313	16%	2%	71	16%	3%	384	16%	1%
1.1 to 2.0 miles	347	18%	2%	49	11%	3%	396	17%	1%
2.1 to 5.0 miles	517	26%	2%	57	13%	3%	574	24%	2%
5.1 to 10.0 miles	214	11%	1%	27	6%	2%	241	10%	1%
10.1 to 20.0 miles	102	5%	1%	15	3%	2%	117	5%	1%
20.1 to 30.0 miles	11	1%	0%	8	2%	1%	19	1%	0%
More than 30.0 miles	25	1%	0%	16	4%	2%	41	2%	1%
Total	1954	100%		436	100%		2390	100%	
No Response	263	13%		197	45%		460	19%	
Avg Access Distance:	4.1			5.4			4.3		

## I-95 Corridor Stations - SEPTA Only

The following data are based on 2850 survey returns from the RAILALL database.  
using the criteria: SITE>=1.AND.SITE<=29.AND.SURVTYPE='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 8: What type of ticket did you buy?</u>									
One-way	216	10%	1%	241	38%	4%	457	16%	1%
Round Trip	0	0%	0%	0	0%	0%	0	0%	0%
Ten-trip Ticket	156	7%	1%	15	2%	1%	171	6%	1%
Monthly Pass	1227	56%	2%	123	20%	3%	1350	48%	2%
46-Trip Ticket	0	0%	0%	0	0%	0%	0	0%	0%
Weekly Pass	498	23%	2%	51	8%	2%	549	19%	1%
Senior Citizen (SEPTA)	30	1%	0%	178	28%	4%	208	7%	1%
Handicapped (SEPTA)	2	0%	0%	2	0%	0%	4	0%	0%
Senior/Handicapped (Amtrak)	0	0%	0%	0	0%	0%	0	0%	0%
Other	76	3%	1%	20	3%	1%	96	3%	1%
Total	2205	100%		630	100%		2835	100%	
No Response	12	1%		3	0%		15	1%	

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

Suburban Station	1145	52%	2%	106	17%	3%	1251	44%	2%
Market East	391	18%	2%	92	15%	3%	483	17%	1%
30th Street - SEPTA	237	11%	1%	53	8%	2%	290	10%	1%
Bryn Mawr	15	1%	0%	10	2%	1%	25	1%	0%
Radnor	17	1%	0%	4	1%	1%	21	1%	0%
Temple University	12	1%	0%	5	1%	1%	17	1%	0%
Trenton	17	1%	0%	10	2%	1%	27	1%	0%
Airport Terminals	17	1%	0%	16	3%	1%	33	1%	0%
Paoli	10	0%	0%	15	2%	1%	25	1%	0%
Jenkintown	7	0%	0%	17	3%	1%	24	1%	0%
Wayne	8	0%	0%	11	2%	1%	19	1%	0%
North Broad Street	15	1%	0%	4	1%	1%	19	1%	0%
Ardmore	9	0%	0%	8	1%	1%	17	1%	0%
Fox Chase	7	0%	0%	16	3%	1%	23	1%	0%
Fort Washington	11	0%	0%	9	1%	1%	20	1%	0%
Ambler	4	0%	0%	8	1%	1%	12	0%	0%
Glenside	3	0%	0%	9	1%	1%	12	0%	0%
Overbrook	3	0%	0%	6	1%	1%	9	0%	0%
Villanova	6	0%	0%	3	0%	1%	9	0%	0%
Wayne Junction	3	0%	0%	1	0%	0%	4	0%	0%
Wilmington SEPTA	5	0%	0%	1	0%	0%	6	0%	0%
All Other Stations	275	12%	1%	229	36%	4%	504	18%	1%

Question 10: How did you reach your final destination?

Walked	1873	85%	1%	393	63%	4%	2266	80%	1%
Was picked up	52	2%	1%	45	7%	2%	97	3%	1%
Drove auto I had parked	44	2%	1%	122	20%	3%	166	6%	1%
Took taxi	3	0%	0%	4	1%	1%	7	0%	0%
Took bus/trolley	99	5%	1%	17	3%	1%	116	4%	1%
Took subway/elevated	63	3%	1%	13	2%	1%	76	3%	1%
Transferred to SEPTA/NJT train	37	2%	1%	18	3%	1%	55	2%	1%
Transferred to Amtrak train	12	1%	0%	10	2%	1%	22	1%	0%
Other	17	1%	0%	3	0%	1%	20	1%	0%
Total	2200	100%		625	100%		2825	100%	
No Response	17	1%		8	1%		25	1%	

## I-95 Corridor Stations - SEPTA Only

The following data are based on 2850 survey returns from the RAILALL database.  
using the criteria: SITE>=1.AND.SITE<=29.AND.SURVTYPE='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 11: Where is your FINAL destination?</u>									
BUCKS	45	2%	1%	28	4%	2%	73	3%	1%
CHESTER	53	2%	1%	45	7%	2%	98	3%	1%
DELAWARE	101	5%	1%	73	12%	3%	174	6%	1%
MONTGOMERY	89	4%	1%	110	18%	3%	199	7%	1%
PHILA **	352	16%	2%	174	28%	4%	526	19%	1%
CENTER CITY	1504	69%	2%	169	27%	3%	1673	59%	2%
BUR/CAM/GLO	5	0%	0%	4	1%	1%	9	0%	0%
MERCER	14	1%	0%	6	1%	1%	20	1%	0%
NEW CASTLE	5	0%	0%	4	1%	1%	9	0%	0%
NORTH	16	1%	0%	9	1%	1%	25	1%	0%
SOUTH	2	0%	0%	1	0%	0%	3	0%	0%
OTHER	3	0%	0%	4	1%	1%	7	0%	0%
Total	2189	100%		627	100%		2816	100%	
No Response	28	1%		6	1%		34	1%	

Question 12: How long did it take you to reach your  
DESTINATION after leaving the train?

5 minutes or less	1114	51%	2%	231	37%	4%	1345	48%	2%
6 - 10	710	33%	2%	188	30%	4%	898	32%	2%
11 - 20	275	13%	1%	148	24%	3%	423	15%	1%
21 - 30	41	2%	1%	26	4%	2%	67	2%	1%
31 - 40	9	0%	0%	10	2%	1%	19	1%	0%
41 - 50	14	1%	0%	6	1%	1%	20	1%	0%
51 - 60	9	0%	0%	4	1%	1%	13	0%	0%
More than 60 minutes	11	1%	0%	6	1%	1%	17	1%	0%
Total	2183	100%		619	100%		2802	100%	
No Response	34	2%		14	2%		48	2%	
Avg Egress Time:	9.3			12.3			9.9		

Question 13: How long did it take you to travel from your  
STARTING point to your DESTINATION?

20 minutes or less	39	2%	1%	21	4%	1%	60	2%	1%
21 - 40	354	16%	2%	118	20%	3%	472	17%	1%
41 - 60	1037	48%	2%	241	41%	4%	1278	47%	2%
61 - 80	391	18%	2%	91	15%	3%	482	18%	1%
81 - 100	197	9%	1%	57	10%	2%	254	9%	1%
101- 120	83	4%	1%	26	4%	2%	109	4%	1%
121- 180	35	2%	1%	22	4%	2%	57	2%	1%
More than 180 minutes	15	1%	0%	17	3%	1%	32	1%	0%
Total	2151	100%		593	100%		2744	100%	
No Response	66	3%		40	7%		106	4%	
Avg Travel Time:	62.2			67.3			63.3		

## I-95 Corridor Stations - SEPTA Only

The following data are based on 2850 survey returns from the RAILALL database.  
using the criteria: SITE>=1.AND.SITE<=29.AND.SURVTYPE='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 14: What is the main purpose of this trip?</u>									
Going to work	1991	91%	1%	156	25%	3%	2147	76%	2%
Returning from work	8	0%	0%	52	8%	2%	60	2%	1%
School	85	4%	1%	56	9%	2%	141	5%	1%
Company business	41	2%	1%	64	10%	2%	105	4%	1%
Social/recreation	14	1%	0%	86	14%	3%	100	4%	1%
Medical/personal	18	1%	0%	92	15%	3%	110	4%	1%
Shopping	4	0%	0%	44	7%	2%	48	2%	0%
Other	31	1%	0%	66	11%	2%	97	3%	1%
Total	2192	100%		616	100%		2808	100%	
No Response	25	1%		17	3%		42	1%	

Question 15: Why did you decide to take a train?

Avoid driving	1301	59%	2%	289	46%	4%	1590	56%	2%
Solve parking problem	515	23%	2%	162	26%	3%	677	24%	2%
No car available	271	12%	1%	107	17%	3%	378	13%	1%
Unable to drive	66	3%	1%	54	9%	2%	120	4%	1%
Save money	406	18%	2%	156	25%	3%	562	20%	1%
Save time	311	14%	1%	103	16%	3%	414	15%	1%
More convenient than other modes	951	43%	2%	272	43%	4%	1223	43%	2%
Other	173	8%	1%	42	7%	2%	215	8%	1%

Question 16: How would you have taken this trip if no train service had been available?

Bus/trolley	559	25%	2%	182	29%	4%	741	26%	2%
Subway/elevated	499	23%	2%	125	20%	3%	624	22%	2%
Car	1121	51%	2%	317	50%	4%	1438	50%	2%
Car pool	153	7%	1%	12	2%	1%	165	6%	1%
Van pool	46	2%	1%	6	1%	1%	52	2%	0%
Air	0	0%	0%	0	0%	0%	0	0%	0%
Would not have taken trip	145	7%	1%	95	15%	3%	240	8%	1%
Other	131	6%	1%	29	5%	2%	160	6%	1%

Question 17: How often do you ride on this train?

More than 10 times per week	421	19%	2%	55	9%	2%	476	17%	1%
8 to 10 times per week	1350	61%	2%	155	25%	3%	1505	53%	2%
4 to 7 times per week	254	12%	1%	76	12%	3%	330	12%	1%
2 to 3 times per week	42	2%	1%	72	11%	2%	114	4%	1%
4 to 7 times per month	41	2%	1%	99	16%	3%	140	5%	1%
2 to 3 times per month	28	1%	0%	66	11%	2%	94	3%	1%
Less than 2 times per month	61	3%	1%	104	17%	3%	165	6%	1%
Total	2197	100%		627	100%		2824	100%	
No Response	20	1%		6	1%		26	1%	
Avg Rides per Week:	8.6			4.5			7.7		

## I-95 Corridor Stations - SEPTA Only

The following data are based on 2850 survey returns from the RAILALL database.  
using the criteria: SITE>=1.AND.SITE<=29.AND.SURVTYPE='S'

Question 18: How would you rate your rail service?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Reliability</u>								
PEAK		Responses	270	929	689	197	71	61
Rating: 3.5		Percent	13%	43%	32%	9%	3%	2%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	181	235	145	41	13	18
Rating: 3.9		Percent	29%	38%	24%	7%	2%	1%
		Error (+/-)	4%	4%	3%	2%	1%	
TOTAL		Responses	451	1164	834	238	84	79
Rating: 3.6		Percent	16%	42%	30%	9%	3%	3%
		Error (+/-)	1%	2%	2%	1%	1%	
<u>Express service</u>								
PEAK		Responses	219	584	577	212	177	448
Rating: 3.3		Percent	12%	33%	33%	12%	10%	16%
		Error (+/-)	2%	2%	2%	2%	1%	
OFF-PEAK		Responses	105	143	132	28	19	206
Rating: 3.7		Percent	25%	33%	31%	7%	4%	7%
		Error (+/-)	4%	4%	4%	2%	2%	
TOTAL		Responses	324	727	709	240	196	654
Rating: 3.3		Percent	15%	33%	32%	11%	9%	23%
		Error (+/-)	1%	2%	2%	1%	1%	
<u>Customer service &amp; information</u>								
PEAK		Responses	238	618	830	266	163	102
Rating: 3.2		Percent	11%	29%	39%	13%	8%	4%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	139	187	189	51	24	43
Rating: 3.6		Percent	24%	32%	32%	9%	4%	2%
		Error (+/-)	3%	4%	4%	2%	2%	
TOTAL		Responses	377	805	1019	317	187	145
Rating: 3.3		Percent	14%	30%	38%	12%	7%	5%
		Error (+/-)	1%	2%	2%	1%	1%	
<u>Cleanliness of stations</u>								
PEAK		Responses	196	580	809	367	213	52
Rating: 3.1		Percent	9%	27%	37%	17%	10%	2%
		Error (+/-)	1%	2%	2%	2%	1%	
OFF-PEAK		Responses	85	183	198	97	42	28
Rating: 3.3		Percent	14%	30%	33%	16%	7%	1%
		Error (+/-)	3%	4%	4%	3%	2%	
TOTAL		Responses	281	763	1007	464	255	80
Rating: 3.1		Percent	10%	28%	36%	17%	9%	3%
		Error (+/-)	1%	2%	2%	1%	1%	
<u>Cleanliness of trains</u>								
PEAK		Responses	182	697	904	280	98	56
Rating: 3.3		Percent	8%	32%	42%	13%	5%	2%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	92	223	201	59	23	35
Rating: 3.5		Percent	15%	37%	34%	10%	4%	1%
		Error (+/-)	3%	4%	4%	2%	2%	
TOTAL		Responses	274	920	1105	339	121	91
Rating: 3.3		Percent	10%	33%	40%	12%	4%	3%
		Error (+/-)	1%	2%	2%	1%	1%	



## I-95 Corridor Stations - SEPTA Only

The following data are based on 2850 survey returns from the RAILALL database.  
using the criteria: SITE>=1.AND.SITE<=29.AND.SURVTYPE='S'

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Heating &amp; air conditioning</u>								
PEAK		Responses	204	761	861	261	67	63
Rating: 3.4		Percent	9%	35%	40%	12%	3%	2%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	143	221	176	39	12	42
Rating: 3.8		Percent	24%	37%	30%	7%	2%	1%
		Error (+/-)	3%	4%	4%	2%	1%	
TOTAL		Responses	347	982	1037	300	79	105
Rating: 3.4		Percent	13%	36%	38%	11%	3%	4%
		Error (+/-)	1%	2%	2%	1%	1%	
<u>Availability of seats</u>								
PEAK		Responses	498	797	633	168	81	40
Rating: 3.7		Percent	23%	37%	29%	8%	4%	1%
		Error (+/-)	2%	2%	2%	1%	1%	
OFF-PEAK		Responses	248	216	102	26	4	37
Rating: 4.1		Percent	42%	36%	17%	4%	1%	1%
		Error (+/-)	4%	4%	3%	2%	1%	
TOTAL		Responses	746	1013	735	194	85	77
Rating: 3.8		Percent	27%	37%	27%	7%	3%	3%
		Error (+/-)	2%	2%	2%	1%	1%	
<u>Announcements explaining delays</u>								
PEAK		Responses	189	508	613	426	405	76
Rating: 2.8		Percent	9%	24%	29%	20%	19%	3%
		Error (+/-)	1%	2%	2%	2%	2%	
OFF-PEAK		Responses	109	151	151	90	64	68
Rating: 3.3		Percent	19%	27%	27%	16%	11%	2%
		Error (+/-)	3%	4%	4%	3%	3%	
TOTAL		Responses	298	659	764	516	469	144
Rating: 2.9		Percent	11%	24%	28%	19%	17%	5%
		Error (+/-)	1%	2%	2%	1%	1%	
<u>Safety &amp; security</u>								
PEAK		Responses	251	694	845	196	136	95
Rating: 3.3		Percent	12%	33%	40%	9%	6%	3%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	139	216	182	36	16	44
Rating: 3.7		Percent	24%	37%	31%	6%	3%	2%
		Error (+/-)	3%	4%	4%	2%	1%	
TOTAL		Responses	390	910	1027	232	152	139
Rating: 3.4		Percent	14%	34%	38%	9%	6%	5%
		Error (+/-)	1%	2%	2%	1%	1%	
<u>Availability of parking at stations</u>								
PEAK		Responses	373	567	557	207	182	331
Rating: 3.4		Percent	20%	30%	30%	11%	10%	12%
		Error (+/-)	2%	2%	2%	1%	1%	
OFF-PEAK		Responses	102	136	123	58	63	151
Rating: 3.3		Percent	21%	28%	26%	12%	13%	5%
		Error (+/-)	4%	4%	4%	3%	3%	
TOTAL		Responses	475	703	680	265	245	482
Rating: 3.4		Percent	20%	30%	29%	11%	10%	17%
		Error (+/-)	2%	2%	2%	1%	1%	

## I-95 Corridor Stations - SEPTA Only

The following data are based on 2850 survey returns from the RAILALL database.  
using the criteria: SITE>=1.AND.SITE<=29.AND.SURVTYPE='S'

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Overall Performance</u>								
PEAK		Responses	97	760	872	197	43	248
Rating: 3.3		Percent	5%	39%	44%	10%	2%	9%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	79	256	171	35	5	87
Rating: 3.7		Percent	14%	47%	31%	6%	1%	3%
		Error (+/-)	3%	4%	4%	2%	1%	
TOTAL		Responses	176	1016	1043	232	48	335
Rating: 3.4		Percent	7%	40%	41%	9%	2%	12%
		Error (+/-)	1%	2%	2%	1%	1%	

## NUMBER OF RESPONSES, PERCENT RESPONSE &amp; MARGIN OF ERROR

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

Question 19: Gender of Respondents:

Male	999	46%	2%	327	53%	4%	1326	47%	2%
Female	1195	54%	2%	293	47%	4%	1488	53%	2%
Total	2194	100%		620	100%		2814	100%	
No Response	23	1%		13	2%		36	1%	

Question 20: Employment Status of Respondents:

Employed Full-time	1976	89%	1%	294	46%	4%	2270	80%	1%
Employed Part-time	126	6%	1%	101	16%	3%	227	8%	1%
Currently Unemployed	12	1%	0%	25	4%	2%	37	1%	0%
Retired	36	2%	1%	162	26%	3%	198	7%	1%
Homemaker	65	3%	1%	50	8%	2%	115	4%	1%
Student	130	6%	1%	84	13%	3%	214	8%	1%
Military	3	0%	0%	0	0%	0%	3	0%	0%
Other	11	0%	0%	13	2%	1%	24	1%	0%

Question 21: Age of Respondents:

18 or younger	18	1%	0%	5	1%	1%	23	1%	0%
19 - 29	529	25%	2%	125	21%	3%	654	24%	2%
30 - 39	640	30%	2%	115	19%	3%	755	28%	2%
40 - 61	844	39%	2%	160	26%	4%	1004	37%	2%
62 - 65	47	2%	1%	46	8%	2%	93	3%	1%
66 or older	60	3%	1%	153	25%	3%	213	8%	1%
Total	2138	100%		604	100%		2742	100%	
No Response	79	4%		29	5%		108	4%	
Avg Age:	39.0			47.9			41.0		

## I-95 Corridor Stations - SEPTA Only

The following data are based on 2850 survey returns from the RAILALL database.  
using the criteria: SITE>=1.AND.SITE<=29.AND.SURVTYPE='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 22: How many vehicles are owned by members of your household?									
0 (or No Response)	234	11%	1%	109	17%	3%	343	12%	1%
1 vehicle	715	32%	2%	224	35%	4%	939	33%	2%
2 vehicles	961	43%	2%	226	36%	4%	1187	42%	2%
3 vehicles	220	10%	1%	46	7%	2%	266	9%	1%
4 or more vehicles	87	4%	1%	28	4%	2%	115	4%	1%
Avg Vehicles per Household:	1.7			1.5			1.6		

## Question 23: What is your Household income per year?

Under \$10,000	29	1%	1%	37	7%	2%	66	3%	1%
\$10,000 - \$14,999	44	2%	1%	42	8%	2%	86	3%	1%
\$15,000 - \$24,999	168	8%	1%	62	11%	3%	230	9%	1%
\$25,000 - \$34,999	297	15%	2%	93	17%	3%	390	15%	1%
\$35,000 - \$49,999	401	20%	2%	91	16%	3%	492	19%	2%
\$50,000 - \$74,999	605	30%	2%	126	23%	3%	731	28%	2%
\$75,000 - \$99,999	254	13%	1%	47	8%	2%	301	12%	1%
\$100,000 - \$124,999	124	6%	1%	28	5%	2%	152	6%	1%
\$125,000 - \$149,999	33	2%	1%	9	2%	1%	42	2%	0%
\$150,000 or more	59	3%	1%	24	4%	2%	83	3%	1%
Total	2014	100%		559	100%		2573	100%	
No Response	203	10%		74	13%		277	11%	
Avg Household Income:	\$59,000			\$52,000			\$58,000		



## AMTRAK Survey

The following data are based on 512 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='A'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>									
6:00 - 6:59am	89	24%	4%	0	0%	0%	89	18%	3%
7:00 - 7:59am	154	42%	5%	0	0%	0%	154	31%	4%
8:00 - 8:59am	90	24%	4%	0	0%	0%	90	18%	3%
9:00 - 9:59am	35	10%	3%	20	16%	6%	55	11%	3%
10:00 - 10:59am	0	0%	0%	23	18%	7%	23	5%	2%
11:00 - 11:59pm	0	0%	0%	39	30%	8%	39	8%	2%
12:00 - 12:59pm	0	0%	0%	29	22%	7%	29	6%	2%
1:00pm or later	0	0%	0%	18	14%	6%	18	4%	2%
Total	368	100%		129	100%		497	100%	
No Response	11	3%		4	3%		15	3%	

Question 2: Where did you START this trip?

BUCKS	10	3%	2%	5	4%	3%	15	3%	1%
CHESTER	29	8%	3%	7	5%	4%	36	7%	2%
DELAWARE	39	10%	3%	9	7%	4%	48	9%	3%
MONTGOMERY	58	15%	4%	8	6%	4%	66	13%	3%
PHILA **	84	22%	4%	29	22%	7%	113	22%	4%
CENTER CITY	59	16%	4%	30	23%	7%	89	18%	3%
BUR/CAM/GLO	21	6%	2%	8	6%	4%	29	6%	2%
MERCER	11	3%	2%	5	4%	3%	16	3%	2%
NEW CASTLE	40	11%	3%	16	12%	6%	56	11%	3%
NORTH	7	2%	1%	7	5%	4%	14	3%	1%
SOUTH	6	2%	1%	5	4%	3%	11	2%	1%
OTHER	11	3%	2%	3	2%	3%	14	3%	1%
Total	375	100%		132	100%		507	100%	
No Response	4	1%		1	1%		5	1%	

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

Wilmington Amtrak	53	14%	3%	17	13%	6%	70	14%	3%
30th Street Amtrak	303	80%	4%	106	80%	7%	409	80%	3%
Trenton Amtrak	23	6%	2%	10	8%	4%	33	6%	2%
All Other Stations	0	0%	0%	0	0%	0%	0	0%	0%

## AMTRAK Survey

The following data are based on 512 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='A'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	No.	PEAK Pct	Err	No.	OFF-PEAK Pct	Err	No.	TOTAL Pct	Err
<u>Question 4: How did you get to this station?</u>									
Walked	27	7%	3%	10	8%	4%	37	7%	2%
Was dropped off	54	14%	4%	24	18%	7%	78	15%	3%
Drove auto & parked	170	45%	5%	35	26%	7%	205	40%	4%
Took Taxi	37	10%	3%	29	22%	7%	66	13%	3%
Took bus/trolley	15	4%	2%	2	2%	2%	17	3%	2%
Took subway/elevated	16	4%	2%	13	10%	5%	29	6%	2%
Transferred from Amtrak train	1	0%	1%	3	2%	3%	4	1%	1%
Transferred from SEPTA/NJT train	54	14%	4%	16	12%	6%	70	14%	3%
Other	5	1%	1%	1	1%	1%	6	1%	1%
Total	379	100%		133	100%		512	100%	
No Response	0	0%		0	0%		0	0%	

Question 5: Why do you use this station?

Closest to STARTING point	254	67%	5%	94	71%	8%	348	68%	4%
Parking available	45	12%	3%	9	7%	4%	54	11%	3%
Convenient highway access	31	8%	3%	6	5%	4%	37	7%	2%
Lower fare	3	1%	1%	3	2%	3%	6	1%	1%
Transit service available	52	14%	3%	19	14%	6%	71	14%	3%
Better train service	47	12%	3%	10	8%	4%	57	11%	3%
Other	49	13%	3%	16	12%	6%	65	13%	3%

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

5 minutes or less	17	5%	2%	14	11%	5%	31	6%	2%
6 - 10	54	14%	4%	27	21%	7%	81	16%	3%
11 - 20	138	37%	5%	36	27%	8%	174	34%	4%
21 - 30	88	23%	4%	20	15%	6%	108	21%	4%
31 - 40	36	10%	3%	8	6%	4%	44	9%	2%
41 - 50	20	5%	2%	15	11%	5%	35	7%	2%
51 - 60	12	3%	2%	3	2%	3%	15	3%	1%
More than 60 minutes	11	3%	2%	8	6%	4%	19	4%	2%
Total	376	100%		131	100%		507	100%	
No Response	3	1%		2	2%		5	1%	
Avg Access Time:	25.0			34.2			27.4		

Question 7: How far is this station from your STARTING point?

less than .3 mile	2	1%	1%	3	3%	3%	5	1%	1%
0.4 to 0.5 mile	5	1%	1%	3	3%	3%	8	2%	1%
0.6 to 1.0 mile	27	8%	3%	12	10%	5%	39	8%	2%
1.1 to 2.0 miles	28	8%	3%	17	14%	6%	45	10%	3%
2.1 to 5.0 miles	63	18%	4%	18	15%	6%	81	17%	3%
5.1 to 10.0 miles	81	23%	4%	17	14%	6%	98	21%	4%
10.1 to 20.0 miles	98	28%	5%	27	23%	7%	125	26%	4%
20.1 to 30.0 miles	25	7%	3%	10	8%	5%	35	7%	2%
More than 30.0 miles	23	7%	3%	13	11%	6%	36	8%	2%
Total	352	100%		120	100%		472	100%	
No Response	27	8%		13	11%		40	8%	
Avg Access Distance:	12.4			14.4			12.9		

## AMTRAK Survey

The following data are based on 512 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='A'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 8: What type of ticket did you buy?</u>									
One-way	29	8%	3%	21	16%	6%	50	10%	3%
Round Trip	226	60%	5%	98	74%	7%	324	64%	4%
Ten-trip Ticket	2	1%	1%	0	0%	0%	2	0%	1%
Monthly Pass	0	0%	0%	0	0%	0%	0	0%	0%
46-Trip Ticket	102	27%	4%	8	6%	4%	110	22%	4%
Weekly Pass	0	0%	0%	0	0%	0%	0	0%	0%
Senior Citizen (SEPTA)	0	0%	0%	0	0%	0%	0	0%	0%
Handicapped (SEPTA)	0	0%	0%	0	0%	0%	0	0%	0%
Senior/Handicapped (Amtrak)	2	1%	1%	4	3%	3%	6	1%	1%
Other	16	4%	2%	2	2%	2%	18	4%	2%
Total	377	100%		133	100%		510	100%	
No Response	2	1%		0	0%		2	0%	
<u>Question 9: At which station will you get off this train?</u>									
30th Street - Amtrak	18	5%	2%	14	11%	5%	32	6%	2%
Trenton Amtrak	3	1%	1%	1	1%	1%	4	1%	1%
Wilmington - Amtrak	6	2%	1%	4	3%	3%	10	2%	1%
Points North	263	69%	5%	71	53%	8%	334	65%	4%
Points South	88	23%	4%	43	32%	8%	131	26%	4%
All Other Stations	1	0%	1%	0	0%	0%	1	0%	0%
<u>Question 10: How did you reach your final destination?</u>									
Walked	100	27%	5%	16	12%	6%	116	23%	4%
Was picked up	22	6%	2%	17	13%	6%	39	8%	2%
Drove auto I had parked	2	1%	1%	3	2%	3%	5	1%	1%
Took taxi	98	27%	5%	51	39%	8%	149	30%	4%
Took bus/trolley	12	3%	2%	2	2%	2%	14	3%	1%
Took subway/elevated	133	36%	5%	42	32%	8%	175	35%	4%
Transferred to SEPTA/NJT train	0	0%	0%	0	0%	0%	0	0%	0%
Transferred to Amtrak train	0	0%	0%	0	0%	0%	0	0%	0%
Other	2	1%	1%	1	1%	1%	3	1%	1%
Total	369	100%		132	100%		501	100%	
No Response	10	3%		1	1%		11	2%	

## AMTRAK Survey

The following data are based on 512 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='A'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 11: Where is your FINAL destination?</u>									
BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	0	0%	0%	1	1%	1%	1	0%	0%
MONTGOMERY	1	0%	1%	0	0%	0%	1	0%	0%
PHILA **	4	1%	1%	6	5%	4%	10	2%	1%
CENTER CITY	14	4%	2%	6	5%	4%	20	4%	2%
BUR/CAM/GLO	0	0%	0%	0	0%	0%	0	0%	0%
MERCER	2	1%	1%	1	1%	1%	3	1%	1%
NEW CASTLE	6	2%	1%	4	3%	3%	10	2%	1%
NORTH	263	70%	5%	72	54%	8%	335	66%	4%
SOUTH	88	23%	4%	43	32%	8%	131	26%	4%
OTHER	0	0%	0%	0	0%	0%	0	0%	0%
Total	378	100%		133	100%		511	100%	
No Response	1	0%		0	0%		1	0%	

Question 12: How long did it take you to reach your  
DESTINATION after leaving the train?

5 minutes or less	42	11%	3%	12	9%	5%	54	11%	3%
6 - 10	65	17%	4%	29	22%	7%	94	19%	3%
11 - 20	159	43%	5%	49	38%	8%	208	41%	4%
21 - 30	67	18%	4%	19	15%	6%	86	17%	3%
31 - 40	18	5%	2%	6	5%	4%	24	5%	2%
41 - 50	8	2%	1%	6	5%	4%	14	3%	1%
51 - 60	4	1%	1%	2	2%	2%	6	1%	1%
More than 60 minutes	10	3%	2%	7	5%	4%	17	3%	2%
Total	373	100%		130	100%		503	100%	
No Response	6	2%		3	2%		9	2%	
Avg Egress Time:	22.8			22.8			22.8		

Question 13: How long did it take you to travel from your  
STARTING point to your DESTINATION?

20 minutes or less	1	0%	1%	2	2%	2%	3	1%	1%
21 - 40	3	1%	1%	2	2%	2%	5	1%	1%
41 - 60	9	2%	2%	6	5%	4%	15	3%	2%
61 - 80	6	2%	1%	2	2%	2%	8	2%	1%
81 - 100	17	5%	2%	13	10%	5%	30	6%	2%
101 - 120	94	26%	4%	22	17%	7%	116	24%	4%
121 - 180	159	44%	5%	50	39%	8%	209	42%	4%
More than 180 minutes	76	21%	4%	31	24%	7%	107	22%	4%
Total	365	100%		128	100%		493	100%	
No Response	14	4%		5	4%		19	4%	
Avg Travel Time:	162.8			172.4			165.3		



## AMTRAK Survey

The following data are based on 512 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='A'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 14: What is the main purpose of this trip?</u>									
Going to work	155	41%	5%	17	13%	6%	172	34%	4%
Returning from work	0	0%	0%	3	2%	3%	3	1%	1%
School	1	0%	1%	2	2%	2%	3	1%	1%
Company business	178	47%	5%	78	60%	8%	256	51%	4%
Social/recreation	19	5%	2%	23	18%	7%	42	8%	2%
Medical/personal	5	1%	1%	2	2%	2%	7	1%	1%
Shopping	0	0%	0%	0	0%	0%	0	0%	0%
Other	19	5%	2%	4	3%	3%	23	5%	2%
Total	377	100%		129	100%		506	100%	
No Response	2	1%		4	3%		6	1%	

Question 15: Why did you decide to take a train?

Avoid driving	172	45%	5%	63	47%	8%	235	46%	4%
Solve parking problem	28	7%	3%	17	13%	6%	45	9%	2%
No car available	12	3%	2%	10	8%	4%	22	4%	2%
Unable to drive	6	2%	1%	3	2%	3%	9	2%	1%
Save money	27	7%	3%	12	9%	5%	39	8%	2%
Save time	74	20%	4%	34	26%	7%	108	21%	4%
More convenient than other modes	253	67%	5%	78	59%	8%	331	65%	4%
Other	31	8%	3%	7	5%	4%	38	7%	2%

Question 16: How would you have taken this trip if no train service had been available?

Bus/trolley	39	10%	3%	18	14%	6%	57	11%	3%
Subway/elevated	0	0%	0%	0	0%	0%	0	0%	0%
Car	205	54%	5%	74	56%	8%	279	54%	4%
Car pool	10	3%	2%	1	1%	1%	11	2%	1%
Van pool	2	1%	1%	3	2%	3%	5	1%	1%
Air	50	13%	3%	28	21%	7%	78	15%	3%
Would not have taken trip	86	23%	4%	18	14%	6%	104	20%	3%
Other	9	2%	2%	1	1%	1%	10	2%	1%

Question 17: How often do you ride on this train?

More than 10 times per week	21	6%	2%	4	3%	3%	25	5%	2%
8 to 10 times per week	90	24%	4%	7	5%	4%	97	19%	3%
4 to 7 times per week	27	7%	3%	5	4%	3%	32	6%	2%
2 to 3 times per week	23	6%	2%	7	5%	4%	30	6%	2%
4 to 7 times per month	61	16%	4%	21	16%	6%	82	16%	3%
2 to 3 times per month	51	14%	3%	18	14%	6%	69	14%	3%
Less than 2 times per month	102	27%	5%	70	53%	9%	172	34%	4%
Total	375	100%		132	100%		507	100%	
No Response	4	1%		1	1%		5	1%	
Avg Rides per Week:	3.7			1.6			3.2		

## AMTRAK Survey

The following data are based on 512 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='A'

Question 18: How would you rate your rail service?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Reliability</u>								
PEAK	Responses		98	168	62	24	21	6
Rating: 3.8	Percent		26%	45%	17%	6%	6%	1%
	Error (+/-)		4%	5%	4%	2%	2%	
OFF-PEAK	Responses		51	54	14	4	4	6
Rating: 4.1	Percent		40%	43%	11%	3%	3%	1%
	Error (+/-)		9%	9%	5%	3%	3%	
TOTAL	Responses		149	222	76	28	25	12
Rating: 3.9	Percent		30%	44%	15%	6%	5%	2%
	Error (+/-)		4%	4%	3%	2%	2%	
<u>Express service</u>								
PEAK	Responses		89	138	57	19	11	65
Rating: 3.9	Percent		28%	44%	18%	6%	4%	13%
	Error (+/-)		5%	5%	4%	3%	2%	
OFF-PEAK	Responses		42	35	18	3	2	33
Rating: 4.1	Percent		42%	35%	18%	3%	2%	6%
	Error (+/-)		10%	9%	8%	3%	3%	
TOTAL	Responses		131	173	75	22	13	98
Rating: 3.9	Percent		32%	42%	18%	5%	3%	19%
	Error (+/-)		4%	5%	4%	2%	2%	
<u>Customer service &amp; information</u>								
PEAK	Responses		61	155	107	26	12	18
Rating: 3.6	Percent		17%	43%	30%	7%	3%	4%
	Error (+/-)		4%	5%	5%	3%	2%	
OFF-PEAK	Responses		26	48	38	8	6	7
Rating: 3.6	Percent		21%	38%	30%	6%	5%	1%
	Error (+/-)		7%	8%	8%	4%	4%	
TOTAL	Responses		87	203	145	34	18	25
Rating: 3.6	Percent		18%	42%	30%	7%	4%	5%
	Error (+/-)		3%	4%	4%	2%	2%	
<u>Cleanliness of stations</u>								
PEAK	Responses		34	124	129	63	11	18
Rating: 3.3	Percent		9%	34%	36%	17%	3%	4%
	Error (+/-)		3%	5%	5%	4%	2%	
OFF-PEAK	Responses		14	40	49	21	2	7
Rating: 3.3	Percent		11%	32%	39%	17%	2%	1%
	Error (+/-)		5%	8%	9%	7%	2%	
TOTAL	Responses		48	164	178	84	13	25
Rating: 3.3	Percent		10%	34%	37%	17%	3%	5%
	Error (+/-)		3%	4%	4%	3%	1%	
<u>Cleanliness of trains</u>								
PEAK	Responses		37	181	117	25	7	12
Rating: 3.6	Percent		10%	49%	32%	7%	2%	2%
	Error (+/-)		3%	5%	5%	3%	1%	
OFF-PEAK	Responses		25	50	37	12	3	6
Rating: 3.6	Percent		20%	39%	29%	9%	2%	1%
	Error (+/-)		7%	8%	8%	5%	3%	
TOTAL	Responses		62	231	154	37	10	18
Rating: 3.6	Percent		13%	47%	31%	7%	2%	4%
	Error (+/-)		3%	4%	4%	2%	1%	

## AMTRAK Survey

The following data are based on 512 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='A'

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Heating &amp; air conditioning</u>								
PEAK		Responses	42	158	129	33	4	13
Rating: 3.5		Percent	11%	43%	35%	9%	1%	3%
		Error (+/-)	3%	5%	5%	3%	1%	
OFF-PEAK		Responses	21	50	40	11	4	7
Rating: 3.6		Percent	17%	40%	32%	9%	3%	1%
		Error (+/-)	7%	9%	8%	5%	3%	
TOTAL		Responses	63	208	169	44	8	20
Rating: 3.6		Percent	13%	42%	34%	9%	2%	4%
		Error (+/-)	3%	4%	4%	3%	1%	
<u>Availability of seats</u>								
PEAK		Responses	70	143	97	43	13	13
Rating: 3.6		Percent	19%	39%	27%	12%	4%	3%
		Error (+/-)	4%	5%	5%	3%	2%	
OFF-PEAK		Responses	40	49	25	8	3	8
Rating: 3.9		Percent	32%	39%	20%	6%	2%	2%
		Error (+/-)	8%	9%	7%	4%	3%	
TOTAL		Responses	110	192	122	51	16	21
Rating: 3.7		Percent	22%	39%	25%	10%	3%	4%
		Error (+/-)	4%	4%	4%	3%	2%	
<u>Announcements explaining delays</u>								
PEAK		Responses	42	97	84	54	75	27
Rating: 2.9		Percent	12%	28%	24%	15%	21%	5%
		Error (+/-)	3%	5%	4%	4%	4%	
OFF-PEAK		Responses	26	34	33	15	11	14
Rating: 3.4		Percent	22%	29%	28%	13%	9%	3%
		Error (+/-)	7%	8%	8%	6%	5%	
TOTAL		Responses	68	131	117	69	86	41
Rating: 3.1		Percent	14%	28%	25%	15%	18%	8%
		Error (+/-)	3%	4%	4%	3%	3%	
<u>Safety &amp; security</u>								
PEAK		Responses	60	147	120	21	3	28
Rating: 3.7		Percent	17%	42%	34%	6%	1%	5%
		Error (+/-)	4%	5%	5%	2%	1%	
OFF-PEAK		Responses	29	53	37	6	2	6
Rating: 3.8		Percent	23%	42%	29%	5%	2%	1%
		Error (+/-)	7%	9%	8%	4%	2%	
TOTAL		Responses	89	200	157	27	5	34
Rating: 3.7		Percent	19%	42%	33%	6%	1%	7%
		Error (+/-)	3%	4%	4%	2%	1%	
<u>Availability of parking at stations</u>								
PEAK		Responses	71	98	79	39	26	66
Rating: 3.5		Percent	23%	31%	25%	12%	8%	13%
		Error (+/-)	5%	5%	5%	4%	3%	
OFF-PEAK		Responses	16	23	36	19	9	30
Rating: 3.2		Percent	16%	22%	35%	18%	9%	6%
		Error (+/-)	7%	8%	9%	7%	5%	
TOTAL		Responses	87	121	115	58	35	96
Rating: 3.4		Percent	21%	29%	28%	14%	8%	19%
		Error (+/-)	4%	4%	4%	3%	3%	

## AMTRAK Survey

The following data are based on 512 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='A'

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Overall Performance</u>								
PEAK		Responses	32	176	100	23	5	43
Rating: 3.6		Percent	10%	52%	30%	7%	1%	8%
		Error (+/-)	3%	5%	5%	3%	1%	
OFF-PEAK		Responses	16	64	29	7	1	16
Rating: 3.7		Percent	14%	55%	25%	6%	1%	3%
		Error (+/-)	6%	9%	8%	4%	2%	
TOTAL		Responses	48	240	129	30	6	59
Rating: 3.6		Percent	11%	53%	28%	7%	1%	12%
		Error (+/-)	3%	5%	4%	2%	1%	

## NUMBER OF RESPONSES, PERCENT RESPONSE &amp; MARGIN OF ERROR

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

Question 19: Gender of Respondents:

Male	253	67%	5%	74	57%	9%	327	64%	4%
Female	125	33%	5%	56	43%	9%	181	36%	4%
Total	378	100%		130	100%		508	100%	
No Response	1	0%		3	2%		4	1%	

Question 20: Employment Status of Respondents:

Employed Full-time	341	90%	3%	103	77%	7%	444	87%	3%
Employed Part-time	17	4%	2%	9	7%	4%	26	5%	2%
Currently Unemployed	1	0%	1%	2	2%	2%	3	1%	1%
Retired	15	4%	2%	10	8%	4%	25	5%	2%
Homemaker	8	2%	1%	8	6%	4%	16	3%	2%
Student	4	1%	1%	8	6%	4%	12	2%	1%
Military	0	0%	0%	2	2%	2%	2	0%	1%
Other	5	1%	1%	2	2%	2%	7	1%	1%

Question 21: Age of Respondents:

18 or younger	0	0%	0%	0	0%	0%	0	0%	0%
19 - 29	44	12%	3%	21	16%	6%	65	13%	3%
30 - 39	122	33%	5%	39	30%	8%	161	32%	4%
40 - 61	172	47%	5%	57	44%	9%	229	46%	4%
62 - 65	16	4%	2%	5	4%	3%	21	4%	2%
66 or older	15	4%	2%	7	5%	4%	22	4%	2%
Total	369	100%		129	100%		498	100%	
No Response	10	3%		4	3%		14	3%	
Avg Age:	42.9			41.9			42.7		

## AMTRAK Survey

The following data are based on 512 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='A'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 22: How many vehicles are owned by members of your household?</u>									
0 (or No Response)	36	9%	3%	21	16%	6%	57	11%	3%
1 vehicle	97	26%	4%	36	27%	8%	133	26%	4%
2 vehicles	163	43%	5%	52	39%	8%	215	42%	4%
3 vehicles	44	12%	3%	16	12%	6%	60	12%	3%
4 or more vehicles	39	10%	3%	8	6%	4%	47	9%	3%
Avg Vehicles per Household:	1.9			1.7			1.9		
<u>Question 23: What is your Household income per year?</u>									
Under \$10,000	4	1%	1%	3	2%	3%	7	1%	1%
\$10,000 - \$14,999	6	2%	1%	3	2%	3%	9	2%	1%
\$15,000 - \$24,999	5	1%	1%	12	10%	5%	17	4%	2%
\$25,000 - \$34,999	14	4%	2%	3	2%	3%	17	4%	2%
\$35,000 - \$49,999	35	10%	3%	11	9%	5%	46	10%	3%
\$50,000 - \$74,999	78	22%	4%	25	20%	7%	103	21%	4%
\$75,000 - \$99,999	51	14%	4%	23	18%	7%	74	15%	3%
\$100,000 - \$124,999	44	12%	3%	12	10%	5%	56	12%	3%
\$125,000 - \$149,999	33	9%	3%	4	3%	3%	37	8%	2%
\$150,000 or more	84	24%	4%	30	24%	7%	114	24%	4%
Total	354	100%		126	100%		480	100%	
No Response	25	7%		7	6%		32	7%	
Avg Household Income:	101,000			\$92,000			\$98,000		



## **APPENDIX C**

### **I-95 CORRIDOR SURVEY**

#### **ORIGIN-DESTINATION TRIP TABLES**

All Responses .....	C-1
SEPTA .....	C-5
Amtrak .....	C-9





## ALL I-95 CORRIDOR RESPONSES

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	14	1	4	7	67	263	1	1	0	2	15	1	376
Chester	0	0	6	2	3	37	0	0	0	31	6	0	85
Delaware	5	5	25	7	136	528	2	5	0	45	10	0	768
Montgomery	2	0	12	8	34	195	0	0	0	48	18	1	318
Phila *	24	44	50	70	147	487	1	9	7	89	25	2	955
Center City	26	43	64	80	80	11	2	5	9	72	19	2	413
Bur/Cam/Glo	1	2	2	8	3	1	0	1	0	15	15	0	48
Mercer	0	0	2	1	24	42	1	0	1	0	9	0	80
New Castle	0	1	2	3	24	85	0	1	2	38	1	0	157
Points North	1	2	5	8	10	18	2	0	0	2	8	0	56
Points South	0	0	3	2	3	7	0	0	0	6	0	0	21
Other	0	0	0	2	2	10	0	1	0	7	7	1	30
Total	73	98	175	198	533	1684	9	23	19	355	133	7	3307

## PERCENT OF ORIGINS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	4%	0%	1%	2%	18%	70%	0%	0%	0%	1%	4%	0%	100%
Chester	0%	0%	7%	2%	4%	44%	0%	0%	0%	36%	7%	0%	100%
Delaware	1%	1%	3%	1%	18%	69%	0%	1%	0%	6%	1%	0%	100%
Montgomery	1%	0%	4%	3%	11%	61%	0%	0%	0%	15%	6%	0%	100%
Phila *	3%	5%	5%	7%	15%	51%	0%	1%	1%	9%	3%	0%	100%
Center City	6%	10%	15%	19%	19%	3%	0%	1%	2%	17%	5%	0%	100%
Bur/Cam/Glo	2%	4%	4%	17%	6%	2%	0%	2%	0%	31%	31%	0%	100%
Mercer	0%	0%	3%	1%	30%	53%	1%	0%	1%	0%	11%	0%	100%
New Castle	0%	1%	1%	2%	15%	54%	0%	1%	1%	24%	1%	0%	100%
Points North	2%	4%	9%	14%	18%	32%	4%	0%	0%	4%	14%	0%	100%
Points South	0%	0%	14%	10%	14%	33%	0%	0%	0%	29%	0%	0%	100%
Other	0%	0%	0%	7%	7%	33%	0%	3%	0%	23%	23%	3%	100%
Total	2%	3%	5%	6%	16%	51%	0%	1%	1%	11%	4%	0%	100%

## PERCENT OF DESTINATIONS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	19%	1%	2%	4%	13%	16%	11%	4%	0%	1%	11%	14%	11%
Chester	0%	0%	3%	1%	1%	2%	0%	0%	0%	9%	5%	0%	3%
Delaware	7%	5%	14%	4%	26%	31%	22%	22%	0%	13%	8%	0%	23%
Montgomery	3%	0%	7%	4%	6%	12%	0%	0%	0%	14%	14%	14%	10%
Phila *	33%	45%	29%	35%	28%	29%	11%	39%	37%	25%	19%	29%	29%
Center City	36%	44%	37%	40%	15%	1%	22%	22%	47%	20%	14%	29%	12%
Bur/Cam/Glo	1%	2%	1%	4%	1%	0%	0%	4%	0%	4%	11%	0%	1%
Mercer	0%	0%	1%	1%	5%	2%	11%	0%	5%	0%	7%	0%	2%
New Castle	0%	1%	1%	2%	5%	5%	0%	4%	11%	11%	1%	0%	5%
Points North	1%	2%	3%	4%	2%	1%	22%	0%	0%	1%	6%	0%	2%
Points South	0%	0%	2%	1%	1%	0%	0%	0%	0%	2%	0%	0%	1%
Other	0%	0%	0%	1%	0%	1%	0%	4%	0%	2%	5%	14%	1%
Total	100%	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.)

## ALL I-95 PEAK PERIOD RESPONSES

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	13	1	3	6	58	249	1	1	0	1	11	0	344
Chester	0	0	5	2	3	32	0	0	0	25	4	0	71
Delaware	5	4	17	5	108	474	2	3	0	37	9	0	664
Montgomery	2	0	8	5	19	169	0	0	0	43	14	0	260
Phila *	18	31	36	42	103	444	0	9	5	72	14	1	775
Center City	6	13	27	13	17	3	1	1	4	49	9	2	145
Bur/Cam/Glo	1	2	2	8	2	0	0	1	0	11	11	0	38
Mercer	0	0	0	0	16	39	1	0	1	0	7	0	64
New Castle	0	0	2	3	19	77	0	1	1	27	1	0	131
Points North	0	2	1	3	6	12	0	0	0	1	4	0	29
Points South	0	0	0	2	1	5	0	0	0	4	0	0	12
Other	0	0	0	1	1	8	0	0	0	6	5	0	21
Total	45	53	101	90	353	1512	5	16	11	276	89	3	2554

## PERCENT OF ORIGINS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	4%	0%	1%	2%	17%	72%	0%	0%	0%	0%	3%	0%	100%
Chester	0%	0%	7%	3%	4%	45%	0%	0%	0%	35%	6%	0%	100%
Delaware	1%	1%	3%	1%	16%	71%	0%	0%	0%	6%	1%	0%	100%
Montgomery	1%	0%	3%	2%	7%	65%	0%	0%	0%	17%	5%	0%	100%
Phila *	2%	4%	5%	5%	13%	57%	0%	1%	1%	9%	2%	0%	100%
Center City	4%	9%	19%	9%	12%	2%	1%	1%	3%	34%	6%	1%	100%
Bur/Cam/Glo	3%	5%	5%	21%	5%	0%	0%	3%	0%	29%	29%	0%	100%
Mercer	0%	0%	0%	0%	25%	61%	2%	0%	2%	0%	11%	0%	100%
New Castle	0%	0%	2%	2%	15%	59%	0%	1%	1%	21%	1%	0%	100%
Points North	0%	7%	3%	10%	21%	41%	0%	0%	0%	3%	14%	0%	100%
Points South	0%	0%	0%	17%	8%	42%	0%	0%	0%	33%	0%	0%	100%
Other	0%	0%	0%	5%	5%	38%	0%	0%	0%	29%	24%	0%	100%
Total	2%	2%	4%	4%	14%	59%	0%	1%	0%	11%	3%	0%	100%

## PERCENT OF DESTINATIONS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	29%	2%	3%	7%	16%	16%	20%	6%	0%	0%	12%	0%	13%
Chester	0%	0%	5%	2%	1%	2%	0%	0%	0%	9%	4%	0%	3%
Delaware	11%	8%	17%	6%	31%	31%	40%	19%	0%	13%	10%	0%	26%
Montgomery	4%	0%	8%	6%	5%	11%	0%	0%	0%	16%	16%	0%	10%
Phila *	40%	58%	36%	47%	29%	29%	0%	56%	45%	26%	16%	33%	30%
Center City	13%	25%	27%	14%	5%	0%	20%	6%	36%	18%	10%	67%	6%
Bur/Cam/Glo	2%	4%	2%	9%	1%	0%	0%	6%	0%	4%	12%	0%	1%
Mercer	0%	0%	0%	0%	5%	3%	20%	0%	9%	0%	8%	0%	3%
New Castle	0%	0%	2%	3%	5%	5%	0%	6%	9%	10%	1%	0%	5%
Points North	0%	4%	1%	3%	2%	1%	0%	0%	0%	0%	4%	0%	1%
Points South	0%	0%	0%	2%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Other	0%	0%	0%	1%	0%	1%	0%	0%	0%	2%	6%	0%	1%
Total	100%	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.)

## ALL I-95 OFF-PEAK PERIOD RESPONSES

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	1	0	1	1	9	14	0	0	0	1	4	1	32
Chester	0	0	1	0	0	5	0	0	0	6	2	0	14
Delaware	0	1	8	2	28	54	0	2	0	8	1	0	104
Montgomery	0	0	4	3	15	26	0	0	0	5	4	1	58
Phila *	6	13	14	28	44	43	1	0	2	17	11	1	180
Center City	20	30	37	67	63	8	1	4	5	23	10	0	268
Bur/Cam/Glo	0	0	0	0	1	1	0	0	0	4	4	0	10
Mercer	0	0	2	1	8	3	0	0	0	0	2	0	16
New Castle	0	1	0	0	5	8	0	0	1	11	0	0	26
Points North	1	0	4	5	4	6	2	0	0	1	4	0	27
Points South	0	0	3	0	2	2	0	0	0	2	0	0	9
Other	0	0	0	1	1	2	0	1	0	1	2	1	9
Total	28	45	74	108	180	172	4	7	8	79	44	4	753

## PERCENT OF ORIGINS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	3%	0%	3%	3%	28%	44%	0%	0%	0%	3%	13%	3%	100%
Chester	0%	0%	7%	0%	0%	36%	0%	0%	0%	43%	14%	0%	100%
Delaware	0%	1%	8%	2%	27%	52%	0%	2%	0%	8%	1%	0%	100%
Montgomery	0%	0%	7%	5%	26%	45%	0%	0%	0%	9%	7%	2%	100%
Phila *	3%	7%	8%	16%	24%	24%	1%	0%	1%	9%	6%	1%	100%
Center City	7%	11%	14%	25%	24%	3%	0%	1%	2%	9%	4%	0%	100%
Bur/Cam/Glo	0%	0%	0%	0%	10%	10%	0%	0%	0%	40%	40%	0%	100%
Mercer	0%	0%	13%	6%	50%	19%	0%	0%	0%	0%	13%	0%	100%
New Castle	0%	4%	0%	0%	19%	31%	0%	0%	4%	42%	0%	0%	100%
Points North	4%	0%	15%	19%	15%	22%	7%	0%	0%	4%	15%	0%	100%
Points South	0%	0%	33%	0%	22%	22%	0%	0%	0%	22%	0%	0%	100%
Other	0%	0%	0%	11%	11%	22%	0%	11%	0%	11%	22%	11%	100%
Total	4%	6%	10%	14%	24%	23%	1%	1%	1%	10%	6%	1%	100%

## PERCENT OF DESTINATIONS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	4%	0%	1%	1%	5%	8%	0%	0%	0%	1%	9%	25%	4%
Chester	0%	0%	1%	0%	0%	3%	0%	0%	0%	8%	5%	0%	2%
Delaware	0%	2%	11%	2%	16%	31%	0%	29%	0%	10%	2%	0%	14%
Montgomery	0%	0%	5%	3%	8%	15%	0%	0%	0%	6%	9%	25%	8%
Phila *	21%	29%	19%	26%	24%	25%	25%	0%	25%	22%	25%	25%	24%
Center City	71%	67%	50%	62%	35%	5%	25%	57%	63%	29%	23%	0%	36%
Bur/Cam/Glo	0%	0%	0%	0%	1%	1%	0%	0%	0%	5%	9%	0%	1%
Mercer	0%	0%	3%	1%	4%	2%	0%	0%	0%	0%	5%	0%	2%
New Castle	0%	2%	0%	0%	3%	5%	0%	0%	13%	14%	0%	0%	3%
Points North	4%	0%	5%	5%	2%	3%	50%	0%	0%	1%	9%	0%	4%
Points South	0%	0%	4%	0%	1%	1%	0%	0%	0%	3%	0%	0%	1%
Other	0%	0%	0%	1%	1%	1%	0%	14%	0%	1%	5%	25%	1%
Total	100%	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.)



## ALL SEPTA I-95 CORRIDOR RESPONSES

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	14	1	4	7	67	263	1	1	0	1	1	1	361
Chester	0	0	6	2	3	37	0	0	0	1	0	0	49
Delaware	5	5	25	7	136	528	2	4	0	7	1	0	720
Montgomery	2	0	12	7	34	194	0	0	0	0	1	1	251
Phila *	24	44	50	70	147	487	1	8	2	7	0	2	842
Center City	26	43	64	80	80	11	2	5	5	6	0	2	324
Bur/Cam/Glo	1	2	2	8	3	1	0	1	0	1	0	0	19
Mercer	0	0	2	1	21	39	1	0	0	0	0	0	64
New Castle	0	1	2	3	20	73	0	0	2	0	0	0	101
Points North	1	2	5	8	9	15	2	0	0	1	0	0	43
Points South	0	0	2	2	1	5	0	0	0	0	0	0	10
Other	0	0	0	2	2	10	0	1	0	0	0	1	16
Total	73	98	174	197	523	1663	9	20	9	24	3	7	2800

## PERCENT OF ORIGINS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	4%	0%	1%	2%	19%	73%	0%	0%	0%	0%	0%	0%	100%
Chester	0%	0%	12%	4%	6%	76%	0%	0%	0%	2%	0%	0%	100%
Delaware	1%	1%	3%	1%	19%	73%	0%	1%	0%	1%	0%	0%	100%
Montgomery	1%	0%	5%	3%	14%	77%	0%	0%	0%	0%	0%	0%	100%
Phila *	3%	5%	6%	8%	17%	58%	0%	1%	0%	1%	0%	0%	100%
Center City	8%	13%	20%	25%	25%	3%	1%	2%	2%	2%	0%	1%	100%
Bur/Cam/Glo	5%	11%	11%	42%	16%	5%	0%	5%	0%	5%	0%	0%	100%
Mercer	0%	0%	3%	2%	33%	61%	2%	0%	0%	0%	0%	0%	100%
New Castle	0%	1%	2%	3%	20%	72%	0%	0%	2%	0%	0%	0%	100%
Points North	2%	5%	12%	19%	21%	35%	5%	0%	0%	2%	0%	0%	100%
Points South	0%	0%	20%	20%	10%	50%	0%	0%	0%	0%	0%	0%	100%
Other	0%	0%	0%	13%	13%	63%	0%	6%	0%	0%	0%	6%	100%
Total	3%	4%	6%	7%	19%	59%	0%	1%	0%	1%	0%	0%	100%

## PERCENT OF DESTINATIONS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	19%	1%	2%	4%	13%	16%	11%	5%	0%	4%	33%	14%	13%
Chester	0%	0%	3%	1%	1%	2%	0%	0%	0%	4%	0%	0%	2%
Delaware	7%	5%	14%	4%	26%	32%	22%	20%	0%	29%	33%	0%	26%
Montgomery	3%	0%	7%	4%	7%	12%	0%	0%	0%	0%	33%	14%	9%
Phila *	33%	45%	29%	36%	28%	29%	11%	40%	22%	29%	0%	29%	30%
Center City	36%	44%	37%	41%	15%	1%	22%	25%	56%	25%	0%	29%	12%
Bur/Cam/Glo	1%	2%	1%	4%	1%	0%	0%	5%	0%	4%	0%	0%	1%
Mercer	0%	0%	1%	1%	4%	2%	11%	0%	0%	0%	0%	0%	2%
New Castle	0%	1%	1%	2%	4%	4%	0%	0%	22%	0%	0%	0%	4%
Points North	1%	2%	3%	4%	2%	1%	22%	0%	0%	4%	0%	0%	2%
Points South	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	1%	0%	1%	0%	5%	0%	0%	0%	14%	1%
Total	100%	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 Center City (C.C.)

## ALL SEPTA I-95 CORRIDOR PEAK PERIOD RESPONSES

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	13	1	3	6	58	249	1	1	0	1	1	0	334
Chester	0	0	5	2	3	32	0	0	0	0	0	0	42
Delaware	5	4	17	5	108	474	2	3	0	6	1	0	625
Montgomery	2	0	8	4	19	168	0	0	0	0	0	0	201
Phila *	18	31	36	42	103	444	0	8	2	6	0	1	691
Center City	6	13	27	13	17	3	1	1	2	1	0	2	86
Bur/Cam/Glo	1	2	2	8	2	0	0	1	0	1	0	0	17
Mercer	0	0	0	0	16	36	1	0	0	0	0	0	53
New Castle	0	0	2	3	16	69	0	0	1	0	0	0	91
Points North	0	2	1	3	5	11	0	0	0	1	0	0	23
Points South	0	0	0	2	1	3	0	0	0	0	0	0	6
Other	0	0	0	1	1	8	0	0	0	0	0	0	10
Total	45	53	101	89	349	1497	5	14	5	16	2	3	2179

## PERCENT OF ORIGINS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	4%	0%	1%	2%	17%	75%	0%	0%	0%	0%	0%	0%	100%
Chester	0%	0%	12%	5%	7%	76%	0%	0%	0%	0%	0%	0%	100%
Delaware	1%	1%	3%	1%	17%	76%	0%	0%	0%	1%	0%	0%	100%
Montgomery	1%	0%	4%	2%	9%	84%	0%	0%	0%	0%	0%	0%	100%
Phila *	3%	4%	5%	6%	15%	64%	0%	1%	0%	1%	0%	0%	100%
Center City	7%	15%	31%	15%	20%	3%	1%	1%	2%	1%	0%	2%	100%
Bur/Cam/Glo	6%	12%	12%	47%	12%	0%	0%	6%	0%	6%	0%	0%	100%
Mercer	0%	0%	0%	0%	30%	68%	2%	0%	0%	0%	0%	0%	100%
New Castle	0%	0%	2%	3%	18%	76%	0%	0%	1%	0%	0%	0%	100%
Points North	0%	9%	4%	13%	22%	48%	0%	0%	0%	4%	0%	0%	100%
Points South	0%	0%	0%	33%	17%	50%	0%	0%	0%	0%	0%	0%	100%
Other	0%	0%	0%	10%	10%	80%	0%	0%	0%	0%	0%	0%	100%
Total	2%	2%	5%	4%	16%	69%	0%	1%	0%	1%	0%	0%	100%

## PERCENT OF DESTINATIONS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	29%	2%	3%	7%	17%	17%	20%	7%	0%	6%	50%	0%	15%
Chester	0%	0%	5%	2%	1%	2%	0%	0%	0%	0%	0%	0%	2%
Delaware	11%	8%	17%	6%	31%	32%	40%	21%	0%	38%	50%	0%	29%
Montgomery	4%	0%	8%	4%	5%	11%	0%	0%	0%	0%	0%	0%	9%
Phila *	40%	58%	36%	47%	30%	30%	0%	57%	40%	38%	0%	33%	32%
Center City	13%	25%	27%	15%	5%	0%	20%	7%	40%	6%	0%	67%	4%
Bur/Cam/Glo	2%	4%	2%	9%	1%	0%	0%	7%	0%	6%	0%	0%	1%
Mercer	0%	0%	0%	0%	5%	2%	20%	0%	0%	0%	0%	0%	2%
New Castle	0%	0%	2%	3%	5%	5%	0%	0%	20%	0%	0%	0%	4%
Points North	0%	4%	1%	3%	1%	1%	0%	0%	0%	6%	0%	0%	1%
Points South	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%
Total	100%	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 Center City (C.C.)

## ALL SEPTA I-95 CORRIDOR OFF-PEAK PERIOD RESPONSES

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	1	0	1	1	9	14	0	0	0	0	0	1	27
Chester	0	0	1	0	0	5	0	0	0	1	0	0	7
Delaware	0	1	8	2	28	54	0	1	0	1	0	0	95
Montgomery	0	0	4	3	15	26	0	0	0	0	1	1	50
Phila *	6	13	14	28	44	43	1	0	0	1	0	1	151
Center City	20	30	37	67	63	8	1	4	3	5	0	0	238
Bur/Cam/Glo	0	0	0	0	1	1	0	0	0	0	0	0	2
Mercer	0	0	2	1	5	3	0	0	0	0	0	0	11
New Castle	0	1	0	0	4	4	0	0	1	0	0	0	10
Points North	1	0	4	5	4	4	2	0	0	0	0	0	20
Points South	0	0	2	0	0	2	0	0	0	0	0	0	4
Other	0	0	0	1	1	2	0	1	0	0	0	1	6
Total	28	45	73	108	174	166	4	6	4	8	1	4	621

## PERCENT OF ORIGINS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	4%	0%	4%	4%	33%	52%	0%	0%	0%	0%	0%	4%	100%
Chester	0%	0%	14%	0%	0%	71%	0%	0%	0%	14%	0%	0%	100%
Delaware	0%	1%	8%	2%	29%	57%	0%	1%	0%	1%	0%	0%	100%
Montgomery	0%	0%	8%	6%	30%	52%	0%	0%	0%	0%	2%	2%	100%
Phila *	4%	9%	9%	19%	29%	28%	1%	0%	0%	1%	0%	1%	100%
Center City	8%	13%	16%	28%	26%	3%	0%	2%	1%	2%	0%	0%	100%
Bur/Cam/Glo	0%	0%	0%	0%	50%	50%	0%	0%	0%	0%	0%	0%	100%
Mercer	0%	0%	18%	9%	45%	27%	0%	0%	0%	0%	0%	0%	100%
New Castle	0%	10%	0%	0%	40%	40%	0%	0%	10%	0%	0%	0%	100%
Points North	5%	0%	20%	25%	20%	20%	10%	0%	0%	0%	0%	0%	100%
Points South	0%	0%	50%	0%	0%	50%	0%	0%	0%	0%	0%	0%	100%
Other	0%	0%	0%	17%	17%	33%	0%	17%	0%	0%	0%	17%	100%
Total	5%	7%	12%	17%	28%	27%	1%	1%	1%	1%	0%	1%	100%

## PERCENT OF DESTINATIONS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	4%	0%	1%	1%	5%	8%	0%	0%	0%	0%	0%	25%	4%
Chester	0%	0%	1%	0%	0%	3%	0%	0%	0%	13%	0%	0%	1%
Delaware	0%	2%	11%	2%	16%	33%	0%	17%	0%	13%	0%	0%	15%
Montgomery	0%	0%	5%	3%	9%	16%	0%	0%	0%	0%	100%	25%	8%
Phila *	21%	29%	19%	26%	25%	26%	25%	0%	0%	13%	0%	25%	24%
Center City	71%	67%	51%	62%	36%	5%	25%	67%	75%	63%	0%	0%	38%
Bur/Cam/Glo	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%
Mercer	0%	0%	3%	1%	3%	2%	0%	0%	0%	0%	0%	0%	2%
New Castle	0%	2%	0%	0%	2%	2%	0%	0%	25%	0%	0%	0%	2%
Points North	4%	0%	5%	5%	2%	2%	50%	0%	0%	0%	0%	0%	3%
Points South	0%	0%	3%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%
Other	0%	0%	0%	1%	1%	1%	0%	17%	0%	0%	0%	25%	1%
Total	100%	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 Center City (C.C.)





## ALL AMTRAK I-95 CORRIDOR RESPONSES

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	0	0	0	0	0	0	0	0	0	1	14	0	15
Chester	0	0	0	0	0	0	0	0	0	30	6	0	36
Delaware	0	0	0	0	0	0	0	1	0	38	9	0	48
Montgomery	0	0	0	1	0	0	0	0	0	48	17	0	66
Phila *	0	0	0	0	0	0	0	1	5	82	25	0	113
Center City	0	0	0	0	0	0	0	0	4	66	19	0	89
Bur/Cam/Glo	0	0	0	0	0	0	0	0	0	14	15	0	29
Mercer	0	0	0	0	3	3	0	0	1	0	9	0	16
New Castle	0	0	0	0	4	12	0	1	0	38	1	0	56
Points North	0	0	0	0	1	3	0	0	0	1	8	0	13
Points South	0	0	1	0	2	2	0	0	0	6	0	0	11
Other	0	0	0	0	0	0	0	0	0	7	7	0	14
Total	0	0	1	1	10	20	0	3	10	331	130	0	506

## PERCENT OF ORIGINS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	93%	0%	100%
Chester	0%	0%	0%	0%	0%	0%	0%	0%	0%	83%	17%	0%	100%
Delaware	0%	0%	0%	0%	0%	0%	0%	2%	0%	79%	19%	0%	100%
Montgomery	0%	0%	0%	2%	0%	0%	0%	0%	0%	73%	26%	0%	100%
Phila *	0%	0%	0%	0%	0%	0%	0%	1%	4%	73%	22%	0%	100%
Center City	0%	0%	0%	0%	0%	0%	0%	0%	4%	74%	21%	0%	100%
Bur/Cam/Glo	0%	0%	0%	0%	0%	0%	0%	0%	0%	48%	52%	0%	100%
Mercer	0%	0%	0%	0%	19%	19%	0%	0%	6%	0%	56%	0%	100%
New Castle	0%	0%	0%	0%	7%	21%	0%	2%	0%	68%	2%	0%	100%
Points North	0%	0%	0%	0%	8%	23%	0%	0%	0%	8%	62%	0%	100%
Points South	0%	0%	9%	0%	18%	18%	0%	0%	0%	55%	0%	0%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	50%	0%	100%
Total	0%	0%	0%	0%	2%	4%	0%	1%	2%	65%	26%	0%	100%

## PERCENT OF DESTINATIONS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	11%	0%	3%
Chester	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%	5%	0%	7%
Delaware	0%	0%	0%	0%	0%	0%	0%	33%	0%	11%	7%	0%	9%
Montgomery	0%	0%	0%	100%	0%	0%	0%	0%	0%	15%	13%	0%	13%
Phila *	0%	0%	0%	0%	0%	0%	0%	33%	50%	25%	19%	0%	22%
Center City	0%	0%	0%	0%	0%	0%	0%	0%	40%	20%	15%	0%	18%
Bur/Cam/Glo	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%	12%	0%	6%
Mercer	0%	0%	0%	0%	30%	15%	0%	0%	10%	0%	7%	0%	3%
New Castle	0%	0%	0%	0%	40%	60%	0%	33%	0%	11%	1%	0%	11%
Points North	0%	0%	0%	0%	10%	15%	0%	0%	0%	0%	6%	0%	3%
Points South	0%	0%	100%	0%	20%	10%	0%	0%	0%	2%	0%	0%	2%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	5%	0%	3%
Total	0%	0%	100%	100%	100%	100%	0%	100%	100%	100%	100%	0%	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.)

## ALL AMTRAK I-95 CORRIDOR PEAK PERIOD RESPONSES

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	0	0	0	0	0	0	0	0	0	0	10	0	10
Chester	0	0	0	0	0	0	0	0	0	25	4	0	29
Delaware	0	0	0	0	0	0	0	0	0	31	8	0	39
Montgomery	0	0	0	1	0	0	0	0	0	43	14	0	58
Phila *	0	0	0	0	0	0	0	1	3	66	14	0	84
Center City	0	0	0	0	0	0	0	0	2	48	9	0	59
Bur/Cam/Glo	0	0	0	0	0	0	0	0	0	10	11	0	21
Mercer	0	0	0	0	0	3	0	0	1	0	7	0	11
New Castle	0	0	0	0	3	8	0	1	0	27	1	0	40
Points North	0	0	0	0	1	1	0	0	0	0	4	0	6
Points South	0	0	0	0	0	2	0	0	0	4	0	0	6
Other	0	0	0	0	0	0	0	0	0	6	5	0	11
Total	0	0	0	1	4	14	0	2	6	260	87	0	374

## PERCENT OF ORIGINS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	100%
Chester	0%	0%	0%	0%	0%	0%	0%	0%	0%	86%	14%	0%	100%
Delaware	0%	0%	0%	0%	0%	0%	0%	0%	0%	79%	21%	0%	100%
Montgomery	0%	0%	0%	2%	0%	0%	0%	0%	0%	74%	24%	0%	100%
Phila *	0%	0%	0%	0%	0%	0%	0%	1%	4%	79%	17%	0%	100%
Center City	0%	0%	0%	0%	0%	0%	0%	0%	3%	81%	15%	0%	100%
Bur/Cam/Glo	0%	0%	0%	0%	0%	0%	0%	0%	0%	48%	52%	0%	100%
Mercer	0%	0%	0%	0%	0%	27%	0%	0%	9%	0%	64%	0%	100%
New Castle	0%	0%	0%	0%	8%	20%	0%	3%	0%	68%	3%	0%	100%
Points North	0%	0%	0%	0%	17%	17%	0%	0%	0%	0%	67%	0%	100%
Points South	0%	0%	0%	0%	0%	33%	0%	0%	0%	67%	0%	0%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	55%	45%	0%	100%
Total	0%	0%	0%	0%	1%	4%	0%	1%	2%	70%	23%	0%	100%

## PERCENT OF DESTINATIONS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	11%	0%	3%
Chester	0%	0%	0%	0%	0%	0%	0%	0%	0%	10%	5%	0%	8%
Delaware	0%	0%	0%	0%	0%	0%	0%	0%	0%	12%	9%	0%	10%
Montgomery	0%	0%	0%	100%	0%	0%	0%	0%	0%	17%	16%	0%	16%
Phila *	0%	0%	0%	0%	0%	0%	0%	50%	50%	25%	16%	0%	22%
Center City	0%	0%	0%	0%	0%	0%	0%	0%	33%	18%	10%	0%	16%
Bur/Cam/Glo	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%	13%	0%	6%
Mercer	0%	0%	0%	0%	0%	21%	0%	0%	17%	0%	8%	0%	3%
New Castle	0%	0%	0%	0%	75%	57%	0%	50%	0%	10%	1%	0%	11%
Points North	0%	0%	0%	0%	25%	7%	0%	0%	0%	0%	5%	0%	2%
Points South	0%	0%	0%	0%	0%	14%	0%	0%	0%	2%	0%	0%	2%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	6%	0%	3%
Total	0%	0%	0%	100%	100%	100%	0%	100%	100%	100%	100%	0%	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.)

## ALL AMTRAK I-95 CORRIDOR OFF-PEAK PERIOD RESPONSES

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	0	0	0	0	0	0	0	0	0	1	4	0	5
Chester	0	0	0	0	0	0	0	0	0	5	2	0	7
Delaware	0	0	0	0	0	0	0	1	0	7	1	0	9
Montgomery	0	0	0	0	0	0	0	0	0	5	3	0	8
Phila *	0	0	0	0	0	0	0	0	2	16	11	0	29
Center City	0	0	0	0	0	0	0	0	2	18	10	0	30
Bur/Cam/Glo	0	0	0	0	0	0	0	0	0	4	4	0	8
Mercer	0	0	0	0	3	0	0	0	0	0	2	0	5
New Castle	0	0	0	0	1	4	0	0	0	11	0	0	16
Points North	0	0	0	0	0	2	0	0	0	1	4	0	7
Points South	0	0	1	0	2	0	0	0	0	2	0	0	5
Other	0	0	0	0	0	0	0	0	0	1	2	0	3
Total	0	0	1	0	6	6	0	1	4	71	43	0	132

## PERCENT OF ORIGINS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	0%	0%	0%	0%	0%	0%	0%	0%	0%	20%	80%	0%	100%
Chester	0%	0%	0%	0%	0%	0%	0%	0%	0%	71%	29%	0%	100%
Delaware	0%	0%	0%	0%	0%	0%	0%	11%	0%	78%	11%	0%	100%
Montgomery	0%	0%	0%	0%	0%	0%	0%	0%	0%	63%	38%	0%	100%
Phila *	0%	0%	0%	0%	0%	0%	0%	0%	7%	55%	38%	0%	100%
Center City	0%	0%	0%	0%	0%	0%	0%	0%	7%	60%	33%	0%	100%
Bur/Cam/Glo	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	50%	0%	100%
Mercer	0%	0%	0%	0%	60%	0%	0%	0%	0%	0%	40%	0%	100%
New Castle	0%	0%	0%	0%	6%	25%	0%	0%	0%	69%	0%	0%	100%
Points North	0%	0%	0%	0%	0%	29%	0%	0%	0%	14%	57%	0%	100%
Points South	0%	0%	20%	0%	40%	0%	0%	0%	0%	40%	0%	0%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	67%	0%	100%
Total	0%	0%	1%	0%	5%	5%	0%	1%	3%	54%	33%	0%	100%

## PERCENT OF DESTINATIONS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	9%	0%	4%
Chester	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	5%	0%	5%
Delaware	0%	0%	0%	0%	0%	0%	0%	100%	0%	10%	2%	0%	7%
Montgomery	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	7%	0%	6%
Phila *	0%	0%	0%	0%	0%	0%	0%	0%	50%	23%	26%	0%	22%
Center City	0%	0%	0%	0%	0%	0%	0%	0%	50%	25%	23%	0%	23%
Bur/Cam/Glo	0%	0%	0%	0%	0%	0%	0%	0%	0%	6%	9%	0%	6%
Mercer	0%	0%	0%	0%	50%	0%	0%	0%	0%	0%	5%	0%	4%
New Castle	0%	0%	0%	0%	17%	67%	0%	0%	0%	15%	0%	0%	12%
Points North	0%	0%	0%	0%	0%	33%	0%	0%	0%	1%	9%	0%	5%
Points South	0%	0%	100%	0%	33%	0%	0%	0%	0%	3%	0%	0%	4%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	5%	0%	2%
Total	0%	0%	100%	0%	100%	100%	0%	100%	100%	100%	100%	0%	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.)



## **APPENDIX D**

### **SEPTA SURVEY**

#### **QUESTION-BY-QUESTION TABULATIONS**

All Responses .....	D-1
Bucks County .....	D-11
Chester County .....	D-21
Delaware County .....	D-31
Montgomery County .....	D-41
Philadelphia County .....	D-51
Reverse Commuters .....	D-61



## SEPTA Survey

The following data are based on 4743 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>									
6:00 - 6:59am	788	21%	1%	0	0%	0%	788	17%	1%
7:00 - 7:59am	1873	51%	2%	0	0%	0%	1873	41%	1%
8:00 - 8:59am	947	26%	1%	0	0%	0%	947	21%	1%
9:00 - 9:59am	94	3%	1%	148	17%	3%	242	5%	1%
10:00 - 10:59am	0	0%	0%	183	21%	3%	183	4%	1%
11:00 - 11:59pm	0	0%	0%	231	27%	3%	231	5%	1%
12:00 - 12:59pm	0	0%	0%	174	20%	3%	174	4%	1%
1:00pm or later	0	0%	0%	127	15%	2%	127	3%	0%
Total	3702	100%		863	100%		4565	100%	
No Response	126	3%		52	6%		178	4%	

Question 2: Where did you START this trip?

BUCKS	458	12%	1%	49	5%	1%	507	11%	1%
CHESTER	333	9%	1%	40	4%	1%	373	8%	1%
DELAWARE	926	24%	1%	162	18%	2%	1088	23%	1%
MONTGOMERY	636	17%	1%	103	11%	2%	739	16%	1%
PHILA **	1145	30%	1%	252	28%	3%	1397	30%	1%
CENTER CITY	96	3%	0%	244	27%	3%	340	7%	1%
BUR/CAM/GLO	17	0%	0%	2	0%	0%	19	0%	0%
MERCER	53	1%	0%	11	1%	1%	64	1%	0%
NEW CASTLE	91	2%	0%	10	1%	1%	101	2%	0%
NORTH	23	1%	0%	20	2%	1%	43	1%	0%
SOUTH	6	0%	0%	4	0%	0%	10	0%	0%
OTHER	21	1%	0%	8	1%	1%	29	1%	0%
Total	3805	100%		905	100%		4710	100%	
No Response	23	1%		10	1%		33	1%	

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

Airport Terminals C&D, B	18	0%	0%	11	1%	1%	29	1%	0%
North Broad	33	1%	0%	2	0%	0%	35	1%	0%
Wilmington SEPTA	62	2%	0%	6	1%	1%	68	1%	0%
Chester	40	1%	0%	6	1%	1%	46	1%	0%
Elwyn	93	2%	0%	10	1%	1%	103	2%	0%
Media	89	2%	0%	9	1%	1%	98	2%	0%
Langhorne	86	2%	0%	6	1%	1%	92	2%	0%
Somerton	54	1%	0%	5	1%	0%	59	1%	0%
Jenkintown	220	6%	1%	37	4%	1%	257	5%	1%
Wayne Junction	56	1%	0%	19	2%	1%	75	2%	0%
Trenton SEPTA	42	1%	0%	22	2%	1%	64	1%	0%
Levittown	62	2%	0%	10	1%	1%	72	2%	0%
Torresdale	139	4%	1%	8	1%	1%	147	3%	0%
Fox Chase	205	5%	1%	22	2%	1%	227	5%	1%
Market East	99	3%	1%	159	17%	2%	258	5%	1%
Suburban	112	3%	1%	145	16%	2%	257	5%	1%
30th Street SEPTA	97	3%	0%	66	7%	2%	163	3%	1%
Paoli	168	4%	1%	17	2%	1%	185	4%	1%
Bryn Mawr	180	5%	1%	38	4%	1%	218	5%	1%
Overbrook	94	2%	0%	13	1%	1%	107	2%	0%
Ambler	155	4%	1%	22	2%	1%	177	4%	1%
East Falls	51	1%	0%	13	1%	1%	64	1%	0%
Wyndmore	110	3%	1%	23	3%	1%	133	3%	0%
All Other Stations	1563	41%	2%	246	27%	3%	1809	38%	1%

## SEPTA Survey

The following data are based on 4743 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 4: How did you get to this station?</u>									
Walked	1049	28%	1%	537	59%	3%	1586	34%	1%
Was dropped off	418	11%	1%	54	6%	2%	472	10%	1%
Drove auto & parked	1996	53%	2%	171	19%	3%	2167	46%	1%
Took Taxi	3	0%	0%	5	1%	0%	8	0%	0%
Took bus/trolley	166	4%	1%	57	6%	2%	223	5%	1%
Took subway/elevated	49	1%	0%	20	2%	1%	69	1%	0%
Transferred from Amtrak train	36	1%	0%	19	2%	1%	55	1%	0%
Transferred from SEPTA/NJT train	26	1%	0%	27	3%	1%	53	1%	0%
Other	48	1%	0%	14	2%	1%	62	1%	0%
Total	3791	100%		904	100%		4695	100%	
No Response	37	1%		11	1%		48	1%	

Question 5: Why do you use this station?

Closest to STARTING point	2758	72%	1%	679	74%	3%	3437	72%	1%
Parking available	745	19%	1%	94	10%	2%	839	18%	1%
Convenient highway access	152	4%	1%	17	2%	1%	169	4%	1%
Lower fare	175	5%	1%	31	3%	1%	206	4%	1%
Transit service available	256	7%	1%	102	11%	2%	358	8%	1%
Better train service	487	13%	1%	77	8%	2%	564	12%	1%
Other	440	11%	1%	95	10%	2%	535	11%	1%

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

5 minutes or less	1308	34%	2%	299	33%	3%	1607	34%	1%
6 - 10	1337	35%	2%	293	33%	3%	1630	35%	1%
11 - 20	881	23%	1%	209	23%	3%	1090	23%	1%
21 - 30	160	4%	1%	47	5%	1%	207	4%	1%
31 - 40	47	1%	0%	11	1%	1%	58	1%	0%
41 - 50	33	1%	0%	9	1%	1%	42	1%	0%
51 - 60	17	0%	0%	13	1%	1%	30	1%	0%
More than 60 minutes	21	1%	0%	17	2%	1%	38	1%	0%
Total	3804	100%		898	100%		4702	100%	
No Response	24	1%		17	2%		41	1%	
Avg Access Time:	11.1			13.1			11.5		

Question 7: How far is this station from your STARTING point?

less than .3 mile	498	15%	1%	207	30%	3%	705	17%	1%
0.4 to 0.5 mile	299	9%	1%	94	14%	3%	393	10%	1%
0.6 to 1.0 mile	530	16%	1%	105	15%	3%	635	16%	1%
1.1 to 2.0 miles	568	17%	1%	83	12%	2%	651	16%	1%
2.1 to 5.0 miles	905	26%	1%	105	15%	3%	1010	25%	1%
5.1 to 10.0 miles	406	12%	1%	40	6%	2%	446	11%	1%
10.1 to 20.0 miles	161	5%	1%	21	3%	1%	182	4%	1%
20.1 to 30.0 miles	15	0%	0%	8	1%	1%	23	1%	0%
More than 30.0 miles	34	1%	0%	17	3%	1%	51	1%	0%
Total	3416	100%		680	100%		4096	100%	
No Response	412	12%		235	35%		647	16%	
Avg Access Distance:	3.8			4.3			3.9		



## SEPTA Survey

The following data are based on 4743 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 8: What type of ticket did you buy?</u>									
One-way	354	9%	1%	333	37%	3%	687	15%	1%
Round Trip	0	0%	0%	0	0%	0%	0	0%	0%
Ten-trip Ticket	288	8%	1%	24	3%	1%	312	7%	1%
Monthly Pass	2195	58%	2%	179	20%	3%	2374	50%	1%
46-Trip Ticket	0	0%	0%	0	0%	0%	0	0%	0%
Weekly Pass	760	20%	1%	69	8%	2%	829	18%	1%
Senior Citizen (SEPTA)	51	1%	0%	273	30%	3%	324	7%	1%
Handicapped (SEPTA)	5	0%	0%	2	0%	0%	7	0%	0%
Senior/Handicapped (Amtrak)	0	0%	0%	0	0%	0%	0	0%	0%
Other	141	4%	1%	30	3%	1%	171	4%	1%
Total	3794	100%		910	100%		4704	100%	
No Response	34	1%		5	1%		39	1%	

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

Suburban Station	1996	52%	2%	191	21%	3%	2187	46%	1%
Market East	759	20%	1%	187	20%	3%	946	20%	1%
30th Street - SEPTA	427	11%	1%	93	10%	2%	520	11%	1%
Bryn Mawr	34	1%	0%	15	2%	1%	49	1%	0%
Radnor	37	1%	0%	4	0%	0%	41	1%	0%
Temple University	25	1%	0%	14	2%	1%	39	1%	0%
Trenton	19	0%	0%	11	1%	1%	30	1%	0%
Airport Terminals	20	1%	0%	16	2%	1%	36	1%	0%
Paoli	12	0%	0%	17	2%	1%	29	1%	0%
Jenkintown	9	0%	0%	18	2%	1%	27	1%	0%
Wayne	14	0%	0%	12	1%	1%	26	1%	0%
North Broad Street	22	1%	0%	5	1%	0%	27	1%	0%
Ardmore	15	0%	0%	11	1%	1%	26	1%	0%
Fox Chase	7	0%	0%	16	2%	1%	23	0%	0%
Fort Washington	12	0%	0%	9	1%	1%	21	0%	0%
Ambler	8	0%	0%	8	1%	1%	16	0%	0%
Glenside	3	0%	0%	11	1%	1%	14	0%	0%
Overbrook	7	0%	0%	6	1%	1%	13	0%	0%
Villanova	9	0%	0%	3	0%	0%	12	0%	0%
Wayne Junction	7	0%	0%	1	0%	0%	8	0%	0%
Wilmington SEPTA	5	0%	0%	2	0%	0%	7	0%	0%
All Other Stations	381	10%	1%	265	29%	3%	646	14%	1%

Question 10: How did you reach your final destination?

Walked	3317	87%	1%	629	70%	3%	3946	84%	1%
Was picked up	65	2%	0%	51	6%	2%	116	2%	0%
Drove auto I had parked	50	1%	0%	124	14%	2%	174	4%	1%
Took taxi	9	0%	0%	5	1%	0%	14	0%	0%
Took bus/trolley	143	4%	1%	30	3%	1%	173	4%	1%
Took subway/elevated	109	3%	1%	18	2%	1%	127	3%	0%
Transferred to SEPTA/NJT train	52	1%	0%	25	3%	1%	77	2%	0%
Transferred to Amtrak train	29	1%	0%	19	2%	1%	48	1%	0%
Other	23	1%	0%	3	0%	0%	26	1%	0%
Total	3797	100%		904	100%		4701	100%	
No Response	31	1%		11	1%		42	1%	

## SEPTA Survey

The following data are based on 4743 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 11: Where is your FINAL destination?</u>									
BUCKS	46	1%	0%	31	3%	1%	77	2%	0%
CHESTER	95	3%	0%	52	6%	2%	147	3%	0%
DELAWARE	152	4%	1%	86	10%	2%	238	5%	1%
MONTGOMERY	136	4%	1%	126	14%	2%	262	6%	1%
PHILA **	568	15%	1%	237	26%	3%	805	17%	1%
CENTER CITY	2716	72%	1%	327	36%	3%	3043	65%	1%
BUR/CAM/GLO	9	0%	0%	5	1%	0%	14	0%	0%
MERCER	17	0%	0%	6	1%	1%	23	0%	0%
NEW CASTLE	6	0%	0%	6	1%	1%	12	0%	0%
NORTH	32	1%	0%	17	2%	1%	49	1%	0%
SOUTH	7	0%	0%	4	0%	0%	11	0%	0%
OTHER	3	0%	0%	5	1%	0%	8	0%	0%
Total	3787	100%		902	100%		4689	100%	
No Response	41	1%		13	1%		54	1%	

Question 12: How long did it take you to reach your  
DESTINATION after leaving the train?

5 minutes or less	1910	51%	2%	319	36%	3%	2229	48%	1%
6 - 10	1249	33%	2%	280	32%	3%	1529	33%	1%
11 - 20	484	13%	1%	201	23%	3%	685	15%	1%
21 - 30	58	2%	0%	38	4%	1%	96	2%	0%
31 - 40	22	1%	0%	16	2%	1%	38	1%	0%
41 - 50	19	1%	0%	8	1%	1%	27	1%	0%
51 - 60	12	0%	0%	6	1%	1%	18	0%	0%
More than 60 minutes	21	1%	0%	13	1%	1%	34	1%	0%
Total	3775	100%		881	100%		4656	100%	
No Response	53	1%		34	4%		87	2%	
Avg Egress Time:	9.1			13.2			9.9		

Question 13: How long did it take you to travel from your  
STARTING point to your DESTINATION?

20 minutes or less	74	2%	0%	39	5%	1%	113	2%	0%
21 - 40	696	19%	1%	192	22%	3%	888	19%	1%
41 - 60	1755	47%	2%	337	39%	3%	2092	46%	1%
61 - 80	717	19%	1%	131	15%	2%	848	18%	1%
81 - 100	307	8%	1%	72	8%	2%	379	8%	1%
101- 120	116	3%	1%	36	4%	1%	152	3%	1%
121- 180	51	1%	0%	27	3%	1%	78	2%	0%
More than 180 minutes	20	1%	0%	24	3%	1%	44	1%	0%
Total	3736	100%		858	100%		4594	100%	
No Response	92	2%		57	7%		149	3%	
Avg Travel Time:	60.5			65.0			61.3		

## SEPTA Survey

The following data are based on 4743 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 14: What is the main purpose of this trip?</u>									
Going to work	3455	92%	1%	254	29%	3%	3709	80%	1%
Returning from work	11	0%	0%	59	7%	2%	70	2%	0%
School	132	4%	1%	78	9%	2%	210	5%	1%
Company business	65	2%	0%	81	9%	2%	146	3%	1%
Social/recreation	18	0%	0%	123	14%	2%	141	3%	0%
Medical/personal	30	1%	0%	119	13%	2%	149	3%	1%
Shopping	8	0%	0%	71	8%	2%	79	2%	0%
Other	48	1%	0%	101	11%	2%	149	3%	1%
Total	3767	100%		886	100%		4653	100%	
No Response	61	2%		29	3%		90	2%	

Question 15: Why did you decide to take a train?

Avoid driving	2331	61%	2%	409	45%	3%	2740	58%	1%
Solve parking problem	933	24%	1%	223	24%	3%	1156	24%	1%
No car available	444	12%	1%	180	20%	3%	624	13%	1%
Unable to drive	117	3%	1%	73	8%	2%	190	4%	1%
Save money	740	19%	1%	207	23%	3%	947	20%	1%
Save time	520	14%	1%	134	15%	2%	654	14%	1%
More convenient than other modes	1594	42%	2%	390	43%	3%	1984	42%	1%
Other	270	7%	1%	60	7%	2%	330	7%	1%

Question 16: How would you have taken this trip if no train service had been available?

Bus/trolley	933	24%	1%	273	30%	3%	1206	25%	1%
Subway/elevated	700	18%	1%	160	17%	2%	860	18%	1%
Car	2114	55%	2%	453	50%	3%	2567	54%	1%
Car pool	262	7%	1%	16	2%	1%	278	6%	1%
Van pool	74	2%	0%	8	1%	1%	82	2%	0%
Air	0	0%	0%	0	0%	0%	0	0%	0%
Would not have taken trip	215	6%	1%	132	14%	2%	347	7%	1%
Other	215	6%	1%	47	5%	1%	262	6%	1%

Question 17: How often do you ride on this train?

More than 10 times per week	711	19%	1%	92	10%	2%	803	17%	1%
8 to 10 times per week	2348	62%	2%	220	24%	3%	2568	55%	1%
4 to 7 times per week	436	11%	1%	117	13%	2%	553	12%	1%
2 to 3 times per week	88	2%	0%	105	12%	2%	193	4%	1%
4 to 7 times per month	69	2%	0%	138	15%	2%	207	4%	1%
2 to 3 times per month	45	1%	0%	88	10%	2%	133	3%	0%
Less than 2 times per month	96	3%	0%	149	16%	2%	245	5%	1%
Total	3793	100%		909	100%		4702	100%	
No Response	35	1%		6	1%		41	1%	
Avg Rides per Week:	8.5			4.7			7.8		

## SEPTA Survey

The following data are based on 4743 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'

Question 18: How would you rate your rail service?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Reliability</u>								
PEAK		Responses	463	1643	1183	321	113	105
Rating: 3.5		Percent	12%	44%	32%	9%	3%	2%
		Error (+/-)	1%	2%	1%	1%	1%	
OFF-PEAK		Responses	244	339	220	60	25	27
Rating: 3.8		Percent	27%	38%	25%	7%	3%	1%
		Error (+/-)	3%	3%	3%	2%	1%	
TOTAL		Responses	707	1982	1403	381	138	132
Rating: 3.6		Percent	15%	43%	30%	8%	3%	3%
		Error (+/-)	1%	1%	1%	1%	0%	
<u>Express service</u>								
PEAK		Responses	398	1109	892	319	345	765
Rating: 3.3		Percent	13%	36%	29%	10%	11%	16%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	155	206	181	40	36	297
Rating: 3.7		Percent	25%	33%	29%	6%	6%	6%
		Error (+/-)	3%	4%	4%	2%	2%	
TOTAL		Responses	553	1315	1073	359	381	1062
Rating: 3.4		Percent	15%	36%	29%	10%	10%	22%
		Error (+/-)	1%	2%	1%	1%	1%	
<u>Customer service &amp; information</u>								
PEAK		Responses	380	1067	1427	522	269	163
Rating: 3.2		Percent	10%	29%	39%	14%	7%	3%
		Error (+/-)	1%	1%	2%	1%	1%	
OFF-PEAK		Responses	192	270	269	74	44	66
Rating: 3.6		Percent	23%	32%	32%	9%	5%	1%
		Error (+/-)	3%	3%	3%	2%	1%	
TOTAL		Responses	572	1337	1696	596	313	229
Rating: 3.3		Percent	13%	30%	38%	13%	7%	5%
		Error (+/-)	1%	1%	1%	1%	1%	
<u>Cleanliness of stations</u>								
PEAK		Responses	275	935	1451	662	417	88
Rating: 3.0		Percent	7%	25%	39%	18%	11%	2%
		Error (+/-)	1%	1%	2%	1%	1%	
OFF-PEAK		Responses	116	247	283	148	72	49
Rating: 3.2		Percent	13%	29%	33%	17%	8%	1%
		Error (+/-)	2%	3%	3%	3%	2%	
TOTAL		Responses	391	1182	1734	810	489	137
Rating: 3.0		Percent	8%	26%	38%	18%	11%	3%
		Error (+/-)	1%	1%	1%	1%	1%	
<u>Cleanliness of trains</u>								
PEAK		Responses	282	1234	1566	487	160	99
Rating: 3.3		Percent	8%	33%	42%	13%	4%	2%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	131	304	299	89	35	57
Rating: 3.5		Percent	15%	35%	35%	10%	4%	1%
		Error (+/-)	2%	3%	3%	2%	1%	
TOTAL		Responses	413	1538	1865	576	195	156
Rating: 3.3		Percent	9%	34%	41%	13%	4%	3%
		Error (+/-)	1%	1%	1%	1%	1%	

## SEPTA Survey

The following data are based on 4743 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Heating &amp; air conditioning</u>								
PEAK		Responses	339	1340	1491	444	101	113
Rating: 3.4		Percent	9%	36%	40%	12%	3%	2%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	192	331	253	52	15	72
Rating: 3.8		Percent	23%	39%	30%	6%	2%	2%
		Error (+/-)	3%	3%	3%	2%	1%	
TOTAL		Responses	531	1671	1744	496	116	185
Rating: 3.4		Percent	12%	37%	38%	11%	3%	4%
		Error (+/-)	1%	1%	1%	1%	0%	
<u>Availability of seats</u>								
PEAK		Responses	811	1425	1083	297	133	79
Rating: 3.7		Percent	22%	38%	29%	8%	4%	2%
		Error (+/-)	1%	2%	1%	1%	1%	
OFF-PEAK		Responses	360	298	159	35	7	56
Rating: 4.1		Percent	42%	35%	19%	4%	1%	1%
		Error (+/-)	3%	3%	3%	1%	1%	
TOTAL		Responses	1171	1723	1242	332	140	135
Rating: 3.7		Percent	25%	37%	27%	7%	3%	3%
		Error (+/-)	1%	1%	1%	1%	0%	
<u>Announcements explaining delays</u>								
PEAK		Responses	302	874	1061	760	699	132
Rating: 2.8		Percent	8%	24%	29%	21%	19%	3%
		Error (+/-)	1%	1%	1%	1%	1%	
OFF-PEAK		Responses	154	208	224	131	95	103
Rating: 3.2		Percent	19%	26%	28%	16%	12%	2%
		Error (+/-)	3%	3%	3%	3%	2%	
TOTAL		Responses	456	1082	1285	891	794	235
Rating: 2.9		Percent	10%	24%	29%	20%	18%	5%
		Error (+/-)	1%	1%	1%	1%	1%	
<u>Safety &amp; security</u>								
PEAK		Responses	384	1223	1501	347	216	157
Rating: 3.3		Percent	10%	33%	41%	9%	6%	3%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	196	303	253	59	27	77
Rating: 3.7		Percent	23%	36%	30%	7%	3%	2%
		Error (+/-)	3%	3%	3%	2%	1%	
TOTAL		Responses	580	1526	1754	406	243	234
Rating: 3.4		Percent	13%	34%	39%	9%	5%	5%
		Error (+/-)	1%	1%	1%	1%	1%	
<u>Availability of parking at stations</u>								
PEAK		Responses	688	951	923	393	330	543
Rating: 3.4		Percent	21%	29%	28%	12%	10%	11%
		Error (+/-)	1%	2%	2%	1%	1%	
OFF-PEAK		Responses	149	193	179	85	90	219
Rating: 3.3		Percent	21%	28%	26%	12%	13%	5%
		Error (+/-)	3%	3%	3%	2%	2%	
TOTAL		Responses	837	1144	1102	478	420	762
Rating: 3.4		Percent	21%	29%	28%	12%	11%	16%
		Error (+/-)	1%	1%	1%	1%	1%	

## SEPTA Survey

The following data are based on 4743 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Overall Performance</u>								
PEAK		Responses	157	1330	1504	326	67	444
Rating: 3.3		Percent	5%	39%	44%	10%	2%	9%
		Error (+/-)	1%	2%	2%	1%	0%	
OFF-PEAK		Responses	105	369	257	50	9	125
Rating: 3.6		Percent	13%	47%	33%	6%	1%	3%
		Error (+/-)	2%	3%	3%	2%	1%	
TOTAL		Responses	262	1699	1761	376	76	569
Rating: 3.4		Percent	6%	41%	42%	9%	2%	12%
		Error (+/-)	1%	1%	1%	1%	0%	

## NUMBER OF RESPONSES, PERCENT RESPONSE &amp; MARGIN OF ERROR

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

Question 19: Gender of Respondents:

Male	1852	49%	2%	471	53%	3%	2323	49%	1%
Female	1946	51%	2%	424	47%	3%	2370	51%	1%
Total	3798	100%		895	100%		4693	100%	
No Response	30	1%		20	2%		50	1%	

Question 20: Employment Status of Respondents:

Employed Full-time	3443	90%	1%	414	45%	3%	3857	81%	1%
Employed Part-time	201	5%	1%	136	15%	2%	337	7%	1%
Currently Unemployed	22	1%	0%	35	4%	1%	57	1%	0%
Retired	63	2%	0%	243	27%	3%	306	6%	1%
Homemaker	93	2%	0%	71	8%	2%	164	3%	1%
Student	191	5%	1%	122	13%	2%	313	7%	1%
Military	4	0%	0%	1	0%	0%	5	0%	0%
Other	22	1%	0%	17	2%	1%	39	1%	0%

Question 21: Age of Respondents:

18 or younger	35	1%	0%	11	1%	1%	46	1%	0%
19 - 29	890	24%	1%	188	22%	3%	1078	24%	1%
30 - 39	1101	30%	1%	153	18%	3%	1254	27%	1%
40 - 61	1492	40%	2%	222	26%	3%	1714	37%	1%
62 - 65	75	2%	0%	63	7%	2%	138	3%	0%
66 or older	113	3%	1%	233	27%	3%	346	8%	1%
Total	3706	100%		870	100%		4576	100%	
No Response	122	3%		45	5%		167	4%	
Avg Age:	39.3			48.0			40.9		

## SEPTA Survey

The following data are based on 4743 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	<u>No.</u>	<u>Pct</u>	<u>Err</u>	<u>No.</u>	<u>Pct</u>	<u>Err</u>	<u>No.</u>	<u>Pct</u>	<u>Err</u>
Question 22: How many vehicles are owned by members of your household?									
0 (or No Response)	354	9%	1%	170	19%	3%	524	11%	1%
1 vehicle	1244	32%	1%	328	36%	3%	1572	33%	1%
2 vehicles	1679	44%	2%	297	32%	3%	1976	42%	1%
3 vehicles	392	10%	1%	73	8%	2%	465	10%	1%
4 or more vehicles	159	4%	1%	47	5%	1%	206	4%	1%
Avg Vehicles per Household:	1.7			1.5			1.7		

## Question 23: What is your Household income per year?

Under \$10,000	42	1%	0%	52	6%	2%	94	2%	0%
\$10,000 - \$14,999	65	2%	0%	59	7%	2%	124	3%	1%
\$15,000 - \$24,999	267	8%	1%	97	12%	2%	364	8%	1%
\$25,000 - \$34,999	483	14%	1%	125	16%	3%	608	14%	1%
\$35,000 - \$49,999	643	18%	1%	134	17%	3%	777	18%	1%
\$50,000 - \$74,999	969	28%	1%	178	22%	3%	1147	27%	1%
\$75,000 - \$99,999	504	14%	1%	64	8%	2%	568	13%	1%
\$100,000 - \$124,999	251	7%	1%	40	5%	2%	291	7%	1%
\$125,000 - \$149,999	89	3%	1%	21	3%	1%	110	3%	0%
\$150,000 or more	171	5%	1%	32	4%	1%	203	5%	1%
Total	3484	100%		802	100%		4286	100%	
No Response	344	10%		113	14%		457	11%	
Avg Household Income:	\$64,000			\$53,000			\$62,000		





## Bucks County Survey Stations - SEPTA Only

The following data are based on 396 survey returns from the RAILALL database.

using the criteria: SURVTYPE='S'.AND.(SITE=15.OR.SITE=16.OR.SITE=21.OR.SITE=22.OR.SITE=30.OR.SITE=39)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>									
6:00 - 6:59am	96	28%	5%	0	0%	0%	96	25%	4%
7:00 - 7:59am	188	55%	5%	0	0%	0%	188	49%	5%
8:00 - 8:59am	52	15%	4%	0	0%	0%	52	14%	3%
9:00 - 9:59am	7	2%	1%	5	13%	11%	12	3%	2%
10:00 - 10:59am	0	0%	0%	7	18%	12%	7	2%	1%
11:00 - 11:59pm	0	0%	0%	16	42%	16%	16	4%	2%
12:00 - 12:59pm	0	0%	0%	7	18%	12%	7	2%	1%
1:00pm or later	0	0%	0%	3	8%	9%	3	1%	1%
Total	343	100%		38	100%		381	100%	
No Response	14	4%		1	3%		15	4%	

Question 2: Where did you START this trip?

BUCKS	325	92%	3%	34	87%	10%	359	91%	3%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	1	0%	1%	0	0%	0%	1	0%	0%
MONTGOMERY	1	0%	1%	1	3%	5%	2	1%	1%
PHILA **	17	5%	2%	0	0%	0%	17	4%	2%
CENTER CITY	1	0%	1%	4	10%	10%	5	1%	1%
BUR/CAM/GLO	0	0%	0%	0	0%	0%	0	0%	0%
MERCER	6	2%	1%	0	0%	0%	6	2%	1%
NEW CASTLE	0	0%	0%	0	0%	0%	0	0%	0%
NORTH	3	1%	1%	0	0%	0%	3	1%	1%
SOUTH	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	1	0%	1%	0	0%	0%	1	0%	0%
Total	355	100%		39	100%		394	100%	
No Response	2	1%		0	0%		2	1%	

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

Airport Terminals C&D, B	0	0%	0%	0	0%	0%	0	0%	0%
North Broad	0	0%	0%	0	0%	0%	0	0%	0%
Wilmington SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
Chester	0	0%	0%	0	0%	0%	0	0%	0%
Elwyn	0	0%	0%	0	0%	0%	0	0%	0%
Media	0	0%	0%	0	0%	0%	0	0%	0%
Langhorne	86	24%	4%	6	15%	11%	92	23%	4%
Somerton	0	0%	0%	0	0%	0%	0	0%	0%
Jenkintown	0	0%	0%	0	0%	0%	0	0%	0%
Wayne Junction	0	0%	0%	0	0%	0%	0	0%	0%
Trenton SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
Levittown	62	17%	4%	10	26%	14%	72	18%	4%
Torresdale	0	0%	0%	0	0%	0%	0	0%	0%
Fox Chase	0	0%	0%	0	0%	0%	0	0%	0%
Market East	0	0%	0%	0	0%	0%	0	0%	0%
Suburban	0	0%	0%	0	0%	0%	0	0%	0%
30th Street SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
Paoli	0	0%	0%	0	0%	0%	0	0%	0%
Bryn Mawr	0	0%	0%	0	0%	0%	0	0%	0%
Overbrook	0	0%	0%	0	0%	0%	0	0%	0%
Ambler	0	0%	0%	0	0%	0%	0	0%	0%
East Falls	0	0%	0%	0	0%	0%	0	0%	0%
Wyndmore	0	0%	0%	0	0%	0%	0	0%	0%
All Other Stations	209	59%	5%	23	59%	15%	232	59%	5%

## Bucks County Survey Stations - SEPTA Only

The following data are based on 396 survey returns from the RAILALL database.

using the criteria: SURVTYPE='S'.AND.(SITE=15.OR.SITE=16.OR.SITE=21.OR.SITE=22.OR.SITE=30.OR.SITE=39)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 4: How did you get to this station?</u>									
Walked	13	4%	2%	7	18%	12%	20	5%	2%
Was dropped off	49	14%	4%	4	10%	10%	53	13%	3%
Drove auto & parked	287	81%	4%	23	59%	15%	310	79%	4%
Took Taxi	1	0%	1%	3	8%	8%	4	1%	1%
Took bus/trolley	2	1%	1%	1	3%	5%	3	1%	1%
Took subway/elevated	0	0%	0%	0	0%	0%	0	0%	0%
Transferred from Amtrak train	0	0%	0%	0	0%	0%	0	0%	0%
Transferred from SEPTA/NJT train	0	0%	0%	1	3%	5%	1	0%	0%
Other	3	1%	1%	0	0%	0%	3	1%	1%
Total	355	100%		39	100%		394	100%	
No Response	2	1%		0	0%		2	1%	

Question 5: Why do you use this station?

Closest to STARTING point	244	68%	5%	33	85%	11%	277	70%	5%
Parking available	108	30%	5%	4	10%	10%	112	28%	4%
Convenient highway access	36	10%	3%	0	0%	0%	36	9%	3%
Lower fare	36	10%	3%	0	0%	0%	36	9%	3%
Transit service available	14	4%	2%	1	3%	5%	15	4%	2%
Better train service	37	10%	3%	2	5%	7%	39	10%	3%
Other	39	11%	3%	5	13%	10%	44	11%	3%

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

5 minutes or less	93	26%	5%	6	15%	11%	99	25%	4%
6 - 10	163	46%	5%	20	51%	16%	183	46%	5%
11 - 20	83	23%	4%	11	28%	14%	94	24%	4%
21 - 30	9	3%	2%	1	3%	5%	10	3%	2%
31 - 40	2	1%	1%	0	0%	0%	2	1%	1%
41 - 50	3	1%	1%	0	0%	0%	3	1%	1%
51 - 60	2	1%	1%	1	3%	5%	3	1%	1%
More than 60 minutes	0	0%	0%	0	0%	0%	0	0%	0%
Total	355	100%		39	100%		394	100%	
No Response	2	1%		0	0%		2	1%	
Avg Access Time:	10.3			12.4			10.5		

Question 7: How far is this station from your STARTING point?

less than .3 mile	6	2%	1%	0	0%	0%	6	2%	1%
0.4 to 0.5 mile	8	2%	2%	3	8%	9%	11	3%	2%
0.6 to 1.0 mile	22	6%	3%	3	8%	9%	25	7%	3%
1.1 to 2.0 miles	70	21%	4%	11	31%	15%	81	22%	4%
2.1 to 5.0 miles	156	46%	5%	13	36%	16%	169	45%	5%
5.1 to 10.0 miles	55	16%	4%	5	14%	11%	60	16%	4%
10.1 to 20.0 miles	19	6%	2%	1	3%	5%	20	5%	2%
20.1 to 30.0 miles	1	0%	1%	0	0%	0%	1	0%	1%
More than 30.0 miles	2	1%	1%	0	0%	0%	2	1%	1%
Total	339	100%		36	100%		375	100%	
No Response	18	5%		3	8%		21	6%	
Avg Access Distance:	4.5			3.5			4.4		

## Bucks County Survey Stations - SEPTA Only

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using the criteria: SURVTYPE='S'.AND.(SITE=15.OR.SITE=16.OR.SITE=21.OR.SITE=22.OR.SITE=30.OR.SITE=39)

NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR

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

Question 8: What type of ticket did you buy?

One-way	34	10%	3%	21	54%	16%	55	14%	3%
Round Trip	0	0%	0%	0	0%	0%	0	0%	0%
Ten-trip Ticket	18	5%	2%	1	3%	5%	19	5%	2%
Monthly Pass	223	64%	5%	6	15%	11%	229	59%	5%
46-Trip Ticket	0	0%	0%	0	0%	0%	0	0%	0%
Weekly Pass	46	13%	4%	1	3%	5%	47	12%	3%
Senior Citizen (SEPTA)	12	3%	2%	9	23%	13%	21	5%	2%
Handicapped (SEPTA)	1	0%	1%	0	0%	0%	1	0%	1%
Senior/Handicapped (Amtrak)	0	0%	0%	0	0%	0%	0	0%	0%
Other	17	5%	2%	1	3%	5%	18	5%	2%
Total	351	100%		39	100%		390	100%	
No Response	6	2%		0	0%		6	2%	

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

Suburban Station	199	56%	5%	9	23%	13%	208	53%	5%
Market East	78	22%	4%	13	33%	15%	91	23%	4%
30th Street - SEPTA	50	14%	4%	5	13%	10%	55	14%	3%
Bryn Mawr	0	0%	0%	0	0%	0%	0	0%	0%
Radnor	0	0%	0%	0	0%	0%	0	0%	0%
Temple University	4	1%	1%	0	0%	0%	4	1%	1%
Trenton	1	0%	1%	0	0%	0%	1	0%	0%
Airport Terminals	0	0%	0%	0	0%	0%	0	0%	0%
Paoli	0	0%	0%	0	0%	0%	0	0%	0%
Jenkintown	2	1%	1%	0	0%	0%	2	1%	1%
Wayne	0	0%	0%	0	0%	0%	0	0%	0%
North Broad Street	1	0%	1%	1	3%	5%	2	1%	1%
Ardmore	0	0%	0%	0	0%	0%	0	0%	0%
Fox Chase	0	0%	0%	0	0%	0%	0	0%	0%
Fort Washington	0	0%	0%	0	0%	0%	0	0%	0%
Ambler	0	0%	0%	0	0%	0%	0	0%	0%
Glenside	0	0%	0%	0	0%	0%	0	0%	0%
Overbrook	0	0%	0%	0	0%	0%	0	0%	0%
Villanova	0	0%	0%	0	0%	0%	0	0%	0%
Wayne Junction	1	0%	1%	0	0%	0%	1	0%	0%
Wilmington SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
All Other Stations	21	6%	2%	11	28%	14%	32	8%	3%

Question 10: How did you reach your final destination?

Walked	315	89%	3%	32	84%	12%	347	89%	3%
Was picked up	6	2%	1%	1	3%	5%	7	2%	1%
Drove auto I had parked	4	1%	1%	0	0%	0%	4	1%	1%
Took taxi	1	0%	1%	0	0%	0%	1	0%	0%
Took bus/trolley	12	3%	2%	1	3%	5%	13	3%	2%
Took subway/elevated	10	3%	2%	2	5%	7%	12	3%	2%
Transferred to SEPTA/NJT train	5	1%	1%	2	5%	7%	7	2%	1%
Transferred to Amtrak train	0	0%	0%	0	0%	0%	0	0%	0%
Other	1	0%	1%	0	0%	0%	1	0%	0%
Total	354	100%		38	100%		392	100%	
No Response	3	1%		1	3%		4	1%	

## Bucks County Survey Stations - SEPTA Only

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	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 11: Where is your FINAL destination?									
BUCKS	9	3%	2%	6	15%	11%	15	4%	2%
CHESTER	0	0%	0%	0	0%	0%	0	0%	0%
DELAWARE	2	1%	1%	1	3%	5%	3	1%	1%
MONTGOMERY	8	2%	2%	2	5%	7%	10	3%	2%
PHILA **	59	17%	4%	11	28%	14%	70	18%	4%
CENTER CITY	273	77%	4%	18	46%	16%	291	74%	4%
BUR/CAM/GLO	1	0%	1%	0	0%	0%	1	0%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
NEW CASTLE	0	0%	0%	0	0%	0%	0	0%	0%
NORTH	1	0%	1%	0	0%	0%	1	0%	0%
SOUTH	1	0%	1%	0	0%	0%	1	0%	0%
OTHER	0	0%	0%	1	3%	5%	1	0%	0%
Total	354	100%		39	100%		393	100%	
No Response	3	1%		0	0%		3	1%	

Question 12: How long did it take you to reach your  
DESTINATION after leaving the train?

5 minutes or less	175	50%	5%	11	31%	15%	186	48%	5%
6 - 10	115	33%	5%	16	44%	16%	131	34%	5%
11 - 20	50	14%	4%	4	11%	10%	54	14%	3%
21 - 30	2	1%	1%	4	11%	10%	6	2%	1%
31 - 40	2	1%	1%	1	3%	5%	3	1%	1%
41 - 50	1	0%	1%	0	0%	0%	1	0%	1%
51 - 60	2	1%	1%	0	0%	0%	2	1%	1%
More than 60 minutes	1	0%	1%	0	0%	0%	1	0%	1%
Total	348	100%		36	100%		384	100%	
No Response	9	3%		3	8%		12	3%	
Avg Egress Time:	8.9			11.9			9.2		

Question 13: How long did it take you to travel from your  
STARTING point to your DESTINATION?

20 minutes or less	2	1%	1%	3	8%	9%	5	1%	1%
21 - 40	9	3%	2%	0	0%	0%	9	2%	2%
41 - 60	102	29%	5%	8	22%	14%	110	29%	5%
61 - 80	160	46%	5%	11	31%	15%	171	44%	5%
81 - 100	61	17%	4%	6	17%	12%	67	17%	4%
101- 120	12	3%	2%	2	6%	7%	14	4%	2%
121- 180	2	1%	1%	4	11%	10%	6	2%	1%
More than 180 minutes	1	0%	1%	2	6%	7%	3	1%	1%
Total	349	100%		36	100%		385	100%	
No Response	8	2%		3	8%		11	3%	
Avg Travel Time:	72.3			101.0			75.0		

## Bucks County Survey Stations - SEPTA Only

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	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 14: What is the main purpose of this trip?</u>									
Going to work	311	89%	3%	10	28%	15%	321	83%	4%
Returning from work	0	0%	0%	1	3%	5%	1	0%	1%
School	17	5%	2%	4	11%	10%	21	5%	2%
Company business	5	1%	1%	1	3%	5%	6	2%	1%
Social/recreation	1	0%	1%	10	28%	15%	11	3%	2%
Medical/personal	11	3%	2%	2	6%	7%	13	3%	2%
Shopping	2	1%	1%	1	3%	5%	3	1%	1%
Other	4	1%	1%	7	19%	13%	11	3%	2%
Total	351	100%		36	100%		387	100%	
No Response	6	2%		3	8%		9	2%	

Question 15: Why did you decide to take a train?

Avoid driving	270	76%	4%	20	51%	16%	290	73%	4%
Solve parking problem	106	30%	5%	13	33%	15%	119	30%	5%
No car available	22	6%	2%	8	21%	13%	30	8%	3%
Unable to drive	8	2%	2%	1	3%	5%	9	2%	1%
Save money	83	23%	4%	3	8%	8%	86	22%	4%
Save time	24	7%	3%	3	8%	8%	27	7%	2%
More convenient than other modes	117	33%	5%	9	23%	13%	126	32%	5%
Other	25	7%	3%	4	10%	10%	29	7%	3%

Question 16: How would you have taken this trip if no train service had been available?

Bus/trolley	13	4%	2%	4	10%	10%	17	4%	2%
Subway/elevated	13	4%	2%	4	10%	10%	17	4%	2%
Car	243	68%	5%	23	59%	15%	266	67%	5%
Car pool	40	11%	3%	2	5%	7%	42	11%	3%
Van pool	20	6%	2%	0	0%	0%	20	5%	2%
Air	0	0%	0%	0	0%	0%	0	0%	0%
Would not have taken trip	27	8%	3%	7	18%	12%	34	9%	3%
Other	17	5%	2%	2	5%	7%	19	5%	2%

Question 17: How often do you ride on this train?

More than 10 times per week	53	15%	4%	2	5%	7%	55	14%	3%
8 to 10 times per week	227	64%	5%	10	26%	14%	237	60%	5%
4 to 7 times per week	40	11%	3%	7	18%	12%	47	12%	3%
2 to 3 times per week	7	2%	1%	1	3%	5%	8	2%	1%
4 to 7 times per month	7	2%	1%	8	21%	13%	15	4%	2%
2 to 3 times per month	7	2%	1%	1	3%	5%	8	2%	1%
Less than 2 times per month	13	4%	2%	9	24%	14%	22	6%	2%
Total	354	100%		38	100%		392	100%	
No Response	3	1%		1	3%		4	1%	
Avg Rides per Week:	8.3			4.4			7.9		

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Question 18: How would you rate your rail service?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Reliability</u>								
PEAK		Responses	28	126	123	53	13	14
Rating: 3.3		Percent	8%	37%	36%	15%	4%	4%
		Error (+/-)	3%	5%	5%	4%	2%	
OFF-PEAK		Responses	9	10	12	4	1	3
Rating: 3.6		Percent	25%	28%	33%	11%	3%	1%
		Error (+/-)	14%	15%	15%	10%	5%	
TOTAL		Responses	37	136	135	57	14	17
Rating: 3.3		Percent	10%	36%	36%	15%	4%	4%
		Error (+/-)	3%	5%	5%	4%	2%	
<u>Express service</u>								
PEAK		Responses	20	96	127	46	42	26
Rating: 3.0		Percent	6%	29%	38%	14%	13%	7%
		Error (+/-)	3%	5%	5%	4%	4%	
OFF-PEAK		Responses	7	7	8	2	3	12
Rating: 3.5		Percent	26%	26%	30%	7%	11%	3%
		Error (+/-)	17%	17%	17%	10%	12%	
TOTAL		Responses	27	103	135	48	45	38
Rating: 3.1		Percent	8%	29%	38%	13%	13%	10%
		Error (+/-)	3%	5%	5%	4%	3%	
<u>Customer service &amp; information</u>								
PEAK		Responses	38	87	151	49	24	8
Rating: 3.2		Percent	11%	25%	43%	14%	7%	2%
		Error (+/-)	3%	5%	5%	4%	3%	
OFF-PEAK		Responses	8	9	14	0	3	5
Rating: 3.6		Percent	24%	26%	41%	0%	9%	1%
		Error (+/-)	14%	15%	17%	0%	10%	
TOTAL		Responses	46	96	165	49	27	13
Rating: 3.2		Percent	12%	25%	43%	13%	7%	3%
		Error (+/-)	3%	4%	5%	3%	3%	
<u>Cleanliness of stations</u>								
PEAK		Responses	24	87	145	63	29	9
Rating: 3.0		Percent	7%	25%	42%	18%	8%	2%
		Error (+/-)	3%	5%	5%	4%	3%	
OFF-PEAK		Responses	4	11	14	5	2	3
Rating: 3.3		Percent	11%	31%	39%	14%	6%	1%
		Error (+/-)	10%	15%	16%	11%	7%	
TOTAL		Responses	28	98	159	68	31	12
Rating: 3.1		Percent	7%	26%	41%	18%	8%	3%
		Error (+/-)	3%	4%	5%	4%	3%	
<u>Cleanliness of trains</u>								
PEAK		Responses	18	107	167	42	17	6
Rating: 3.2		Percent	5%	30%	48%	12%	5%	2%
		Error (+/-)	2%	5%	5%	3%	2%	
OFF-PEAK		Responses	6	14	12	1	3	3
Rating: 3.5		Percent	17%	39%	33%	3%	8%	1%
		Error (+/-)	12%	16%	15%	5%	9%	
TOTAL		Responses	24	121	179	43	20	9
Rating: 3.2		Percent	6%	31%	46%	11%	5%	2%
		Error (+/-)	2%	5%	5%	3%	2%	

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Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Heating &amp; air conditioning</u>								
PEAK		Responses	30	114	162	35	10	6
Rating: 3.3		Percent	9%	32%	46%	10%	3%	2%
		Error (+/-)	3%	5%	5%	3%	2%	
OFF-PEAK		Responses	6	14	9	3	1	6
Rating: 3.6		Percent	18%	42%	27%	9%	3%	2%
		Error (+/-)	13%	17%	15%	10%	6%	
TOTAL		Responses	36	128	171	38	11	12
Rating: 3.4		Percent	9%	33%	45%	10%	3%	3%
		Error (+/-)	3%	5%	5%	3%	2%	
<u>Availability of seats</u>								
PEAK		Responses	87	153	91	17	4	5
Rating: 3.9		Percent	25%	43%	26%	5%	1%	1%
		Error (+/-)	5%	5%	5%	2%	1%	
OFF-PEAK		Responses	18	10	8	1	0	2
Rating: 4.2		Percent	49%	27%	22%	3%	0%	1%
		Error (+/-)	16%	14%	13%	5%	0%	
TOTAL		Responses	105	163	99	18	4	7
Rating: 3.9		Percent	27%	42%	25%	5%	1%	2%
		Error (+/-)	4%	5%	4%	2%	1%	
<u>Announcements explaining delays</u>								
PEAK		Responses	27	89	90	86	56	9
Rating: 2.8		Percent	8%	26%	26%	25%	16%	2%
		Error (+/-)	3%	5%	5%	5%	4%	
OFF-PEAK		Responses	9	8	8	7	3	4
Rating: 3.4		Percent	26%	23%	23%	20%	9%	1%
		Error (+/-)	14%	14%	14%	13%	9%	
TOTAL		Responses	36	97	98	93	59	13
Rating: 2.9		Percent	9%	25%	26%	24%	15%	3%
		Error (+/-)	3%	4%	4%	4%	4%	
<u>Safety &amp; security</u>								
PEAK		Responses	36	110	144	40	19	8
Rating: 3.3		Percent	10%	32%	41%	11%	5%	2%
		Error (+/-)	3%	5%	5%	3%	2%	
OFF-PEAK		Responses	7	17	10	0	1	4
Rating: 3.8		Percent	20%	49%	29%	0%	3%	1%
		Error (+/-)	13%	17%	15%	0%	6%	
TOTAL		Responses	43	127	154	40	20	12
Rating: 3.3		Percent	11%	33%	40%	10%	5%	3%
		Error (+/-)	3%	5%	5%	3%	2%	
<u>Availability of parking at stations</u>								
PEAK		Responses	98	105	89	34	20	11
Rating: 3.7		Percent	28%	30%	26%	10%	6%	3%
		Error (+/-)	5%	5%	5%	3%	2%	
OFF-PEAK		Responses	17	10	4	3	1	4
Rating: 4.1		Percent	49%	29%	11%	9%	3%	1%
		Error (+/-)	17%	15%	11%	9%	6%	
TOTAL		Responses	115	115	93	37	21	15
Rating: 3.7		Percent	30%	30%	24%	10%	6%	4%
		Error (+/-)	5%	5%	4%	3%	2%	

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Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Overall Performance</u>								
PEAK		Responses	11	108	148	41	3	46
Rating: 3.3		Percent	4%	35%	48%	13%	1%	12%
		Error (+/-)	2%	5%	6%	4%	1%	
OFF-PEAK		Responses	6	16	10	1	0	6
Rating: 3.8		Percent	18%	48%	30%	3%	0%	2%
		Error (+/-)	13%	17%	16%	6%	0%	
TOTAL		Responses	17	124	158	42	3	52
Rating: 3.3		Percent	5%	36%	46%	12%	1%	13%
		Error (+/-)	2%	5%	5%	3%	1%	

## NUMBER OF RESPONSES, PERCENT RESPONSE &amp; MARGIN OF ERROR

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

Question 19: Gender of Respondents:

Male	187	53%	5%	24	65%	15%	211	54%	5%
Female	165	47%	5%	13	35%	15%	178	46%	5%
Total	352	100%		37	100%		389	100%	
No Response	5	1%		2	5%		7	2%	

Question 20: Employment Status of Respondents:

Employed Full-time	310	87%	4%	16	41%	15%	326	82%	4%
Employed Part-time	17	5%	2%	6	15%	11%	23	6%	2%
Currently Unemployed	1	0%	1%	2	5%	7%	3	1%	1%
Retired	12	3%	2%	10	26%	14%	22	6%	2%
Homemaker	10	3%	2%	4	10%	10%	14	4%	2%
Student	22	6%	2%	6	15%	11%	28	7%	3%
Military	1	0%	1%	0	0%	0%	1	0%	0%
Other	2	1%	1%	0	0%	0%	2	1%	1%

Question 21: Age of Respondents:

18 or younger	0	0%	0%	4	11%	10%	4	1%	1%
19 - 29	77	23%	4%	10	28%	15%	87	23%	4%
30 - 39	102	30%	5%	3	8%	9%	105	28%	5%
40 - 61	140	41%	5%	7	19%	13%	147	39%	5%
62 - 65	10	3%	2%	2	6%	7%	12	3%	2%
66 or older	13	4%	2%	10	28%	15%	23	6%	2%
Total	342	100%		36	100%		378	100%	
No Response	15	4%		3	8%		18	5%	
Avg Age:	40.1			42.8			40.3		



## Bucks County Survey Stations - SEPTA Only

The following data are based on 396 survey returns from the RAILALL database.

using the criteria: SURVTYPE='S'.AND.(SITE=15.OR.SITE=16.OR.SITE=21.OR.SITE=22.OR.SITE=30.OR.SITE=39)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 22: How many vehicles are owned by members of your household?									
0 (or No Response)	21	6%	2%	5	13%	10%	26	7%	2%
1 vehicle	59	17%	4%	11	28%	14%	70	18%	4%
2 vehicles	214	60%	5%	11	28%	14%	225	57%	5%
3 vehicles	47	13%	4%	6	15%	11%	53	13%	3%
4 or more vehicles	16	4%	2%	6	15%	11%	22	6%	2%
Avg Vehicles per Household:	2.0			2.0			2.0		

## Question 23: What is your Household income per year?

Under \$10,000	1	0%	1%	2	6%	9%	3	1%	1%
\$10,000 - \$14,999	6	2%	1%	1	3%	6%	7	2%	1%
\$15,000 - \$24,999	10	3%	2%	3	10%	10%	13	4%	2%
\$25,000 - \$34,999	30	9%	3%	4	13%	12%	34	10%	3%
\$35,000 - \$49,999	58	18%	4%	6	19%	14%	64	18%	4%
\$50,000 - \$74,999	120	37%	5%	9	29%	16%	129	37%	5%
\$75,000 - \$99,999	53	17%	4%	2	6%	9%	55	16%	4%
\$100,000 - \$124,999	31	10%	3%	2	6%	9%	33	9%	3%
\$125,000 - \$149,999	5	2%	1%	1	3%	6%	6	2%	1%
\$150,000 or more	7	2%	2%	1	3%	6%	8	2%	2%
Total	321	100%		31	100%		352	100%	
No Response	36	11%		8	26%		44	13%	
Avg Household Income:	\$66,000			\$56,000			\$65,000		



## Chester County Survey Stations - SEPTA Only

The following data are based on 244 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.(SITE>=32.AND.SITE<=34)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>									
6:00 - 6:59am	87	40%	7%	0	0%	0%	87	37%	6%
7:00 - 7:59am	90	41%	7%	0	0%	0%	90	38%	6%
8:00 - 8:59am	37	17%	5%	0	0%	0%	37	16%	5%
9:00 - 9:59am	3	1%	2%	2	10%	13%	5	2%	2%
10:00 - 10:59am	0	0%	0%	6	30%	20%	6	3%	2%
11:00 - 11:59pm	0	0%	0%	4	20%	18%	4	2%	2%
12:00 - 12:59pm	0	0%	0%	4	20%	18%	4	2%	2%
1:00pm or later	0	0%	0%	4	20%	18%	4	2%	2%
Total	217	100%		20	100%		237	100%	
No Response	5	2%		2	10%		7	3%	

Question 2: Where did you START this trip?

BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	210	95%	3%	19	86%	14%	229	95%	3%
DELAWARE	3	1%	2%	0	0%	0%	3	1%	1%
MONTGOMERY	2	1%	1%	0	0%	0%	2	1%	1%
PHILA **	0	0%	0%	0	0%	0%	0	0%	0%
CENTER CITY	0	0%	0%	2	9%	12%	2	1%	1%
BUR/CAM/GLO	0	0%	0%	0	0%	0%	0	0%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
NEW CASTLE	0	0%	0%	0	0%	0%	0	0%	0%
NORTH	0	0%	0%	0	0%	0%	0	0%	0%
SOUTH	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	5	2%	2%	1	5%	9%	6	2%	2%
Total	220	100%		22	100%		242	100%	
No Response	2	1%		0	0%		2	1%	

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

Airport Terminals C&D, B	0	0%	0%	0	0%	0%	0	0%	0%
North Broad	0	0%	0%	0	0%	0%	0	0%	0%
Wilmington SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
Chester	0	0%	0%	0	0%	0%	0	0%	0%
Elwyn	0	0%	0%	0	0%	0%	0	0%	0%
Media	0	0%	0%	0	0%	0%	0	0%	0%
Langhorne	0	0%	0%	0	0%	0%	0	0%	0%
Somerton	0	0%	0%	0	0%	0%	0	0%	0%
Jenkintown	0	0%	0%	0	0%	0%	0	0%	0%
Wayne Junction	0	0%	0%	0	0%	0%	0	0%	0%
Trenton SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
Levittown	0	0%	0%	0	0%	0%	0	0%	0%
Torresdale	0	0%	0%	0	0%	0%	0	0%	0%
Fox Chase	0	0%	0%	0	0%	0%	0	0%	0%
Market East	0	0%	0%	0	0%	0%	0	0%	0%
Suburban	0	0%	0%	0	0%	0%	0	0%	0%
30th Street SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
Paoli	168	76%	6%	17	77%	18%	185	76%	5%
Bryn Mawr	0	0%	0%	0	0%	0%	0	0%	0%
Overbrook	0	0%	0%	0	0%	0%	0	0%	0%
Ambler	0	0%	0%	0	0%	0%	0	0%	0%
East Falls	0	0%	0%	0	0%	0%	0	0%	0%
Wyndmore	0	0%	0%	0	0%	0%	0	0%	0%
All Other Stations	54	24%	6%	5	23%	18%	59	24%	5%

## Chester County Survey Stations - SEPTA Only

The following data are based on 244 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.(SITE>=32.AND.SITE<=34)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 4: How did you get to this station?</u>									
Walked	28	13%	4%	7	32%	19%	35	14%	4%
Was dropped off	20	9%	4%	2	9%	12%	22	9%	4%
Drove auto & parked	169	76%	6%	11	50%	21%	180	74%	6%
Took Taxi	0	0%	0%	0	0%	0%	0	0%	0%
Took bus/trolley	2	1%	1%	1	5%	9%	3	1%	1%
Took subway/elevated	0	0%	0%	0	0%	0%	0	0%	0%
Transferred from Amtrak train	0	0%	0%	1	5%	9%	1	0%	1%
Transferred from SEPTA/NJT train	1	0%	1%	0	0%	0%	1	0%	1%
Other	1	0%	1%	0	0%	0%	1	0%	1%
Total	221	100%		22	100%		243	100%	
No Response	1	0%		0	0%		1	0%	

Question 5: Why do you use this station?

Closest to STARTING point	152	68%	6%	19	86%	14%	171	70%	6%
Parking available	54	24%	6%	2	9%	12%	56	23%	5%
Convenient highway access	15	7%	3%	0	0%	0%	15	6%	3%
Lower fare	15	7%	3%	1	5%	9%	16	7%	3%
Transit service available	5	2%	2%	1	5%	9%	6	2%	2%
Better train service	62	28%	6%	3	14%	14%	65	27%	6%
Other	8	4%	2%	2	9%	12%	10	4%	2%

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

5 minutes or less	38	17%	5%	3	14%	15%	41	17%	5%
6 - 10	68	31%	6%	7	33%	20%	75	31%	6%
11 - 20	97	44%	7%	6	29%	19%	103	43%	6%
21 - 30	12	5%	3%	4	19%	17%	16	7%	3%
31 - 40	2	1%	1%	0	0%	0%	2	1%	1%
41 - 50	2	1%	1%	0	0%	0%	2	1%	1%
51 - 60	0	0%	0%	0	0%	0%	0	0%	0%
More than 60 minutes	1	0%	1%	1	5%	9%	2	1%	1%
Total	220	100%		21	100%		241	100%	
No Response	2	1%		1	5%		3	1%	
Avg Access Time:	13.7			16.6			13.9		

Question 7: How far is this station from your STARTING point?

less than .3 mile	11	5%	3%	1	5%	10%	12	5%	3%
0.4 to 0.5 mile	9	4%	3%	1	5%	10%	10	4%	3%
0.6 to 1.0 mile	18	9%	4%	3	16%	16%	21	9%	4%
1.1 to 2.0 miles	19	9%	4%	2	11%	14%	21	9%	4%
2.1 to 5.0 miles	56	27%	6%	7	37%	22%	63	27%	6%
5.1 to 10.0 miles	77	36%	6%	2	11%	14%	79	34%	6%
10.1 to 20.0 miles	17	8%	4%	2	11%	14%	19	8%	4%
20.1 to 30.0 miles	2	1%	1%	0	0%	0%	2	1%	1%
More than 30.0 miles	2	1%	1%	1	5%	10%	3	1%	1%
Total	211	100%		19	100%		230	100%	
No Response	11	5%		3	16%		14	6%	
Avg Access Distance:	6.1			6.6			6.1		

## Chester County Survey Stations - SEPTA Only

The following data are based on 244 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.(SITE>=32.AND.SITE<=34)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 8: What type of ticket did you buy?</u>												
One-way	12	5%	3%	5	23%	18%	17	7%	3%			
Round Trip	0	0%	0%	0	0%	0%	0	0%	0%			
Ten-trip Ticket	18	8%	4%	0	0%	0%	18	7%	3%			
Monthly Pass	168	77%	6%	9	41%	21%	177	73%	6%			
46-Trip Ticket	0	0%	0%	0	0%	0%	0	0%	0%			
Weekly Pass	13	6%	3%	2	9%	12%	15	6%	3%			
Senior Citizen (SEPTA)	2	1%	1%	5	23%	18%	7	3%	2%			
Handicapped (SEPTA)	0	0%	0%	0	0%	0%	0	0%	0%			
Senior/Handicapped (Amtrak)	0	0%	0%	0	0%	0%	0	0%	0%			
Other	6	3%	2%	1	5%	9%	7	3%	2%			
Total	219	100%		22	100%		241	100%				
No Response	3	1%		0	0%		3	1%				

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

Suburban Station	134	60%	6%	8	36%	20%	142	58%	6%
Market East	27	12%	4%	3	14%	14%	30	12%	4%
30th Street - SEPTA	41	18%	5%	5	23%	18%	46	19%	5%
Bryn Mawr	4	2%	2%	0	0%	0%	4	2%	2%
Radnor	2	1%	1%	0	0%	0%	2	1%	1%
Temple University	0	0%	0%	0	0%	0%	0	0%	0%
Trenton	0	0%	0%	0	0%	0%	0	0%	0%
Airport Terminals	0	0%	0%	0	0%	0%	0	0%	0%
Paoli	0	0%	0%	2	9%	12%	2	1%	1%
Jenkintown	0	0%	0%	0	0%	0%	0	0%	0%
Wayne	3	1%	2%	0	0%	0%	3	1%	1%
North Broad Street	1	0%	1%	0	0%	0%	1	0%	1%
Ardmore	0	0%	0%	0	0%	0%	0	0%	0%
Fox Chase	0	0%	0%	0	0%	0%	0	0%	0%
Fort Washington	0	0%	0%	0	0%	0%	0	0%	0%
Ambler	0	0%	0%	0	0%	0%	0	0%	0%
Glenside	0	0%	0%	0	0%	0%	0	0%	0%
Overbrook	0	0%	0%	0	0%	0%	0	0%	0%
Villanova	0	0%	0%	0	0%	0%	0	0%	0%
Wayne Junction	0	0%	0%	0	0%	0%	0	0%	0%
Wilmington SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
All Other Stations	10	5%	3%	4	18%	16%	14	6%	3%

Question 10: How did you reach your final destination?

Walked	203	92%	4%	19	86%	14%	222	91%	4%
Was picked up	2	1%	1%	0	0%	0%	2	1%	1%
Drove auto I had parked	0	0%	0%	1	5%	9%	1	0%	1%
Took taxi	0	0%	0%	0	0%	0%	0	0%	0%
Took bus/trolley	2	1%	1%	1	5%	9%	3	1%	1%
Took subway/elevated	11	5%	3%	0	0%	0%	11	5%	3%
Transferred to SEPTA/NJT train	3	1%	2%	0	0%	0%	3	1%	1%
Transferred to Amtrak train	0	0%	0%	1	5%	9%	1	0%	1%
Other	0	0%	0%	0	0%	0%	0	0%	0%
Total	221	100%		22	100%		243	100%	
No Response	1	0%		0	0%		1	0%	

## Chester County Survey Stations - SEPTA Only

The following data are based on 244 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.(SITE>=32.AND.SITE<=34)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 11: Where is your FINAL destination?</u>									
BUCKS	0	0%	0%	0	0%	0%	0	0%	0%
CHESTER	9	4%	3%	5	23%	18%	14	6%	3%
DELAWARE	5	2%	2%	0	0%	0%	5	2%	2%
MONTGOMERY	0	0%	0%	0	0%	0%	0	0%	0%
PHILA **	31	14%	5%	4	18%	16%	35	14%	4%
CENTER CITY	176	80%	5%	12	55%	21%	188	77%	5%
BUR/CAM/GLO	0	0%	0%	0	0%	0%	0	0%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
NEW CASTLE	0	0%	0%	0	0%	0%	0	0%	0%
NORTH	0	0%	0%	0	0%	0%	0	0%	0%
SOUTH	0	0%	0%	1	5%	9%	1	0%	1%
OTHER	0	0%	0%	0	0%	0%	0	0%	0%
Total	221	100%		22	100%		243	100%	
No Response	1	0%		0	0%		1	0%	

Question 12: How long did it take you to reach your  
DESTINATION after leaving the train?

5 minutes or less	121	55%	7%	7	33%	20%	128	53%	6%
6 - 10	65	29%	6%	10	48%	21%	75	31%	6%
11 - 20	31	14%	5%	2	10%	13%	33	14%	4%
21 - 30	3	1%	2%	1	5%	9%	4	2%	2%
31 - 40	0	0%	0%	0	0%	0%	0	0%	0%
41 - 50	1	0%	1%	0	0%	0%	1	0%	1%
51 - 60	0	0%	0%	0	0%	0%	0	0%	0%
More than 60 minutes	0	0%	0%	1	5%	9%	1	0%	1%
Total	221	100%		21	100%		242	100%	
No Response	1	0%		1	5%		2	1%	
Avg Egress Time:	7.7			18.6			8.7		

Question 13: How long did it take you to travel from your  
STARTING point to your DESTINATION?

20 minutes or less	2	1%	1%	0	0%	0%	2	1%	1%
21 - 40	4	2%	2%	0	0%	0%	4	2%	2%
41 - 60	81	37%	6%	6	29%	19%	87	36%	6%
61 - 80	94	43%	7%	8	38%	21%	102	42%	6%
81 - 100	32	15%	5%	5	24%	18%	37	15%	5%
101- 120	6	3%	2%	1	5%	9%	7	3%	2%
121- 180	0	0%	0%	0	0%	0%	0	0%	0%
More than 180 minutes	1	0%	1%	1	5%	9%	2	1%	1%
Total	220	100%		21	100%		241	100%	
No Response	2	1%		1	5%		3	1%	
Avg Travel Time:	70.7			84.2			71.9		

## Chester County Survey Stations - SEPTA Only

The following data are based on 244 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.(SITE>=32.AND.SITE<=34)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 14: What is the main purpose of this trip?</u>									
Going to work	208	95%	3%	8	36%	20%	216	89%	4%
Returning from work	0	0%	0%	1	5%	9%	1	0%	1%
School	6	3%	2%	3	14%	14%	9	4%	2%
Company business	4	2%	2%	1	5%	9%	5	2%	2%
Social/recreation	0	0%	0%	1	5%	9%	1	0%	1%
Medical/personal	1	0%	1%	5	23%	18%	6	2%	2%
Shopping	0	0%	0%	1	5%	9%	1	0%	1%
Other	1	0%	1%	2	9%	12%	3	1%	1%
Total	220	100%		22	100%		242	100%	
No Response	2	1%		0	0%		2	1%	

Question 15: Why did you decide to take a train?

Avoid driving	183	82%	5%	15	68%	19%	198	81%	5%
Solve parking problem	58	26%	6%	4	18%	16%	62	25%	5%
No car available	7	3%	2%	5	23%	18%	12	5%	3%
Unable to drive	1	0%	1%	1	5%	9%	2	1%	1%
Save money	49	22%	5%	3	14%	14%	52	21%	5%
Save time	26	12%	4%	3	14%	14%	29	12%	4%
More convenient than other modes	96	43%	7%	10	45%	21%	106	43%	6%
Other	8	4%	2%	3	14%	14%	11	5%	3%

Question 16: How would you have taken this trip if no train service had been available?

Bus/trolley	13	6%	3%	5	23%	18%	18	7%	3%
Subway/elevated	9	4%	3%	1	5%	9%	10	4%	2%
Car	177	80%	5%	15	68%	19%	192	79%	5%
Car pool	20	9%	4%	1	5%	9%	21	9%	4%
Van pool	9	4%	3%	2	9%	12%	11	5%	3%
Air	0	0%	0%	0	0%	0%	0	0%	0%
Would not have taken trip	12	5%	3%	2	9%	12%	14	6%	3%
Other	5	2%	2%	1	5%	9%	6	2%	2%

Question 17: How often do you ride on this train?

More than 10 times per week	29	13%	4%	2	9%	12%	31	13%	4%
8 to 10 times per week	157	71%	6%	10	45%	21%	167	69%	6%
4 to 7 times per week	23	10%	4%	0	0%	0%	23	9%	4%
2 to 3 times per week	4	2%	2%	2	9%	12%	6	2%	2%
4 to 7 times per month	3	1%	2%	1	5%	9%	4	2%	2%
2 to 3 times per month	1	0%	1%	1	5%	9%	2	1%	1%
Less than 2 times per month	4	2%	2%	6	27%	19%	10	4%	2%
Total	221	100%		22	100%		243	100%	
No Response	1	0%		0	0%		1	0%	
Avg Rides per Week:	8.6			5.6			8.3		

## Chester County Survey Stations - SEPTA Only

The following data are based on 244 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.(SITE>=32.AND.SITE<=34)

## Question 18: How would you rate your rail service?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Reliability</u>								
PEAK		Responses	23	121	59	13	2	4
Rating: 3.7		Percent	11%	56%	27%	6%	1%	2%
		Error (+/-)	4%	7%	6%	3%	1%	
OFF-PEAK		Responses	7	8	4	1	2	0
Rating: 3.8		Percent	32%	36%	18%	5%	9%	0%
		Error (+/-)	19%	20%	16%	9%	12%	
TOTAL		Responses	30	129	63	14	4	4
Rating: 3.7		Percent	13%	54%	26%	6%	2%	2%
		Error (+/-)	4%	6%	6%	3%	2%	
<u>Express service</u>								
PEAK		Responses	32	118	49	8	9	6
Rating: 3.7		Percent	15%	55%	23%	4%	4%	2%
		Error (+/-)	5%	7%	6%	3%	3%	
OFF-PEAK		Responses	4	9	3	0	2	4
Rating: 3.7		Percent	22%	50%	17%	0%	11%	2%
		Error (+/-)	19%	23%	17%	0%	15%	
TOTAL		Responses	36	127	52	8	11	10
Rating: 3.7		Percent	15%	54%	22%	3%	5%	4%
		Error (+/-)	5%	6%	5%	2%	3%	
<u>Customer service &amp; information</u>								
PEAK		Responses	11	58	88	40	16	9
Rating: 3.0		Percent	5%	27%	41%	19%	8%	4%
		Error (+/-)	3%	6%	7%	5%	4%	
OFF-PEAK		Responses	5	6	6	2	3	0
Rating: 3.4		Percent	23%	27%	27%	9%	14%	0%
		Error (+/-)	18%	19%	19%	12%	14%	
TOTAL		Responses	16	64	94	42	19	9
Rating: 3.1		Percent	7%	27%	40%	18%	8%	4%
		Error (+/-)	3%	6%	6%	5%	3%	
<u>Cleanliness of stations</u>								
PEAK		Responses	4	40	92	51	30	5
Rating: 2.7		Percent	2%	18%	42%	24%	14%	2%
		Error (+/-)	2%	5%	7%	6%	5%	
OFF-PEAK		Responses	4	5	5	7	1	0
Rating: 3.2		Percent	18%	23%	23%	32%	5%	0%
		Error (+/-)	16%	18%	18%	19%	9%	
TOTAL		Responses	8	45	97	58	31	5
Rating: 2.8		Percent	3%	19%	41%	24%	13%	2%
		Error (+/-)	2%	5%	6%	5%	4%	
<u>Cleanliness of trains</u>								
PEAK		Responses	17	88	86	25	2	4
Rating: 3.4		Percent	8%	40%	39%	11%	1%	2%
		Error (+/-)	4%	7%	6%	4%	1%	
OFF-PEAK		Responses	6	6	7	2	1	0
Rating: 3.6		Percent	27%	27%	32%	9%	5%	0%
		Error (+/-)	19%	19%	19%	12%	9%	
TOTAL		Responses	23	94	93	27	3	4
Rating: 3.4		Percent	10%	39%	39%	11%	1%	2%
		Error (+/-)	4%	6%	6%	4%	1%	



## Chester County Survey Stations - SEPTA Only

The following data are based on 244 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.(SITE>=32.AND.SITE<=34)

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Heating &amp; air conditioning</u>								
PEAK		Responses	17	87	91	20	1	6
Rating: 3.5		Percent	8%	40%	42%	9%	0%	2%
		Error (+/-)	4%	7%	7%	4%	1%	
OFF-PEAK		Responses	6	5	9	0	0	2
Rating: 3.9		Percent	30%	25%	45%	0%	0%	1%
		Error (+/-)	20%	19%	22%	0%	0%	
TOTAL		Responses	23	92	100	20	1	8
Rating: 3.5		Percent	10%	39%	42%	8%	0%	3%
		Error (+/-)	4%	6%	6%	4%	1%	
<u>Availability of seats</u>								
PEAK		Responses	37	86	77	12	7	3
Rating: 3.6		Percent	17%	39%	35%	5%	3%	1%
		Error (+/-)	5%	6%	6%	3%	2%	
OFF-PEAK		Responses	9	8	4	0	0	1
Rating: 4.2		Percent	43%	38%	19%	0%	0%	0%
		Error (+/-)	21%	21%	17%	0%	0%	
TOTAL		Responses	46	94	81	12	7	4
Rating: 3.7		Percent	19%	39%	34%	5%	3%	2%
		Error (+/-)	5%	6%	6%	3%	2%	
<u>Announcements explaining delays</u>								
PEAK		Responses	16	48	62	40	49	7
Rating: 2.7		Percent	7%	22%	29%	19%	23%	3%
		Error (+/-)	4%	6%	6%	5%	6%	
OFF-PEAK		Responses	2	5	6	3	3	3
Rating: 3.0		Percent	11%	26%	32%	16%	16%	1%
		Error (+/-)	14%	20%	21%	16%	16%	
TOTAL		Responses	18	53	68	43	52	10
Rating: 2.8		Percent	8%	23%	29%	18%	22%	4%
		Error (+/-)	3%	5%	6%	5%	5%	
<u>Safety &amp; security</u>								
PEAK		Responses	10	84	89	24	8	7
Rating: 3.3		Percent	5%	39%	41%	11%	4%	3%
		Error (+/-)	3%	7%	7%	4%	3%	
OFF-PEAK		Responses	6	8	4	1	2	1
Rating: 3.7		Percent	29%	38%	19%	5%	10%	0%
		Error (+/-)	19%	21%	17%	9%	13%	
TOTAL		Responses	16	92	93	25	10	8
Rating: 3.3		Percent	7%	39%	39%	11%	4%	3%
		Error (+/-)	3%	6%	6%	4%	3%	
<u>Availability of parking at stations</u>								
PEAK		Responses	18	43	57	44	47	13
Rating: 2.7		Percent	9%	21%	27%	21%	22%	5%
		Error (+/-)	4%	5%	6%	6%	6%	
OFF-PEAK		Responses	0	7	3	3	5	4
Rating: 2.7		Percent	0%	39%	17%	17%	28%	2%
		Error (+/-)	0%	23%	17%	17%	21%	
TOTAL		Responses	18	50	60	47	52	17
Rating: 2.7		Percent	8%	22%	26%	21%	23%	7%
		Error (+/-)	4%	5%	6%	5%	5%	

## Chester County Survey Stations - SEPTA Only

The following data are based on 244 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.(SITE>=32.AND.SITE<=34)

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Overall Performance</u>								
PEAK		Responses	5	83	85	24	4	21
Rating: 3.3		Percent	2%	41%	42%	12%	2%	9%
		Error (+/-)	2%	7%	7%	4%	2%	
OFF-PEAK		Responses	3	9	7	1	0	2
Rating: 3.7		Percent	15%	45%	35%	5%	0%	1%
		Error (+/-)	16%	22%	21%	10%	0%	
TOTAL		Responses	8	92	92	25	4	23
Rating: 3.3		Percent	4%	42%	42%	11%	2%	9%
		Error (+/-)	2%	6%	6%	4%	2%	

NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR

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

Question 19: Gender of Respondents:

Male	137	62%	6%	14	64%	20%	151	62%	6%
Female	85	38%	6%	8	36%	20%	93	38%	6%
Total	222	100%		22	100%		244	100%	
No Response	0	0%		0	0%		0	0%	

Question 20: Employment Status of Respondents:

Employed Full-time	207	93%	3%	12	55%	21%	219	90%	4%
Employed Part-time	8	4%	2%	2	9%	12%	10	4%	2%
Currently Unemployed	0	0%	0%	0	0%	0%	0	0%	0%
Retired	2	1%	1%	5	23%	18%	7	3%	2%
Homemaker	3	1%	2%	1	5%	9%	4	2%	2%
Student	6	3%	2%	2	9%	12%	8	3%	2%
Military	0	0%	0%	0	0%	0%	0	0%	0%
Other	1	0%	1%	0	0%	0%	1	0%	1%

Question 21: Age of Respondents:

18 or younger	2	1%	1%	0	0%	0%	2	1%	1%
19 - 29	38	18%	5%	5	24%	18%	43	18%	5%
30 - 39	76	35%	6%	1	5%	9%	77	32%	6%
40 - 61	95	44%	7%	9	43%	21%	104	44%	6%
62 - 65	4	2%	2%	1	5%	9%	5	2%	2%
66 or older	2	1%	1%	5	24%	18%	7	3%	2%
Total	217	100%		21	100%		238	100%	
No Response	5	2%		1	5%		6	3%	
Avg Age:	39.2			49.8			40.1		

## Chester County Survey Stations - SEPTA Only

The following data are based on 244 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.(SITE>=32.AND.SITE<=34)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 22: How many vehicles are owned by members of your household?									
0 (or No Response)	13	6%	3%	4	18%	16%	17	7%	3%
1 vehicle	41	18%	5%	5	23%	18%	46	19%	5%
2 vehicles	122	55%	7%	9	41%	21%	131	54%	6%
3 vehicles	34	15%	5%	3	14%	14%	37	15%	5%
4 or more vehicles	12	5%	3%	1	5%	9%	13	5%	3%
Avg Vehicles per Household:	2.0			1.6			2.0		

## Question 23: What is your Household income per year?

Under \$10,000	1	1%	1%	1	6%	11%	2	1%	1%
\$10,000 - \$14,999	1	1%	1%	0	0%	0%	1	0%	1%
\$15,000 - \$24,999	9	5%	3%	2	11%	15%	11	5%	3%
\$25,000 - \$34,999	12	6%	3%	3	17%	17%	15	7%	3%
\$35,000 - \$49,999	24	12%	5%	6	33%	22%	30	14%	5%
\$50,000 - \$74,999	68	34%	7%	3	17%	17%	71	33%	6%
\$75,000 - \$99,999	37	19%	5%	1	6%	11%	38	17%	5%
\$100,000 - \$124,999	24	12%	5%	1	6%	11%	25	11%	4%
\$125,000 - \$149,999	7	4%	3%	1	6%	11%	8	4%	2%
\$150,000 or more	17	9%	4%	0	0%	0%	17	8%	4%
Total	200	100%		18	100%		218	100%	
No Response	22	11%		4	22%		26	12%	
Avg Household Income:	\$79,000			\$51,000			\$76,000		



## Delaware County Survey Stations - SEPTA Only

The following data are based on 882 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.((SITE>=5.AND.SITE<=13).OR.SITE=35)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>									
6:00 - 6:59am	149	20%	3%	0	0%	0%	149	18%	3%
7:00 - 7:59am	392	53%	4%	0	0%	0%	392	46%	3%
8:00 - 8:59am	179	24%	3%	0	0%	0%	179	21%	3%
9:00 - 9:59am	20	3%	1%	31	29%	9%	51	6%	2%
10:00 - 10:59am	0	0%	0%	29	27%	8%	29	3%	1%
11:00 - 11:59pm	0	0%	0%	25	23%	8%	25	3%	1%
12:00 - 12:59pm	0	0%	0%	16	15%	7%	16	2%	1%
1:00pm or later	0	0%	0%	7	6%	5%	7	1%	1%
Total	740	100%		108	100%		848	100%	
No Response	31	4%		3	3%		34	4%	

Question 2: Where did you START this trip?

BUCKS	1	0%	0%	0	0%	0%	1	0%	0%
CHESTER	85	11%	2%	16	14%	7%	101	12%	2%
DELAWARE	606	79%	3%	83	75%	8%	689	78%	3%
MONTGOMERY	37	5%	2%	4	4%	3%	41	5%	1%
PHILA **	5	1%	1%	2	2%	2%	7	1%	1%
CENTER CITY	0	0%	0%	1	1%	2%	1	0%	0%
BUR/CAM/GLO	0	0%	0%	0	0%	0%	0	0%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
NEW CASTLE	28	4%	1%	4	4%	3%	32	4%	1%
NORTH	1	0%	0%	0	0%	0%	1	0%	0%
SOUTH	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	4	1%	1%	1	1%	2%	5	1%	0%
Total	767	100%		111	100%		878	100%	
No Response	4	1%		0	0%		4	0%	

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

Airport Terminals C&D, B	0	0%	0%	0	0%	0%	0	0%	0%
North Broad	0	0%	0%	0	0%	0%	0	0%	0%
Wilmington SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
Chester	40	5%	2%	6	5%	4%	46	5%	1%
Elwyn	93	12%	2%	10	9%	5%	103	12%	2%
Media	89	12%	2%	9	8%	5%	98	11%	2%
Langhorne	0	0%	0%	0	0%	0%	0	0%	0%
Somerton	0	0%	0%	0	0%	0%	0	0%	0%
Jenkintown	0	0%	0%	0	0%	0%	0	0%	0%
Wayne Junction	0	0%	0%	0	0%	0%	0	0%	0%
Trenton SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
Levittown	0	0%	0%	0	0%	0%	0	0%	0%
Torresdale	0	0%	0%	0	0%	0%	0	0%	0%
Fox Chase	0	0%	0%	0	0%	0%	0	0%	0%
Market East	0	0%	0%	0	0%	0%	0	0%	0%
Suburban	0	0%	0%	0	0%	0%	0	0%	0%
30th Street SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
Paoli	0	0%	0%	0	0%	0%	0	0%	0%
Bryn Mawr	0	0%	0%	0	0%	0%	0	0%	0%
Overbrook	0	0%	0%	0	0%	0%	0	0%	0%
Ambler	0	0%	0%	0	0%	0%	0	0%	0%
East Falls	0	0%	0%	0	0%	0%	0	0%	0%
Wyndmore	0	0%	0%	0	0%	0%	0	0%	0%
All Other Stations	549	71%	3%	86	77%	8%	635	72%	3%

## Delaware County Survey Stations - SEPTA Only

The following data are based on 882 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.((SITE>=5.AND.SITE<=13).OR.SITE=35)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 4: How did you get to this station?</u>									
Walked	215	28%	3%	46	42%	9%	261	30%	3%
Was dropped off	82	11%	2%	13	12%	6%	95	11%	2%
Drove auto & parked	437	57%	4%	44	40%	9%	481	55%	3%
Took Taxi	0	0%	0%	0	0%	0%	0	0%	0%
Took bus/trolley	22	3%	1%	4	4%	3%	26	3%	1%
Took subway/elevated	2	0%	0%	1	1%	2%	3	0%	0%
Transferred from Amtrak train	1	0%	0%	0	0%	0%	1	0%	0%
Transferred from SEPTA/NJT train	0	0%	0%	0	0%	0%	0	0%	0%
Other	5	1%	1%	2	2%	2%	7	1%	1%
Total	764	100%		110	100%		874	100%	
No Response	7	1%		1	1%		8	1%	

Question 5: Why do you use this station?

Closest to STARTING point	582	75%	3%	81	73%	8%	663	75%	3%
Parking available	177	23%	3%	21	19%	7%	198	22%	3%
Convenient highway access	23	3%	1%	4	4%	3%	27	3%	1%
Lower fare	5	1%	1%	3	3%	3%	8	1%	1%
Transit service available	48	6%	2%	10	9%	5%	58	7%	2%
Better train service	60	8%	2%	7	6%	5%	67	8%	2%
Other	87	11%	2%	13	12%	6%	100	11%	2%

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

5 minutes or less	311	40%	3%	43	39%	9%	354	40%	3%
6 - 10	260	34%	3%	29	26%	8%	289	33%	3%
11 - 20	162	21%	3%	30	27%	8%	192	22%	3%
21 - 30	21	3%	1%	3	3%	3%	24	3%	1%
31 - 40	5	1%	1%	2	2%	2%	7	1%	1%
41 - 50	5	1%	1%	3	3%	3%	8	1%	1%
51 - 60	4	1%	1%	1	1%	2%	5	1%	0%
More than 60 minutes	1	0%	0%	0	0%	0%	1	0%	0%
Total	769	100%		111	100%		880	100%	
No Response	2	0%		0	0%		2	0%	
Avg Access Time:	9.6			11.2			9.8		

Question 7: How far is this station from your STARTING point?

less than .3 mile	121	17%	3%	24	24%	9%	145	18%	3%
0.4 to 0.5 mile	58	8%	2%	14	14%	7%	72	9%	2%
0.6 to 1.0 mile	126	18%	3%	18	18%	8%	144	18%	3%
1.1 to 2.0 miles	118	16%	3%	10	10%	6%	128	16%	3%
2.1 to 5.0 miles	178	25%	3%	17	17%	7%	195	24%	3%
5.1 to 10.0 miles	72	10%	2%	6	6%	5%	78	10%	2%
10.1 to 20.0 miles	37	5%	2%	5	5%	4%	42	5%	2%
20.1 to 30.0 miles	1	0%	0%	3	3%	3%	4	0%	0%
More than 30.0 miles	5	1%	1%	1	1%	2%	6	1%	1%
Total	716	100%		98	100%		814	100%	
No Response	55	8%		13	13%		68	8%	
Avg Access Distance:	3.4			3.7			3.4		

## Delaware County Survey Stations - SEPTA Only

The following data are based on 882 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.((SITE>=5.AND.SITE<=13).OR.SITE=35)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 8: What type of ticket did you buy?</u>									
One-way	56	7%	2%	49	44%	9%	105	12%	2%
Round Trip	0	0%	0%	0	0%	0%	0	0%	0%
Ten-trip Ticket	70	9%	2%	3	3%	3%	73	8%	2%
Monthly Pass	447	58%	3%	26	23%	8%	473	54%	3%
46-Trip Ticket	0	0%	0%	0	0%	0%	0	0%	0%
Weekly Pass	156	20%	3%	6	5%	4%	162	18%	3%
Senior Citizen (SEPTA)	11	1%	1%	26	23%	8%	37	4%	1%
Handicapped (SEPTA)	0	0%	0%	0	0%	0%	0	0%	0%
Senior/Handicapped (Amtrak)	0	0%	0%	0	0%	0%	0	0%	0%
Other	30	4%	1%	1	1%	2%	31	4%	1%
Total	770	100%		111	100%		881	100%	
No Response	1	0%		0	0%		1	0%	

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

Suburban Station	511	66%	3%	52	47%	9%	563	64%	3%
Market East	120	16%	3%	24	22%	8%	144	16%	2%
30th Street - SEPTA	111	14%	2%	22	20%	7%	133	15%	2%
Bryn Mawr	2	0%	0%	1	1%	2%	3	0%	0%
Radnor	7	1%	1%	0	0%	0%	7	1%	1%
Temple University	1	0%	0%	2	2%	2%	3	0%	0%
Trenton	0	0%	0%	0	0%	0%	0	0%	0%
Airport Terminals	0	0%	0%	0	0%	0%	0	0%	0%
Paoli	0	0%	0%	0	0%	0%	0	0%	0%
Jenkintown	1	0%	0%	0	0%	0%	1	0%	0%
Wayne	0	0%	0%	0	0%	0%	0	0%	0%
North Broad Street	0	0%	0%	0	0%	0%	0	0%	0%
Ardmore	0	0%	0%	0	0%	0%	0	0%	0%
Fox Chase	0	0%	0%	0	0%	0%	0	0%	0%
Fort Washington	0	0%	0%	0	0%	0%	0	0%	0%
Ambler	0	0%	0%	0	0%	0%	0	0%	0%
Glenside	0	0%	0%	0	0%	0%	0	0%	0%
Overbrook	0	0%	0%	0	0%	0%	0	0%	0%
Villanova	0	0%	0%	0	0%	0%	0	0%	0%
Wayne Junction	0	0%	0%	0	0%	0%	0	0%	0%
Wilmington SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
All Other Stations	18	2%	1%	10	9%	5%	28	3%	1%

Question 10: How did you reach your final destination?

Walked	693	90%	2%	95	86%	6%	788	90%	2%
Was picked up	2	0%	0%	2	2%	2%	4	0%	0%
Drove auto I had parked	3	0%	0%	1	1%	2%	4	0%	0%
Took taxi	0	0%	0%	0	0%	0%	0	0%	0%
Took bus/trolley	20	3%	1%	2	2%	2%	22	3%	1%
Took subway/elevated	27	4%	1%	4	4%	3%	31	4%	1%
Transferred to SEPTA/NJT train	9	1%	1%	4	4%	3%	13	1%	1%
Transferred to Amtrak train	9	1%	1%	2	2%	2%	11	1%	1%
Other	3	0%	0%	0	0%	0%	3	0%	0%
Total	766	100%		110	100%		876	100%	
No Response	5	1%		1	1%		6	1%	

## Delaware County Survey Stations - SEPTA Only

The following data are based on 882 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.((SITE>=5.AND.SITE<=13).OR.SITE=35)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 11: Where is your FINAL destination?</u>									
BUCKS	2	0%	0%	0	0%	0%	2	0%	0%
CHESTER	10	1%	1%	0	0%	0%	10	1%	1%
DELAWARE	25	3%	1%	9	8%	5%	34	4%	1%
MONTGOMERY	8	1%	1%	2	2%	2%	10	1%	1%
PHILA **	108	14%	2%	29	26%	8%	137	16%	2%
CENTER CITY	603	79%	3%	68	61%	9%	671	76%	3%
BUR/CAM/GLO	1	0%	0%	0	0%	0%	1	0%	0%
MERCER	1	0%	0%	1	1%	2%	2	0%	0%
NEW CASTLE	1	0%	0%	0	0%	0%	1	0%	0%
NORTH	7	1%	1%	2	2%	2%	9	1%	1%
SOUTH	1	0%	0%	0	0%	0%	1	0%	0%
OTHER	0	0%	0%	0	0%	0%	0	0%	0%
Total	767	100%		111	100%		878	100%	
No Response	4	1%		0	0%		4	0%	

Question 12: How long did it take you to reach your  
DESTINATION after leaving the train?

5 minutes or less	415	55%	4%	36	33%	9%	451	52%	3%
6 - 10	240	32%	3%	26	24%	8%	266	31%	3%
11 - 20	78	10%	2%	42	38%	9%	120	14%	2%
21 - 30	11	1%	1%	2	2%	2%	13	1%	1%
31 - 40	2	0%	0%	3	3%	3%	5	1%	1%
41 - 50	6	1%	1%	1	1%	2%	7	1%	1%
51 - 60	3	0%	0%	0	0%	0%	3	0%	0%
More than 60 minutes	4	1%	1%	0	0%	0%	4	0%	0%
Total	759	100%		110	100%		869	100%	
No Response	12	2%		1	1%		13	1%	
Avg Egress Time:	8.7			11.7			9.1		

Question 13: How long did it take you to travel from your  
STARTING point to your DESTINATION?

20 minutes or less	18	2%	1%	2	2%	3%	20	2%	1%
21 - 40	172	23%	3%	26	24%	8%	198	23%	3%
41 - 60	394	52%	4%	45	42%	9%	439	51%	3%
61 - 80	106	14%	2%	19	18%	7%	125	15%	2%
81 - 100	39	5%	2%	8	7%	5%	47	5%	2%
101 - 120	15	2%	1%	6	6%	4%	21	2%	1%
121 - 180	7	1%	1%	0	0%	0%	7	1%	1%
More than 180 minutes	3	0%	0%	2	2%	3%	5	1%	1%
Total	754	100%		108	100%		862	100%	
No Response	17	2%		3	3%		20	2%	
Avg Travel Time:	56.0			60.1			56.5		



## Delaware County Survey Stations - SEPTA Only

The following data are based on 882 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.((SITE>=5.AND.SITE<=13).OR.SITE=35)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 14: What is the main purpose of this trip?</u>									
Going to work	718	93%	2%	40	37%	9%	758	87%	2%
Returning from work	1	0%	0%	1	1%	2%	2	0%	0%
School	19	2%	1%	18	17%	7%	37	4%	1%
Company business	10	1%	1%	9	8%	5%	19	2%	1%
Social/recreation	3	0%	0%	11	10%	6%	14	2%	1%
Medical/personal	3	0%	0%	13	12%	6%	16	2%	1%
Shopping	2	0%	0%	5	5%	4%	7	1%	1%
Other	12	2%	1%	11	10%	6%	23	3%	1%
Total	768	100%		108	100%		876	100%	
No Response	3	0%		3	3%		6	1%	

Question 15: Why did you decide to take a train?

Avoid driving	475	62%	3%	60	54%	9%	535	61%	3%
Solve parking problem	212	27%	3%	35	32%	9%	247	28%	3%
No car available	76	10%	2%	22	20%	7%	98	11%	2%
Unable to drive	17	2%	1%	8	7%	5%	25	3%	1%
Save money	153	20%	3%	25	23%	8%	178	20%	3%
Save time	96	12%	2%	12	11%	6%	108	12%	2%
More convenient than other modes	308	40%	3%	43	39%	9%	351	40%	3%
Other	54	7%	2%	6	5%	4%	60	7%	2%

Question 16: How would you have taken this trip if no train service had been available?

Bus/trolley	232	30%	3%	39	35%	9%	271	31%	3%
Subway/elevated	151	20%	3%	30	27%	8%	181	21%	3%
Car	427	55%	4%	55	50%	9%	482	55%	3%
Car pool	54	7%	2%	3	3%	3%	57	6%	2%
Van pool	14	2%	1%	0	0%	0%	14	2%	1%
Air	0	0%	0%	0	0%	0%	0	0%	0%
Would not have taken trip	33	4%	1%	11	10%	6%	44	5%	1%
Other	37	5%	2%	7	6%	5%	44	5%	1%

Question 17: How often do you ride on this train?

More than 10 times per week	138	18%	3%	7	6%	5%	145	17%	2%
8 to 10 times per week	491	64%	3%	34	31%	9%	525	60%	3%
4 to 7 times per week	88	12%	2%	18	17%	7%	106	12%	2%
2 to 3 times per week	14	2%	1%	9	8%	5%	23	3%	1%
4 to 7 times per month	8	1%	1%	17	16%	7%	25	3%	1%
2 to 3 times per month	6	1%	1%	8	7%	5%	14	2%	1%
Less than 2 times per month	20	3%	1%	16	15%	7%	36	4%	1%
Total	765	100%		109	100%		874	100%	
No Response	6	1%		2	2%		8	1%	
Avg Rides per Week:	8.6			5.0			8.2		

## Delaware County Survey Stations - SEPTA Only

The following data are based on 882 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.((SITE>=5.AND.SITE<=13).OR.SITE=35)

Question 18: How would you rate your rail service?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Reliability</u>								
PEAK		Responses	67	326	267	72	24	15
Rating: 3.4		Percent	9%	43%	35%	10%	3%	2%
		Error (+/-)	2%	4%	3%	2%	1%	
OFF-PEAK		Responses	20	47	27	11	3	3
Rating: 3.6		Percent	19%	44%	25%	10%	3%	0%
		Error (+/-)	7%	9%	8%	6%	3%	
TOTAL		Responses	87	373	294	83	27	18
Rating: 3.5		Percent	10%	43%	34%	10%	3%	2%
		Error (+/-)	2%	3%	3%	2%	1%	
<u>Express service</u>								
PEAK		Responses	100	266	183	71	50	101
Rating: 3.4		Percent	15%	40%	27%	11%	7%	11%
		Error (+/-)	3%	4%	3%	2%	2%	
OFF-PEAK		Responses	18	27	23	7	3	33
Rating: 3.6		Percent	23%	35%	29%	9%	4%	4%
		Error (+/-)	9%	11%	10%	6%	4%	
TOTAL		Responses	118	293	206	78	53	134
Rating: 3.5		Percent	16%	39%	28%	10%	7%	15%
		Error (+/-)	3%	3%	3%	2%	2%	
<u>Customer service &amp; information</u>								
PEAK		Responses	64	194	299	106	74	34
Rating: 3.1		Percent	9%	26%	41%	14%	10%	4%
		Error (+/-)	2%	3%	4%	3%	2%	
OFF-PEAK		Responses	19	32	36	12	6	6
Rating: 3.4		Percent	18%	30%	34%	11%	6%	1%
		Error (+/-)	7%	9%	9%	6%	4%	
TOTAL		Responses	83	226	335	118	80	40
Rating: 3.1		Percent	10%	27%	40%	14%	10%	5%
		Error (+/-)	2%	3%	3%	2%	2%	
<u>Cleanliness of stations</u>								
PEAK		Responses	55	191	279	146	83	17
Rating: 3.0		Percent	7%	25%	37%	19%	11%	2%
		Error (+/-)	2%	3%	3%	3%	2%	
OFF-PEAK		Responses	17	34	23	28	6	3
Rating: 3.3		Percent	16%	31%	21%	26%	6%	0%
		Error (+/-)	7%	9%	8%	8%	4%	
TOTAL		Responses	72	225	302	174	89	20
Rating: 3.0		Percent	8%	26%	35%	20%	10%	2%
		Error (+/-)	2%	3%	3%	3%	2%	
<u>Cleanliness of trains</u>								
PEAK		Responses	53	234	325	108	34	17
Rating: 3.2		Percent	7%	31%	43%	14%	5%	2%
		Error (+/-)	2%	3%	4%	3%	1%	
OFF-PEAK		Responses	17	34	34	12	5	9
Rating: 3.5		Percent	17%	33%	33%	12%	5%	1%
		Error (+/-)	7%	9%	9%	6%	4%	
TOTAL		Responses	70	268	359	120	39	26
Rating: 3.2		Percent	8%	31%	42%	14%	5%	3%
		Error (+/-)	2%	3%	3%	2%	1%	

## Delaware County Survey Stations - SEPTA Only

The following data are based on 882 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.((SITE>=5.AND.SITE<=13).OR.SITE=35)

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Heating &amp; air conditioning</u>								
PEAK		Responses	59	266	310	92	27	17
Rating: 3.3		Percent	8%	35%	41%	12%	4%	2%
		Error (+/-)	2%	3%	4%	2%	1%	
OFF-PEAK		Responses	23	36	33	10	3	6
Rating: 3.6		Percent	22%	34%	31%	10%	3%	1%
		Error (+/-)	8%	9%	9%	6%	3%	
TOTAL		Responses	82	302	343	102	30	23
Rating: 3.4		Percent	10%	35%	40%	12%	3%	3%
		Error (+/-)	2%	3%	3%	2%	1%	
<u>Availability of seats</u>								
PEAK		Responses	118	286	233	73	53	8
Rating: 3.4		Percent	15%	37%	31%	10%	7%	1%
		Error (+/-)	3%	3%	3%	2%	2%	
OFF-PEAK		Responses	46	35	18	4	1	7
Rating: 4.2		Percent	44%	34%	17%	4%	1%	1%
		Error (+/-)	10%	9%	7%	4%	2%	
TOTAL		Responses	164	321	251	77	54	15
Rating: 3.5		Percent	19%	37%	29%	9%	6%	2%
		Error (+/-)	3%	3%	3%	2%	2%	
<u>Announcements explaining delays</u>								
PEAK		Responses	42	153	210	161	182	23
Rating: 2.6		Percent	6%	20%	28%	22%	24%	3%
		Error (+/-)	2%	3%	3%	3%	3%	
OFF-PEAK		Responses	17	17	29	22	17	9
Rating: 3.0		Percent	17%	17%	28%	22%	17%	1%
		Error (+/-)	7%	7%	9%	8%	7%	
TOTAL		Responses	59	170	239	183	199	32
Rating: 2.7		Percent	7%	20%	28%	22%	23%	4%
		Error (+/-)	2%	3%	3%	3%	3%	
<u>Safety &amp; security</u>								
PEAK		Responses	78	246	308	64	46	29
Rating: 3.3		Percent	11%	33%	42%	9%	6%	3%
		Error (+/-)	2%	3%	4%	2%	2%	
OFF-PEAK		Responses	29	34	29	10	1	8
Rating: 3.8		Percent	28%	33%	28%	10%	1%	1%
		Error (+/-)	9%	9%	9%	6%	2%	
TOTAL		Responses	107	280	337	74	47	37
Rating: 3.4		Percent	13%	33%	40%	9%	6%	4%
		Error (+/-)	2%	3%	3%	2%	2%	
<u>Availability of parking at stations</u>								
PEAK		Responses	149	212	191	79	50	90
Rating: 3.5		Percent	22%	31%	28%	12%	7%	10%
		Error (+/-)	3%	3%	3%	2%	2%	
OFF-PEAK		Responses	18	24	22	6	13	28
Rating: 3.3		Percent	22%	29%	27%	7%	16%	3%
		Error (+/-)	9%	10%	9%	6%	8%	
TOTAL		Responses	167	236	213	85	63	118
Rating: 3.5		Percent	22%	31%	28%	11%	8%	13%
		Error (+/-)	3%	3%	3%	2%	2%	

## Delaware County Survey Stations - SEPTA Only

The following data are based on 882 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.((SITE>=5.AND.SITE<=13).OR.SITE=35)

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Overall Performance</u>								
PEAK		Responses	26	249	330	71	17	78
Rating: 3.3		Percent	4%	36%	48%	10%	2%	9%
		Error (+/-)	1%	4%	4%	2%	1%	
OFF-PEAK		Responses	10	46	39	6	0	10
Rating: 3.6		Percent	10%	46%	39%	6%	0%	1%
		Error (+/-)	6%	10%	9%	5%	0%	
TOTAL		Responses	36	295	369	77	17	88
Rating: 3.3		Percent	5%	37%	46%	10%	2%	10%
		Error (+/-)	1%	3%	3%	2%	1%	

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

Question 19: Gender of Respondents:

Male	357	47%	4%	56	52%	9%	413	47%	3%
Female	408	53%	4%	52	48%	9%	460	53%	3%
Total	765	100%		108	100%		873	100%	
No Response	6	1%		3	3%		9	1%	

Question 20: Employment Status of Respondents:

Employed Full-time	708	92%	2%	52	47%	9%	760	86%	2%
Employed Part-time	29	4%	1%	16	14%	7%	45	5%	1%
Currently Unemployed	1	0%	0%	6	5%	4%	7	1%	1%
Retired	17	2%	1%	22	20%	7%	39	4%	1%
Homemaker	28	4%	1%	10	9%	5%	38	4%	1%
Student	35	5%	1%	23	21%	8%	58	7%	2%
Military	1	0%	0%	0	0%	0%	1	0%	0%
Other	3	0%	0%	1	1%	2%	4	0%	0%

Question 21: Age of Respondents:

18 or younger	3	0%	0%	0	0%	0%	3	0%	0%
19 - 29	184	25%	3%	30	29%	9%	214	25%	3%
30 - 39	203	27%	3%	15	15%	7%	218	26%	3%
40 - 61	314	42%	4%	32	31%	9%	346	41%	3%
62 - 65	16	2%	1%	4	4%	4%	20	2%	1%
66 or older	28	4%	1%	22	21%	8%	50	6%	2%
Total	748	100%		103	100%		851	100%	
No Response	23	3%		8	8%		31	4%	
Avg Age:	39.8			44.8			40.4		

## Delaware County Survey Stations - SEPTA Only

The following data are based on 882 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.((SITE>=5.AND.SITE<=13).OR.SITE=35)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 22: How many vehicles are owned by members of your household?									
0 (or No Response)	47	6%	2%	18	16%	7%	65	7%	2%
1 vehicle	279	36%	3%	36	32%	9%	315	36%	3%
2 vehicles	321	42%	3%	40	36%	9%	361	41%	3%
3 vehicles	91	12%	2%	12	11%	6%	103	12%	2%
4 or more vehicles	33	4%	1%	5	5%	4%	38	4%	1%
Avg Vehicles per Household:	1.7			1.6			1.7		

## Question 23: What is your Household income per year?

Under \$10,000	5	1%	1%	6	6%	5%	11	1%	1%
\$10,000 - \$14,999	7	1%	1%	6	6%	5%	13	2%	1%
\$15,000 - \$24,999	50	7%	2%	11	11%	6%	61	8%	2%
\$25,000 - \$34,999	121	17%	3%	16	16%	7%	137	17%	3%
\$35,000 - \$49,999	127	18%	3%	8	8%	5%	135	17%	3%
\$50,000 - \$74,999	205	29%	3%	29	30%	9%	234	29%	3%
\$75,000 - \$99,999	87	12%	2%	8	8%	5%	95	12%	2%
\$100,000 - \$124,999	51	7%	2%	6	6%	5%	57	7%	2%
\$125,000 - \$149,999	17	2%	1%	2	2%	3%	19	2%	1%
\$150,000 or more	28	4%	1%	5	5%	4%	33	4%	1%
Total	698	100%		97	100%		795	100%	
No Response	73	10%		14	14%		87	11%	
Avg Household Income:	\$62,000			\$57,000			\$62,000		



## Montgomery County Survey Stations - SEPTA Only

The following data are based on 1080 survey returns from the RAILALL database.

using the criteria: SURVTYPE='S'.AND.(SITE=18.OR.SITE=31.OR.SITE=36.OR.SITE=37.OR.SITE=40.OR.SITE=41.OR.SITE=42.OR.SITE=

## NUMBER OF RESPONSES, PERCENT RESPONSE &amp; MARGIN OF ERROR

	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>									
6:00 - 6:59am	207	23%	3%	0	0%	0%	207	20%	2%
7:00 - 7:59am	431	48%	3%	0	0%	0%	431	41%	3%
8:00 - 8:59am	231	26%	3%	0	0%	0%	231	22%	3%
9:00 - 9:59am	32	4%	1%	30	20%	7%	62	6%	1%
10:00 - 10:59am	0	0%	0%	38	26%	7%	38	4%	1%
11:00 - 11:59pm	0	0%	0%	50	34%	8%	50	5%	1%
12:00 - 12:59pm	0	0%	0%	14	10%	5%	14	1%	1%
1:00pm or later	0	0%	0%	15	10%	5%	15	1%	1%
Total	901	100%		147	100%		1048	100%	
No Response	20	2%		12	8%		32	3%	

Question 2: Where did you START this trip?

BUCKS	74	8%	2%	9	6%	4%	83	8%	2%
CHESTER	25	3%	1%	3	2%	2%	28	3%	1%
DELAWARE	250	27%	3%	61	39%	8%	311	29%	3%
MONTGOMERY	551	60%	3%	78	50%	8%	629	59%	3%
PHILA **	14	2%	1%	3	2%	2%	17	2%	1%
CENTER CITY	1	0%	0%	1	1%	1%	2	0%	0%
BUR/CAM/GLO	0	0%	0%	0	0%	0%	0	0%	0%
MERCER	0	0%	0%	0	0%	0%	0	0%	0%
NEW CASTLE	0	0%	0%	0	0%	0%	0	0%	0%
NORTH	0	0%	0%	0	0%	0%	0	0%	0%
SOUTH	0	0%	0%	0	0%	0%	0	0%	0%
OTHER	5	1%	0%	0	0%	0%	5	0%	0%
Total	920	100%		155	100%		1075	100%	
No Response	1	0%		4	3%		5	0%	

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

Airport Terminals C&D, B	0	0%	0%	0	0%	0%	0	0%	0%
North Broad	0	0%	0%	0	0%	0%	0	0%	0%
Wilmington SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
Chester	0	0%	0%	0	0%	0%	0	0%	0%
Elwyn	0	0%	0%	0	0%	0%	0	0%	0%
Media	0	0%	0%	0	0%	0%	0	0%	0%
Langhorne	0	0%	0%	0	0%	0%	0	0%	0%
Somerton	0	0%	0%	0	0%	0%	0	0%	0%
Jenkintown	220	24%	3%	37	23%	7%	257	24%	3%
Wayne Junction	0	0%	0%	0	0%	0%	0	0%	0%
Trenton SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
Levittown	0	0%	0%	0	0%	0%	0	0%	0%
Torresdale	0	0%	0%	0	0%	0%	0	0%	0%
Fox Chase	0	0%	0%	0	0%	0%	0	0%	0%
Market East	0	0%	0%	0	0%	0%	0	0%	0%
Suburban	0	0%	0%	0	0%	0%	0	0%	0%
30th Street SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
Paoli	0	0%	0%	0	0%	0%	0	0%	0%
Bryn Mawr	180	20%	3%	38	24%	7%	218	20%	2%
Overbrook	0	0%	0%	0	0%	0%	0	0%	0%
Ambler	155	17%	2%	22	14%	5%	177	16%	2%
East Falls	0	0%	0%	0	0%	0%	0	0%	0%
Wyndmore	0	0%	0%	0	0%	0%	0	0%	0%
All Other Stations	366	40%	3%	62	39%	8%	428	40%	3%

## Montgomery County Survey Stations - SEPTA Only

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## NUMBER OF RESPONSES, PERCENT RESPONSE &amp; MARGIN OF ERROR

	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 4: How did you get to this station?</u>									
Walked	233	25%	3%	89	57%	8%	322	30%	3%
Was dropped off	120	13%	2%	19	12%	5%	139	13%	2%
Drove auto & parked	544	60%	3%	41	26%	7%	585	55%	3%
Took Taxi	1	0%	0%	0	0%	0%	1	0%	0%
Took bus/trolley	3	0%	0%	3	2%	2%	6	1%	0%
Took subway/elevated	1	0%	0%	0	0%	0%	1	0%	0%
Transferred from Amtrak train	0	0%	0%	0	0%	0%	0	0%	0%
Transferred from SEPTA/NJT train	2	0%	0%	0	0%	0%	2	0%	0%
Other	10	1%	1%	5	3%	3%	15	1%	1%
Total	914	100%		157	100%		1071	100%	
No Response	7	1%		2	1%		9	1%	

Question 5: Why do you use this station?

Closest to STARTING point	602	65%	3%	118	74%	7%	720	67%	3%
Parking available	188	20%	3%	18	11%	5%	206	19%	2%
Convenient highway access	32	3%	1%	5	3%	3%	37	3%	1%
Lower fare	47	5%	1%	2	1%	2%	49	5%	1%
Transit service available	30	3%	1%	18	11%	5%	48	4%	1%
Better train service	218	24%	3%	21	13%	5%	239	22%	2%
Other	122	13%	2%	9	6%	4%	131	12%	2%

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

5 minutes or less	281	31%	3%	61	38%	8%	342	32%	3%
6 - 10	334	36%	3%	54	34%	7%	388	36%	3%
11 - 20	243	26%	3%	34	21%	6%	277	26%	3%
21 - 30	43	5%	1%	8	5%	3%	51	5%	1%
31 - 40	6	1%	1%	1	1%	1%	7	1%	0%
41 - 50	4	0%	0%	0	0%	0%	4	0%	0%
51 - 60	3	0%	0%	0	0%	0%	3	0%	0%
More than 60 minutes	5	1%	0%	1	1%	1%	6	1%	0%
Total	919	100%		159	100%		1078	100%	
No Response	2	0%		0	0%		2	0%	
Avg Access Time:	11.5			10.1			11.3		

Question 7: How far is this station from your STARTING point?

less than .3 mile	92	11%	2%	39	28%	7%	131	13%	2%
0.4 to 0.5 mile	74	9%	2%	17	12%	5%	91	9%	2%
0.6 to 1.0 mile	136	16%	2%	20	14%	6%	156	16%	2%
1.1 to 2.0 miles	149	17%	3%	26	19%	6%	175	17%	2%
2.1 to 5.0 miles	257	30%	3%	21	15%	6%	278	28%	3%
5.1 to 10.0 miles	103	12%	2%	13	9%	5%	116	12%	2%
10.1 to 20.0 miles	43	5%	1%	4	3%	3%	47	5%	1%
20.1 to 30.0 miles	2	0%	0%	0	0%	0%	2	0%	0%
More than 30.0 miles	7	1%	1%	0	0%	0%	7	1%	1%
Total	863	100%		140	100%		1003	100%	
No Response	58	7%		19	14%		77	8%	
Avg Access Distance:	3.7			2.3			3.5		



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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 8: What type of ticket did you buy?

One-way	87	10%	2%	60	38%	8%	147	14%	2%
Round Trip	0	0%	0%	0	0%	0%	0	0%	0%
Ten-trip Ticket	74	8%	2%	3	2%	2%	77	7%	2%
Monthly Pass	583	64%	3%	33	21%	6%	616	58%	3%
46-Trip Ticket	0	0%	0%	0	0%	0%	0	0%	0%
Weekly Pass	125	14%	2%	8	5%	3%	133	12%	2%
Senior Citizen (SEPTA)	11	1%	1%	46	29%	7%	57	5%	1%
Handicapped (SEPTA)	2	0%	0%	0	0%	0%	2	0%	0%
Senior/Handicapped (Amtrak)	0	0%	0%	0	0%	0%	0	0%	0%
Other	29	3%	1%	7	4%	3%	36	3%	1%
Total	911	100%		157	100%		1068	100%	
No Response	10	1%		2	1%		12	1%	

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

Suburban Station	479	52%	3%	40	25%	7%	519	48%	3%
Market East	237	26%	3%	51	32%	7%	288	27%	3%
30th Street - SEPTA	99	11%	2%	31	19%	6%	130	12%	2%
Bryn Mawr	14	2%	1%	3	2%	2%	17	2%	1%
Radnor	0	0%	0%	0	0%	0%	0	0%	0%
Temple University	13	1%	1%	8	5%	3%	21	2%	1%
Trenton	0	0%	0%	1	1%	1%	1	0%	0%
Airport Terminals	3	0%	0%	0	0%	0%	3	0%	0%
Paoli	1	0%	0%	0	0%	0%	1	0%	0%
Jenkintown	3	0%	0%	1	1%	1%	4	0%	0%
Wayne	1	0%	0%	0	0%	0%	1	0%	0%
North Broad Street	5	1%	0%	1	1%	1%	6	1%	0%
Ardmore	4	0%	0%	3	2%	2%	7	1%	0%
Fox Chase	0	0%	0%	0	0%	0%	0	0%	0%
Fort Washington	2	0%	0%	0	0%	0%	2	0%	0%
Ambler	4	0%	0%	0	0%	0%	4	0%	0%
Glenside	0	0%	0%	2	1%	2%	2	0%	0%
Overbrook	3	0%	0%	0	0%	0%	3	0%	0%
Villanova	2	0%	0%	0	0%	0%	2	0%	0%
Wayne Junction	2	0%	0%	0	0%	0%	2	0%	0%
Wilmington SEPTA	0	0%	0%	1	1%	1%	1	0%	0%
All Other Stations	49	5%	1%	17	11%	5%	66	6%	1%

Question 10: How did you reach your final destination?

Walked	822	90%	2%	128	81%	6%	950	89%	2%
Was picked up	13	1%	1%	6	4%	3%	19	2%	1%
Drove auto I had parked	5	1%	0%	0	0%	0%	5	0%	0%
Took taxi	2	0%	0%	2	1%	2%	4	0%	0%
Took bus/trolley	28	3%	1%	4	3%	2%	32	3%	1%
Took subway/elevated	20	2%	1%	5	3%	3%	25	2%	1%
Transferred to SEPTA/NJT train	5	1%	0%	5	3%	3%	10	1%	1%
Transferred to Amtrak train	14	2%	1%	8	5%	3%	22	2%	1%
Other	5	1%	0%	0	0%	0%	5	0%	0%
Total	914	100%		158	100%		1072	100%	
No Response	7	1%		1	1%		8	1%	

## Montgomery County Survey Stations - SEPTA Only

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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 11: Where is your FINAL destination?

BUCKS	3	0%	0%	0	0%	0%	3	0%	0%
CHESTER	3	0%	0%	0	0%	0%	3	0%	0%
DELAWARE	32	4%	1%	9	6%	4%	41	4%	1%
MONTGOMERY	36	4%	1%	10	6%	4%	46	4%	1%
PHILA **	101	11%	2%	45	29%	7%	146	14%	2%
CENTER CITY	717	78%	3%	79	50%	8%	796	74%	3%
BUR/CAM/GLO	3	0%	0%	1	1%	1%	4	0%	0%
MERCER	2	0%	0%	0	0%	0%	2	0%	0%
NEW CASTLE	0	0%	0%	2	1%	2%	2	0%	0%
NORTH	13	1%	1%	7	4%	3%	20	2%	1%
SOUTH	4	0%	0%	3	2%	2%	7	1%	0%
OTHER	0	0%	0%	1	1%	1%	1	0%	0%
Total	914	100%		157	100%		1071	100%	
No Response	7	1%		2	1%		9	1%	

## Question 12: How long did it take you to reach your DESTINATION after leaving the train?

5 minutes or less	441	48%	3%	42	28%	7%	483	45%	3%
6 - 10	323	35%	3%	59	39%	8%	382	36%	3%
11 - 20	119	13%	2%	30	20%	6%	149	14%	2%
21 - 30	10	1%	1%	7	5%	3%	17	2%	1%
31 - 40	8	1%	1%	2	1%	2%	10	1%	1%
41 - 50	4	0%	0%	1	1%	1%	5	0%	0%
51 - 60	2	0%	0%	2	1%	2%	4	0%	0%
More than 60 minutes	7	1%	1%	7	5%	3%	14	1%	1%
Total	914	100%		150	100%		1064	100%	
No Response	7	1%		9	6%		16	2%	
Avg Egress Time:	9.4			18.5			10.7		

## Question 13: How long did it take you to travel from your STARTING point to your DESTINATION?

20 minutes or less	13	1%	1%	8	5%	4%	21	2%	1%
21 - 40	177	20%	3%	47	31%	7%	224	21%	2%
41 - 60	452	50%	3%	55	37%	8%	507	48%	3%
61 - 80	174	19%	3%	17	11%	5%	191	18%	2%
81 - 100	52	6%	2%	7	5%	3%	59	6%	1%
101 - 120	15	2%	1%	6	4%	3%	21	2%	1%
121 - 180	13	1%	1%	3	2%	2%	16	2%	1%
More than 180 minutes	2	0%	0%	7	5%	3%	9	1%	1%
Total	898	100%		150	100%		1048	100%	
No Response	23	3%		9	6%		32	3%	
Avg Travel Time:	58.3			62.6			58.9		

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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
<u>Question 14: What is the main purpose of this trip?</u>									
Going to work	833	92%	2%	56	36%	8%	889	84%	2%
Returning from work	3	0%	0%	3	2%	2%	6	1%	0%
School	34	4%	1%	16	10%	5%	50	5%	1%
Company business	18	2%	1%	15	10%	5%	33	3%	1%
Social/recreation	1	0%	0%	21	14%	5%	22	2%	1%
Medical/personal	4	0%	0%	13	8%	4%	17	2%	1%
Shopping	1	0%	0%	12	8%	4%	13	1%	1%
Other	9	1%	1%	18	12%	5%	27	3%	1%
Total	903	100%		154	100%		1057	100%	
No Response	18	2%		5	3%		23	2%	

Question 15: Why did you decide to take a train?

Avoid driving	617	67%	3%	72	45%	8%	689	64%	3%
Solve parking problem	234	25%	3%	34	21%	6%	268	25%	3%
No car available	85	9%	2%	40	25%	7%	125	12%	2%
Unable to drive	23	2%	1%	12	8%	4%	35	3%	1%
Save money	195	21%	3%	34	21%	6%	229	21%	2%
Save time	130	14%	2%	14	9%	4%	144	13%	2%
More convenient than other modes	346	38%	3%	65	41%	8%	411	38%	3%
Other	57	6%	2%	4	3%	2%	61	6%	1%

Question 16: How would you have taken this trip if no train service had been available?

Bus/trolley	131	14%	2%	32	20%	6%	163	15%	2%
Subway/elevated	102	11%	2%	10	6%	4%	112	10%	2%
Car	624	68%	3%	91	57%	8%	715	66%	3%
Car pool	55	6%	2%	1	1%	1%	56	5%	1%
Van pool	10	1%	1%	0	0%	0%	10	1%	1%
Air	0	0%	0%	0	0%	0%	0	0%	0%
Would not have taken trip	39	4%	1%	22	14%	5%	61	6%	1%
Other	46	5%	1%	12	8%	4%	58	5%	1%

Question 17: How often do you ride on this train?

More than 10 times per week	158	17%	2%	17	11%	5%	175	16%	2%
8 to 10 times per week	587	64%	3%	39	25%	7%	626	58%	3%
4 to 7 times per week	97	11%	2%	25	16%	6%	122	11%	2%
2 to 3 times per week	24	3%	1%	17	11%	5%	41	4%	1%
4 to 7 times per month	21	2%	1%	30	19%	6%	51	5%	1%
2 to 3 times per month	6	1%	1%	8	5%	3%	14	1%	1%
Less than 2 times per month	22	2%	1%	23	14%	5%	45	4%	1%
Total	915	100%		159	100%		1074	100%	
No Response	6	1%		0	0%		6	1%	
Avg Rides per Week:	8.5			4.9			8.0		

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Question 18: How would you rate your rail service?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Reliability</u>								
PEAK		Responses	110	402	286	71	26	26
Rating: 3.6		Percent	12%	45%	32%	8%	3%	2%
		Error (+/-)	2%	3%	3%	2%	1%	
OFF-PEAK		Responses	34	66	38	10	8	3
Rating: 3.7		Percent	22%	42%	24%	6%	5%	0%
		Error (+/-)	6%	8%	7%	4%	3%	
TOTAL		Responses	144	468	324	81	34	29
Rating: 3.6		Percent	14%	45%	31%	8%	3%	3%
		Error (+/-)	2%	3%	3%	2%	1%	
<u>Express service</u>								
PEAK		Responses	120	319	203	65	61	153
Rating: 3.5		Percent	16%	42%	26%	8%	8%	14%
		Error (+/-)	3%	3%	3%	2%	2%	
OFF-PEAK		Responses	32	37	27	10	7	46
Rating: 3.7		Percent	28%	33%	24%	9%	6%	4%
		Error (+/-)	8%	9%	8%	5%	4%	
TOTAL		Responses	152	356	230	75	68	199
Rating: 3.5		Percent	17%	40%	26%	9%	8%	18%
		Error (+/-)	2%	3%	3%	2%	2%	
<u>Customer service &amp; information</u>								
PEAK		Responses	91	266	351	135	47	31
Rating: 3.2		Percent	10%	30%	39%	15%	5%	3%
		Error (+/-)	2%	3%	3%	2%	1%	
OFF-PEAK		Responses	32	47	47	14	8	11
Rating: 3.5		Percent	22%	32%	32%	9%	5%	1%
		Error (+/-)	7%	8%	8%	5%	4%	
TOTAL		Responses	123	313	398	149	55	42
Rating: 3.3		Percent	12%	30%	38%	14%	5%	4%
		Error (+/-)	2%	3%	3%	2%	1%	
<u>Cleanliness of stations</u>								
PEAK		Responses	59	241	362	161	78	20
Rating: 3.0		Percent	7%	27%	40%	18%	9%	2%
		Error (+/-)	2%	3%	3%	3%	2%	
OFF-PEAK		Responses	16	44	54	22	12	11
Rating: 3.2		Percent	11%	30%	36%	15%	8%	1%
		Error (+/-)	5%	7%	8%	6%	4%	
TOTAL		Responses	75	285	416	183	90	31
Rating: 3.1		Percent	7%	27%	40%	17%	9%	3%
		Error (+/-)	2%	3%	3%	2%	2%	
<u>Cleanliness of trains</u>								
PEAK		Responses	60	297	375	121	40	28
Rating: 3.2		Percent	7%	33%	42%	14%	4%	3%
		Error (+/-)	2%	3%	3%	2%	1%	
OFF-PEAK		Responses	23	48	62	12	4	10
Rating: 3.5		Percent	15%	32%	42%	8%	3%	1%
		Error (+/-)	6%	8%	8%	4%	3%	
TOTAL		Responses	83	345	437	133	44	38
Rating: 3.3		Percent	8%	33%	42%	13%	4%	4%
		Error (+/-)	2%	3%	3%	2%	1%	

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Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Heating &amp; air conditioning</u>								
PEAK		Responses	76	340	335	126	20	24
Rating: 3.4		Percent	8%	38%	37%	14%	2%	2%
		Error (+/-)	2%	3%	3%	2%	1%	
OFF-PEAK		Responses	29	74	38	6	1	11
Rating: 3.8		Percent	20%	50%	26%	4%	1%	1%
		Error (+/-)	6%	8%	7%	3%	1%	
TOTAL		Responses	105	414	373	132	21	35
Rating: 3.4		Percent	10%	40%	36%	13%	2%	3%
		Error (+/-)	2%	3%	3%	2%	1%	
<u>Availability of seats</u>								
PEAK		Responses	151	349	283	86	29	23
Rating: 3.6		Percent	17%	39%	32%	10%	3%	2%
		Error (+/-)	2%	3%	3%	2%	1%	
OFF-PEAK		Responses	56	45	42	9	1	6
Rating: 4.0		Percent	37%	29%	27%	6%	1%	1%
		Error (+/-)	8%	7%	7%	4%	1%	
TOTAL		Responses	207	394	325	95	30	29
Rating: 3.6		Percent	20%	37%	31%	9%	3%	3%
		Error (+/-)	2%	3%	3%	2%	1%	
<u>Announcements explaining delays</u>								
PEAK		Responses	59	215	265	196	156	30
Rating: 2.8		Percent	7%	24%	30%	22%	18%	3%
		Error (+/-)	2%	3%	3%	3%	2%	
OFF-PEAK		Responses	28	29	43	26	16	17
Rating: 3.2		Percent	20%	20%	30%	18%	11%	2%
		Error (+/-)	7%	7%	8%	6%	5%	
TOTAL		Responses	87	244	308	222	172	47
Rating: 2.9		Percent	8%	24%	30%	21%	17%	4%
		Error (+/-)	2%	3%	3%	3%	2%	
<u>Safety &amp; security</u>								
PEAK		Responses	83	317	388	67	30	36
Rating: 3.4		Percent	9%	36%	44%	8%	3%	3%
		Error (+/-)	2%	3%	3%	2%	1%	
OFF-PEAK		Responses	37	48	47	11	5	11
Rating: 3.7		Percent	25%	32%	32%	7%	3%	1%
		Error (+/-)	7%	8%	8%	4%	3%	
TOTAL		Responses	120	365	435	78	35	47
Rating: 3.4		Percent	12%	35%	42%	8%	3%	4%
		Error (+/-)	2%	3%	3%	2%	1%	
<u>Availability of parking at stations</u>								
PEAK		Responses	147	241	222	113	82	116
Rating: 3.3		Percent	18%	30%	28%	14%	10%	11%
		Error (+/-)	3%	3%	3%	2%	2%	
OFF-PEAK		Responses	20	33	31	20	17	38
Rating: 3.2		Percent	17%	27%	26%	17%	14%	4%
		Error (+/-)	7%	8%	8%	7%	6%	
TOTAL		Responses	167	274	253	133	99	154
Rating: 3.3		Percent	18%	30%	27%	14%	11%	14%
		Error (+/-)	2%	3%	3%	2%	2%	

## Montgomery County Survey Stations - SEPTA Only

The following data are based on 1080 survey returns from the RAILALL database.

using the criteria: SURVTYPE='S'.AND.(SITE=18.OR.SITE=31.OR.SITE=36.OR.SITE=37.OR.SITE=40.OR.SITE=41.OR.SITE=42.OR.SITE=

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Overall Performance</u>								
PEAK		Responses	30	338	362	67	12	112
Rating: 3.4		Percent	4%	42%	45%	8%	1%	10%
		Error (+/-)	1%	3%	3%	2%	1%	
OFF-PEAK		Responses	12	68	47	10	2	20
Rating: 3.6		Percent	9%	49%	34%	7%	1%	2%
		Error (+/-)	5%	8%	8%	4%	2%	
TOTAL		Responses	42	406	409	77	14	132
Rating: 3.4		Percent	4%	43%	43%	8%	1%	12%
		Error (+/-)	1%	3%	3%	2%	1%	

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

Question 19: Gender of Respondents:

Male	517	57%	3%	87	56%	8%	604	56%	3%
Female	398	43%	3%	68	44%	8%	466	44%	3%
Total	915	100%		155	100%		1070	100%	
No Response	6	1%		4	3%		10	1%	

Question 20: Employment Status of Respondents:

Employed Full-time	845	92%	2%	70	44%	8%	915	85%	2%
Employed Part-time	44	5%	1%	24	15%	6%	68	6%	1%
Currently Unemployed	10	1%	1%	2	1%	2%	12	1%	1%
Retired	8	1%	1%	37	23%	7%	45	4%	1%
Homemaker	17	2%	1%	9	6%	4%	26	2%	1%
Student	40	4%	1%	29	18%	6%	69	6%	1%
Military	0	0%	0%	1	1%	1%	1	0%	0%
Other	6	1%	1%	4	3%	2%	10	1%	1%

Question 21: Age of Respondents:

18 or younger	13	1%	1%	2	1%	2%	15	1%	1%
19 - 29	203	23%	3%	41	28%	7%	244	23%	3%
30 - 39	279	31%	3%	26	17%	6%	305	29%	3%
40 - 61	357	40%	3%	34	23%	7%	391	37%	3%
62 - 65	16	2%	1%	10	7%	4%	26	2%	1%
66 or older	34	4%	1%	36	24%	7%	70	7%	2%
Total	902	100%		149	100%		1051	100%	
No Response	19	2%		10	7%		29	3%	
Avg Age:	39.7			45.8			40.6		

## Montgomery County Survey Stations - SEPTA Only

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using the criteria: SURVTYPE='S'.AND.(SITE=18.OR.SITE=31.OR.SITE=36.OR.SITE=37.OR.SITE=40.OR.SITE=41.OR.SITE=42.OR.SITE=

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 22: How many vehicles are owned by members of your household?									
0 (or No Response)	38	4%	1%	31	19%	6%	69	6%	1%
1 vehicle	253	27%	3%	50	31%	7%	303	28%	3%
2 vehicles	475	52%	3%	54	34%	7%	529	49%	3%
3 vehicles	107	12%	2%	15	9%	5%	122	11%	2%
4 or more vehicles	48	5%	1%	9	6%	4%	57	5%	1%
Avg Vehicles per Household:	1.9			1.5			1.9		

## Question 23: What is your Household income per year?

Under \$10,000	7	1%	1%	10	7%	4%	17	2%	1%
\$10,000 - \$14,999	7	1%	1%	11	8%	4%	18	2%	1%
\$15,000 - \$24,999	34	4%	1%	16	11%	5%	50	5%	1%
\$25,000 - \$34,999	87	10%	2%	14	10%	5%	101	10%	2%
\$35,000 - \$49,999	132	16%	2%	24	17%	6%	156	16%	2%
\$50,000 - \$74,999	202	24%	3%	30	21%	7%	232	24%	3%
\$75,000 - \$99,999	165	20%	3%	13	9%	5%	178	18%	2%
\$100,000 - \$124,999	81	10%	2%	10	7%	4%	91	9%	2%
\$125,000 - \$149,999	36	4%	1%	7	5%	4%	43	4%	1%
\$150,000 or more	87	10%	2%	6	4%	3%	93	9%	2%
Total	838	100%		141	100%		979	100%	
No Response	83	10%		18	13%		101	10%	
Avg Household Income:	\$78,000			\$58,000			\$75,000		





## Philadelphia County Survey Stations - SEPTA Only

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using the criteria: SURVTYPE='S'.AND.PHLSITE()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>									
6:00 - 6:59am	211	15%	2%	0	0%	0%	211	11%	1%
7:00 - 7:59am	707	51%	3%	0	0%	0%	707	37%	2%
8:00 - 8:59am	428	31%	2%	0	0%	0%	428	23%	2%
9:00 - 9:59am	31	2%	1%	74	14%	3%	105	6%	1%
10:00 - 10:59am	0	0%	0%	92	18%	3%	92	5%	1%
11:00 - 11:59pm	0	0%	0%	129	25%	4%	129	7%	1%
12:00 - 12:59pm	0	0%	0%	132	25%	4%	132	7%	1%
1:00pm or later	0	0%	0%	97	19%	3%	97	5%	1%
Total	1377	100%		524	100%		1901	100%	
No Response	54	4%		32	6%		86	5%	

Question 2: Where did you START this trip?

BUCKS	57	4%	1%	6	1%	1%	63	3%	1%
CHESTER	13	1%	0%	2	0%	1%	15	1%	0%
DELAWARE	66	5%	1%	18	3%	1%	84	4%	1%
MONTGOMERY	45	3%	1%	20	4%	2%	65	3%	1%
PHILA **	1107	78%	2%	244	44%	4%	1351	69%	2%
CENTER CITY	92	6%	1%	236	43%	4%	328	17%	2%
BUR/CAM/GLO	17	1%	1%	1	0%	0%	18	1%	0%
MERCER	2	0%	0%	3	1%	1%	5	0%	0%
NEW CASTLE	3	0%	0%	1	0%	0%	4	0%	0%
NORTH	5	0%	0%	9	2%	1%	14	1%	0%
SOUTH	5	0%	0%	4	1%	1%	9	0%	0%
OTHER	5	0%	0%	6	1%	1%	11	1%	0%
Total	1417	100%		550	100%		1967	100%	
No Response	14	1%		6	1%		20	1%	

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

Airport Terminals C&D, B	18	1%	1%	11	2%	1%	29	1%	1%
North Broad	33	2%	1%	2	0%	0%	35	2%	1%
Wilmington SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
Chester	0	0%	0%	0	0%	0%	0	0%	0%
Elwyn	0	0%	0%	0	0%	0%	0	0%	0%
Media	0	0%	0%	0	0%	0%	0	0%	0%
Langhorne	0	0%	0%	0	0%	0%	0	0%	0%
Somerton	54	4%	1%	5	1%	1%	59	3%	1%
Jenkintown	0	0%	0%	0	0%	0%	0	0%	0%
Wayne Junction	56	4%	1%	19	3%	2%	75	4%	1%
Trenton SEPTA	0	0%	0%	0	0%	0%	0	0%	0%
Levittown	0	0%	0%	0	0%	0%	0	0%	0%
Torresdale	139	10%	2%	8	1%	1%	147	7%	1%
Fox Chase	205	14%	2%	22	4%	2%	227	11%	1%
Market East	99	7%	1%	159	29%	4%	258	13%	1%
Suburban	112	8%	1%	145	26%	4%	257	13%	1%
30th Street SEPTA	97	7%	1%	66	12%	3%	163	8%	1%
Paoli	0	0%	0%	0	0%	0%	0	0%	0%
Bryn Mawr	0	0%	0%	0	0%	0%	0	0%	0%
Overbrook	94	7%	1%	13	2%	1%	107	5%	1%
Ambler	0	0%	0%	0	0%	0%	0	0%	0%
East Falls	51	4%	1%	13	2%	1%	64	3%	1%
Wyndmore	110	8%	1%	23	4%	2%	133	7%	1%
All Other Stations	363	25%	2%	70	13%	3%	433	22%	2%

## Philadelphia County Survey Stations - SEPTA Only

The following data are based on 1987 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.PHLSITE()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 4: How did you get to this station?</u>									
Walked	552	39%	3%	381	70%	4%	933	48%	2%
Was dropped off	126	9%	1%	14	3%	1%	140	7%	1%
Drove auto & parked	478	34%	2%	47	9%	2%	525	27%	2%
Took Taxi	1	0%	0%	2	0%	1%	3	0%	0%
Took bus/trolley	129	9%	2%	46	8%	2%	175	9%	1%
Took subway/elevated	46	3%	1%	19	3%	2%	65	3%	1%
Transferred from Amtrak train	35	2%	1%	17	3%	1%	52	3%	1%
Transferred from SEPTA/NJT train	15	1%	1%	15	3%	1%	30	2%	1%
Other	29	2%	1%	7	1%	1%	36	2%	1%
Total	1411	100%		548	100%		1959	100%	
No Response	20	1%		8	1%		28	1%	

Question 5: Why do you use this station?

Closest to STARTING point	1082	76%	2%	416	75%	4%	1498	75%	2%
Parking available	194	14%	2%	46	8%	2%	240	12%	1%
Convenient highway access	36	3%	1%	7	1%	1%	43	2%	1%
Lower fare	64	4%	1%	18	3%	1%	82	4%	1%
Transit service available	141	10%	2%	63	11%	3%	204	10%	1%
Better train service	101	7%	1%	43	8%	2%	144	7%	1%
Other	176	12%	2%	62	11%	3%	238	12%	1%

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

5 minutes or less	571	40%	3%	183	34%	4%	754	39%	2%
6 - 10	477	34%	2%	178	33%	4%	655	33%	2%
11 - 20	249	18%	2%	123	23%	4%	372	19%	2%
21 - 30	57	4%	1%	27	5%	2%	84	4%	1%
31 - 40	28	2%	1%	7	1%	1%	35	2%	1%
41 - 50	15	1%	1%	6	1%	1%	21	1%	0%
51 - 60	6	0%	0%	8	1%	1%	14	1%	0%
More than 60 minutes	14	1%	1%	8	1%	1%	22	1%	0%
Total	1417	100%		540	100%		1957	100%	
No Response	14	1%		16	3%		30	2%	
Avg Access Time:	11.1			12.5			11.5		

Question 7: How far is this station from your STARTING point?

less than .3 mile	266	23%	2%	141	39%	5%	407	26%	2%
0.4 to 0.5 mile	149	13%	2%	56	16%	4%	205	13%	2%
0.6 to 1.0 mile	225	19%	2%	61	17%	4%	286	19%	2%
1.1 to 2.0 miles	203	17%	2%	32	9%	3%	235	15%	2%
2.1 to 5.0 miles	229	19%	2%	41	11%	3%	270	18%	2%
5.1 to 10.0 miles	70	6%	1%	13	4%	2%	83	5%	1%
10.1 to 20.0 miles	16	1%	1%	7	2%	1%	23	1%	1%
20.1 to 30.0 miles	3	0%	0%	3	1%	1%	6	0%	0%
More than 30.0 miles	14	1%	1%	7	2%	1%	21	1%	1%
Total	1175	100%		361	100%		1536	100%	
No Response	256	22%		195	54%		451	29%	
Avg Access Distance:	2.9			3.5			3.0		

## Philadelphia County Survey Stations - SEPTA Only

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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
<u>Question 8: What type of ticket did you buy?</u>									
One-way	147	10%	2%	179	32%	4%	326	17%	2%
Round Trip	0	0%	0%	0	0%	0%	0	0%	0%
Ten-trip Ticket	102	7%	1%	16	3%	1%	118	6%	1%
Monthly Pass	700	49%	3%	105	19%	3%	805	41%	2%
46-Trip Ticket	0	0%	0%	0	0%	0%	0	0%	0%
Weekly Pass	400	28%	2%	51	9%	2%	451	23%	2%
Senior Citizen (SEPTA)	15	1%	1%	181	33%	4%	196	10%	1%
Handicapped (SEPTA)	2	0%	0%	1	0%	0%	3	0%	0%
Senior/Handicapped (Amtrak)	0	0%	0%	0	0%	0%	0	0%	0%
Other	54	4%	1%	20	4%	2%	74	4%	1%
Total	1420	100%		553	100%		1973	100%	
No Response	11	1%		3	1%		14	1%	

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

Suburban Station	610	43%	3%	78	14%	3%	688	35%	2%
Market East	273	19%	2%	87	16%	3%	360	18%	2%
30th Street - SEPTA	99	7%	1%	22	4%	2%	121	6%	1%
Bryn Mawr	14	1%	1%	11	2%	1%	25	1%	0%
Radnor	28	2%	1%	4	1%	1%	32	2%	1%
Temple University	6	0%	0%	4	1%	1%	10	1%	0%
Trenton	17	1%	1%	10	2%	1%	27	1%	1%
Airport Terminals	17	1%	1%	16	3%	1%	33	2%	1%
Paoli	11	1%	0%	15	3%	1%	26	1%	0%
Jenkintown	3	0%	0%	17	3%	1%	20	1%	0%
Wayne	10	1%	0%	12	2%	1%	22	1%	0%
North Broad Street	14	1%	1%	3	1%	1%	17	1%	0%
Ardmore	10	1%	0%	8	1%	1%	18	1%	0%
Fox Chase	7	0%	0%	16	3%	1%	23	1%	0%
Fort Washington	10	1%	0%	9	2%	1%	19	1%	0%
Ambler	4	0%	0%	8	1%	1%	12	1%	0%
Glenside	3	0%	0%	9	2%	1%	12	1%	0%
Overbrook	4	0%	0%	6	1%	1%	10	1%	0%
Villanova	7	0%	0%	3	1%	1%	10	1%	0%
Wayne Junction	2	0%	0%	1	0%	0%	3	0%	0%
Wilmington SEPTA	5	0%	0%	1	0%	0%	6	0%	0%
All Other Stations	277	19%	2%	216	39%	4%	493	25%	2%

Question 10: How did you reach your final destination?

Walked	1177	83%	2%	339	62%	4%	1516	77%	2%
Was picked up	42	3%	1%	38	7%	2%	80	4%	1%
Drove auto I had parked	37	3%	1%	122	22%	3%	159	8%	1%
Took taxi	6	0%	0%	3	1%	1%	9	0%	0%
Took bus/trolley	77	5%	1%	20	4%	2%	97	5%	1%
Took subway/elevated	33	2%	1%	3	1%	1%	36	2%	1%
Transferred to SEPTA/NJT train	25	2%	1%	12	2%	1%	37	2%	1%
Transferred to Amtrak train	6	0%	0%	8	1%	1%	14	1%	0%
Other	13	1%	0%	3	1%	1%	16	1%	0%
Total	1416	100%		548	100%		1964	100%	
No Response	15	1%		8	1%		23	1%	

## Philadelphia County Survey Stations - SEPTA Only

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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
<u>Question 11: Where is your FINAL destination?</u>									
BUCKS	32	2%	1%	24	4%	2%	56	3%	1%
CHESTER	73	5%	1%	46	8%	2%	119	6%	1%
DELAWARE	85	6%	1%	67	12%	3%	152	8%	1%
MONTGOMERY	80	6%	1%	110	20%	3%	190	10%	1%
PHILA **	239	17%	2%	136	25%	4%	375	19%	2%
CENTER CITY	861	61%	3%	140	26%	4%	1001	51%	2%
BUR/CAM/GLO	3	0%	0%	2	0%	1%	5	0%	0%
MERCER	14	1%	1%	5	1%	1%	19	1%	0%
NEW CASTLE	4	0%	0%	4	1%	1%	8	0%	0%
NORTH	10	1%	0%	8	1%	1%	18	1%	0%
SOUTH	1	0%	0%	0	0%	0%	1	0%	0%
OTHER	3	0%	0%	3	1%	1%	6	0%	0%
Total	1405	100%		545	100%		1950	100%	
No Response	26	2%		11	2%		37	2%	

Question 12: How long did it take you to reach your  
DESTINATION after leaving the train?

5 minutes or less	701	50%	3%	218	41%	4%	919	47%	2%
6 - 10	464	33%	2%	161	30%	4%	625	32%	2%
11 - 20	184	13%	2%	115	21%	3%	299	15%	2%
21 - 30	29	2%	1%	21	4%	2%	50	3%	1%
31 - 40	9	1%	0%	8	1%	1%	17	1%	0%
41 - 50	7	0%	0%	6	1%	1%	13	1%	0%
51 - 60	4	0%	0%	3	1%	1%	7	0%	0%
More than 60 minutes	9	1%	0%	5	1%	1%	14	1%	0%
Total	1407	100%		537	100%		1944	100%	
No Response	24	2%		19	4%		43	2%	
Avg Egress Time:	9.5			11.7			10.1		

Question 13: How long did it take you to travel from your  
STARTING point to your DESTINATION?

20 minutes or less	39	3%	1%	26	5%	2%	65	3%	1%
21 - 40	333	24%	2%	119	23%	4%	452	24%	2%
41 - 60	709	51%	3%	221	43%	4%	930	49%	2%
61 - 80	144	10%	2%	73	14%	3%	217	11%	1%
81 - 100	83	6%	1%	41	8%	2%	124	6%	1%
101 - 120	48	3%	1%	14	3%	1%	62	3%	1%
121 - 180	24	2%	1%	15	3%	1%	39	2%	1%
More than 180 minutes	12	1%	0%	8	2%	1%	20	1%	0%
Total	1392	100%		517	100%		1909	100%	
No Response	39	3%		39	8%		78	4%	
Avg Travel Time:	57.3			60.3			58.1		

## Philadelphia County Survey Stations - SEPTA Only

The following data are based on 1987 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.PHLSITE()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 14: What is the main purpose of this trip?</u>									
Going to work	1278	91%	1%	133	25%	4%	1411	73%	2%
Returning from work	6	0%	0%	53	10%	3%	59	3%	1%
School	44	3%	1%	34	6%	2%	78	4%	1%
Company business	27	2%	1%	54	10%	3%	81	4%	1%
Social/recreation	11	1%	0%	75	14%	3%	86	4%	1%
Medical/personal	11	1%	0%	81	15%	3%	92	5%	1%
Shopping	3	0%	0%	49	9%	2%	52	3%	1%
Other	22	2%	1%	59	11%	3%	81	4%	1%
Total	1402	100%		538	100%		1940	100%	
No Response	29	2%		18	3%		47	2%	

Question 15: Why did you decide to take a train?

Avoid driving	693	48%	3%	234	42%	4%	927	47%	2%
Solve parking problem	291	20%	2%	134	24%	4%	425	21%	2%
No car available	241	17%	2%	94	17%	3%	335	17%	2%
Unable to drive	67	5%	1%	48	9%	2%	115	6%	1%
Save money	227	16%	2%	132	24%	4%	359	18%	2%
Save time	237	17%	2%	99	18%	3%	336	17%	2%
More convenient than other modes	692	48%	3%	250	45%	4%	942	47%	2%
Other	113	8%	1%	42	8%	2%	155	8%	1%

Question 16: How would you have taken this trip if no train service had been available?

Bus/trolley	539	38%	3%	185	33%	4%	724	36%	2%
Subway/elevated	423	30%	2%	114	21%	3%	537	27%	2%
Car	550	38%	3%	257	46%	4%	807	41%	2%
Car pool	82	6%	1%	9	2%	1%	91	5%	1%
Van pool	15	1%	1%	6	1%	1%	21	1%	0%
Air	0	0%	0%	0	0%	0%	0	0%	0%
Would not have taken trip	92	6%	1%	81	15%	3%	173	9%	1%
Other	99	7%	1%	21	4%	2%	120	6%	1%

Question 17: How often do you ride on this train?

More than 10 times per week	306	22%	2%	64	12%	3%	370	19%	2%
8 to 10 times per week	813	58%	3%	124	22%	3%	937	48%	2%
4 to 7 times per week	176	12%	2%	65	12%	3%	241	12%	1%
2 to 3 times per week	34	2%	1%	72	13%	3%	106	5%	1%
4 to 7 times per month	24	2%	1%	79	14%	3%	103	5%	1%
2 to 3 times per month	25	2%	1%	64	12%	3%	89	5%	1%
Less than 2 times per month	34	2%	1%	86	16%	3%	120	6%	1%
Total	1412	100%		554	100%		1966	100%	
No Response	19	1%		2	0%		21	1%	
Avg Rides per Week:	8.6			4.7			7.5		

## Philadelphia County Survey Stations - SEPTA Only

The following data are based on 1987 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.PHLSITE()

Question 18: How would you rate your rail service?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Reliability</u>								
PEAK		Responses	215	625	406	100	41	44
Rating: 3.6		Percent	16%	45%	29%	7%	3%	2%
		Error (+/-)	2%	3%	2%	1%	1%	
OFF-PEAK		Responses	159	197	137	34	11	18
Rating: 3.9		Percent	30%	37%	25%	6%	2%	1%
		Error (+/-)	4%	4%	4%	2%	1%	
TOTAL		Responses	374	822	543	134	52	62
Rating: 3.7		Percent	19%	43%	28%	7%	3%	3%
		Error (+/-)	2%	2%	2%	1%	1%	
<u>Express service</u>								
PEAK		Responses	114	277	289	110	169	472
Rating: 3.1		Percent	12%	29%	30%	11%	18%	24%
		Error (+/-)	2%	3%	3%	2%	2%	
OFF-PEAK		Responses	90	119	114	20	21	192
Rating: 3.7		Percent	25%	33%	31%	5%	6%	10%
		Error (+/-)	4%	5%	5%	2%	2%	
TOTAL		Responses	204	396	403	130	190	664
Rating: 3.2		Percent	15%	30%	30%	10%	14%	33%
		Error (+/-)	2%	2%	2%	2%	2%	
<u>Customer service &amp; information</u>								
PEAK		Responses	162	426	490	176	99	78
Rating: 3.3		Percent	12%	31%	36%	13%	7%	4%
		Error (+/-)	2%	2%	3%	2%	1%	
OFF-PEAK		Responses	120	169	155	45	24	43
Rating: 3.6		Percent	23%	33%	30%	9%	5%	2%
		Error (+/-)	4%	4%	4%	2%	2%	
TOTAL		Responses	282	595	645	221	123	121
Rating: 3.4		Percent	15%	32%	35%	12%	7%	6%
		Error (+/-)	2%	2%	2%	1%	1%	
<u>Cleanliness of stations</u>								
PEAK		Responses	123	335	527	226	186	34
Rating: 3.0		Percent	9%	24%	38%	16%	13%	2%
		Error (+/-)	1%	2%	3%	2%	2%	
OFF-PEAK		Responses	70	146	174	84	51	31
Rating: 3.2		Percent	13%	28%	33%	16%	10%	2%
		Error (+/-)	3%	4%	4%	3%	3%	
TOTAL		Responses	193	481	701	310	237	65
Rating: 3.0		Percent	10%	25%	36%	16%	12%	3%
		Error (+/-)	1%	2%	2%	2%	1%	
<u>Cleanliness of trains</u>								
PEAK		Responses	126	467	558	175	63	42
Rating: 3.3		Percent	9%	34%	40%	13%	5%	2%
		Error (+/-)	2%	2%	3%	2%	1%	
OFF-PEAK		Responses	75	188	177	61	22	33
Rating: 3.4		Percent	14%	36%	34%	12%	4%	2%
		Error (+/-)	3%	4%	4%	3%	2%	
TOTAL		Responses	201	655	735	236	85	75
Rating: 3.3		Percent	11%	34%	38%	12%	4%	4%
		Error (+/-)	1%	2%	2%	1%	1%	

## Philadelphia County Survey Stations - SEPTA Only

The following data are based on 1987 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.PHLSITE()

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Heating &amp; air conditioning</u>								
PEAK		Responses	144	486	548	157	39	57
Rating: 3.4		Percent	10%	35%	40%	11%	3%	3%
		Error (+/-)	2%	3%	3%	2%	1%	
OFF-PEAK		Responses	119	189	162	31	10	45
Rating: 3.7		Percent	23%	37%	32%	6%	2%	2%
		Error (+/-)	4%	4%	4%	2%	1%	
TOTAL		Responses	263	675	710	188	49	102
Rating: 3.5		Percent	14%	36%	38%	10%	3%	5%
		Error (+/-)	2%	2%	2%	1%	1%	
<u>Availability of seats</u>								
PEAK		Responses	386	504	368	99	35	39
Rating: 3.8		Percent	28%	36%	26%	7%	3%	2%
		Error (+/-)	2%	3%	2%	1%	1%	
OFF-PEAK		Responses	214	194	84	21	5	38
Rating: 4.1		Percent	41%	37%	16%	4%	1%	2%
		Error (+/-)	4%	4%	3%	2%	1%	
TOTAL		Responses	600	698	452	120	40	77
Rating: 3.9		Percent	31%	37%	24%	6%	2%	4%
		Error (+/-)	2%	2%	2%	1%	1%	
<u>Announcements explaining delays</u>								
PEAK		Responses	146	338	404	252	231	60
Rating: 2.9		Percent	11%	25%	29%	18%	17%	3%
		Error (+/-)	2%	2%	2%	2%	2%	
OFF-PEAK		Responses	93	142	127	73	56	65
Rating: 3.3		Percent	19%	29%	26%	15%	11%	3%
		Error (+/-)	3%	4%	4%	3%	3%	
TOTAL		Responses	239	480	531	325	287	125
Rating: 3.0		Percent	13%	26%	29%	17%	15%	6%
		Error (+/-)	2%	2%	2%	2%	2%	
<u>Safety &amp; security</u>								
PEAK		Responses	160	425	527	139	106	74
Rating: 3.3		Percent	12%	31%	39%	10%	8%	4%
		Error (+/-)	2%	2%	3%	2%	1%	
OFF-PEAK		Responses	107	188	157	37	17	50
Rating: 3.7		Percent	21%	37%	31%	7%	3%	3%
		Error (+/-)	4%	4%	4%	2%	2%	
TOTAL		Responses	267	613	684	176	123	124
Rating: 3.4		Percent	14%	33%	37%	9%	7%	6%
		Error (+/-)	2%	2%	2%	1%	1%	
<u>Availability of parking at stations</u>								
PEAK		Responses	254	313	336	106	117	305
Rating: 3.4		Percent	23%	28%	30%	9%	10%	15%
		Error (+/-)	2%	3%	3%	2%	2%	
OFF-PEAK		Responses	89	112	117	50	53	135
Rating: 3.3		Percent	21%	27%	28%	12%	13%	7%
		Error (+/-)	4%	4%	4%	3%	3%	
TOTAL		Responses	343	425	453	156	170	440
Rating: 3.4		Percent	22%	27%	29%	10%	11%	22%
		Error (+/-)	2%	2%	2%	2%	2%	

## Philadelphia County Survey Stations - SEPTA Only

The following data are based on 1987 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.PHLSITE()

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Overall Performance</u>								
PEAK		Responses	78	512	527	112	28	174
Rating: 3.4		Percent	6%	41%	42%	9%	2%	9%
		Error (+/-)	1%	3%	3%	2%	1%	
OFF-PEAK		Responses	67	219	150	32	7	81
Rating: 3.6		Percent	14%	46%	32%	7%	1%	4%
		Error (+/-)	3%	4%	4%	2%	1%	
TOTAL		Responses	145	731	677	144	35	255
Rating: 3.5		Percent	8%	42%	39%	8%	2%	13%
		Error (+/-)	1%	2%	2%	1%	1%	

## NUMBER OF RESPONSES, PERCENT RESPONSE &amp; MARGIN OF ERROR

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

Question 19: Gender of Respondents:

Male	593	42%	3%	272	50%	4%	865	44%	2%
Female	825	58%	3%	274	50%	4%	1099	56%	2%
Total	1418	100%		546	100%		1964	100%	
No Response	13	1%		10	2%		23	1%	

Question 20: Employment Status of Respondents:

Employed Full-time	1266	88%	2%	255	46%	4%	1521	77%	2%
Employed Part-time	93	6%	1%	79	14%	3%	172	9%	1%
Currently Unemployed	8	1%	0%	23	4%	2%	31	2%	1%
Retired	24	2%	1%	165	30%	4%	189	10%	1%
Homemaker	32	2%	1%	47	8%	2%	79	4%	1%
Student	77	5%	1%	53	10%	2%	130	7%	1%
Military	2	0%	0%	0	0%	0%	2	0%	0%
Other	10	1%	0%	11	2%	1%	21	1%	0%

Question 21: Age of Respondents:

18 or younger	16	1%	1%	5	1%	1%	21	1%	0%
19 - 29	356	26%	2%	95	18%	3%	451	24%	2%
30 - 39	409	30%	2%	99	19%	3%	508	27%	2%
40 - 61	531	39%	3%	134	25%	4%	665	35%	2%
62 - 65	29	2%	1%	45	8%	2%	74	4%	1%
66 or older	36	3%	1%	156	29%	4%	192	10%	1%
Total	1377	100%		534	100%		1911	100%	
No Response	54	4%		22	4%		76	4%	
Avg Age:	38.7			49.9			41.8		



## Philadelphia County Survey Stations - SEPTA Only

The following data are based on 1987 survey returns from the RAILALL database.  
using the criteria: SURVTYPE='S'.AND.PHLSITE()

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
Question 22: How many vehicles are owned by members of your household?									
0 (or No Response)	224	16%	2%	107	19%	3%	331	17%	2%
1 vehicle	575	40%	3%	217	39%	4%	792	40%	2%
2 vehicles	493	34%	2%	172	31%	4%	665	33%	2%
3 vehicles	100	7%	1%	36	6%	2%	136	7%	1%
4 or more vehicles	39	3%	1%	24	4%	2%	63	3%	1%
Avg Vehicles per Household:	1.4			1.4			1.4		

## Question 23: What is your Household income per year?

Under \$10,000	26	2%	1%	30	6%	2%	56	3%	1%
\$10,000 - \$14,999	39	3%	1%	37	8%	2%	76	4%	1%
\$15,000 - \$24,999	153	12%	2%	62	13%	3%	215	12%	1%
\$25,000 - \$34,999	218	17%	2%	82	17%	3%	300	17%	2%
\$35,000 - \$49,999	283	22%	2%	87	18%	3%	370	21%	2%
\$50,000 - \$74,999	344	26%	2%	102	21%	4%	446	25%	2%
\$75,000 - \$99,999	145	11%	2%	39	8%	2%	184	10%	1%
\$100,000 - \$124,999	55	4%	1%	20	4%	2%	75	4%	1%
\$125,000 - \$149,999	20	2%	1%	10	2%	1%	30	2%	1%
\$150,000 or more	28	2%	1%	20	4%	2%	48	3%	1%
Total	1311	100%		489	100%		1800	100%	
No Response	120	9%		67	14%		187	10%	
Avg Household Income:	\$54,000			\$51,000			\$53,000		



## Reverse Commute Travel - SEPTA Only

The following data are based on 895 survey returns from the RAILALL database.

using the criteria: SURVTYPE='S'.AND.(SITE=3.OR.SITE=19.OR.SITE=27.OR.SITE=28.OR.SITE=29.OR.SITE=38)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 1: What time did you receive this survey?</u>												
6:00 - 6:59am	66	14%	3%	0	0%	0%	66	8%	2%			
7:00 - 7:59am	221	47%	5%	0	0%	0%	221	26%	3%			
8:00 - 8:59am	162	35%	4%	0	0%	0%	162	19%	3%			
9:00 - 9:59am	19	4%	2%	24	6%	2%	43	5%	1%			
10:00 - 10:59am	0	0%	0%	54	14%	3%	54	6%	2%			
11:00 - 11:59pm	0	0%	0%	99	26%	4%	99	12%	2%			
12:00 - 12:59pm	0	0%	0%	120	31%	5%	120	14%	2%			
1:00pm or later	0	0%	0%	85	22%	4%	85	10%	2%			
Total	468	100%		382	100%		850	100%				
No Response	23	5%		22	6%		45	5%				

Question 2: Where did you START this trip?

BUCKS	8	2%	1%	4	1%	1%	12	1%	1%			
CHESTER	13	3%	1%	2	0%	1%	15	2%	1%			
DELAWARE	62	13%	3%	17	4%	2%	79	9%	2%			
MONTGOMERY	13	3%	1%	14	3%	2%	27	3%	1%			
PHILA **	272	56%	4%	110	27%	4%	382	43%	3%			
CENTER CITY	85	17%	3%	235	59%	5%	320	36%	3%			
BUR/CAM/GLO	17	3%	2%	1	0%	0%	18	2%	1%			
MERCER	2	0%	1%	3	1%	1%	5	1%	0%			
NEW CASTLE	3	1%	1%	1	0%	0%	4	0%	0%			
NORTH	4	1%	1%	8	2%	1%	12	1%	1%			
SOUTH	4	1%	1%	3	1%	1%	7	1%	1%			
OTHER	3	1%	1%	3	1%	1%	6	1%	1%			
Total	486	100%		401	100%		887	100%				
No Response	5	1%		3	1%		8	1%				

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

Airport Terminals C&D, B	0	0%	0%	0	0%	0%	0	0%	0%			
North Broad	33	7%	2%	2	0%	1%	35	4%	1%			
Wilmington SEPTA	0	0%	0%	0	0%	0%	0	0%	0%			
Chester	0	0%	0%	0	0%	0%	0	0%	0%			
Elwyn	0	0%	0%	0	0%	0%	0	0%	0%			
Media	0	0%	0%	0	0%	0%	0	0%	0%			
Langhorne	0	0%	0%	0	0%	0%	0	0%	0%			
Somerton	0	0%	0%	0	0%	0%	0	0%	0%			
Jenkintown	0	0%	0%	0	0%	0%	0	0%	0%			
Wayne Junction	56	11%	3%	19	5%	2%	75	8%	2%			
Trenton SEPTA	0	0%	0%	0	0%	0%	0	0%	0%			
Levittown	0	0%	0%	0	0%	0%	0	0%	0%			
Torresdale	0	0%	0%	0	0%	0%	0	0%	0%			
Fox Chase	0	0%	0%	0	0%	0%	0	0%	0%			
Market East	99	20%	4%	159	39%	5%	258	29%	3%			
Suburban	112	23%	4%	145	36%	5%	257	29%	3%			
30th Street SEPTA	97	20%	4%	66	16%	4%	163	18%	3%			
Paoli	0	0%	0%	0	0%	0%	0	0%	0%			
Bryn Mawr	0	0%	0%	0	0%	0%	0	0%	0%			
Overbrook	94	19%	3%	13	3%	2%	107	12%	2%			
Ambler	0	0%	0%	0	0%	0%	0	0%	0%			
East Falls	0	0%	0%	0	0%	0%	0	0%	0%			
Wyndmore	0	0%	0%	0	0%	0%	0	0%	0%			
All Other Stations	0	0%	0%	0	0%	0%	0	0%	0%			

## Reverse Commute Travel - SEPTA Only

The following data are based on 895 survey returns from the RAILALL database.

using the criteria: SURVTYPE='S'.AND.(SITE=3.OR.SITE=19.OR.SITE=27.OR.SITE=28.OR.SITE=29.OR.SITE=38)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR						TOTAL		
	No.	PEAK Pct	Err	No.	OFF-PEAK Pct	Err	No.	Pct	Err
<u>Question 4: How did you get to this station?</u>									
Walked	177	37%	4%	291	73%	4%	468	53%	3%
Was dropped off	34	7%	2%	9	2%	1%	43	5%	1%
Drove auto & parked	56	12%	3%	7	2%	1%	63	7%	2%
Took Taxi	1	0%	0%	2	1%	1%	3	0%	0%
Took bus/trolley	99	21%	4%	36	9%	3%	135	15%	2%
Took subway/elevated	45	9%	3%	19	5%	2%	64	7%	2%
Transferred from Amtrak train	34	7%	2%	17	4%	2%	51	6%	2%
Transferred from SEPTA/NJT train	15	3%	2%	14	4%	2%	29	3%	1%
Other	17	4%	2%	2	1%	1%	19	2%	1%
Total	478	100%		397	100%		875	100%	
No Response	13	3%		7	2%		20	2%	

Question 5: Why do you use this station?

Closest to STARTING point	350	71%	4%	300	74%	4%	650	73%	3%
Parking available	23	5%	2%	28	7%	2%	51	6%	2%
Convenient highway access	11	2%	1%	6	1%	1%	17	2%	1%
Lower fare	8	2%	1%	8	2%	1%	16	2%	1%
Transit service available	72	15%	3%	47	12%	3%	119	13%	2%
Better train service	41	8%	2%	31	8%	3%	72	8%	2%
Other	64	13%	3%	49	12%	3%	113	13%	2%

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

5 minutes or less	128	26%	4%	115	29%	5%	243	28%	3%
6 - 10	119	25%	4%	120	31%	5%	239	27%	3%
11 - 20	144	30%	4%	105	27%	4%	249	28%	3%
21 - 30	44	9%	3%	26	7%	2%	70	8%	2%
31 - 40	22	5%	2%	5	1%	1%	27	3%	1%
41 - 50	14	3%	1%	5	1%	1%	19	2%	1%
51 - 60	2	0%	1%	8	2%	1%	10	1%	1%
More than 60 minutes	11	2%	1%	7	2%	1%	18	2%	1%
Total	484	100%		391	100%		875	100%	
No Response	7	1%		13	3%		20	2%	
Avg Access Time:	16.7			14.0			15.5		

Question 7: How far is this station from your STARTING point?

less than .3 mile	57	17%	4%	84	37%	6%	141	25%	4%
0.4 to 0.5 mile	41	12%	3%	35	15%	5%	76	13%	3%
0.6 to 1.0 mile	63	18%	4%	48	21%	5%	111	19%	3%
1.1 to 2.0 miles	56	16%	4%	17	7%	3%	73	13%	3%
2.1 to 5.0 miles	66	19%	4%	21	9%	4%	87	15%	3%
5.1 to 10.0 miles	39	11%	3%	11	5%	3%	50	9%	2%
10.1 to 20.0 miles	9	3%	2%	4	2%	2%	13	2%	1%
20.1 to 30.0 miles	2	1%	1%	3	1%	1%	5	1%	1%
More than 30.0 miles	11	3%	2%	6	3%	2%	17	3%	1%
Total	344	100%		229	100%		573	100%	
No Response	147	43%		175	76%		322	56%	
Avg Access Distance:	4.9			4.2			4.6		

## Reverse Commute Travel - SEPTA Only

The following data are based on 895 survey returns from the RAILALL database.

using the criteria: SURVTYPE='S'.AND.(SITE=3.OR.SITE=19.OR.SITE=27.OR.SITE=28.OR.SITE=29.OR.SITE=38)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 8: What type of ticket did you buy?</u>									
One-way	88	18%	3%	136	34%	5%	224	25%	3%
Round Trip	0	0%	0%	0	0%	0%	0	0%	0%
Ten-trip Ticket	17	3%	2%	10	2%	2%	27	3%	1%
Monthly Pass	204	42%	4%	80	20%	4%	284	32%	3%
46-Trip Ticket	0	0%	0%	0	0%	0%	0	0%	0%
Weekly Pass	145	30%	4%	36	9%	3%	181	20%	3%
Senior Citizen (SEPTA)	8	2%	1%	123	31%	5%	131	15%	2%
Handicapped (SEPTA)	1	0%	0%	0	0%	0%	1	0%	0%
Senior/Handicapped (Amtrak)	0	0%	0%	0	0%	0%	0	0%	0%
Other	24	5%	2%	17	4%	2%	41	5%	1%
Total	487	100%		402	100%		889	100%	
No Response	4	1%		2	0%		6	1%	

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

Suburban Station	65	13%	3%	23	6%	2%	88	10%	2%
Market East	34	7%	2%	15	4%	2%	49	5%	1%
30th Street - SEPTA	13	3%	1%	10	2%	2%	23	3%	1%
Bryn Mawr	14	3%	1%	11	3%	2%	25	3%	1%
Radnor	28	6%	2%	4	1%	1%	32	4%	1%
Temple University	2	0%	1%	2	0%	1%	4	0%	0%
Trenton	14	3%	1%	10	2%	2%	24	3%	1%
Airport Terminals	15	3%	2%	14	3%	2%	29	3%	1%
Paoli	11	2%	1%	15	4%	2%	26	3%	1%
Jenkintown	3	1%	1%	17	4%	2%	20	2%	1%
Wayne	10	2%	1%	12	3%	2%	22	2%	1%
North Broad Street	12	2%	1%	2	0%	1%	14	2%	1%
Ardmore	10	2%	1%	8	2%	1%	18	2%	1%
Fox Chase	7	1%	1%	15	4%	2%	22	2%	1%
Fort Washington	10	2%	1%	9	2%	1%	19	2%	1%
Ambler	4	1%	1%	8	2%	1%	12	1%	1%
Glenside	3	1%	1%	9	2%	1%	12	1%	1%
Overbrook	4	1%	1%	6	1%	1%	10	1%	1%
Villanova	7	1%	1%	3	1%	1%	10	1%	1%
Wayne Junction	1	0%	0%	1	0%	0%	2	0%	0%
Wilmington SEPTA	5	1%	1%	1	0%	0%	6	1%	1%
All Other Stations	219	45%	4%	209	52%	5%	428	48%	3%

Question 10: How did you reach your final destination?

Walked	322	67%	4%	206	52%	5%	528	60%	3%
Was picked up	41	9%	2%	36	9%	3%	77	9%	2%
Drove auto I had parked	30	6%	2%	122	31%	5%	152	17%	2%
Took taxi	3	1%	1%	3	1%	1%	6	1%	1%
Took bus/trolley	44	9%	3%	12	3%	2%	56	6%	2%
Took subway/elevated	10	2%	1%	1	0%	0%	11	1%	1%
Transferred to SEPTA/NJT train	18	4%	2%	8	2%	1%	26	3%	1%
Transferred to Amtrak train	5	1%	1%	7	2%	1%	12	1%	1%
Other	9	2%	1%	3	1%	1%	12	1%	1%
Total	482	100%		398	100%		880	100%	
No Response	9	2%		6	2%		15	2%	

## Reverse Commute Travel - SEPTA Only

The following data are based on 895 survey returns from the RAILALL database.

using the criteria: SURVTYPE='S'.AND.(SITE=3.OR.SITE=19.OR.SITE=27.OR.SITE=28.OR.SITE=29.OR.SITE=38)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<b>Question 11: Where is your FINAL destination?</b>									
BUCKS	28	6%	2%	24	6%	2%	52	6%	2%
CHESTER	72	15%	3%	46	12%	3%	118	14%	2%
DELAWARE	77	16%	3%	65	16%	4%	142	16%	2%
MONTGOMERY	78	17%	3%	106	27%	4%	184	21%	3%
PHILA **	92	20%	4%	105	26%	4%	197	23%	3%
CENTER CITY	97	21%	4%	32	8%	3%	129	15%	2%
BUR/CAM/GLO	1	0%	0%	1	0%	0%	2	0%	0%
MERCER	11	2%	1%	5	1%	1%	16	2%	1%
NEW CASTLE	4	1%	1%	4	1%	1%	8	1%	1%
NORTH	7	1%	1%	8	2%	1%	15	2%	1%
SOUTH	1	0%	0%	0	0%	0%	1	0%	0%
OTHER	3	1%	1%	3	1%	1%	6	1%	1%
Total	471	100%		399	100%		870	100%	
No Response	20	4%		5	1%		25	3%	
<b>Question 12: How long did it take you to reach your DESTINATION after leaving the train?</b>									
5 minutes or less	218	46%	4%	167	42%	5%	385	44%	3%
6 - 10	144	30%	4%	114	29%	4%	258	30%	3%
11 - 20	80	17%	3%	82	21%	4%	162	19%	3%
21 - 30	19	4%	2%	15	4%	2%	34	4%	1%
31 - 40	4	1%	1%	6	2%	1%	10	1%	1%
41 - 50	4	1%	1%	4	1%	1%	8	1%	1%
51 - 60	3	1%	1%	3	1%	1%	6	1%	1%
More than 60 minutes	4	1%	1%	5	1%	1%	9	1%	1%
Total	476	100%		396	100%		872	100%	
No Response	15	3%		8	2%		23	3%	
Avg Egress Time:	11.0			12.1			11.5		
<b>Question 13: How long did it take you to travel from your STARTING point to your DESTINATION?</b>									
20 minutes or less	17	4%	2%	19	5%	2%	36	4%	1%
21 - 40	107	22%	4%	77	20%	4%	184	22%	3%
41 - 60	141	30%	4%	154	41%	5%	295	35%	3%
61 - 80	78	16%	3%	54	14%	4%	132	15%	2%
81 - 100	62	13%	3%	38	10%	3%	100	12%	2%
101- 120	42	9%	3%	13	3%	2%	55	6%	2%
121- 180	21	4%	2%	14	4%	2%	35	4%	1%
More than 180 minutes	8	2%	1%	7	2%	1%	15	2%	1%
Total	476	100%		376	100%		852	100%	
No Response	15	3%		28	7%		43	5%	
Avg Travel Time:	69.1			63.9			66.8		

## Reverse Commute Travel - SEPTA Only

The following data are based on 895 survey returns from the RAILALL database.

using the criteria: SURVTYPE='S'.AND.(SITE=3.OR.SITE=19.OR.SITE=27.OR.SITE=28.OR.SITE=29.OR.SITE=38)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR								
	PEAK			OFF-PEAK			TOTAL		
	No.	Pct	Err	No.	Pct	Err	No.	Pct	Err
<u>Question 14: What is the main purpose of this trip?</u>									
Going to work	405	84%	3%	77	20%	4%	482	55%	3%
Returning from work	5	1%	1%	51	13%	3%	56	6%	2%
School	28	6%	2%	28	7%	3%	56	6%	2%
Company business	18	4%	2%	45	11%	3%	63	7%	2%
Social/recreation	7	1%	1%	58	15%	4%	65	7%	2%
Medical/personal	7	1%	1%	65	17%	4%	72	8%	2%
Shopping	1	0%	0%	24	6%	2%	25	3%	1%
Other	13	3%	1%	44	11%	3%	57	7%	2%
Total	484	100%		392	100%		876	100%	
No Response	7	1%		12	3%		19	2%	

Question 15: Why did you decide to take a train?

Avoid driving	173	35%	4%	178	44%	5%	351	39%	3%
Solve parking problem	54	11%	3%	99	25%	4%	153	17%	2%
No car available	161	33%	4%	63	16%	4%	224	25%	3%
Unable to drive	45	9%	3%	33	8%	3%	78	9%	2%
Save money	62	13%	3%	104	26%	4%	166	19%	3%
Save time	72	15%	3%	74	18%	4%	146	16%	2%
More convenient than other modes	186	38%	4%	178	44%	5%	364	41%	3%
Other	40	8%	2%	31	8%	3%	71	8%	2%

Question 16: How would you have taken this trip if no train service had been available?

Bus/trolley	186	38%	4%	117	29%	4%	303	34%	3%
Subway/elevated	106	22%	4%	72	18%	4%	178	20%	3%
Car	174	35%	4%	206	51%	5%	380	42%	3%
Car pool	34	7%	2%	8	2%	1%	42	5%	1%
Van pool	9	2%	1%	4	1%	1%	13	1%	1%
Air	0	0%	0%	0	0%	0%	0	0%	0%
Would not have taken trip	72	15%	3%	60	15%	3%	132	15%	2%
Other	46	9%	3%	12	3%	2%	58	6%	2%

Question 17: How often do you ride on this train?

More than 10 times per week	126	26%	4%	41	10%	3%	167	19%	3%
8 to 10 times per week	225	46%	4%	98	24%	4%	323	36%	3%
4 to 7 times per week	79	16%	3%	39	10%	3%	118	13%	2%
2 to 3 times per week	14	3%	1%	52	13%	3%	66	7%	2%
4 to 7 times per month	7	1%	1%	62	15%	4%	69	8%	2%
2 to 3 times per month	15	3%	2%	47	12%	3%	62	7%	2%
Less than 2 times per month	18	4%	2%	64	16%	4%	82	9%	2%
Total	484	100%		403	100%		887	100%	
No Response	7	1%		1	0%		8	1%	
Avg Rides per Week:	8.3			4.6			6.6		

## Reverse Commute Travel - SEPTA Only

The following data are based on 895 survey returns from the RAILALL database.

using the criteria: SURVTYPE='S'.AND.(SITE=3.OR.SITE=19.OR.SITE=27.OR.SITE=28.OR.SITE=29.OR.SITE=38)

Question 18: How would you rate your rail service?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Reliability</u>								
PEAK		Responses	65	193	142	43	26	22
Rating: 3.5		Percent	14%	41%	30%	9%	6%	2%
		Error (+/-)	3%	4%	4%	3%	2%	
OFF-PEAK		Responses	114	149	100	22	6	13
Rating: 3.9		Percent	29%	38%	26%	6%	2%	1%
		Error (+/-)	5%	5%	4%	2%	1%	
TOTAL		Responses	179	342	242	65	32	35
Rating: 3.7		Percent	21%	40%	28%	8%	4%	4%
		Error (+/-)	3%	3%	3%	2%	1%	
<u>Express service</u>								
PEAK		Responses	39	92	96	30	48	186
Rating: 3.1		Percent	13%	30%	31%	10%	16%	21%
		Error (+/-)	4%	5%	5%	3%	4%	
OFF-PEAK		Responses	64	96	80	14	12	138
Rating: 3.7		Percent	24%	36%	30%	5%	5%	15%
		Error (+/-)	5%	6%	6%	3%	2%	
TOTAL		Responses	103	188	176	44	60	324
Rating: 3.4		Percent	18%	33%	31%	8%	11%	36%
		Error (+/-)	3%	4%	4%	2%	3%	
<u>Customer service &amp; information</u>								
PEAK		Responses	59	150	163	52	35	32
Rating: 3.3		Percent	13%	33%	36%	11%	8%	4%
		Error (+/-)	3%	4%	4%	3%	2%	
OFF-PEAK		Responses	88	122	114	35	14	31
Rating: 3.6		Percent	24%	33%	31%	9%	4%	3%
		Error (+/-)	4%	5%	5%	3%	2%	
TOTAL		Responses	147	272	277	87	49	63
Rating: 3.5		Percent	18%	33%	33%	10%	6%	7%
		Error (+/-)	3%	3%	3%	2%	2%	
<u>Cleanliness of stations</u>								
PEAK		Responses	45	113	160	72	84	17
Rating: 2.9		Percent	9%	24%	34%	15%	18%	2%
		Error (+/-)	3%	4%	4%	3%	3%	
OFF-PEAK		Responses	47	116	123	64	32	22
Rating: 3.2		Percent	12%	30%	32%	17%	8%	2%
		Error (+/-)	3%	5%	5%	4%	3%	
TOTAL		Responses	92	229	283	136	116	39
Rating: 3.1		Percent	11%	27%	33%	16%	14%	4%
		Error (+/-)	2%	3%	3%	2%	2%	
<u>Cleanliness of trains</u>								
PEAK		Responses	56	148	187	63	20	17
Rating: 3.3		Percent	12%	31%	39%	13%	4%	2%
		Error (+/-)	3%	4%	4%	3%	2%	
OFF-PEAK		Responses	53	149	121	43	15	23
Rating: 3.5		Percent	14%	39%	32%	11%	4%	3%
		Error (+/-)	3%	5%	5%	3%	2%	
TOTAL		Responses	109	297	308	106	35	40
Rating: 3.4		Percent	13%	35%	36%	12%	4%	4%
		Error (+/-)	2%	3%	3%	2%	1%	



## Reverse Commute Travel - SEPTA Only

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using the criteria: SURVTYPE='S'.AND.(SITE=3.OR.SITE=19.OR.SITE=27.OR.SITE=28.OR.SITE=29.OR.SITE=38)

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Heating &amp; air conditioning</u>								
PEAK		Responses	62	158	185	51	11	24
Rating: 3.4		Percent	13%	34%	40%	11%	2%	3%
		Error (+/-)	3%	4%	4%	3%	1%	
OFF-PEAK		Responses	92	143	108	25	7	29
Rating: 3.8		Percent	25%	38%	29%	7%	2%	3%
		Error (+/-)	4%	5%	5%	3%	1%	
TOTAL		Responses	154	301	293	76	18	53
Rating: 3.6		Percent	18%	36%	35%	9%	2%	6%
		Error (+/-)	3%	3%	3%	2%	1%	
<u>Availability of seats</u>								
PEAK		Responses	139	154	125	35	20	18
Rating: 3.8		Percent	29%	33%	26%	7%	4%	2%
		Error (+/-)	4%	4%	4%	2%	2%	
OFF-PEAK		Responses	152	146	62	17	3	24
Rating: 4.1		Percent	40%	38%	16%	4%	1%	3%
		Error (+/-)	5%	5%	4%	2%	1%	
TOTAL		Responses	291	300	187	52	23	42
Rating: 3.9		Percent	34%	35%	22%	6%	3%	5%
		Error (+/-)	3%	3%	3%	2%	1%	
<u>Announcements explaining delays</u>								
PEAK		Responses	61	101	115	81	108	25
Rating: 2.8		Percent	13%	22%	25%	17%	23%	3%
		Error (+/-)	3%	4%	4%	3%	4%	
OFF-PEAK		Responses	68	112	89	55	39	41
Rating: 3.3		Percent	19%	31%	25%	15%	11%	5%
		Error (+/-)	4%	5%	4%	4%	3%	
TOTAL		Responses	129	213	204	136	147	66
Rating: 3.0		Percent	16%	26%	25%	16%	18%	7%
		Error (+/-)	2%	3%	3%	3%	3%	
<u>Safety &amp; security</u>								
PEAK		Responses	61	137	157	54	45	37
Rating: 3.3		Percent	13%	30%	35%	12%	10%	4%
		Error (+/-)	3%	4%	4%	3%	3%	
OFF-PEAK		Responses	80	146	109	26	10	33
Rating: 3.7		Percent	22%	39%	29%	7%	3%	4%
		Error (+/-)	4%	5%	5%	3%	2%	
TOTAL		Responses	141	283	266	80	55	70
Rating: 3.5		Percent	17%	34%	32%	10%	7%	8%
		Error (+/-)	3%	3%	3%	2%	2%	
<u>Availability of parking at stations</u>								
PEAK		Responses	51	77	111	33	37	182
Rating: 3.2		Percent	17%	25%	36%	11%	12%	20%
		Error (+/-)	4%	5%	5%	3%	4%	
OFF-PEAK		Responses	63	84	85	34	39	99
Rating: 3.3		Percent	21%	28%	28%	11%	13%	11%
		Error (+/-)	5%	5%	5%	4%	4%	
TOTAL		Responses	114	161	196	67	76	281
Rating: 3.3		Percent	19%	26%	32%	11%	12%	31%
		Error (+/-)	3%	3%	4%	2%	3%	

## Reverse Commute Travel - SEPTA Only

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using the criteria: SURVTYPE='S'.AND.(SITE=3.OR.SITE=19.OR.SITE=27.OR.SITE=28.OR.SITE=29.OR.SITE=38)

Question 18: How would you rate your rail service (cont'd)?

			Excellent 5	4	Average 3	2	Poor 1	No Response
<u>Overall Performance</u>								
PEAK		Responses	24	160	173	56	10	68
Rating: 3.3		Percent	6%	38%	41%	13%	2%	8%
		Error (+/-)	2%	5%	5%	3%	1%	
OFF-PEAK		Responses	50	167	103	25	4	55
Rating: 3.7		Percent	14%	48%	30%	7%	1%	6%
		Error (+/-)	4%	5%	5%	3%	1%	
TOTAL		Responses	74	327	276	81	14	123
Rating: 3.5		Percent	10%	42%	36%	10%	2%	14%
		Error (+/-)	2%	3%	3%	2%	1%	

## NUMBER OF RESPONSES, PERCENT RESPONSE &amp; MARGIN OF ERROR

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

Question 19: Gender of Respondents:

Male	231	47%	4%	202	51%	5%	433	49%	3%
Female	256	53%	4%	195	49%	5%	451	51%	3%
Total	487	100%		397	100%		884	100%	
No Response	4	1%		7	2%		11	1%	

Question 20: Employment Status of Respondents:

Employed Full-time	401	82%	3%	191	47%	5%	592	66%	3%
Employed Part-time	49	10%	3%	54	13%	3%	103	12%	2%
Currently Unemployed	7	1%	1%	16	4%	2%	23	3%	1%
Retired	9	2%	1%	115	28%	4%	124	14%	2%
Homemaker	14	3%	1%	35	9%	3%	49	5%	1%
Student	52	11%	3%	41	10%	3%	93	10%	2%
Military	1	0%	0%	0	0%	0%	1	0%	0%
Other	3	1%	1%	8	2%	1%	11	1%	1%

Question 21: Age of Respondents:

18 or younger	13	3%	1%	4	1%	1%	17	2%	1%
19 - 29	150	31%	4%	72	19%	4%	222	26%	3%
30 - 39	151	32%	4%	77	20%	4%	228	26%	3%
40 - 61	147	31%	4%	94	24%	4%	241	28%	3%
62 - 65	8	2%	1%	38	10%	3%	46	5%	1%
66 or older	9	2%	1%	104	27%	4%	113	13%	2%
Total	478	100%		389	100%		867	100%	
No Response	13	3%		15	4%		28	3%	
Avg Age:	36.2			49.1			42.0		

## Reverse Commute Travel - SEPTA Only

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using the criteria: SURVTYPE='S'.AND.(SITE=3.OR.SITE=19.OR.SITE=27.OR.SITE=28.OR.SITE=29.OR.SITE=38)

	NUMBER OF RESPONSES, PERCENT RESPONSE & MARGIN OF ERROR			OFF-PEAK			TOTAL		
	<u>No.</u>	<u>Pct</u>	<u>Err</u>	<u>No.</u>	<u>Pct</u>	<u>Err</u>	<u>No.</u>	<u>Pct</u>	<u>Err</u>
Question 22: How many vehicles are owned by members of your household?									
0 (or No Response)	149	30%	4%	76	19%	4%	225	25%	3%
1 vehicle	194	40%	4%	141	35%	5%	335	37%	3%
2 vehicles	121	25%	4%	138	34%	5%	259	29%	3%
3 vehicles	20	4%	2%	31	8%	3%	51	6%	2%
4 or more vehicles	7	1%	1%	18	4%	2%	25	3%	1%
Avg Vehicles per Household:	1.1			1.5			1.3		

## Question 23: What is your Household income per year?

Under \$10,000	24	5%	2%	24	7%	3%	48	6%	2%
\$10,000 - \$14,999	27	6%	2%	26	7%	3%	53	6%	2%
\$15,000 - \$24,999	78	17%	3%	42	12%	3%	120	15%	2%
\$25,000 - \$34,999	78	17%	3%	59	16%	4%	137	17%	3%
\$35,000 - \$49,999	101	22%	4%	64	18%	4%	165	20%	3%
\$50,000 - \$74,999	88	19%	4%	76	21%	4%	164	20%	3%
\$75,000 - \$99,999	32	7%	2%	34	9%	3%	66	8%	2%
\$100,000 - \$124,999	14	3%	2%	16	4%	2%	30	4%	1%
\$125,000 - \$149,999	8	2%	1%	7	2%	1%	15	2%	1%
\$150,000 or more	6	1%	1%	16	4%	2%	22	3%	1%
Total	456	100%		364	100%		820	100%	
No Response	35	8%		40	11%		75	9%	
Avg Household Income:	\$45,000			\$53,000			\$49,000		



## **APPENDIX E**

### **SEPTA SURVEY**

#### **ORIGIN-DESTINATION TRIP TABLES**

All Responses . . . . .	E-1
Peak Period . . . . .	E-2
Off-Peak Period . . . . .	E-3



## ALL SEPTA RESPONSES

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	15	1	7	12	91	373	2	1	0	1	2	1	506
Chester	0	16	19	7	43	278	0	0	1	5	1	0	370
Delaware	5	12	48	17	188	779	3	4	1	19	5	0	1081
Montgomery	4	1	20	42	89	564	2	0	1	7	2	1	733
Phila *	24	65	63	76	252	866	2	11	2	8	1	2	1372
Center City	27	45	67	81	81	14	2	5	5	6	0	2	335
Bur/Cam/Glo	1	2	2	8	3	1	0	1	0	1	0	0	19
Mercer	0	0	2	1	21	39	1	0	0	0	0	0	64
New Castle	0	1	2	3	20	73	0	0	2	0	0	0	101
Points North	1	2	5	8	9	15	2	0	0	1	0	0	43
Points South	0	0	2	2	1	5	0	0	0	0	0	0	10
Other	0	1	1	2	4	18	0	1	0	0	0	1	28
Total	77	146	238	259	802	3025	14	23	12	48	11	7	4662

## PERCENT OF ORIGINS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	3%	0%	1%	2%	18%	74%	0%	0%	0%	0%	0%	0%	100%
Chester	0%	4%	5%	2%	12%	75%	0%	0%	0%	1%	0%	0%	100%
Delaware	0%	1%	4%	2%	17%	72%	0%	0%	0%	2%	0%	0%	100%
Montgomery	1%	0%	3%	6%	12%	77%	0%	0%	0%	1%	0%	0%	100%
Phila *	2%	5%	5%	6%	18%	63%	0%	1%	0%	1%	0%	0%	100%
Center City	8%	13%	20%	24%	24%	4%	1%	1%	1%	2%	0%	1%	100%
Bur/Cam/Glo	5%	11%	11%	42%	16%	5%	0%	5%	0%	5%	0%	0%	100%
Mercer	0%	0%	3%	2%	33%	61%	2%	0%	0%	0%	0%	0%	100%
New Castle	0%	1%	2%	3%	20%	72%	0%	0%	2%	0%	0%	0%	100%
Points North	2%	5%	12%	19%	21%	35%	5%	0%	0%	2%	0%	0%	100%
Points South	0%	0%	20%	20%	10%	50%	0%	0%	0%	0%	0%	0%	100%
Other	0%	4%	4%	7%	14%	64%	0%	4%	0%	0%	0%	4%	100%
Total	2%	3%	5%	6%	17%	65%	0%	0%	0%	1%	0%	0%	100%

## PERCENT OF DESTINATIONS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	19%	1%	3%	5%	11%	12%	14%	4%	0%	2%	18%	14%	11%
Chester	0%	11%	8%	3%	5%	9%	0%	0%	8%	10%	9%	0%	8%
Delaware	6%	8%	20%	7%	23%	26%	21%	17%	8%	40%	45%	0%	23%
Montgomery	5%	1%	8%	16%	11%	19%	14%	0%	8%	15%	18%	14%	16%
Phila *	31%	45%	26%	29%	31%	29%	14%	48%	17%	17%	9%	29%	29%
Center City	35%	31%	28%	31%	10%	0%	14%	22%	42%	13%	0%	29%	7%
Bur/Cam/Glo	1%	1%	1%	3%	0%	0%	0%	4%	0%	2%	0%	0%	0%
Mercer	0%	0%	1%	0%	3%	1%	7%	0%	0%	0%	0%	0%	1%
New Castle	0%	1%	1%	1%	2%	2%	0%	0%	17%	0%	0%	0%	2%
Points North	1%	1%	2%	3%	1%	0%	14%	0%	0%	2%	0%	0%	1%
Points South	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	0%	1%	0%	1%	0%	1%	0%	4%	0%	0%	0%	14%	1%
Total	100%	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.)

## ALL SEPTA PEAK PERIOD RESPONSES

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	13	1	4	9	76	349	2	1	0	1	1	0	457
Chester	0	14	17	6	37	254	0	0	1	3	0	0	332
Delaware	5	11	36	12	142	690	3	3	0	14	4	0	920
Montgomery	3	1	15	33	62	511	1	0	0	4	1	0	631
Phila *	18	50	46	46	187	757	1	11	2	7	1	1	1127
Center City	6	13	28	13	18	6	1	1	2	1	0	2	91
Bur/Cam/Glo	1	2	2	8	2	0	0	1	0	1	0	0	17
Mercer	0	0	0	0	16	36	1	0	0	0	0	0	53
New Castle	0	0	2	3	16	69	0	0	1	0	0	0	91
Points North	0	2	1	3	5	11	0	0	0	1	0	0	23
Points South	0	0	0	2	1	3	0	0	0	0	0	0	6
Other	0	0	1	1	3	16	0	0	0	0	0	0	21
Total	46	94	152	136	565	2702	9	17	6	32	7	3	3769

## PERCENT OF ORIGINS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	3%	0%	1%	2%	15%	69%	0%	0%	0%	0%	0%	0%	90%
Chester	0%	4%	5%	2%	10%	69%	0%	0%	0%	1%	0%	0%	90%
Delaware	0%	1%	3%	1%	13%	64%	0%	0%	0%	1%	0%	0%	85%
Montgomery	0%	0%	2%	5%	8%	70%	0%	0%	0%	1%	0%	0%	86%
Phila *	1%	4%	3%	3%	14%	55%	0%	1%	0%	1%	0%	0%	82%
Center City	2%	4%	8%	4%	5%	2%	0%	0%	1%	0%	0%	1%	27%
Bur/Cam/Glo	5%	11%	11%	42%	11%	0%	0%	5%	0%	5%	0%	0%	89%
Mercer	0%	0%	0%	0%	25%	56%	2%	0%	0%	0%	0%	0%	83%
New Castle	0%	0%	2%	3%	16%	68%	0%	0%	1%	0%	0%	0%	90%
Points North	0%	5%	2%	7%	12%	26%	0%	0%	0%	2%	0%	0%	53%
Points South	0%	0%	0%	20%	10%	30%	0%	0%	0%	0%	0%	0%	60%
Other	0%	0%	4%	4%	11%	57%	0%	0%	0%	0%	0%	0%	75%
Total	1%	2%	3%	3%	12%	58%	0%	0%	0%	1%	0%	0%	81%

## PERCENT OF DESTINATIONS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	28%	1%	3%	7%	13%	13%	22%	6%	0%	3%	14%	0%	12%
Chester	0%	15%	11%	4%	7%	9%	0%	0%	17%	9%	0%	0%	9%
Delaware	11%	12%	24%	9%	25%	26%	33%	18%	0%	44%	57%	0%	24%
Montgomery	7%	1%	10%	24%	11%	19%	11%	0%	0%	13%	14%	0%	17%
Phila *	39%	53%	30%	34%	33%	28%	11%	65%	33%	22%	14%	33%	30%
Center City	13%	14%	18%	10%	3%	0%	11%	6%	33%	3%	0%	67%	2%
Bur/Cam/Glo	2%	2%	1%	6%	0%	0%	0%	6%	0%	3%	0%	0%	0%
Mercer	0%	0%	0%	0%	3%	1%	11%	0%	0%	0%	0%	0%	1%
New Castle	0%	0%	1%	2%	3%	3%	0%	0%	17%	0%	0%	0%	2%
Points North	0%	2%	1%	2%	1%	0%	0%	0%	0%	3%	0%	0%	1%
Points South	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	0%	0%	1%	1%	1%	1%	0%	0%	0%	0%	0%	0%	1%
Total	100%	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.)



## ALL SEPTA OFF-PEAK PERIOD RESPONSES

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	1	0	3	3	11	23	0	0	0	0	1	1	43
Chester	0	2	2	1	5	16	0	0	0	2	1	0	29
Delaware	0	1	12	5	34	70	0	1	1	4	1	0	129
Montgomery	1	0	5	9	25	43	1	0	1	2	0	1	88
Phila *	6	13	15	27	56	75	0	0	0	1	0	1	194
Center City	19	30	36	61	61	8	1	4	3	4	0	0	227
Bur/Cam/Glo	0	0	0	0	1	1	0	0	0	0	0	0	2
Mercer	0	0	2	1	3	2	0	0	0	0	0	0	8
New Castle	0	1	0	1	4	2	0	0	1	0	0	0	9
Points North	1	0	4	5	4	3	2	0	0	0	0	0	19
Points South	0	0	2	0	0	2	0	0	0	0	0	0	4
Other	0	1	0	1	1	1	0	1	0	0	0	1	6
Total	28	48	81	114	205	246	4	6	6	13	3	4	758

## PERCENT OF ORIGINS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	2%	0%	7%	7%	26%	53%	0%	0%	0%	0%	2%	2%	100%
Chester	0%	7%	7%	3%	17%	55%	0%	0%	0%	7%	3%	0%	100%
Delaware	0%	1%	9%	4%	26%	54%	0%	1%	1%	3%	1%	0%	100%
Montgomery	1%	0%	6%	10%	28%	49%	1%	0%	1%	2%	0%	1%	100%
Phila *	3%	7%	8%	14%	29%	39%	0%	0%	0%	1%	0%	1%	100%
Center City	8%	13%	16%	27%	27%	4%	0%	2%	1%	2%	0%	0%	100%
Bur/Cam/Glo	0%	0%	0%	0%	50%	50%	0%	0%	0%	0%	0%	0%	100%
Mercer	0%	0%	25%	13%	38%	25%	0%	0%	0%	0%	0%	0%	100%
New Castle	0%	11%	0%	11%	44%	22%	0%	0%	11%	0%	0%	0%	100%
Points North	5%	0%	21%	26%	21%	16%	11%	0%	0%	0%	0%	0%	100%
Points South	0%	0%	50%	0%	0%	50%	0%	0%	0%	0%	0%	0%	100%
Other	0%	17%	0%	17%	17%	17%	0%	17%	0%	0%	0%	17%	100%
Total	4%	6%	11%	15%	27%	32%	1%	1%	1%	2%	0%	1%	100%

## PERCENT OF DESTINATIONS

	Buck	Ches	Delw	Mont	Phl *	C.C.	B/C/G	Mer	N. Cas	North	South	Other	Total
Bucks	4%	0%	4%	3%	5%	9%	0%	0%	0%	0%	33%	25%	6%
Chester	0%	4%	2%	1%	2%	7%	0%	0%	0%	15%	33%	0%	4%
Delaware	0%	2%	15%	4%	17%	28%	0%	17%	17%	31%	33%	0%	17%
Montgomery	4%	0%	6%	8%	12%	17%	25%	0%	17%	15%	0%	25%	12%
Phila *	21%	27%	19%	24%	27%	30%	0%	0%	0%	8%	0%	25%	26%
Center City	68%	63%	44%	54%	30%	3%	25%	67%	50%	31%	0%	0%	30%
Bur/Cam/Glo	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Mercer	0%	0%	2%	1%	1%	1%	0%	0%	0%	0%	0%	0%	1%
New Castle	0%	2%	0%	1%	2%	1%	0%	0%	17%	0%	0%	0%	1%
Points North	4%	0%	5%	4%	2%	1%	50%	0%	0%	0%	0%	0%	3%
Points South	0%	0%	2%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%
Other	0%	2%	0%	1%	0%	0%	0%	17%	0%	0%	0%	25%	1%
Total	100%	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

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