



SEPTA Fax Back Survey

Welcome to Philadelphia and the Southeastern Pennsylvania Transportation Authority. We would appreciate your opinion as to the quality of service we provide. Please take a few moments and complete a survey for each of the operational modes you ride today. Your input as a transportation professional will help us focus and improve the service we provide. Please return this survey by **Fax to Ken Miller at 1-215-580-7163** at your earliest convenience.

1. Which mode are you evaluating on this survey? (check only one)

- Bus./Trackless Trolley
- Regional Rail
- Trolleys
- Subway/Elevated

2. On a scale of "1" to "5", where "1" is the **worst** possible rating and "5" is the **best** possible rating, how would you rate SEPTA's On time performance, that is, picking you up according to schedule and arriving at your destination on time?

- | | | | | | |
|-------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|
| | 1 | 2 | 3 | 4 | 5 |
| Worst | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Best |

3. Did you observe stop announcements being made on board the vehicle?

- Yes
- No

4. On a scale of "1" to "5", where "1" is the **worst** possible rating and "5" is the **best** possible rating, how would you rate the cleanliness of SEPTA's vehicles?

- | | | | | | |
|-------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|
| | 1 | 2 | 3 | 4 | 5 |
| Worst | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Best |

5. On a scale of "1" to "5", where "1" is the **worst** possible rating and "5" is the **best** possible rating, how would you rate the cleanliness of SEPTA's stations?

- | | | | | | |
|-------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|
| | 1 | 2 | 3 | 4 | 5 |
| Worst | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Best |

6. On a scale of "1" to "5", where "1" is the **worst** possible rating and "5" is the **best** possible rating, how would you rate the courtesy of SEPTA's employees?

- | | | | | | |
|-------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|
| | 1 | 2 | 3 | 4 | 5 |
| Worst | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Best |

7. On a scale of "1" to "5", where "1" is the **worst** possible rating and "5" is the **best** possible rating, how would you rate the operational safety of SEPTA's vehicles and station facilities?

- | | | | | | |
|-------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|
| | 1 | 2 | 3 | 4 | 5 |
| Worst | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Best |

8. On a scale of "1" to "5", where "1" is the **worst** possible rating and "5" is the **best** possible rating, how would you rate SEPTA's overall performance during your stay in Philadelphia?

- | | | | | | |
|-------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|
| | 1 | 2 | 3 | 4 | 5 |
| Worst | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Best |

9. What element of SEPTA service delivery would you say is in most need of improvement?

10. Please contribute any comments or suggestions: _____

Thanks for taking the time to help SEPTA improve service quality!