



2014

CUSTOMER SATISFACTION STUDY



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METRA

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EXECUTIVE SUMMARY

In Spring 2014, two surveys were conducted for Metra, Northeastern Illinois' commuter rail agency. One was an Origin-Destination (O-D) Survey, administered in the traditional manner on all eleven Metra lines, and the other was a Customer Satisfaction (CS) Survey. The two linked surveys employed methodology that was unlike previous surveys in that the latter survey was conducted entirely online, accessed via a link that was provided in the O-D survey. The survey methodology, summarized in the next section of this report, is detailed in a separate Methods Report.

The Regional Transportation Authority (RTA) was also part of the client group. RTA sponsored similar surveys with Pace in 2013 and with CTA in 2014, permitting all three northeastern Illinois transit agencies to evaluate customer satisfaction with their services on a comparable basis.

Metra's O-D survey sought information about how respondents get to and from their train stations, their trip purposes, what type of tickets they use and how they pay for them and, of course, their origins and destinations. The CS survey focused on customer satisfaction with respect to many service attributes including information and communications with passengers, service and performance quality, personnel, personal preferences, and demographics. These surveys, which are the latest in a series of system-wide surveys that started in 1985, provide Metra with a continuum of data about its customer base, permitting the agency to monitor and address both subtle and dynamic changes in its market, as well as real or perceived concerns about the quality of service, and the demographic profiles of its riders.

KEY FINDINGS

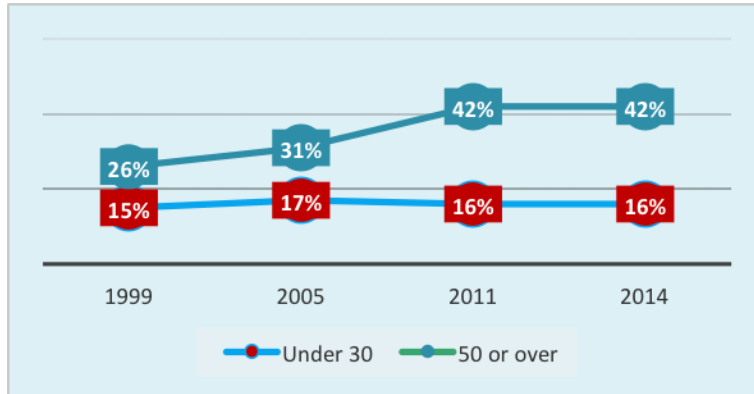
Metra's Customers

Metra's customers travel on the system for various reasons. While it may be possible to infer information about discretionary or leisure travelers, the survey did not focus on those market segments. Rather, Metra's core market is and always will be the traditional trip into the City for work and, for the most part, the survey data reflect these trips.

- The majority of the AM peak respondents travel inbound for work purposes (81%), and about 5% go outbound for work purposes. Another 3% of all morning respondents travel to school.
- Respondents are highly educated, with 72% having either a college or post-graduate degree, up from 66% in 1999. Even more reverse commuters, 78%, fall into this group of highly educated people.
- Autos are available to 80% of all respondents, indicating that most of them prefer riding Metra to driving.
- Ninety-five percent (95%) of respondents speak English at home.
- Metra's customers continue to age, as does society as a whole. Based on survey responses, the average age of a Metra rider is 45. Although the proportion of respondents who are under 30 has stayed quite constant since 1999, the percent of respondents who are 50 or older has increased from 26% in 1999 to 42% in 2014 (unchanged from 2011). In striving

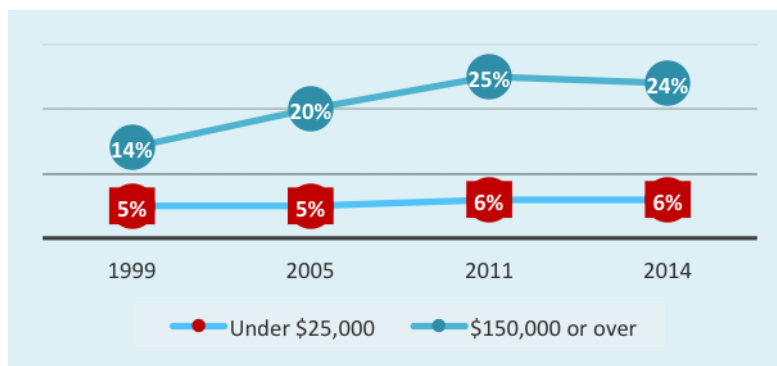
to continuously grow its market, tactics such as mobile ticketing can provide a tool that may appeal to younger riders.

Figure ES-1: Respondents' Age Trends - Selected Measures



- Average annual household income of respondents is \$109,400, and about one-quarter have household incomes that exceed \$150,000, up from 20% in 2005. Meanwhile, the proportion of those with annual household income of under \$25,000, 6% in 2014, has remained relatively constant.

Figure ES-2: Household Income Trends - Selected Measures

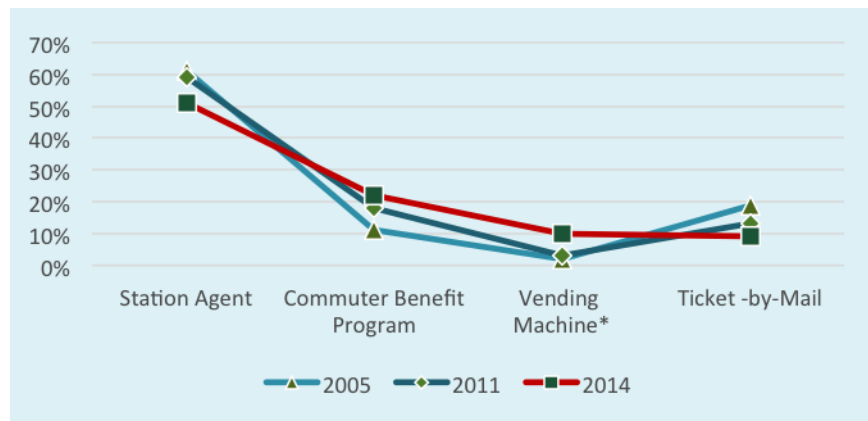


- Respondents have been riding Metra trains for over 10 years, on average, with 13% riding for one year or less, and 19% riding for more than 20 years. The challenge is to keep newer riders on the trains.
- Metra's customer base is dynamic and complex, including not only peak period commuters but also recreational customers, weekend riders, occasional users and reverse commuters. Each of these segments is a growing portion of the Metra market. While the survey results reflect the fact that most trips during a given week are peak-period work trips into and out of downtown Chicago, it is important to recognize the much larger and broader set of Metra customers in the Chicago region, of whom only a portion may have been riding on the day(s) of the survey.

Using Metra's System

- Most respondents, 72%, use monthly tickets. This is up 8% since 2011, with a corresponding decrease in use of ten-ride tickets. Most likely, the February 2013 elimination of discounts on the ten-ride tickets influenced this shift. (Although monthly tickets represent most trips, in terms of total number of tickets sold in any given month, they account for less than 10% of overall monthly sales, according to Metra's monthly Ridership Trends reports.)
- The predominant method of paying for tickets is with credit or debit cards (42%), followed by use of commuter benefit programs (37%, up from 11% in 2005).
- Commuter benefit programs have gained in popularity with both riders and employers, and 58% of respondents on AM peak inbound trains take advantage of them.
- Over half of Metra's respondents purchase their tickets from a station agent; 10% purchase them through vending machines, and fewer than 10% purchase tickets by mail. In 2005, over 60% purchased tickets from a station agent, 19% bought tickets by mail, and just 2% used vending machines, which were available only on the ME line and at downtown terminals. These substantial shifts in purchase patterns are undoubtedly related to availability of more payment choices and equipment, as well as effective marketing of the commuter benefit programs.

Figure ES-3: Trends in Ticket Purchase Locations, Selected Data



*Available on ME only in 2002 and 2011

- Over 50% of the AM respondents get to their origin stations by auto, and about one-fourth walk. For egress from their destination stations, the vast majority, 77%, walk to their ultimate destination.
- About 5% of Metra's respondents report using Pace or CTA to access their boarding stations, and about two-thirds of this group use Ventra cards to pay their CTA or Pace fares.
- According to respondents, parking fees have increased substantially since 2011, about 25% in some categories, adding to the total cost of commuting.
- Respondents who are new to the system find it easy to obtain travel and fare information.

Over half of all respondents rely on Metra’s website as a principal source, while almost 30% use traditional printed information sources.

- During service delays, respondents rely on multiple sources for information, mainly on-board and station announcements. Almost one-half of respondents have signed up for service alerts, and most of them (78%) find the alerts helpful.

Customer Satisfaction

Unlike previous surveys which were conducted during autumn, the 2014 Customer Satisfaction Survey was conducted in spring, after Chicago’s worst winter in many years. During that winter, Metra repeatedly experienced significant weather-related service problems such as frozen switches, frozen doors and more, aggravated by aging equipment. Despite frustrations experienced by regular customers that are undoubtedly reflected in the survey results, respondents were, overall, more satisfied than dissatisfied with all attributes that were ranked. Nevertheless, satisfaction ratings are lower than they were in 2011, particularly on the BNSF, which represents Metra’s busiest line.

- Comparing results to the 2005 and 2011 surveys, customer satisfaction on almost every line, and for Metra overall, has diminished. (The one exception is HC which ranked lower in 2011 than in 2014.) Compounding the service issues, Metra has also imposed significant fare increases during this period. Beyond the reasons already discussed, a contributing factor is that the equipment is older and more prone to mechanical problems. Unfortunately, identifying resources for capital reinvestment is difficult in this period of constrained resources. However, finding a way to address this problem is critical to Metra’s ability to maintain its market share.

<i>Table ES-1: Overall Satisfaction by Line, Mean Score</i>			
	2005	2011	2014
ME	7.7	7.7	7.6
UP-N	7.9	7.8	7.3
RI	7.9	7.6	7.2
MD-N	7.8	7.7	7.2
UP-W	7.5	7.5	7.0
MD-W	7.5	7.5	6.8
Overall	7.7	7.4	6.7
UP-NW	7.9	7.7	6.3
SWS	6.4	6.3	6.2
HC	6.2	5.6	6.1
NCS	7.2	7.7	6.1
BNSF	7.7	7.2	5.8

- Respondents are very satisfied with safety and security of the system, which achieve the highest ratings of all attributes. Three of the five lowest scoring attributes are related to communications which the agency should be able to address.

Table ES-2: Respondent Satisfaction--Highest and Lowest Attributes by Mean Score

Highest Rated Attributes	
How safely the train is operated	8.4
Personal safety onboard the train	8.4
Personal safety at boarding station	8.1
Personal safety at destination station	8.0
Security of purchasing tickets on-line	8.0
Lowest Rated Attributes	
Comfort while waiting at station	6.5
Notification of service changes	5.9
On-board communications during service delays	5.7
Number of scheduled trains in non-rush hour	5.6
Announcements of delays at station	5.5

- Historically, being on-time is the number one importance attribute (for 80% of on-line respondents and 60% of paper survey respondents in 2011 and 38% in 2005). In 2014, respondents were asked to identify their top five reasons for riding Metra but this did not call for ranking these in order of importance. In 2014, 27% of respondents selected “Avoid road congestion” as among the five reasons they chose to ride Metra.

Table ES-3: Top Reasons for Riding Metra

Avoid road congestion	27%
Convenience	13%
Cost savings	12%
It’s my preferred travel option	10%
It’s my only travel option	10%
I use the time to work/read/nap	8%
Less stress	8%
Time Savings	5%
On time reliability	2%
Environmental concern	1%
I enjoy relaxing	1%
Safety	1%
I enjoy the social time	<1%

- The first time that regional service attributes were incorporated into a CS survey was in 2011. Regional satisfaction rankings have also declined even when there has been no actual change in the attribute itself. This may also reflect the generally reduced satisfaction attributed to fare increases and service issues. CTA and Pace have also experienced this trend, and improved coordination of regional services continues to be an important public policy priority for RTA along with all of the service boards.

Table ES-4: Percent Satisfied with Regional Service Attributes

	2011	2014
Availability of public transportation throughout the six-county Chicago Region when and where you need to travel	78%	74%
Travel information obtained through the on-line RTA regional trip planner	n/a	74%
Information and service received from the regional RTA Travel Information Center	n/a	71%
Overall satisfaction with public transportation in the SIX-COUNTY CHICAGO REGION	82%	71%
Ease of transferring to other transit services	78%	67%
Availability of parking when using public transit	74%	69%
Ease of paying for transfers	77%	62%
Signage directing you to Pace or CTA from Metra	70%	61%
Coordination of schedules among Metra, CTA, Pace	73%	60%

- Eighty-seven percent (87%) of respondents indicated that they would recommend the service to other people. Another 71% indicated that Metra meets or exceeds overall expectations. These figures compare to 94% and 87%, respectively, in 2011. The high ratings indicate confidence that the train, when it is an option, is perceived as a viable and preferred alternative.

Table ES-5: Percent Favorable, Other Measures

Likelihood of recommending Metra to others	87%
Metra meets or exceeds expectations overall	71%

RECOMMENDATIONS

- Recognize that recreational, infrequent and new users to the system, as well as non-users, present the largest opportunities for growth. Expanding product offerings to increase usage and attract new customers from the region's broad base of prospects remains crucial.
- Consider alternative pricing structures to further strengthen Metra as a cost-effective alternative to driving. An off-peak fare may provide an incentive that is attractive to the large number of infrequent and occasional riders, many of whom are new to the system and potentially more price sensitive.
- Review data for insight into conditions that influence travel decisions and provide important sensitivity information related to fares and schedules adjustments. As resources permit, examine the impact of the 2012 and 2013 fare increases on per-trip costs for those who are not commuting daily, and the corresponding relationship to the type of ticket they purchase.
- Test and track the effectiveness of trial marketing incentives to attract ridership; the incentive trials would be made possible by the planned introduction of mobile ticketing in 2015. Mobile ticketing may also be a tool that appeals to younger riders, a segment that should be targeted in a trial, as it is critical to growing the market.
- Use "micro" analysis to explore mode of access, unique to boarding stations, and "last mile" egress issues.
- Maintain a high profile in the transportation marketplace. Current Metra marketing themes continue to resonate as reasons why customers take the train; emphasizing them may help retain more of the customer base.
- Review and refine communications protocols, building on Metra's existing response procedures to improve customer perceptions of public communication during service interruptions. Enhancements should be consistently communicated to the public.
- Address signage, as resources are available, to benefit both Metra and its customers.
- Work with village managers to maintain a reasonable line on parking costs for Metra's customers because parking is considered in the overall cost of using Metra services. Also, consider balancing the mix of spaces allocated to permit and daily parking to meet changing customer needs and provide infrequent users an opportunity to drive and park, too. Consider programs that utilize unused permit spaces, possibly making them free, after a set morning time. The data can assist in informing local officials about the challenges Metra faces, the role they have in future success, and the standards expected by Metra's customer base.
- Share the high satisfaction scores achieved by front line personnel with the employees to show appreciation and acknowledge the importance of their roles in a customer's experience when riding the train.
- Review conditions to determine whether low-cost, high impact adjustments could be made to improve customer satisfaction. Low-scoring attributes that could be the focus of such a review are "comfort while waiting" and the "number of scheduled trains in the off-peak."
- Develop a planning and marketing agenda which addresses the long-term needs,

- considerations, and goals for increasing ridership within various niche markets.
- Adopt on-going surveying as a routine research tool with on-line survey panels to monitor customers' perceptions of various attributes over time.
 - Use the information provided by the 2011 and 2014 surveys to refine service and to develop marketing campaigns. Even though the data are not exactly comparable, the emphasis and importance of the various attributes are noteworthy and can provide a platform for Metra's marketing messages and strategies.

1. INTRODUCTION

Background

Metra, the Regional Transportation Authority's Commuter Rail Division that serves the six-counties of northeast Illinois, is one of the largest commuter rail systems in the United States. On a typical weekday in Spring 2014, there were about 268,000 passenger trips on the eleven lines in Metra's network.

During Spring 2014, two major surveys were conducted to update information about Metra's passengers and to gain current insight into its market: (1) an Origin-Destination Survey to gather data about trip purposes and travel patterns, and (2) a Customer Satisfaction Survey. The 2014 survey is the latest in a series of Metra market research studies. Several others have been conducted since 2000, most recently in 2011. The goal of the Customer Satisfaction Survey was to learn customer opinions about service quality and other attributes, as well as obtain information about customer loyalty, preferred fare instruments, payment methods, modal preferences and demographics. Providing significant financial support for the Customer Satisfaction Survey, the Regional Transportation Authority (RTA) framed questions for the survey instrument to be consistent with questions also asked by both Pace and CTA, while assuring that the survey would satisfy reporting requirements as specified by the Illinois General Assembly. Questions used in the 2014 survey were formulated to be consistent with the 2011 survey and also provided the framework for future surveys, thereby allowing for comparisons over time. On those occasions when new information needs were identified, questionnaires have been modified to elicit additional data. For Metra's purposes, questions were crafted to provide information about travel behaviors and preferences, and that would also yield important insights about customer perceptions of quality across a wide range of service attributes throughout Metra's network.

This report summarizes the findings of the 2014 surveys conducted by The Blackstone Group, in association with Ipsos and Vleclides-Schroeder Associates. It includes a synopsis of results from the Origin-Destination Survey while providing a more detailed summary analysis of data collected in the Customer Satisfaction Survey.

Study Methods

In 2013, Metra contracted with a team led by The Blackstone Group and including Ipsos (formerly Synovate, Inc.), Vleclides-Schroeder Associates, Inc. and Seville Staffing LLC to conduct the latest system-wide origin-destination and customer satisfaction surveys. The assignment was two-fold:

- First, to design and execute an on-board Origin-Destination (O-D) Survey covering the entire Metra system on all weekday morning trains operating from start of service until noon. This survey was essentially a complete census; and
- Then, to design and execute a companion Customer Satisfaction Survey (CSS) conducted on-line. Respondents who accepted the OD survey were provided with a link to the CSS, and a unique password. This survey, which entailed a methodology entirely new to Metra, could be completed using a personal computer, a tablet, or a smart phone.

Pretest. Because, for Metra, this wholly online data collection method was untried, the study team conducted a pretest to determine whether it would be possible to achieve an acceptable and representative response, and if an incentive would stimulate a higher response rate to the CSS. The pretest also afforded the opportunity to refine the O-D survey, specifically to improve accuracy of responses to open-ended address questions that are used for geocoding.

Although no procedural changes resulted from the pretest, there were some refinements to encourage riders to complete the CSS. Other important outcomes were that: there was no advantage to offering an incentive (in fact, the CSS response rate was somewhat higher among those who did not receive the incentive offer); and a confirmation that the follow-up procedure of sending reminder emails to riders who provided their addresses, was quite effective.

Questionnaires. The O-D questionnaire was in a format similar to the one used in previous surveys, designed to accommodate all 12 questions on card stock that was sized to conform to postal regulations. It incorporated a pre-addressed business reply panel, and a tear-off tab providing log-on and password information to link to the on-line CSS of 71 questions with multiple choice and scaling the predominate styles. Skip patterns were also employed to further refine responses by particular segments (such as new versus seasoned riders).

Sample. The O-D survey was virtually a census of riders on all weekday trains operating from start of service through a noon arrival into or departure from the downtown Chicago terminals. The CSS was available to all of these riders as well.

Data Collection. The origin-destination survey was distributed on the trains over an eight week period from April 23rd to June 21st, 2014. Most of these questionnaires were returned on the trains, but about 4% (or 2,550) were mailed back. Online completion was also an option. The CSS was available to passengers during the same period, but the online field was not closed until August 4th to allow ample time for completion. To enhance the customer satisfaction response, Metra provided email addresses from its database, which the study team used to solicit additional participation in the survey.

Response Rates. About 81,700 origin-destination questionnaires were distributed, and more than 64,000 were returned, for an O-D response rate of 78%. These returns include 110 completed Spanish questionnaires and 231 completed online. By industry standards, this is an excellent response, comparing favorably to the 2002 and 2006 studies that each achieved a 77% response. The CSS response was much smaller, 6.2% for respondents solicited through the O-D survey and 5.8% for those solicited through the supplemental sample from 41,141 email addresses. However, the response is statistically valid with a ± 5 margin of error (or confidence level). Most importantly, the CSS response is a very representative sample, with responses from riders on over 85% of all AM trains, and it is proportional to the ridership on Metra's 11 lines. Table 1.1 displays the percent of CSS returns for each line, and the percent of Metra's riders on each of those lines.

The CSS responses derived from the O-D sample, as well as those from the supplemental sample provided by Metra, were weighted according to the rim weighting method. Weighting is a technique that enlarges the survey sample to the entire population (of riders, in this instance). Rim weighting is based on adjusting data to predetermined targets (e.g. demographic groups, service usage, etc.), and it was necessary to apply this technique to the disparate data sources to develop a unified database.

Table 1.1: Proportion of CSS Returns, Compared to Previous Surveys and Rider Counts

Line	2014 Customer Satisfaction Survey*	2014 On/Off Counts	2011 Customer Satisfaction Survey	2011 Proportion of Riders **
Metra Electric	7.8%	11.6%	12.0%	15.3%
Rock Island	8.1%	10.5%	9.0%	11.6%
SWS	3.7%	3.5%	3.0%	2.3%
Heritage Corridor	1.5%	1.0%	1.0%	0.8%
BNSF	22.6%	21.0%	21.0%	20.3%
UP West	9.9%	10.2%	9.0%	9.8%
Milwaukee West	8.6%	7.6%	7.0%	7.6%
UP Northwest	16.2%	13.6%	14.0%	12.6%
Milwaukee North	8.5%	8.2%	8.0%	8.3%
NCS	3.0%	2.5%	2.0%	1.3%
UP North	10.0%	10.5%	13.0%	10.0%
Total	99.9%	100.0%	99.0%	100.0%

* Unweighted

**Source: 2011 Customer Satisfaction Survey

A more detailed discussion of study methods appears in the 2014 Methodology Report, a separate document.

Data Analysis. Survey responses were weighted and tabulated for purposes of analysis, with results being segmented based on the following factors:

- Metra line
- Direction of travel
- Ticket type
- Frequency of Metra usage
- Education level
- Gender
- Boarding fare zone
- Downtown terminal destination
- Length of regular Metra use
- Modes of access and egress
- Trip purpose
- Age
- Place of trip origin

Dividing the data this way facilitates analysis of the multiple market segments of Metra’s customer base, shedding light on the usage patterns, satisfaction and preferences of each group.

This analysis notes trends derived from information collected in past surveys. The general consistency of the surveys ensures comparability of data, but there are key differences, such as the recent introduction of questions about satisfaction with services and various attributes as they relate to all carriers in the RTA’s jurisdiction.

Glossary

The glossary defines terms used throughout this report.

Table 1.2: Glossary of Terms

Term	Definition
AM Peak In	Trains arriving in the CBD before 9:16 AM
AM Peak Out	Trains leaving the CBD before 9:16 AM
Midday	Trains arriving in or departing from the CBD between 9:16 AM and the end of the survey period, typically noon
Reverse Commuters	Weekday customers who travel outbound in the AM peak*
Traditional Commuters	Weekday customers who travel inbound in the AM peak
Banners	Survey questions used to tabulate data
Mean	The average of numeric data
Box Score	Categories of customer satisfaction rankings based on a scale of one to ten: dissatisfied (low box, ratings of one to five); and satisfied (top box, ratings of six to ten)
Rim Weighting	Adjusting data to predetermined targets (e.g., demographic groups) to enlarge the survey sample to the entire population (riders), to develop a unified database

*including those going home after working overnight downtown

Abbreviations

The train lines surveyed are listed in the following table, along with the abbreviations for those lines, and other abbreviations that are used throughout the report.

Table 1.3: Train Lines and Other Abbreviations

Item	Abbreviation
Metra Electric	ME
Rock Island District	RI
SouthWest Service	SWS
Heritage Corridor	HC
Burlington Northern Santa Fe	BNSF
Union Pacific West	UP-W
Milwaukee District West	MD-W
Union Pacific Northwest	UP-NW
Milwaukee District North	MD-N
North Central Service	NCS
Union Pacific North	UP-N
Origin Destination Survey	O-D
Customer Satisfaction Survey	CS, CSS
Central Business District	CBD
Regional Transportation Authority	RTA
Chicago Transit Authority	CTA
US Internal Revenue Service	IRS
Not available; not applicable	n/a

Tables

Numerous tables appear in this document, most of which present data as percentages. Often, columns do not sum to 100 because of rounding to the nearest whole number. In some instances, the sums may exceed 100% because respondents had the opportunity to select multiple answers, when appropriate. When this latter situation occurs, a note so indicates. All reported data are weighted.

2. DEMOGRAPHICS

The typical Metra respondent is 45 years old and has an average annual household income of over \$109,000. Other features of Metra’s customer profile are that: more than half of the respondents are between 40 and 59 years old; most have either college or post-graduate degrees (72%); and most are employed full-time (84%).

Gender

Females account for 52% of the CSS respondents, unchanged from the 2011 survey, but a smaller proportion than the 53% in 1999 and 56% in 2005. However, male respondents outnumber females on some lines, particularly those serving the northern corridors of the region.

Table 2.1: Gender by Metra Line

Metra Line	Female	Male
ME	69%	31%
RI	69%	31%
SWS	68%	32%
HC	62%	38%
MD-W	52%	48%
System Average	52%	48%
UPW	50%	50%
UP-NW	48%	52%
BNSF	45%	55%
UP-N	44%	56%
NCS	41%	59%
MD-N	40%	60%

Age

Although the age distribution of Metra’s respondents who participated in the 2014 survey has not changed since the 2011 survey, looking back to 1999, Metra’s customer base has aged. In 1999, 26% of respondents to Metra’s survey were 50 or older and 43% were 39 or younger. In 2014, these proportions had reversed: 34% were 39 or younger and 42% were 50 or older. This aging trend is not unique to Metra’s passengers. Rather, it is consistent with that of the overall U.S. population as indicated through comparisons of the 2010 and 2000 U.S. Census data.

Table 2.2: Comparative Age Distribution

Age	1999	2005	2011	2014*
Under 30	15%	17%	16%	16%
30-39	28%	23%	18%	18%
40-49	31%	29%	25%	25%
50-59	20%	23%	27%	27%
60+	6%	8%	15%	15%

*Because rim weighting (adjusting the data to predetermined targets such as demographic groups) was used in 2014, demographic characteristics are essentially unchanged from the 2011 survey

Age distribution for each of the lines is close to the overall distribution for the system, with a few exceptions:

- Greater proportions of respondents are in the under 30 age group on the ME;
- Higher proportions of respondents are in the 30-39 age group on the HC and BNSF; and
- Relatively more respondents are in the 50-59 age group on the SWS and the HC.

Table 2.3: Age by Line

Age	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	Overall
Under 30	22%	14%	12%	6%	11%	16%	19%	17%	16%	17%	19%	16%
30-39	13%	17%	16%	25%	23%	18%	20%	16%	18%	17%	17%	18%
40-49	22%	25%	24%	18%	29%	23%	22%	23%	25%	26%	26%	25%
50-59	27%	27%	36%	36%	27%	29%	29%	29%	19%	25%	23%	27%
60+	15%	18%	13%	14%	12%	15%	10%	15%	22%	15%	16%	15%

Respondents who are reverse (outbound) commuters are younger as a group than those traveling inbound in the AM Peak. Thirty-one percent (31%) are under 30, and 58% are under 40, compared to 13% and 31% respectively. This is consistent with a pattern first observed in 2005.

Of respondents traveling outbound in midday, 44% are younger than 25.

Table 2.4: Age by Time of Day and Direction of Travel

Age	Inbound: AM Peak	Inbound: Midday	Outbound: AM Peak	Outbound: Midday	Overall
Under 25	6%	23%	8%	44%	8%
25-29	7%	8%	23%	20%	8%
30-39	18%	7%	27%	1%	18%
40-49	25%	23%	28%	8%	25%
50-59	29%	17%	8%	8%	27%
60+	15%	22%	7%	18%	15%

Ethnicity

Over time, Chicago's metropolitan region has become more and more diverse and this is reflected in Metra ridership. In 1996, 14% of the respondents were from minority ethnic groups, while about 27% are now. The greatest change occurred in the decade immediately following the 1996 study with just a 3% increase since 2005.

Table 2.5: Race by Metra Line

Race	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	Overall
White/Caucasian	34%	63%	82%	83%	76%	84%	70%	89%	80%	80%	81%	73%
Black/African-American	54%	29%	9%	3%	6%	8%	5%	1%	2%	<1%	11%	13%
Asian/Pacific Islander	<1%	2%	3%	3%	12%	4%	15%	7%	10%	16%	4%	7%
Hispanic/Latino	11%	6%	5%	10%	6%	4%	11%	3%	8%	2%	4%	6%
Other	<1%	<1%	<1%	-	<1%	<1%	<1%	<1%	<1%	1%	<1%	<1%

Education

Metra's respondents are highly educated, with 72% having either a college or post-graduate degree. As about two-thirds were at this level in 1999, there has been a measurable increase in the level of educational attainment since that time.

Outbound AM Peak respondents have an even higher level of education than other Metra respondents, with 78% having either college or post-graduate degrees.

Table 2.6: Educational Attainment by Time/Direction

Education	Inbound: AM Peak	Inbound: Midday	Outbound: AM Peak	Outbound: Midday	Overall
Post graduate degree	29%	32%	37%	15%	30%
College graduate	43%	29%	41%	29%	42%
Some college or technical school	20%	32%	13%	54%	21%
High school graduate	6%	4%	9%	1%	6%
Some high school or less	1%	2%	<1%	-	1%

Table 2.7: Educational Attainment by Metra Line

Education	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	Overall
Post graduate degree	22%	16%	16%	17%	32%	36%	21%	30%	37%	27%	50%	30%
College graduate	35%	38%	47%	43%	45%	44%	49%	45%	39%	53%	35%	42%
Some college or technical school	38%	28%	27%	34%	16%	17%	25%	18%	15%	16%	13%	21%
High school graduate	5%	16%	11%	7%	4%	3%	5%	5%	9%	3%	1%	6%
Some high school or less	-	3%	-	-	2%	-	-	2%	-	1%	-	1%

Household Income

The majority of Metra’s respondents live in households with an annual income that approaches \$110,000. While incomes have grown overall, the proportion of respondents whose household income is less than \$25,000 has remained relatively constant since 1999. In 2014, as in 2011, about one quarter of respondents’ households have an annual income of over \$150,000, compared to 14% in 1999, and 20% in 2005. (While this may seem a significant increase in the population with higher earnings, it should be tempered with an understanding that, per inflationary tables, as calculated by the U.S. Bureau of Labor Statistics, \$150,000 in 2014 is equivalent to \$105,560 in 1999.) Further, in 2014, the highest proportion of households with income under \$25,000 occurs among respondents on the ME and UP-N lines. Proportionately, the most households in the highest income bracket and the highest level of education are also on the UP-N line.

Table 2.8: Household Income by Metra Line

Household Income	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	Overall
Less than \$25,000	11%	9%	5%	2%	4%	1%	4%	4%	6%	4%	10%	6%
\$25,000-\$59,999	33%	21%	18%	13%	14%	18%	15%	12%	14%	13%	12%	17%
\$60,000-\$99,999	33%	34%	32%	34%	26%	28%	27%	26%	23%	27%	25%	28%
\$100,000-\$149,999	16%	25%	26%	33%	24%	24%	32%	30%	25%	27%	22%	25%
\$150,000 and over	7%	11%	20%	19%	32%	29%	21%	29%	31%	29%	34%	24%

Employment

As in 2011, 91% of Metra’s respondents are employed, and 84% of them are employed full-time. While the distribution of monthly ticket sales by employment status has not changed significantly in this period, there has been measurable change in ten-ride and one-way tickets. Shifts in the distribution of ticket sales have been influenced by the February 2013 elimination of incentive discounts on ten-ride tickets.

- Proportionately fewer of those who are employed full-time are purchasing ten-ride and one-way tickets.
- More respondents who are employed part-time are using both ten-ride and one-way tickets to a greater extent than they were in 2011.
- Overall, respondents who were students and homemakers, while representing a very small segment of Metra’s total ridership, use one-way tickets as their most common fare, using more in 2014 than in 2011.
- Although not included in the Table, among those using an RTA Ride Free Permit, the majority are employed full time but, similar to homemakers and students, they represent only a small share, less than 1%, of Metra’s total ridership. It is not possible to compare 2011 and 2014 data for this fare medium because the program itself was, in the interim, completely restructured.

Table 2.9: Employment Status by Ticket Type--2011

Employment Status	Monthly	Ten-Ride	One-Way	Overall
Employed full-time	93%	75%	49%	84%
Employed part-time	3%	14%	15%	7%
Student	3%	5%	7%	4%
Currently not employed	-	1%	8%	1%
Homemaker	-	1%	5%	1%
Retired	-	3%	13%	2%

Table 2.10: Employment Status by Ticket Type—2014

Employment Status	Monthly	Ten-Ride	One-Way	Overall
Employed full-time	93%	67%	42%	84%
Employed part-time	2%	18%	20%	7%
Student	3%	4%	12%	4%
Currently not employed	<1%	3%	2%	1%
Homemaker	<1%	1%	8%	1%
Retired	-	4%	15%	2%
Other	1%	2%	1%	1%

Of those respondents traveling outbound in the AM Peak, 93% are employed, with the majority (79%) employed full-time. The numbers of responding reverse commuters were greatest on the MD-N and the UP-N lines, followed by the UP-NW and the BNSF.

Table 2.11: Employment Status by Time/Direction

Employment	Inbound AM Peak	Inbound Midday	Outbound AM Peak	Outbound Midday	Overall
Employed full-time	88%	49%	79%	49%	84%
Employed part-time	6%	10%	14%	12%	7%
Student	3%	19%	1%	27%	4%
Currently not employed	1%	5%	<1%	2%	1%
Homemaker	1%	2%	5%	-	1%
Retired	1%	12%	2%	8%	2%
Other	1%	4%	<1%	2%	1%

Other characteristics of reverse commuting respondents are that:

- Their average household income, \$89,000, is lower than that of the inbound commuters who average close to \$115,000, but higher than that of those traveling in the midday;
- And, 97% of these reverse commuters board trains in fare zones A, B or C, but mostly (58%) in zone A.

Further considering employment practices, the 2014 survey also examined workplace dynamics including telecommute, compressed schedules and other modern practices that can influence commuting patterns and Metra ridership. Not surprisingly, workplaces have become more dynamic with schedules shifting from those of traditional office norms. In particular, telecommuting, flextime and compressed work weeks have gained momentum at many Chicago area employers.

- One-half (50%) of the respondents report that they sometimes telecommute, and 32% report working flex hours.
- Thirteen percent (13%) work compressed work weeks.
- Thirty-five percent (35%) are able to leave work early on Fridays during summer months.
- Eighty-two percent (82%) of respondents report to the same work location every day. With 18% not always working at the same place, both mode choice and ticket type selections may be impacted.

Somewhat related to workplace schedules, 16% of respondents indicated that they always take earlier trains to allow for delays, 12% usually do and 38% do so at times. A third (33%) answered that they never take an earlier train. Another 36% drive when they expect to work late or have evening plans.

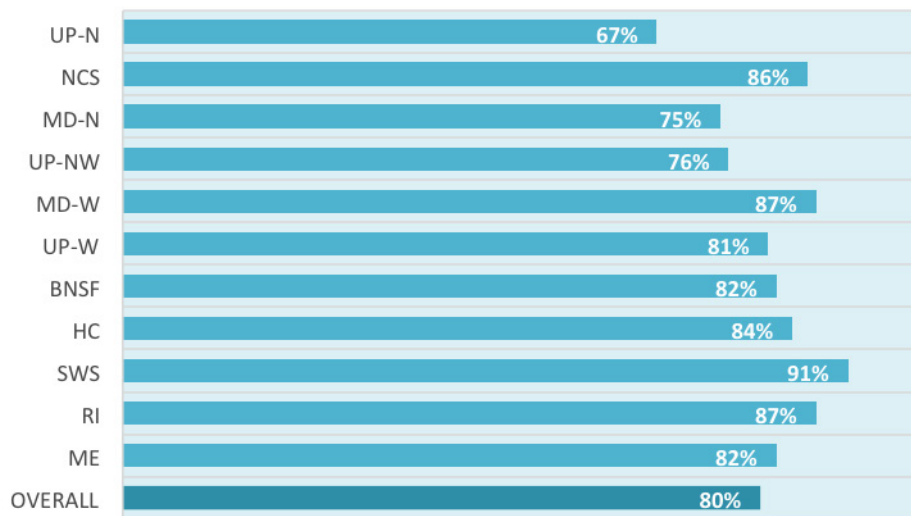
The data provides important insight into conditions that influence travel decisions, and may provide important benchmarks as Metra examines opportunities to adjust fares and or schedules. As to traveling during non-peak times if a discount were provided, 23% indicated that they would do so, suggesting that they do have flexibility in their daily work schedule.

Auto Availability

Auto availability is a key indicator of transit dependence, which may be voluntary rather than a question of means. Given the fact that 80% of Metra’s respondents, overall, have an auto available for their trip indicates that most trips are made by people who could have driven a car instead.

The lowest incidence of auto availability occurs on the UP-N, most likely reflecting the short walking distance and the high density of residential neighborhoods immediately adjacent to stations, particularly City of Chicago stations of Clybourn, Ravenswood and Rogers Park, along with all Evanston Stations, where walking is the predominant mode of access/egress.

Figure 2.1: Car Availability by Metra Line



Those who are traveling outbound in the AM Peak have the lowest incidence of auto availability. This may be a result of lifestyle choice among reverse commuters who live near a downtown terminal where residents have a vast network of transit, ready access to taxis and carsharing options.

Figure 2.2: Car Availability by Time/Direction

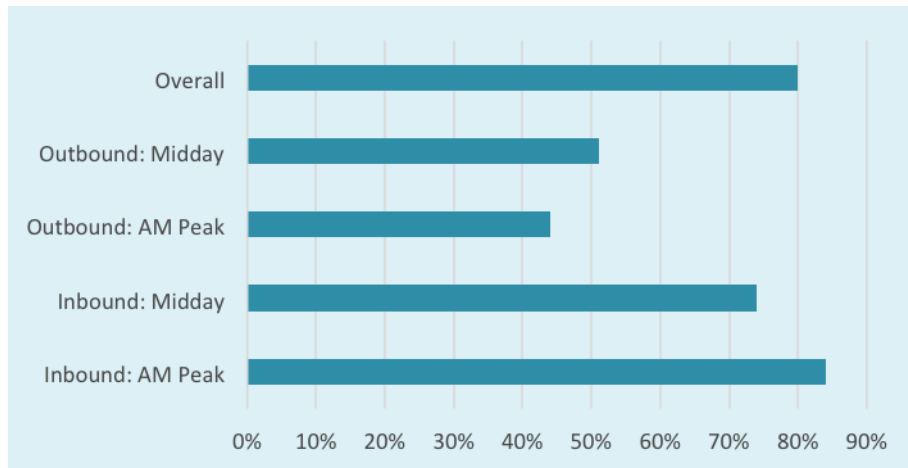
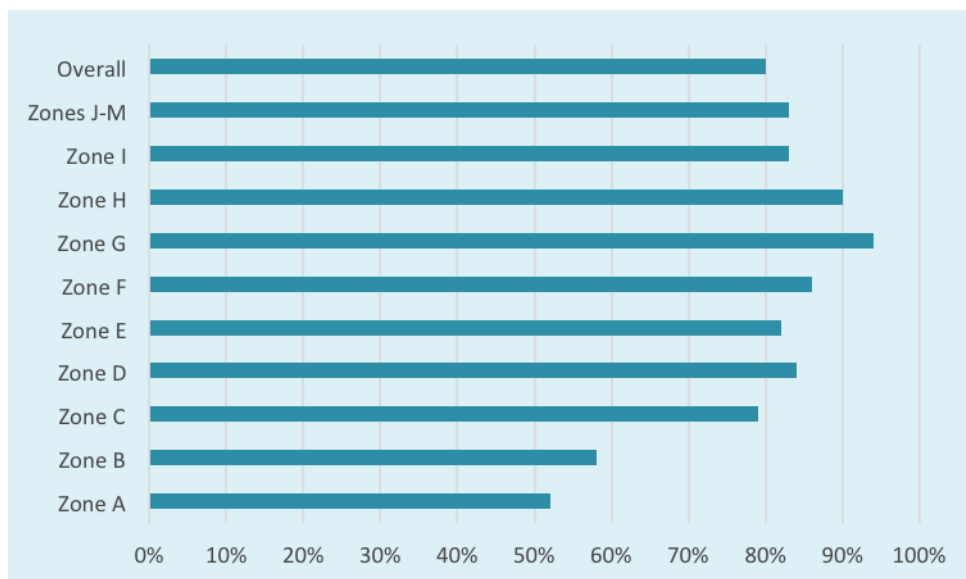


Figure 2.3: Car Availability by Boarding Fare Zone



There is a correlation between boarding fare zone and car availability, particularly in Zones A where unavailability is 48% and Zone B where it is 42%. This notable increase from 2011 and 2005, when car unavailability in Zones A and B was under 35%, may reflect recently reported societal trends relating to decreased auto ownership and increased transit use.

3. TICKET USAGE

Respondents have several options for purchasing tickets, both in type of ticket and method of payment. For regular riders of the system, the monthly pass offers the lowest cost per trip, and allows unlimited rides between the same fare zones throughout the month. Although traditionally, the 10-ride tickets had also been discounted, the discount was eliminated in February 2013. Removing this purchase incentive has been a catalyst to increased monthly pass usage, now 72% compared to 64% in 2011 and 62% in 2005. Without this discount, the only incentive to purchase 10-ride tickets is the convenience of having a ticket available rather than having to purchase frequently. Yet, for a portion of the respondents, this convenience factor did not provide sufficient inducement to use 10-ride tickets. In addition to the increase in monthly pass usage, those respondents who are using one-way tickets have been purchasing more of them during the month, buying as many as 21 and more each month. Even with the impact of removing the discount, those passengers who use 10-ride tickets are frequent riders as indicated by the total number of 10-ride tickets purchased each month: 43% are purchasing 3 or more and 40% purchase two. Interestingly, among these respondents, multiple purchases of 10-ride tickets have increased in 2014, up from 33% purchasing 3 or more per month in 2011. Perhaps just as influential in purchasing multi-ride tickets is that the 10-ride ticket is not limited to use within the calendar month; the third ticket purchased may be used in a later month.

Table 3.1: Metra Ticket Type Typically Used, by Time/Direction

Ticket Type	Inbound AM Peak	Inbound Midday	Outbound AM Peak	Outbound Midday	Overall
Monthly	78%	37%	48%	19%	72%
Ten-Ride	18%	34%	35%	29%	20%
One-Way	3%	24%	16%	51%	7%

Note: Percentages do not add up to 100% due to elimination of categories that had only slight usage, such as "other."

Table 3.2: History of Ticket Type Used

Ticket Type	1996	1999	2005	2011	2014
Monthly	71%	70%	62%	64%	72%
Ten-Ride	23%	24%	25%	28%	20%
One-Way	4%	4%	9%	7%	7%

Note: Percentages do not add up to 100% due to elimination of categories that had only slight usage, such as "other."

Table 3.3: Metra Ticket Type by Household Income

Ticket Type	Monthly	Ten-Ride	One-Way	Overall
Less than \$25,000	3%	8%	19%	6%
\$25,000-\$59,999	15%	18%	26%	17%
\$60,000-\$99,999	30%	22%	27%	28%
\$100,000-\$149,999	25%	23%	19%	24%
\$150,000 and over	26%	18%	8%	24%

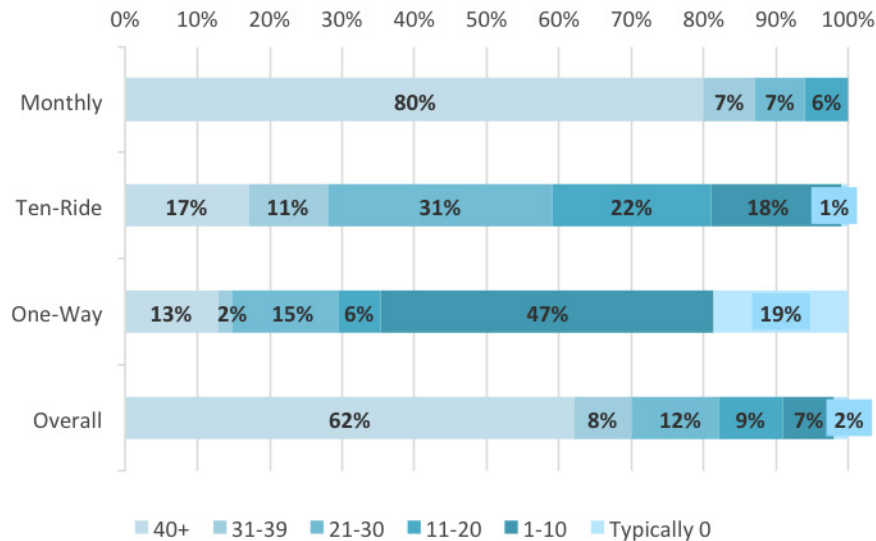
Table 3.4: Number of One-Way Metra Tickets Purchased in a Typical Month

Tickets per Month	21+	11-20	6-10	1-5	Less than 1
One-Way 2014	25%	14%	25%	25%	11%

Table 3.5: Ten-Ride Metra Tickets Purchased in a Typical Month

Tickets per Month	3 +	2	1	Less than 1
Ten-Ride	43%	40%	10%	8%

Figure 3.1: Metra Ticket Type by Number of Trips per Month



Other observations about ticket types used:

- Although 64% of respondents indicated that they used ten-ride tickets in the past, 54% reported that they stopped using them when the discount was eliminated.
- Seventy-seven percent (77%) have bought more than one ticket type in the past year,

- including 17% who purchased weekend passes.
- The greatest number of those who use one-way tickets are from households with incomes under \$60,000.
 - Metra's most frequent rider continues to be the monthly pass holder. However, among those who ride 40 or more times per month, use of the monthly pass has dropped from 89% to 80% since 2011.

The largest percentage of responses are from those riding weekdays in the AM Peak. Yet, while the survey did not address the weekend market specifically, it did yield some data and provide insight about the usage of weekend passes.

- Fifty percent (50%) of those surveyed who purchase weekend passes buy them one or two times a year.
- Among the group that buys weekend passes, 17% purchase them in addition to their normal ticket, and on average, do so five times in a year. Typically, they use the weekend pass for three one-way trips, and more than one-half of the users take both Saturday and Sunday trips. Importantly, the availability of this pass influenced 72% of these respondents to take Metra.

4. TICKET PURCHASES

There are numerous methods of purchasing Metra tickets, all of which are designed to facilitate the process for the user and the particular circumstances of the trip. At a minimum, these include purchase: from a station agent; from a conductor; through Ticket-by-Mail; Ticket by Internet; directly through a commuter transit benefit program; or station vending machine. There are also various payment options: cash; personal check; credit or debit card; and RTA or other transit benefit.

Federally authorized transit benefit programs help commuters save on the cost of their journey to work. As a key feature of these Internal Revenue Service (IRS) approved benefits, as much as \$130.00 per month per employee may be provided as a pre-tax benefit toward the purchase of public transit fares.

Transit benefit programs have gained in popularity. Today, nearly 52% of survey respondents reported that they use a transit benefit program (either RTA or other). Of those who do not use a benefit to reduce their transit costs, nearly a third indicated that their employers offer programs but that they do not participate. For employers of Metra respondents, this brings the rate of company participation in these programs to more than 65%, a significant increase over the 2011 Customer Satisfaction Survey, when 50% answered that their employers offered such a program. Traditional commuters and their employers are more apt to participate, as evidenced by the 58% of respondents on peak AM inbound trains who take advantage of the programs. Also significant is that use of transit benefits has increased from 32% in 2005, when the question was first asked, to 52% in 2014.

The following tables illustrate transit benefit usage among rider segments, along with other fare payment methods. Only those answering that they do not buy tickets through a commuter benefit program (47%) were asked if their employer offers such an incentive. It is important to understand that this information about participation in transit benefit programs was obtained from responses to the Customer Satisfaction Survey.

Table 4.1: Buy Tickets through a Commuter Benefit Program by Time/Direction

Purchase Using Transit Benefits	Inbound AM Peak	Inbound Midday	Outbound AM Peak	Outbound Midday	Overall
Yes	58%	18%	35%	9%	52%
No	42%	82%	64%	91%	47%
Don't know	<1%-	1%	1%	-	<1%

Table 4.2: Access to Commuter Benefits by Time/Direction*

Access to Transit Benefits	Inbound AM Peak	Inbound Midday	Outbound AM Peak	Outbound Midday	Overall
Yes	34%	7%	17%	1%	28%
No	57%	78%	78%	94%	62%
Don't know	10%	15%	5%	5%	10%

*Asked only of those who answered that they do not participate in a transit benefit program

The Origin-Destination Survey also asked about transit benefits, but did so in regards to how a respondent paid for their ticket. The results in the two surveys differ because of the way the questions were asked. While the CSS was designed to elicit information on the availability of transit benefit programs, the O-D survey addressed payment methods. As noted previously, the maximum IRS-approved monthly transit benefit is \$130.00, while monthly ticket costs exceeded that amount for travel in Zone D and beyond in 2014. That means that monthly ticket users in these zones (C and beyond, beginning in February 2015) must supplement the transit benefit with personal resources, which can be provided from any of the other enumerated methods. For example, a respondent who uses both transit benefits and a personal check to pay the monthly fare could have indicated that his or her payment method was a check, rather than the transit benefit, leading to an inconsistency in the reported results. (Refer to the Methodology Report for a recommendation to clarify this issue in future surveys.)

Table 4.3: Ticket Payment Method by Metra Line

Payment Method	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	Overall*
Cash	19%	13%	11%	8%	8%	11%	13%	11%	12%	13%	14%	12%
Personal Check	6%	7%	7%	6%	5%	4%	5%	5%	4%	5%	3%	5%
Credit/Debit Card	40%	36%	40%	37%	43%	44%	42%	43%	46%	44%	44%	42%
RTA Transit Benefit	11%	15%	13%	16%	12%	13%	10%	12%	11%	11%	13%	12%
Other Transit Benefit Program	21%	25%	25%	31%	29%	25%	26%	26%	23%	24%	22%	25%
Other	3%	3%	3%	3%	3%	3%	4%	4%	4%	4%	3%	3%

Source: Origin-Destination Survey

*May not total 100% due to rounding

Table 4.4: Ticket Payment Method by Ticket Type

Ticket Type	Monthly	Ten-Ride	One-Way	Other	Overall*
Cash	4%	11%	75%	50%**	12%
Personal Check	7%	2%	<1%	1%	5%
Credit/Debit Card	38%	65%	23%	13%	42%
RTA Transit Benefit	15%	8%	<1%	6%	12%
Other Transit Benefit Program	33%	13%	<1%	3%	25%
Other	3%	2%	1%	25%	3%

*May not total 100% due to rounding

**On-board purchases from conductors were limited to cash transactions covering one-way tickets and weekend passes only

Source: Origin-Destination Survey

Table 4.5: Ticket Payment Method by Household Income

Payment Method	Less than \$25,000	\$25,000-\$59,999	\$60,000-\$99,999	\$100,000-\$149,999	\$150,000 and over	Overall
Cash	49%	18%	9%	5%	6%	11%
Personal Check	3%	6%	6%	4%	3%	5%
Credit/Debit Card	40%	49%	40%	39%	38%	39%
RTA Transit Benefit	1%	10%	14%	16%	13%	13%
Other Transit Benefit Program (Wage Works, etc.)	5%	16%	27%	32%	37%	28%
Other	2%	2%	5%	3%	2%	3%

*May not total 100% due to rounding

- Since the 2011 survey, there has been a 5% increase in use of credit and debit cards, and a 10% decrease in use of cash or personal checks.
- Among the diesel lines, the method of payment does not vary much from line to line. However, on ME line, which does not have agents at outlying stations, payment method is dominated by purchases from a downtown station agent, with station vending machines being the second most prevalent point of sale.
- Cash, the only form of payment accepted when purchasing one-way tickets and weekend passes onboard the train, is also the predominate form of payment from those buying one-way tickets at ticket windows. Those buying ten-ride tickets are most likely to use credit or debit cards.
- Cash is also the dominant fare payment method for respondents from households with \$25,000 or less in annual income.
- Overall, only 8% of those traveling during the periods that were surveyed use any kind of a reduced fare program when purchasing their tickets. These programs apply to seniors, those with disabilities, US military personnel and students. Of the total respondents, 4% are students and 2% are retired and most likely to be seniors, leaving 2% in other categories.

Detail pertaining to where respondents purchased their tickets, presented in the table below, is derived from the O-D survey. Over one-half purchased tickets from an agent, and almost one-fourth purchased them directly through a commuter benefit program.

Table 4.6: Ticket Purchase Location by Metra Line

Purchase Location	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	Overall
Agent at a downtown Chicago station	42%	26%	36%	33%	15%	26%	20%	27%	17%	32%	24%	25%
Agent at station outside of downtown Chicago	2%	32%	9%	8%	35%	29%	29%	26%	37%	6%	28%	26%
Conductor on the train*	3%	2%	5%	2%	1%	3%	5%	4%	4%	9%	6%	3%
Ticket-By-Mail program	10%	10%	13%	12%	10%	9%	9%	9%	7%	10%	7%	9%
Ticket-By-Internet program	1%	2%	3%	3%	3%	2%	3%	3%	4%	6%	3%	3%
Direct from a Commuter Benefit program	16%	20%	22%	28%	25%	21%	23%	23%	21%	23%	19%	22%
Station vending machine – Cash	8%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	1%
Station vending machine – Credit/Debit	17%	5%	13%	12%	9%	8%	8%	7%	8%	13%	11%	9%
Other	2%	3%	1%	1%	2%	2%	2%	2%	3%	2%	2%	2%

* Purchases from a conductor on the train are limited to one-way and Weekend Pass tickets

Source: Origin-Destination Survey

Respondents who used CTA or Pace to access their boarding station were asked about CTA/Pace fare mediums. While the population of those using CTA or Pace to access Metra was less than 5% of the total respondents, about two-thirds of these respondents reported that they used Ventra cards to pay their CTA or Pace fares. Another 9% of those using CTA or Pace to access Metra used LinkUp and 6% used Pace PlusBus. (These two CTA/Pace fare mediums are available only to Metra passengers who purchase Metra monthly passes.) For egressing from Metra, 11% reported using Pace or CTA services. Of these, 70% paid with Ventra cards, 11% with LinkUp and 2% with Pace PlusBus passes.

Survey respondents evaluated the ease of purchasing Metra tickets with overall favorable results. Almost 70% of new respondents indicated that the purchase process met or exceeded expectations, while 56% of those riding at least one year thought it easier than before. This could be the result of ready availability of credit card ticket machines, ease of on-line purchases and other ticket purchase enhancements. Also, higher numbers of respondents are participating in transit benefit programs, many of which provide tickets nearly seamlessly to their participants.

Metra continues to integrate technology in its ticket point of sale methods, and sought information about respondents' interest in future mobile phone ticketing. In contemplating upgraded ticket purchase options, 43% indicated that they would prefer ticketing by mobile phone, and 20% didn't know. While this suggests a strong market for the initial introduction of mobile (phone) ticketing, it also suggests that some passenger education is warranted to help them understand and use this option. Having the capability of printing one's own ticket did not have as much appeal; only 13% indicated that they would ride Metra more if they could do so. Some education might also be appropriate on this item as 16% did not know if printing their own ticket would cause them to ride more.

Also asked was the thoroughness of conductors collecting fares on-board, and answers reflect improvement over the 2011 survey, when 83% indicated that they were thorough. While the 2014 question provided for multiple levels of thoroughness, ultimately 96% indicated that conductors

always or usually collect fares, with only one percent saying never.

Table 4.7: Ease of Purchasing Tickets, Respondents Riding One Year or Less

Expectations	Exceeded	Met	Somewhat met	Failed to meet	No expectation
Riders of one year or less	16%	53%	14%	16%	1%

Table 4.8: Ease of Purchasing Tickets, Respondents Riding One Year or More

Change since starting to ride	Better	No change	Worse
Riders of one year or more	56%	40%	4%

5. METRA USAGE PATTERNS

Operating frequently during the weekday AM Peak periods, Metra’s service is scheduled to accommodate the large volume of people commuting to work through the downtown terminals. About 74% of the respondents have been using Metra service for three or more years, indicating that they are loyal customers. While this has increased from the 65% reported in both 1999 and 2005, the proportion of new respondents, the 13% riding for one year or less, has remained relatively constant over time. This results from any number of events in passengers’ lives, including retirements, new jobs and other work changes along with relocations, home life changes and changing personal preferences. This level of turnover has remained relatively stable and supports the importance of promoting Metra to the general public to continuously attract these new riders. Metra’s customer base is not fixed, but is rather a dynamic mix of people with multiple purposes. At its core, it is a “choice market” in that respondents have a range of mode options. Underscoring the broad customer base is that 3% of respondents were not regular riders. They are the unique (unduplicated headcount) occasional riders who might take Metra one day and then not again for several weeks, months or even years, and they represent Metra’s largest customer base.

Table 5.1: Length of Time as a Rider

Time as a regular rider	Overall
Less than six months	5%
Six months to one year	8%
Between 1 and 2 years	11%
Between 3 and 4 years	13%
Between 5 and 6 years	8%
Between 7 and 10 years	15%
Between 11 and 20 years	19%
More than 20 years	19%
Not a regular rider	3%

Table 5.2: Number of Trips in a Typical Month

Trips per month	Overall
40 or more	62%
31-39 times	8%
21-30 times	12%
11-20 times	9%
1-10 times	7%
Does not ride in a typical month	2%

Overall, 62% of respondents make 40 or more trips in a typical month.

6. TRIP PURPOSES

As expected, most survey respondents are people commuting from home to work. It is interesting to note that during the midday period outbound trips that originate at work have increased, now representing 27% of these trips. This could be indicative of a growing number of employees working overnight shifts, such as medical personnel, 24/7 customer service centers and administrative back offices where hours are matched to needs of clients in Asia, Europe and other foreign markets.

Table 6.1: Trip Origin Location by Time/Direction

Trip Origin	Inbound: AM Peak	Inbound: Midday	Outbound: AM Peak	Outbound: Midday	Overall
Home	94%	84%	83%	45%	92%
Work or work related	4%	6%	9%	27%	5%
School	1%	2%	1%	6%	1%
Other	1%	7%	6%	21%	2%

Source: Origin-Destination Survey

Table 6.2: Trip Purpose by Time/Direction

Trip Purpose	Inbound: AM Peak	Inbound: Midday	Outbound: AM Peak	Outbound: Midday	Overall
Work	94%	53%	83%	29%	90%
School	2%	9%	6%	10%	3%
Business related to work	1%	6%	2%	4%	2%
Medical/dental appointment	<1%	3%	1%	4%	1%
Personal business	1%	6%	2%	13%	2%
Shopping	<1%	2%	<1%	2%	<1%
Entertainment, visiting, recreation	<1%	13%	1%	5%	1%
Other	1%	7%	5%	33%	2%

Source: Origin-Destination Survey

While the discretionary market represents a small percentage of total trips overall, it represents a higher proportion of all riders than the table above shows. It is likely that the discretionary market is under-represented because this survey was conducted on weekday mornings, a period of time when riders are most likely to be making work trips. However midday use reflects Metra's broad customer base, with 47% of inbound respondents and 71% of outbound respondents traveling for reasons other than commuting. Among all passengers, unique discretionary riders are likely to represent the broadest pool of potential Metra customers. Even in examining data by line, one finds that trip purposes do not vary much from the system-wide averages. Since the 2011 survey, respondents' trips to work have increased proportionately, and school trips have decreased.

7. ACCESS AND EGRESS MODES

Driving alone and parking continues to be the dominant access mode to Metra stations, accounting for over one-half of all respondents, and the next most significant way of getting to the station is walking, which almost one-fourth do. While each access and egress mode presents submarkets for outreach, the walkers have excellent potential in that their Metra trip is not overly complicated with access and/or egress considerations. The final quarter is split among several modes with the most significant being, “getting dropped off” at 13%. These access patterns are largely unchanged since 2011. Other observations about access mode are:

- Four percent (4%) carpool to the station, split about equally between drivers and passengers, and distributed quite evenly across all lines.
- While only 2% bike, a proportion that may increase in warmer seasons, this has doubled from 1% in 2005. Also interesting is that 6% of reverse commuters report bicycling to their origin station during peak AM and 4% of reverse commuters bicycle to their ultimate destination during the AM Peak. Of these, it is suspected that many are taking advantage of Metra’s Bikes on Trains program, using the same bike for both access and egress.
- Of all lines, UP-N reports the highest percentage of riders walking to the station with 48% doing so. Developed on a grid system with sidewalks and consistently sized lots, the mature communities along the UP-N are conducive to walking. While these same features, typical of a high density mature neighborhood, are noted in communities on other lines as well, they seem to be particularly prevalent near City of Chicago and Evanston stations along the UP-N.
- Of those boarding in Zone A, 43% walk to the station, increasing to 55% in Zone B, and then gradually decreasing as distance from the CBD increases. With respect to auto access to the station, the converse is true. In Zone A, the fewest drive alone and park, and the numbers increase with each zone progression from the CBD, peaking at Zone G.
- Examining the data by rail line shows that the highest proportions of those who drive to the station and park are riding the HC (74%), SWS (65%), and MD-W (63%). Only 25% of respondents who ride the UP-N drive and park, an outcome of the high density features already described.
- Almost 5% of the riders on the Metra Electric Blue Island branch transfer from another Metra train.
- Second lowest in terms of those driving alone and parking are the 48% of BNSF respondents who do so. Conversely, BSNF has the highest incidence of all lines of respondents using Pace bus (6%) as their mode of access. This is clearly the outcome of an efficient network of Pace feeder buses at Naperville, Lisle and Downers Grove, resolving some of the parking constraints in these communities.
- Also noted is a relatively high number of respondents accessing their origin station by being dropped off. At 15% overall, it is the third most common access mode. For midday inbound trips, it is at the highest at 21%, in all likelihood due to parking capacity issues that stem in part from a lack of flexibility at permit parking lots versus daily fee lots.
- With passengers having multiple choices as to mode of access and, for that matter station choices, respondents were asked about criteria they use to select their station. In collecting information about station preferences, the survey also asked if the respondent’s

home location choice was based on access to Metra. As anticipated, the majority (58%) indicated that this was an important consideration. Interestingly, the survey also revealed that 5% never use the station closest to their home; another 72% only use their nearest station; and 17% usually use their nearest station. When asked about reasons for using an alternative station, 27% cited better parking as the key reason. With this in mind, it is even more understandable that among all respondents 11% always and 9% usually take an earlier train than needed to find parking. Other reasons cited for not using their nearest station included: 20% answering that they need to run errands closer to their alternate station; 13% using a different station to take advantage of a lower fare zone; 14% having better access to their alternate station; 11% feeling more comfortable (might include safety) at their alternate station; 10% selecting a different station to accommodate the needs of others; and 6% preferring to use a station with a ticket agent.

Table 7.1: Access Mode by Metra Line

Access Mode	ME	RI	SWS	HC	BNSF	UP- W	MD- W	UP- NW	MD- N	NCS	UP- N	Overall
Drove alone and parked	52%	60%	65%	74%	48%	48%	63%	53%	52%	61%	25%	51%
Walked all the way	24%	18%	16%	7%	20%	24%	13%	22%	20%	11%	48%	23%
Got dropped off	16%	16%	15%	13%	16%	17%	14%	15%	16%	18%	13%	15%
Carpooled	4%	5%	4%	6%	5%	5%	4%	5%	4%	5%	3%	4%
Bicycled	1%	<1%	1%	<1%	2%	3%	1%	2%	2%	3%	4%	2%
Took Pace bus	1%	1%	1%	<1%	6%	1%	1%	1%	1%	<1%	1%	2%
Took CTA bus	1%	1%	1%	-	1%	1%	1%	1%	3%	1%	3%	2%
Took CTA rail	1%	1%	<1%	-	1%	1%	<1%	<1%	1%	<1%	1%	1%
Transferred from another Metra train	1%	<1%	<1%	-	<1%	1%	<1%	1%	1%	1%	2%	1%
Other	1%	1%	<1%	<1%	1%	1%	1%	1%	2%	1%	2%	1%

Source: Origin-Destination Survey

Note: In several instances, totals in this table exceed 100% due to rounding

Table 7.2: Access Mode by Boarding Fare Zone

Access Mode	Zone A	Zone B	Zone C	Zone D	Zone E	Zone F	Zone G	Zone H	Zone I	Zones J-M	Overall
Drove alone and parked	7%	24%	38%	50%	58%	63%	70%	66%	68%	61%	51%
Walked all the way	43%	55%	39%	25%	16%	10%	8%	6%	7%	9%	23%
Got dropped off	9%	10%	14%	16%	18%	17%	13%	19%	17%	21%	15%
Carpooled	2%	3%	4%	5%	5%	5%	5%	5%	6%	7%	4%
Bicycled	4%	3%	3%	2%	2%	1%	1%	1%	1%	1%	2%
Took Pace bus	1%	1%	1%	2%	2%	4%	4%	2%	<1%	1%	2%
Took CTA bus	15%	4%	1%	<1%	<1%	<1%	<1%	<1%	<1%	-	2%
Took CTA Rail	9%	1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	-	1%
Transferred from another Metra train	8%	1%	<1%	<1%	<1%	<1%	<1%	<1%	1%	-	1%
Other	7%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%

Source: Origin-Destination Survey

Note: In several instances, totals in this table exceed 100% due to rounding

Figure 7.1: Top Three Access Modes by Boarding Fare Zone

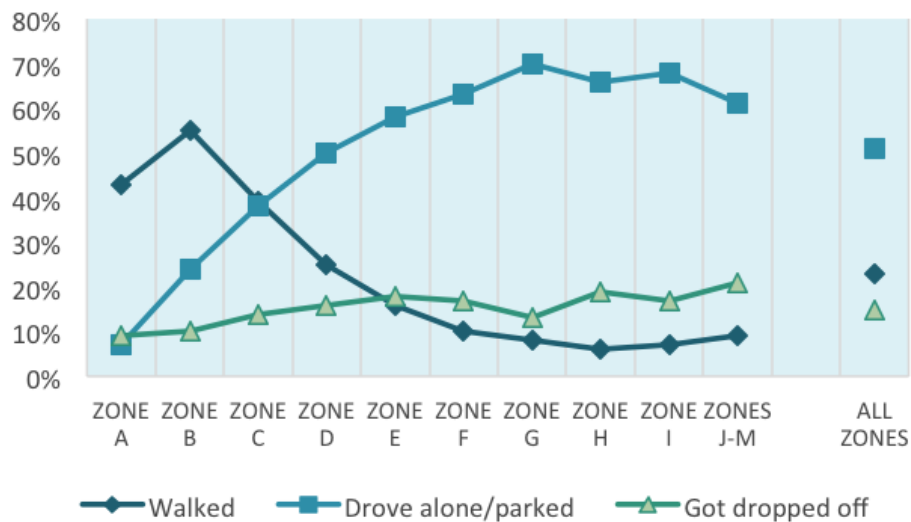


Table 7.3: Access Mode by Time/Direction

Access Mode	Inbound AM Peak	Inbound Midday	Outbound AM Peak	Outbound Midday	Overall
Drove alone and parked	55%	40%	7%	7%	51%
Walked all the way	21%	26%	42%	48%	23%
Got dropped off	15%	21%	11%	10%	15%
Carpooled	4%	8%	2%	1%	4%
Bicycled	2%	2%	6%	2%	2%
Took Pace bus	2%	1%	2%	2%	2%
Took CTA bus	<1%	1%	16%	11%	2%
Took CTA rail	<1%	<1%	8%	9%	1%
Transferred from another Metra train	<1%	<1%	7%	4%	1%
Other	1%	2%	5%	10%	1%

Source: Origin-Destination Survey

Note: In several instances, totals in this table exceed 100% due to rounding

There are distinct differences in station access modes for reverse commuting respondents and others traveling outbound in the AM peak, as shown in Table 7.3. Compared to the overall averages:

- Many more walk, with respondents traveling outbound in the AM peak walking at double the rate of traditional commuters;
- Very few drive alone and park, with outbound AM respondents only a fraction of the rate of traditional commuters;
- More transfer from another Metra train;
- More take CTA bus or rail to the Metra station which, when combined with walking, accounts for two-thirds of all respondents traveling outbound in the AM peak;
- More bicycle; and
- More access by other means, probably taxi.

Although the proportions differ, these access patterns are similar for the midday outbound respondents.

Over three-fourths of the respondents walk from the station to their final destination, which is not surprising since almost 90% alight from the trains at the downtown stations. The two next significant egress modes are CTA bus for 7% of the respondents, and private shuttle for 5%. In the CBD market, those using CTA bus or rail (10% in total) and private shuttle (4%) suggest destinations beyond the loop, to River North/Streeterville and/or South Loop.

As might be expected in suburban markets where businesses are located at greater distances from Metra stations, egress patterns differ significantly for reverse commuters. Although walking continues to be the greatest egress mode, it is less dominant for reverse commuters in that 42% of AM peak outbound respondents walk from the station, compared to 81% of inbound respondents

in the same period.

Substantially more reverse commuting respondents take Pace buses, (14% versus 1% overall), and private shuttles (15% versus 5% overall). In part, the numbers of reverse commuters who are taking Pace or private shuttles to their final destination can be attributed to public-private cooperation dedicated to making connections between Metra stations and suburban work sites. An example is the Lake-Cook Road station on the MD-N line which experiences the highest volume of passengers alighting – 756 per the 2014 Station Boarding/Alighting Count – from both inbound and outbound trains in the AM peak. Most of these respondents are likely either reverse commuters or suburb-to-suburb commuters who are able to take advantage of a well-structured shuttle system for the last part of the work trip.

Again referring to the 2014 Station Boarding/Alighting Count, there are 38 stations outside of the CBD that have 100 or more passengers alighting from both inbound and outbound trains in the AM peak – 8,000 in all at just these stations. Recognizing that these riders already account for a meaningful proportion of Metra’s customers, there may be opportunities to further grow this market by continuing to work with transit partners and the business community to address “last mile” connections. Metra could also experiment with fare policies for non-traditional work trips, and work with its freight and passenger rail partners to identify opportunities for enhanced scheduling to accommodate even more reverse commute and other non-peak business.

Table 7.4: Egress Mode by Time/Direction

Egress Mode	Inbound AM Peak	Inbound Midday	Outbound AM Peak	Outbound Midday	Overall
Walk all the way	81%	68%	42%	44%	77%
CTA bus	7%	10%	3%	3%	7%
Private shuttle	4%	1%	15%	1%	5%
CTA rapid transit	3%	6%	<1%	1%	3%
Get picked up	1%	2%	7%	16%	2%
Drive	2%	2%	7%	20%	2%
Taxi	2%	8%	3%	5%	2%
Pace bus	<1%	1%	14%	5%	1%
Transfer to another Metra train	<1%	1%	<1%	1%	1%
Bicycle	1%	1%	4%	2%	1%
Other	1%	2%	2%	2%	1%
Carpool	<1%	1%	3%	2%	<1%
Water taxi	<1%	1%	<1%	<1%	<1%

Source: Origin-Destination Survey

Note: In several instances, totals in this table exceed 100% due to rounding

Table 7.5: Egress Mode by Metra Line

Egress Mode	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	Overall
Walk all the way	77%	80%	79%	83%	78%	77%	75%	77%	73%	75%	77%	77%
CTA bus	9%	4%	9%	6%	8%	6%	8%	7%	73%	6%	5%	7%
Private shuttle	1%	2%	4%	6%	5%	5%	5%	5%	6%	9%	7%	5%
CTA rapid transit	5%	8%	2%	1%	2%	3%	1%	2%	1%	1%	2%	3%
Get picked up	2%	1%	1%	1%	1%	2%	2%	2%	2%	2%	1%	2%
Drive	4%	3%	3%	2%	2%	2%	3%	2%	2%	3%	1%	2%
Taxi	2%	2%	2%	1%	2%	3%	3%	3%	3%	2%	3%	2%
Pace bus	1%	1%	<1%	-	1%	1%	1%	1%	5%	1%	1%	1%
Transfer to another Metra train	1%	1%	1%	1%	1%	1%	<1%	<1%	<1%	<1%	1%	1%
Bicycle	<1%	<1%	<1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Water taxi	<1%	-	<1%	-	<1%	<1%	<1%	1%	1%	<1%	<1%	<1%
Carpool	<1%	<1%	<1%	<1%	<1%	<1%	<1%	1%	1%	1%	1%	<1%

Source: Origin-Destination Survey

Note: In several instances, totals in this table exceed 100% due to rounding

8. PARKING

The cost of parking is an important consideration for most riders as it factors into total commuting cost. In fact, when passengers consider their travel options, they typically factor in all costs (parking/rail/egress costs of bus and/or cab) along with time and other variables and compare the result to other modes such as driving all the way. Parking options vary from station to station, with the reported average amortized daily cost running from about \$1.62 (quarterly fee with 63 work days) to \$2.62 for a daily cash payment. Although direct comparisons to parking costs addressed in the 2011 survey are not possible because most permit categories have changed, it appears that they have increased about 25% on average, as illustrated by the two categories that are comparable: the reported daily fee, which in 2011 was \$1.93, and the reported quarterly pass fee which was \$82.50 in that same year.

Table 8.1: Average Parking Costs by Permit Type

	Daily fee cash	Daily fee credit/debit	Daily fee pay by phone	Monthly pass fee	Quarterly pass fee	Offsite parking fee	Free parking
% of drivers paying by permit type	39%	8%	2%	15%	14%	5%	10%
Average parking fee	\$2.62	n/a	\$2.17	\$40.91	\$102.27	n/a	-0-

Table 8.2: Parking Permit Type by Metra Line

Parking Payment Type	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	Overall
Daily cash	50%	52%	63%	57%	25%	33%	26%	53%	37%	45%	17%	39%
Daily credit/debit	3%	3%	8%	3%	9%	8%	13%	8%	12%	9%	10%	8%
Daily pay by phone	2%	4%	6%	-	2%	1%	3%	2%	3%	-	<1%	2%
Monthly permit	18%	7%	11%	7%	19%	8%	22%	15%	7%	30%	13%	15%
Quarterly permit	6%	5%	9%	12%	27%	28%	18%	8%	4%	2%	9%	14%
Park offsite and pay	4%	5%	2%	2%	8%	4%	3%	4%	5%	<1%	6%	5%
Free parking	14%	16%	<1%	8%	5%	12%	5%	7%	18%	5%	26%	10%
Other	3%	7%	1%	11%	5%	6%	10%	3%	14%	9%	19%	7%

Almost one-half of respondents who drove and parked paid their parking fee daily, mostly with cash. This is about 5% fewer than those who paid daily in 2011, but unchanged if added to “park offsite and pay,” an option that was not included in the 2011 survey. About another 30% used a monthly or quarterly parking permit. Daily cash payments tended to be most prevalent for those parking along the lines that serve the south and southwest suburbs.

The following table displays parking payment by boarding fare zone. The greatest proportion of those who parked free are in the three zones closest to the CBD.

Table 8.3: Parking Payment Method by Zone

Parking Payment Method	Zone A	Zone B	Zone C	Zone D	Zone E	Zone F	Zone G	Zone H	Zone I	Zones J-M	Overall
Daily cash	21%	32%	26%	36%	43%	41%	45%	41%	64%	39%	39%
Daily credit/debit	<1%	5%	7%	12%	3%	10%	14%	8%	8%	1%	8%
Daily pay by phone	-	5%	6%	1%	1%	1%	2%	3%	3%	1%	2%
Monthly pass	2%	3%	16%	11%	13%	16%	21%	21%	15%	9%	15%
Quarterly pass	4%	10%	2%	17%	20%	19%	11%	13%	2%	6%	14%
Park offsite and pay	1%	4%	10%	6%	5%	4%	2%	4%	1%	6%	5%
Free parking	70%	32%	25%	7%	4%	2%	1%	6%	5%	37%	10%
Other	2%	8%	7%	10%	9%	6%	5%	4%	2%	1%	7%

With the importance of parking availability and cost, newer respondents were asked to evaluate these attributes. Interestingly, 19% indicated that they had no expectation while the smallest group of 15% rated these as failing to meet expectations.

Table 8.4: Parking Availability and Cost, Respondents Riding One Year or Less

Expectations	Exceeded	Met	Somewhat met	Failed to meet	No expectation
Riders of one year or less	10%	35%	21%	15%	19%

While the overall availability of parking appears to be satisfactory, in practice it is highly individualized by specific station/location.

- Over 80% indicated that rarely or never did they take an earlier train in order to find parking.
- For auto parking, the highest satisfaction ratings occurred on the RI, MD-W and MD-N lines while those riding the HC and the SWS expressed the least satisfaction.
- Over 80% who bike said that bike parking is usually or always available at their boarding station; but the greatest level of dissatisfaction occurs on the ME line.

Interestingly, downtown parking cost does not seem to greatly influence the decision to choose Metra, as only about one-fourth would drive downtown if parking were not so expensive. This suggests that factors other than cost are primary determinants in commuting mode selection.

One other attribute related to parking was examined—that of auto safety in the parking lot. Overall, about 90% of the respondents think their cars are safe in the lots, but fewer than 80% think so on the ME and RI lines. Another way of examining auto safety is by distance from the CBD. In this instance, the lowest satisfaction ranking (32%) came from Zone B.

Table 8.5: Auto Safety in the Parking Lot at the Boarding Station

Ratings	Always	Usually	At times	Never
All respondents	50%	39%	7%	4%

9. COMMUNICATIONS AND INFORMATION PREFERENCES

In this era of advanced technology, people now expect virtually instant communication as a matter of course, making communication's role in customer satisfaction increasingly important. Metra's communications platforms include use of both high-tech mechanisms and more conventional techniques such as signs and various printed materials. The CS survey examined the effectiveness of Metra's communications from several perspectives discussed here, and satisfaction rankings discussed later.

The first was whether those riding for less than one year find it easy to obtain information, and the overall response is very favorable. Only 2% of these first year respondents indicated that Metra failed to meet expectations. There is, however, considerable variation in the rankings by ticket type, with monthly and one-way ticket holders most often saying Metra exceeded or met their expectations for ease of obtaining travel and fare information.

- Ten-ride ticket holders responded less favorably, while one-way ticket holders ranked the attribute highly.
- One-half of the RTA fare program users (those whose fare is subsidized or free) indicated that the ease of obtaining this type of information exceeded their expectations.
- There was a significant gender-based difference in responses to this attribute with 26% of the female respondents indicating that their expectations were not met, compared to 17% of the male respondents.

Table 9.1: Ease of Obtaining Travel and Fare Information, Respondents Riding Less than One Year, Overall

Expectations	Exceeded	Met	Somewhat met	Failed to meet	No expectation
Overall	16%	60%	20%	2%	2%

Table 9.2: Ease of Obtaining Travel and Fare Information, Respondents Riding Less than One Year, by Ticket Type

Expectations by ticket type	Exceeded	Met	Somewhat met	Failed to meet	No expectation
Monthly	15%	66%	17%	2%	<1%
Ten-Ride	13%	53%	30%	3%	2%
One-Way	42%	34%	15%	4%	5%
RTA Fare Program	50%	-	-	-	50%

When respondents wanted routine information about Metra (such as train times, station and parking locations, and fares), they relied on two principal sources: 57% used Metra's website, and 29% referred to printed train schedules.

Survey respondents indicated that, during service delays, they relied on multiple sources for information:

- On-board and station announcements were the top two resources for information at 52% and 50%, respectively;
- metrail.com and email alerts were also key information sources at 44% each; and
- Other significant resources were local media at 18%, and friends and co-workers at 11%.

Additionally, almost one-half (49%) of the respondents have signed up for service alerts, 46% via email and 6% using Twitter.

- Of those who have signed up, 78% indicated the alerts were helpful.
- Of those who did not find the alerts helpful, most (84%) indicated that they arrived too late.
- Other concerns were that the alerts were not limited to the user's train (34%); there were too many alerts (31%); and the alerts were not clear (23%).

Overall, 91% of the respondents visited Metra's website in the six months preceding the survey. More than 86% found the website easy to read; 77% found it easy to navigate; 67% found the information to be timely; 86% found it understandable and 73% indicated that information is easy to find on the website.

Metra's "tech" savvy passengers engaged across multiple electronic platforms, with 81% of respondents reporting that they used smart phones while traveling and 68% indicating that this met their on-line needs while aboard Metra. Another 34% reported using a laptop PC or tablet on the train; of these 58% were able to access a cellular data network aboard Metra.

Respondents were also asked about their Social Media practices, with 67% reporting that they used Facebook; 54% used LinkedIn; 36% used YouTube; 26% used Twitter; and 18% used Pinterest. While this might suggest high interest in following Metra on Social Media, only 25% said they would, while 60% said they would not.

10. CUSTOMER SATISFACTION

A major purpose of the survey was to ascertain customer satisfaction with attributes relating to:

- Communications and information
- Service availability and quality
- Travel time
- Safety and security
- Cleanliness and comfort
- Personnel
- Value
- Overall regional satisfaction

Thirty-eight (38) of these attributes were ranked on a scale of 1-10, with 1 being least satisfied, and 10 being most. Another 10 attributes were evaluated using descriptive measures related to expectations, many of which have already been discussed in this report in the context of the characteristic – parking and communications, for example. Those that were ranked on the 1-10 scale are presented in terms of "satisfied" and "dissatisfied" ratings, as shown in the scale below.

It is important to note that, unlike previous surveys which were conducted during autumn, the 2014 Customer Satisfaction Survey was conducted in spring, after Chicago's worst winter in many years. During that winter, Metra repeatedly experienced significant weather-related service problems such as frozen switches, frozen doors and more, aggravated by aging equipment.

Frustrations experienced by regular commuters are undoubtedly reflected in the survey results, and they are somewhat tempered by the more positive responses of new riders and those who ride less frequently or occasionally. Following is a review of customer satisfaction rankings for each of the attributes enumerated above.

Communications and Information

In terms of satisfaction with various communication and information attributes, both of which were addressed in the CSS, the overall rankings were favorable, but diminished as compared to 2011. In communications, the greatest shift occurred in on-board communications during delays with satisfaction scores diminishing 26%, and dissatisfaction scores increasing similarly.

Table 10.1: Satisfaction Ratings, Scale

Very Dissatisfied		Dissatisfied			Satisfied			Very Satisfied	
1	2	3	4	5	6	7	8	9	10
Dissatisfied (1 - 5)					Satisfied (6 - 10)				

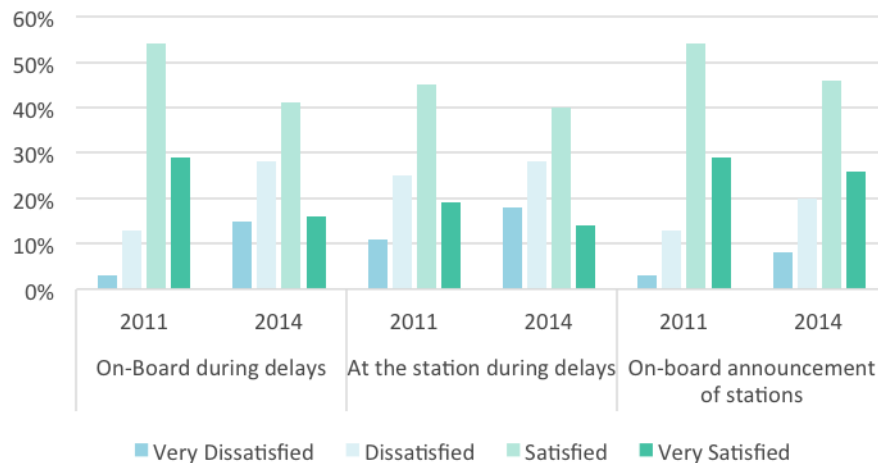
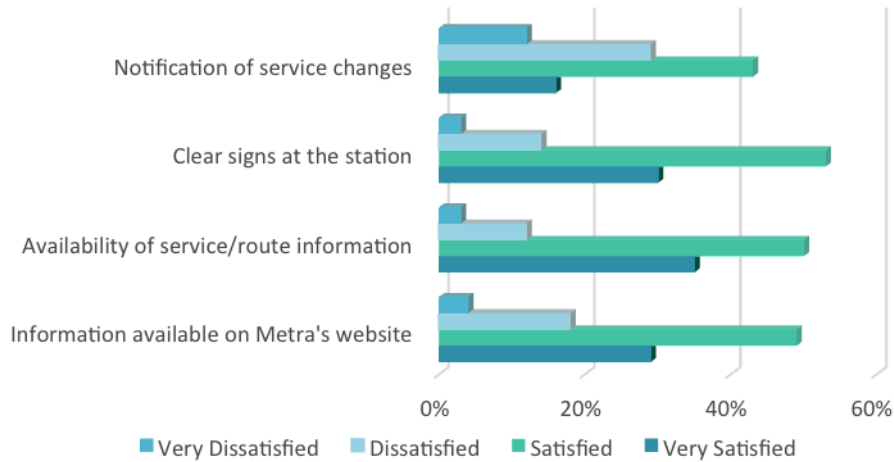


Figure 10.1: Satisfaction with Selected Communications Attributes, 2011 v 2014

In information attributes, the 2014 top box scores (Satisfied and Very Satisfied) range from 59% to 85% versus the 77% to 95% reported in 2011, likely reflecting the overall frustration of passengers during Metra’s winter operational challenges. The attribute that produced the lowest ranking in 2011, notification of service changes, also produced the lowest satisfaction score in 2014. The attribute that produced the highest ranking in both years was availability of route/service information.

Figure 10.2: Satisfaction with Information Attributes



To understand more about signage issues, though, respondents were asked to evaluate whether signs to and from connecting buses and taxis are clear and understandable. Overall, the top box rating (including “always” and “usually”) was 63%, with relatively little variation between the lines.

Table 10.2: Clarity of Signs to Connecting Buses and Taxis

% Satisfied	ME	RI	SWS	HC	BNSF	UP- W	MD- W	UP- NW	MD- N	NCS	UP- N	Overall
Always or usually clear	63%	59%	70%	63%	62%	58%	69%	66%	69%	57%	59%	63%

Service Availability and Quality

The four attributes evaluated in this category are: getting to one’s destination on time, number of scheduled rush-hour trains, number of scheduled non-rush hour trains, and total travel time. Overall, 70% to 75% of Metra’s respondents are satisfied with travel time and reliability, as well as the number of scheduled rush-hour trains. However, almost one-half are dissatisfied with the number of scheduled non-rush hour trains. As in previous surveys, the rankings in most measures are poorest on the lines with more scheduling limitations, the HC, SWS and NCS, although satisfaction on the HC and SWS has improved in two areas: getting to the destination on time and total travel time, two closely related service considerations. While many factors that influence these two attributes are outside of Metra’s control, Metra has been proactive in ongoing communications with its freight railroad partners to reduce potential for interference, a key factor in on-time performance that ultimately also impacts total travel time as well.

Figure 10.3: Level of Satisfaction, Service Availability and Quality

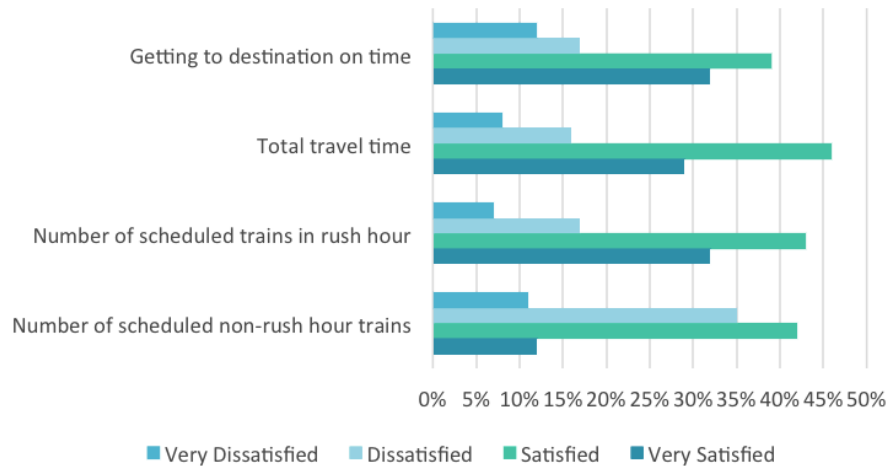


Table 10.3: Satisfaction with Service Availability and Quality by Line

% Satisfied	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	Overall
Getting to destination on time	89%	82%	56%	47%	43%	78%	80%	72%	80%	60%	85%	71%
Total travel time	85%	80%	63%	61%	68%	80%	72%	76%	81%	49%	80%	75%
Number of scheduled rush-hour trains	88%	82%	58%	16%	88%	73%	71%	70%	83%	39%	72%	75%
Number of scheduled non-rush hour trains	59%	60%	27%	16%	48%	51%	65%	54%	59%	31%	57%	54%

In each of the service categories, satisfaction has diminished since 2011, due in great part to weather and service delivery challenges. On individual lines, the lower 2014 rankings are most marked on the BNSF and the NCS. Even a snapshot of on-time performance comparisons makes clear that the reduced levels of satisfaction in this realm are not unjustified. For January to June 2014, the BNSF line experienced an average on-time performance of 90% while the same period in 2011 was 95%. BNSF delays became even more problematic at about the same time passengers were taking the survey, with on-time performance in May and June at 82%. Similarly, the NCS line experienced an 87% on-time record, January to June 2014, compared to 92% on-time for the same period of 2011. The lower levels of satisfaction in number of trains during both rush-hour and non-rush hour in 2014 compared to 2011 is curious in that there have been no service reductions. Quite possibly the reduced satisfaction in on-time performance and total trip time may have also negatively influenced respondents' perceptions of similar service categories.

Table 10.4: Satisfaction with Travel Time and Reliability by Time/Direction

% Satisfied	Inbound AM Peak	Inbound Midday	Outbound AM Peak	Outbound Midday	Overall
Getting to destination on time	70%	79%	82%	84%	71%
Number of scheduled rush-hour trains	76%	83%	57%	70%	75%
Number of scheduled non-rush hour trains	53%	55%	59%	51%	54%
Total travel time	75%	73%	76%	85%	75%

Table 10.5: Comparative Satisfaction with Service Availability and Quality, 2011 v. 2014

% Satisfied Overall	2011	2014
Getting to destination on time	84%	71%
Number of scheduled rush-hour trains	83%	75%
Number of scheduled non-rush hour trains	67%	54%
Total travel time	83%	75%

Of all customer segments, respondents traveling outbound in the AM Peak reported the least satisfaction with number of scheduled rush hour trains. AM Peak reverse commuting respondents, along with those traveling outbound during Midday, reported higher levels of satisfaction than those reported by traditional commuters in getting to their destinations on time.

Safety and Security

Metra continues to rank highly in the area of safety and security, with over 90% of respondents satisfied in every category that was addressed. There is a high level of consistency in satisfaction by both line and by boarding fare zone. There is, however, more concern with personal safety at boarding stations reported by respondents traveling on the ME.

Figure 10.4: Satisfaction with Safety and Security Attributes

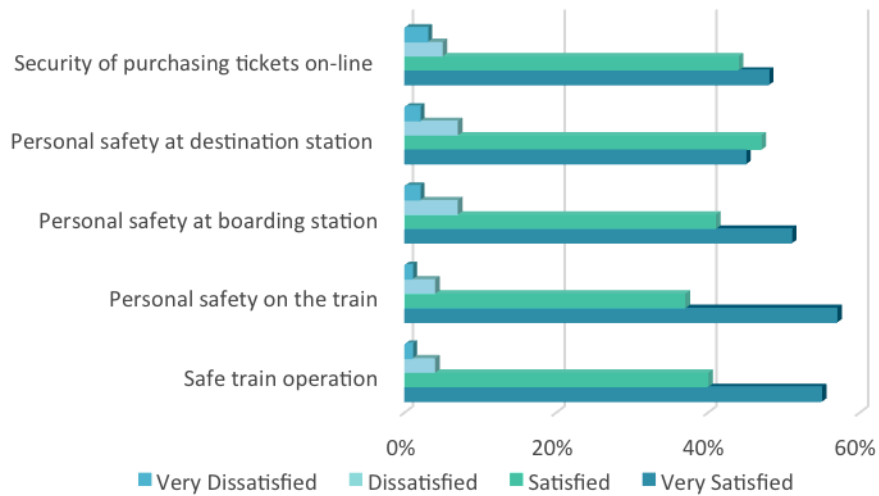


Table 10.6: Satisfaction with Safety and Security Attributes by Line

% Satisfied	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	Overall
Safe train operation	95%	95%	94%	94%	92%	96%	98%	94%	97%	98%	97%	95%
Personal safety on train	93%	95%	95%	97%	94%	93%	95%	93%	99%	97%	96%	94%
Personal safety at boarding station	79%	89%	92%	90%	93%	94%	93%	92%	94%	94%	94%	92%
Personal safety at destination station	88%	93%	87%	85%	91%	96%	92%	93%	93%	84%	97%	92%
Security of purchasing tickets on-line*	89%	89%	91%	90%	94%	93%	96%	89%	88%	87%	98%	92%

*Safety of personal information and security of financial transaction

Table 10.7: Comparative Satisfaction with Safety and Security Attributes, 2011 v. 2014

% Satisfied Overall	2011	2014
Safe train operation	97%	95%
Personal safety on train	97%	94%
Personal safety at boarding station	94%	92%
Personal safety at destination station	95%	92%
Security of purchasing tickets on-line	96%	92%

Cleanliness

On the whole, respondents were pleased with cleanliness, with each of the attributes performing comparably overall, in the range of 76% - 79% satisfied. Yet, in this category as well, the overall rankings were lower than they were in 2011. Possible contributing factors are:

- In winter when snow is persistent, as it was in 2013-2014, floors are more difficult to keep clean, and
- The generally less positive reactions of the riders, as a whole, spilling into every attribute.

This latter point is best illustrated by the respondents traveling to the same destination station, yet with varying degrees of satisfaction by specific rail line. UP respondents, over 80% of whom were destined for Ogilvie Transportation Center, provide an example. Satisfaction with cleanliness of the destination station varied from 79% to 88%, yet most of these respondents were rating the exact same station. A similar analogy applies to those destined for Union Station. Among all lines, Metra Electric respondents reported lower than average satisfaction with both boarding and destination station cleanliness.

Figure 10.5: Satisfaction with Cleanliness

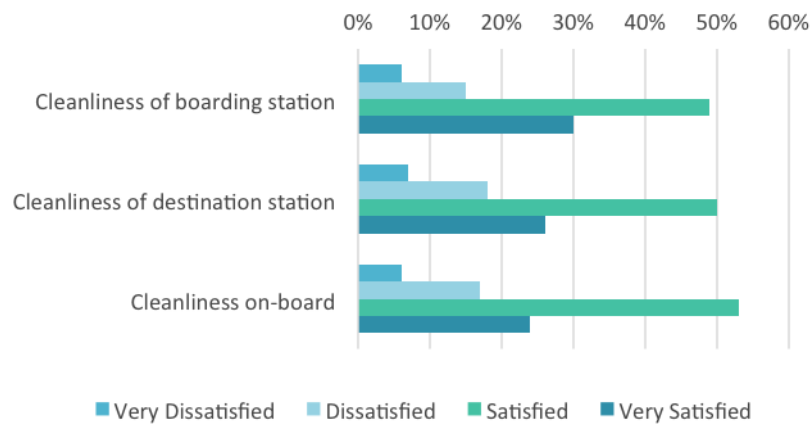


Table 10.8: Satisfaction with Cleanliness Attributes by Line

% Satisfied	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	Overall
Cleanliness of boarding station	60%	80%	78%	77%	84%	86%	80%	77%	80%	80%	82%	79%
Cleanliness of destination station	65%	74%	70%	66%	72%	88%	60%	79%	71%	54%	86%	76%
Cleanliness on-board	84%	77%	74%	73%	78%	77%	69%	70%	79%	71%	84%	77%

Table 10.9: Comparative Satisfaction with Cleanliness Attributes, 2011 v. 2014

% Satisfied Overall	2011	2014
Cleanliness of boarding station	88%	79%
Cleanliness of destination station	88%	76%
Cleanliness on-board	83%	77%

Comfort

Similar to the cleanliness attributes, respondents are satisfied with overall comfort. The ranking of “station comfort while waiting” has not changed since 2011 when it ranked lowest of the three attributes. In 2014, though, it ranked highest among all three attributes. By line, UP-N and ME enjoy the greatest comfort levels.

Figure 10.6: Satisfaction with Comfort Attributes

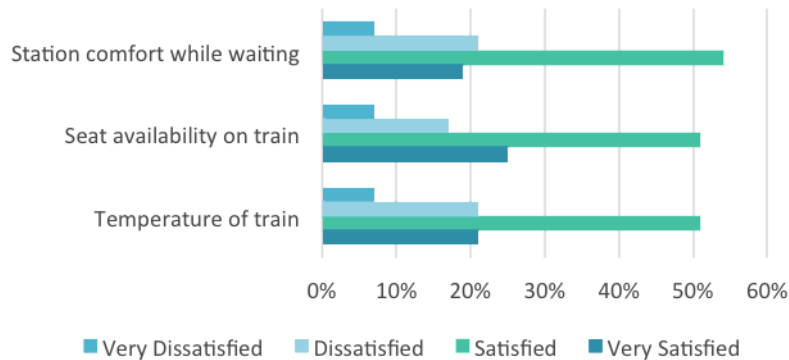


Table 10.10: Satisfaction with Comfort Attributes by Line

% Satisfied	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	Overall
Station comfort while waiting	69%	74%	74%	74%	69%	76%	75%	76%	76%	74%	68%	73%
Seat availability on train	87%	82%	79%	78%	72%	77%	66%	64%	83%	66%	85%	76%
Temperature of train	81%	67%	64%	58%	65%	77%	64%	72%	76%	64%	85%	72%

Also of interest is the general opinion about Quiet Cars, which were introduced in 2011, at about the time of the last customer survey. Now with this option on all trains during peak traditional commuting hours, respondents were asked if Quiet Cars are respected. Only about 4% reported that they are never respected. Also somewhat related to on-board comfort, the survey asked about storage of bikes on trains.

Overwhelmingly, respondents answered that they are neatly stowed, providing confidence that bikes have not created an obstacle to on-board comfort.

Table 10.11: Comparative Satisfaction with Comfort Attributes, 2011 v. 2014

% Satisfied Overall	2011	2014
Station comfort while waiting	76%	73%
Seat availability on train	85%	76%
Temperature of train	83%	72%

Courtesy and Knowledge of Metra Personnel

Courtesy of Metra personnel, particularly operating personnel who are the riders' prominent point of contact with the agency, is a critical element of customer satisfaction. These attributes achieved high ratings. Interestingly, courtesy of on-board personnel received the highest rankings from those who do not ride regularly – 61% were very satisfied and another 36% were satisfied, for a total of 97%.

Figure 10.7: Courtesy of Metra Personnel

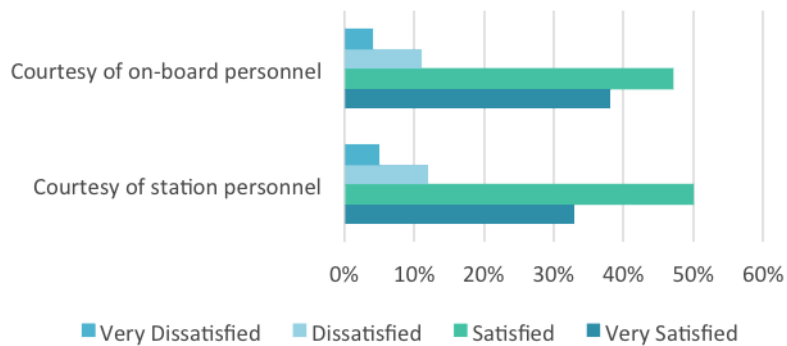


Table 10.12: Satisfaction with Courtesy Attributes by Line

% Satisfied	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	Overall
Courtesy of on-board personnel	92%	84%	80%	86%	80%	88%	91%	81%	91%	78%	87%	85%
Courtesy of station personnel	88%	82%	80%	88%	79%	80%	89%	79%	87%	89%	86%	83%

Table 10.13: Comparative Satisfaction with Courtesy Attributes, 2011 v. 2014

% Satisfied Overall	2011	2014
Courtesy of on-board personnel	91%	85%
Courtesy of station personnel	91%	83%

Metra personnel’s knowledge of the system and their ability to help customers navigate their trips, schedules and fares is another important characteristic of good relations with riders. High ratings were also attained in these characteristics with 87% satisfaction for on-board personnel and 84% for station personnel. Somewhat related, passengers were asked if they considered Metra on-board and station personnel to be good ambassadors. In both instances, the majority affirmed that these front line employees are good ambassadors, with less than 2% answering “never” for conductors and less than 6% answering the same for station agents.

Figure 10.8: Satisfaction with Personnel’s Ability to Assist Customers

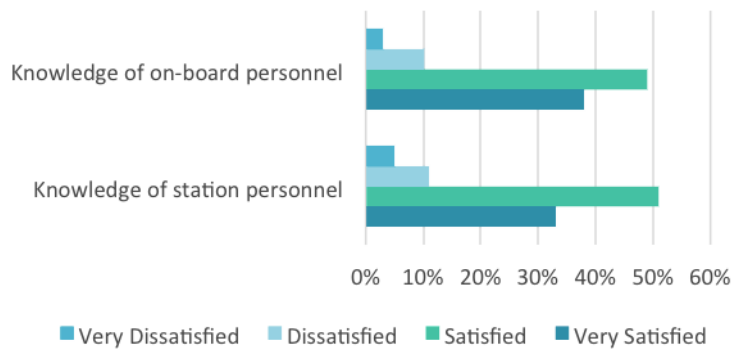


Table 10.14: Comparative Satisfaction with Personnel’s Ability to Assist Customers, 2011 v. 2014

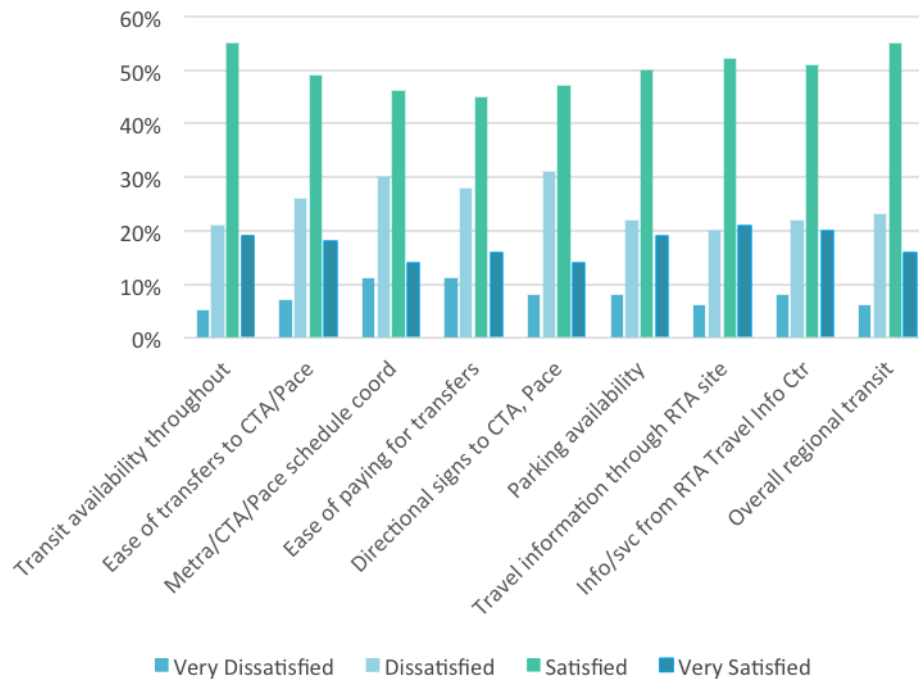
% Satisfied Overall	2011	2014
Knowledge of on-board personnel	94%	87%
Knowledge of station personnel	94%	84%

Regional Service

While 16% of respondents use Pace or CTA, coordinated service among the providers throughout the region is critical to making public transit an attractive alternative to other transportation modes. From RTA’s inception, coordinated service has been an important policy objective, vital to meeting needs of the 5% of Metra respondents who use Pace or CTA for access and the 11% who rely on these services for egress. The percentage of riders who transfer to CTA or Pace is consistent with the 17% of respondents who reported transferring on the 2011 survey. To gain insight into passenger perception of various attributes that relate to a coordinated regional system, the CSS included a number of relevant questions. Although usage is limited, the regional system is also recognized as important to many Metra customers. Whether or not passengers are using CTA or Pace on a daily basis, they are engaged enough to respond to the regional questions. About three-fourths of respondents ranked both “transit availability throughout the region” and “overall satisfaction with public transportation in the six-county region” with over 70% reporting overall satisfaction.

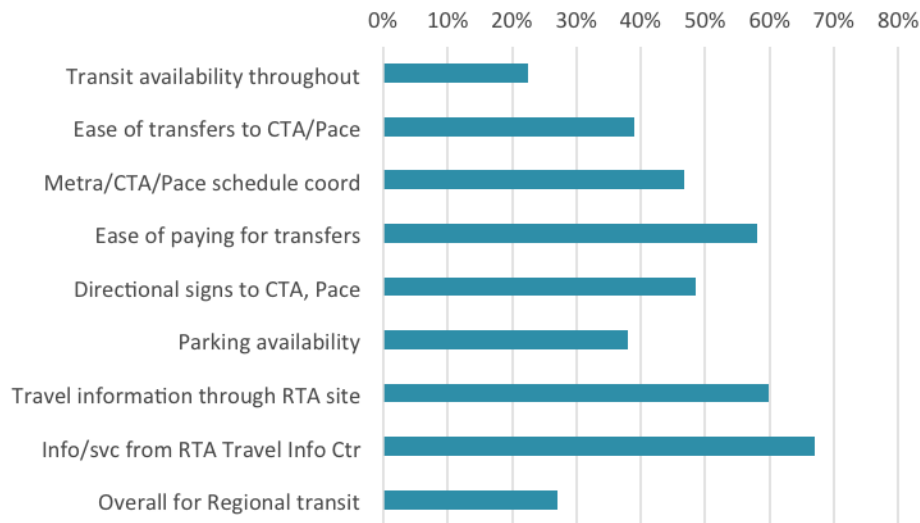
Also of interest were answers to specific questions about regional directional services, such as RTA's Trip Planner, an on-line mapping tool, for which the majority expressed satisfaction (21% very satisfied and 53% satisfied). Similarly, respondents replied favorably when asked about their satisfaction with the regional customer service phone line, 836-7000. More than 70% were satisfied or very satisfied with calling this center.

Figure 10.9: Satisfaction with Regional Transit Attributes



As in 2011, the highest satisfaction scores were achieved by “overall regional transit” and “transit availability throughout the region,” while there was less satisfaction with directional signs and schedule coordination. Also, respondents were less satisfied with ease of paying for transfers than previously. Consistent with other survey results, rankings were more favorable than unfavorable, but lower than they were in 2011.

Figure 10.10: Percent of Respondents Indicating “Not Applicable” for Regional Characteristics



By line, the greatest satisfaction with regional attributes occurs on the ME along which there is a good level of CTA and Pace service. In fact, also on the UPN and other lines where CTA and Metra overlap, there is a good level of satisfaction with regional attributes. Conversely, the HC has the lowest level of satisfaction, mainly a result of the limited train service which does not support a great deal of connecting service. Also the UPNW, with McHenry County service beyond Crystal Lake somewhat limited, reports below average satisfaction. There is continuing opportunity for improvement in schedule coordination, way-finding, and ease of paying for transfers between systems.

Table 10.15: Satisfaction with Regional Service by Line, Selected Attributes

% Satisfied	ME	RI	SWS	HC	BNSF	UP- W	MD- W	UP- NW	MD- N	NCS	UP- N	Overall
Availability of transit throughout the region when rider needs to travel	85%	79%	70%	53%	71%	71%	72%	68%	78%	63%	77%	74%
Ease of transferring to other transit services	78%	72%	70%	55%	66%	63%	64%	59%	68%	55%	69%	67%
Coordination of schedules among Metra, CTA, and Pace	70%	59%	64%	47%	62%	57%	54%	52%	63%	48%	57%	60%
Ease of paying for transfers	70%	65%	67%	56%	62%	54%	63%	53%	64%	55%	58%	62%
Signs directing transferring riders to Pace or CTA	69%	60%	63%	67%	60%	61%	66%	57%	70%	54%	50%	61%
Availability of parking when taking transit	75%	75%	74%	65%	58%	69%	78%	66%	80%	85%	68%	69%
Overall transit in the six-county region	84%	77%	67%	53%	66%	69%	74%	64%	71%	66%	75%	71%

Table 10.16: Comparative Satisfaction with Regional Service, 2011 v. 2014

% Satisfied	2011	2014
Availability of transit throughout the region when rider needs to travel	78%	74%
Ease of transferring to other transit services	78%	67%
Coordination of schedules among Metra, CTA, and Pace	73%	60%
Ease of paying for transfers	77%	62%
Signs directing transferring riders to Pace or CTA	70%	61%
Availability of parking when taking transit	74%	69%
Overall transit in the six-county region	82%	71%

Reasons that People Travel by Metra

Historically, being on-time is the number one importance attribute (for 80% of on-line respondents and 60% of paper survey respondents in 2011, and 38% in 2005). In 2014, respondents were asked to identify their top three reasons from a randomized list for riding Metra. Unlike past surveys, respondents were not asked to rank the importance of the listed attributes for which they had scored Metra. The emphasis and importance of the various attributes are noteworthy and can provide a platform for Metra’s marketing messages.

With this in mind, eight reasons (other than on-time reliability) are listed as reasons why people select Metra. In 2014, “avoiding congestion” is most frequently cited (by 59% of respondents). This is followed by quality of life considerations: convenience; time to work, read, nap; and less stress. Cost savings and time savings, factors that are specifically measurable, rank fourth and sixth, respectively. About 13% travel by Metra because they have no other option, indicative of a move away from privately owned automobiles among urban dwellers.

Figure 10.11: Reasons for Traveling by Metra

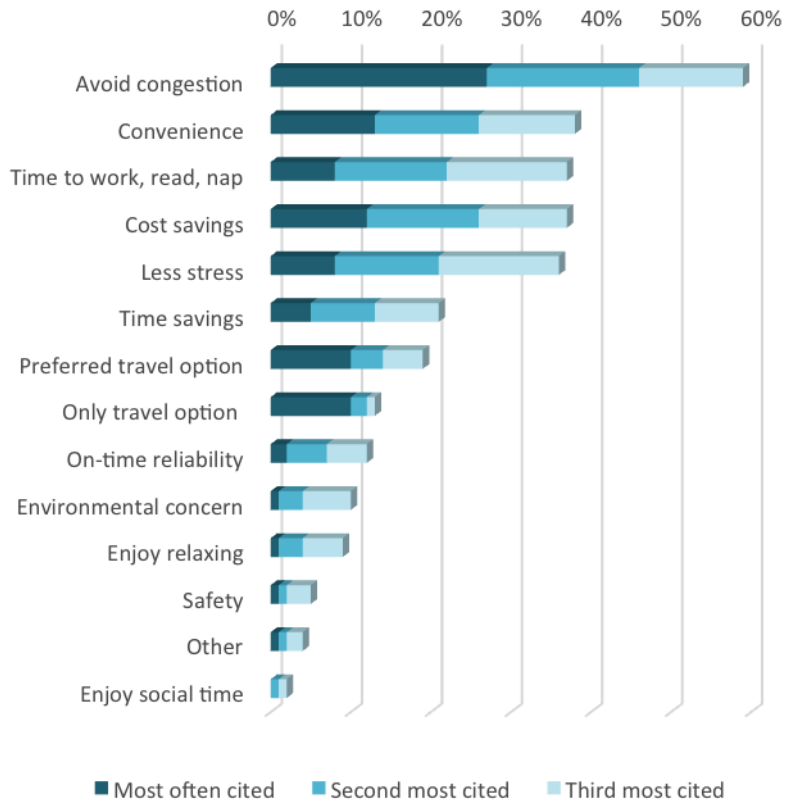
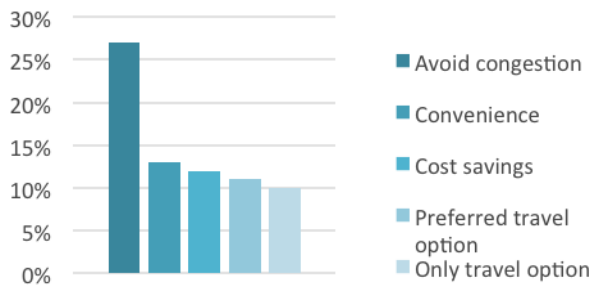
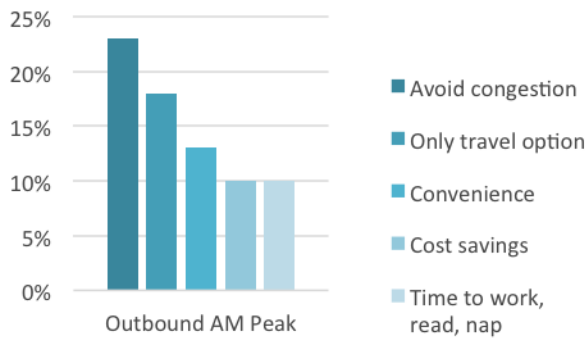


Figure 10.12: Top Five Attributes, Inbound AM Peak



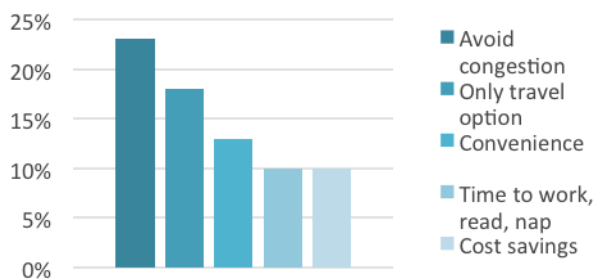
Examining the five most often cited reasons for riding Metra by travel time and direction produces similar results in that avoiding congestion continues as number one. For both inbound and outbound midday respondents, however, the second most frequently listed reason is that Metra is the only travel option, and this is also true for those traveling outbound in the AM peak.

Figure 10.13: Top Five Attributes, Outbound AM Peak



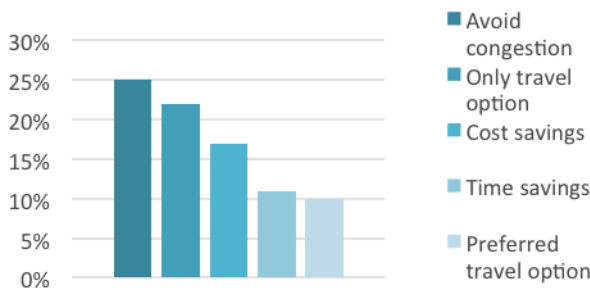
Examining this picture from the perspective of ticket type produces yet more information into the nuances of the market. One-half of those using RTA Transit Benefit passes cite convenience as the most important reason for riding Metra, as do 21% of those who use weekend passes. Cost savings was also important to these two groups.

Figure 10.14: Five Top Attributes, Inbound Midday



Other factors cited more frequently by weekend pass users than by other ticket holders are “less stress,” “safety,” and “enjoy relaxing.” As noted earlier, the survey was not designed to address weekend riders, but a significant proportion, 17%, of those who were surveyed because they use Metra on weekday mornings do purchase weekend passes. In that context, their responses to this series of questions are valuable.

Figure 10.15: Top Five Attributes, Outbound Midday



While enjoying social time is not the primary consideration for most one-way ticket holders, it is more important to this group than to any other.

The conclusions to be drawn are that different attributes resonate to differing degrees among the various market segments, and that generally, a series of reasons combine to influence travel mode choice.

Table 10.17: Reasons Cited for Traveling by Metra, by Ticket Type

	Monthly	Ten-Ride	One-Way	Weekend Pass	RTA Fare Program
Avoid congestion	25%	35%	26%	10%	4%
Convenience	13%	9%	20%	21%	50%
Time to work, read, nap	8%	10%	6%	<1%	3%
Cost savings	13%	10%	9%	17%	24%
Less stress	9%	7%	3%	11%	7%
Time savings	4%	6%	2%	2%	3%
Preferred travel option	11%	9%	7%	2%	4%
Only travel option	10%	9%	15%	4%	3%
On-time reliability	2%	2%	2%	<1%	2%
Environmental concern	1%	1%	2%	7%	0%
Enjoy relaxing	1%	1%	2%	6%	<1%
Safety	1%	<1%	<1%	7%	0%
Other	1%	1%	2%	12%	0%
Enjoy social time	<1%	<1%	4%	<1%	0%

Overall Satisfaction with Metra Service

Respondents were asked to rank their overall satisfaction with Metra, and the results were very positive. About three-fourths were satisfied with their Metra experience, which is assuring overall. It is not, however, as positive a response as expressed in the 2011 survey when 90% of the riders were satisfied, and only 10% were dissatisfied. Through the filter of external circumstances that heavily impacted Metra’s performance in the months leading up to the 2014 survey, these opinions are not surprising.

Table 10.18: Overall Satisfaction with Metra

Score	Very Dissatisfied		Dissatisfied			Satisfied			Very Satisfied	
	1	2	3	4	5	6	7	8	9	10
Percent 2014	4%	3%	4%	6%	10%	14%	20%	18%	14%	7%
Total 2014	Dissatisfied: 27%					Satisfied: 73%				
Total 2011	Dissatisfied: 10%					Satisfied: 90%				

Another way of measuring overall satisfaction is whether respondents think that the value of the service is equivalent to its cost. Here too, the overall result is positive with 71% satisfied, but again, the ranking has dropped since 2011, when 83% were satisfied. The 2014 sentiment on this issue has likely been affected by the significant February 2012 fare increase of more than 25% and the February 2013 elimination of the 10-ride discount.

Table 10.19: Value of Service for Fare Paid

Score	Very Dissatisfied		Dissatisfied			Satisfied			Very Satisfied	
	1	2	3	4	5	6	7	8	9	10
Percent 2014	3%	5%	4%	7%	10%	13%	19%	14%	13%	12%
Total 2014	Dissatisfied: 29%					Satisfied: 71%				
Total 2011	Dissatisfied: 17%					Satisfied: 83%				

Comparing results of these important measures by line shows diminished rankings in both measures for every line except the SWS, which improved somewhat in value of service for fare paid, and the HC, which improved in both. The most significant drops in ranking occurred on the BNSF and UP-NW which, because they account for such a large share of Metra’s riders, affected the overall system rankings, and on the NCS.

Figure 10.16: Overall Satisfaction Indicators, 2011 v. 2014

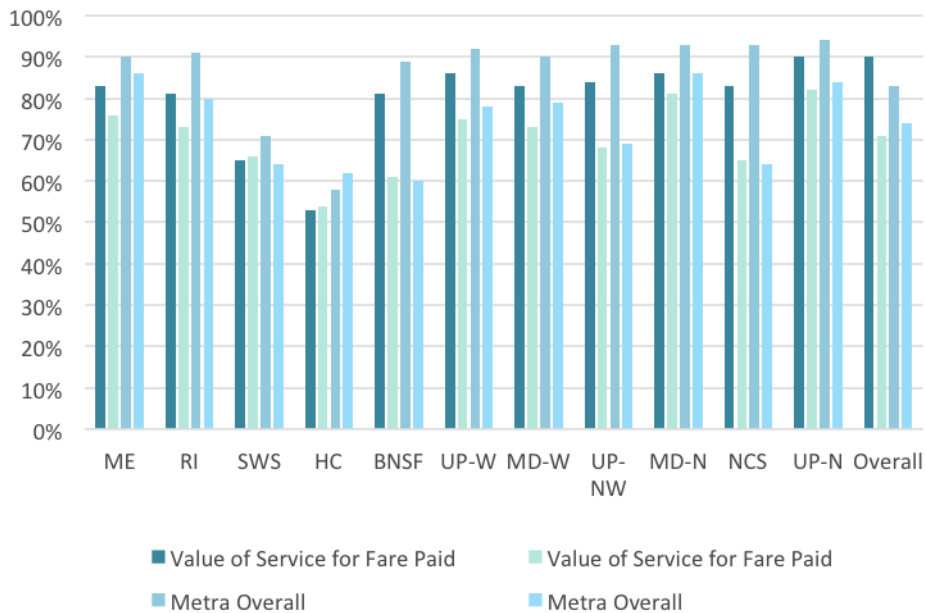
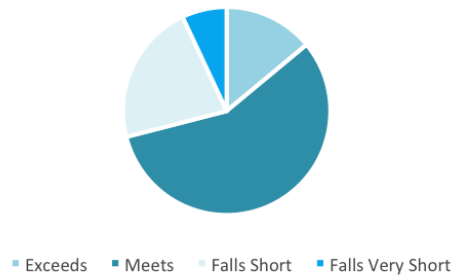
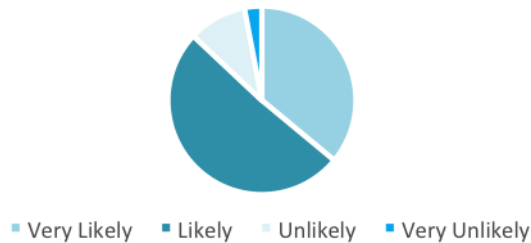


Figure 10.17: How Metra Meets Overall Expectations



Yet another two measures of customer satisfaction are whether Metra meets their expectations overall, and whether the respondent would recommend the service to others. Again, the results were positive.

Figure 10.18: Likelihood of Recommending Metra



Interestingly, while 71% of riders indicate that Metra meets or exceeds their expectations, 87% express a high likelihood of recommending the service to others.

Importance of Factors that Influence Satisfaction

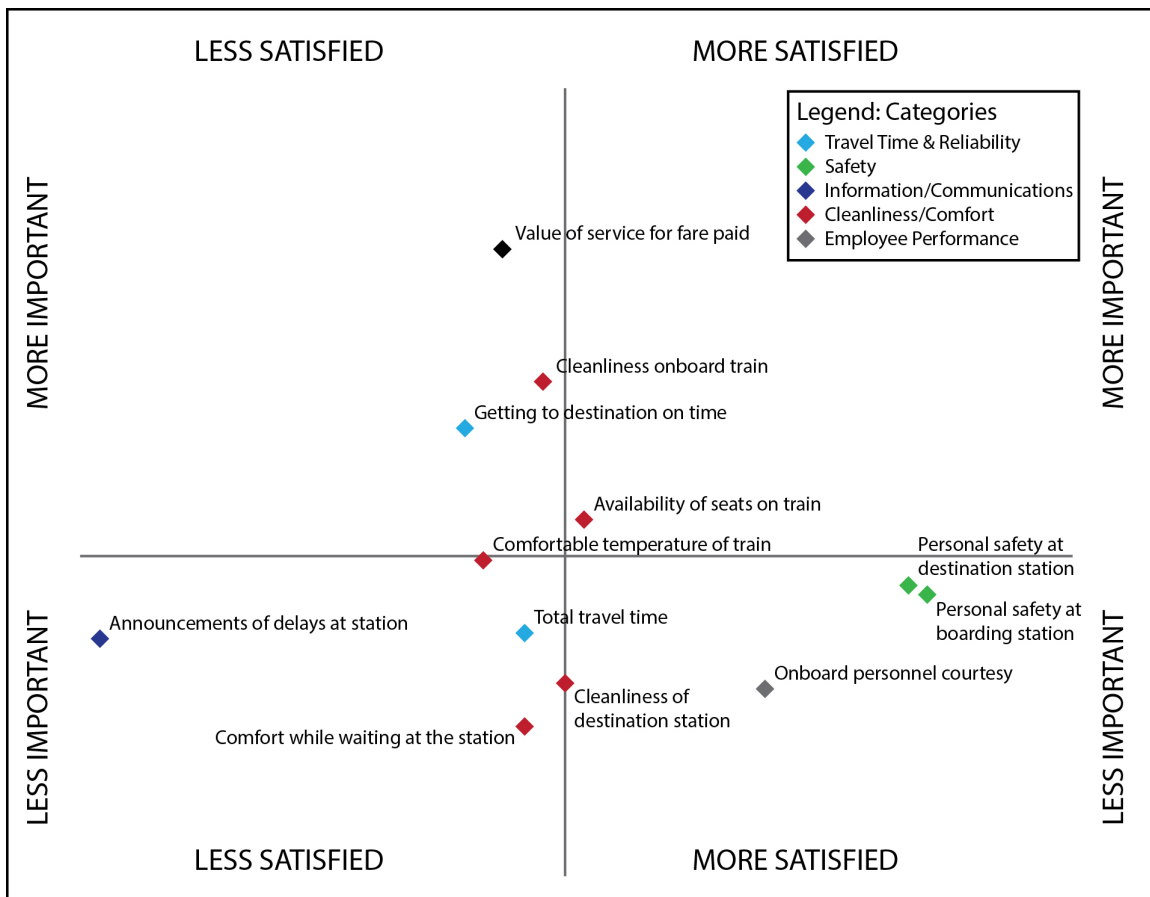
Some aspects of service are more important to customers than others, and these can be expressed in two ways: stated importance and derived importance. Stated importance is analyzed by presenting proportional data on responses to the survey, as has been done throughout the earlier sections of this report. Derived importance is achieved by modeling the data to test the influence of the various attributes in measuring overall customer satisfaction.

As in 2011, individual service attributes were modeled as predictors that influence overall satisfaction with Metra services. Attributes that do not increase the predictive power of the model were removed, as were those that are highly correlated with each other. The modeling is an iterative process, with the final model containing only 12 attributes, displayed in the quadrant chart below, that significantly influence overall satisfaction. In this chart, the vertical (Y) axis displays the derived importance of the various service attributes, while the horizontal (X) axis displays satisfaction with each attribute. Average satisfaction is represented by the vertical line that bisects the chart. Those attributes in the top left quadrant of the chart are important drivers of customer satisfaction, and those with which respondents were less satisfied. They are indicators of areas where Metra may wish to strive for improvement.

Table 10.20: Using a Quadrant Chart

Quadrant	Satisfaction Level	Importance	Action
Top left	Relatively low	Relatively high	Attributes for improvement
Top right	Relatively high	Relatively high	Attributes to maintain
Bottom left	Relatively low	Relatively low	Attributes to monitor
Bottom right	Relatively high	Relatively low	Attributes with no immediate action

Figure 10.19: Key Drivers of Satisfaction, Quadrant Chart



Those attributes that are above average in importance and somewhat below average in satisfaction are: value of service for fare paid, cleanliness on-board, and getting to the destination on time. Getting to the destination on time has, in the past, been the most important attribute by a substantial margin. In this survey, while on-time arrival remains among the top three, value was most important. On the whole (with the exception of announcements of delays at the station), attributes that ranked lower than average in satisfaction were, nevertheless, close to average, perhaps requiring only “fine tuning” and minor adjustments.

11. CONCLUDING OBSERVATIONS

The overall results of the Customer Satisfaction Survey were positive, with 73% of respondents satisfied with Metra, and 71% indicating that they are satisfied with the value of the service for the fare paid. Even more important, 87% responded that they would recommend Metra to others.

However, as noted often in this report, customer satisfaction in virtually every measure has diminished since the 2011 survey. In some measures, satisfaction has diminished by ten or more percentage points in just these three years, even in those areas where improvements have been made. It appears that a number of factors have contributed to this result, such as:

- Timing of the survey. In the past, most surveys have been conducted in the autumn, as opposed to the 2014 survey which was administered in the spring;
- Terrible weather conditions that persisted in the 2013-2014 winter immediately preceding the survey, and all the attendant service and operational problems;
- Aging equipment causing malfunctions in all weather conditions;
- Negative reactions to these enumerated conditions that may have influenced evaluation of all attributes throughout the survey.

Beyond overcoming the funding problems to upgrade systems and equipment, which may not be possible in the immediate future, a number of opportunities, recommendations and action items have been identified and are incorporated in the Executive Summary which appears at the beginning of this report.

APPENDIX A: 2014 MODES OF STATION ACCESS AND EGRESS TABULATIONS

Appendix A: 2014 Modes of Station Access and Egress Tabulations

This appendix contains the two most commonly used data tabulations from Metra’s Fall 2014 Origin-Destination Survey:

- All Trains Until Noon – Boarding Station Mode of Access (Question 6)
- All Trains Until Noon – Alighting Station Mode of Egress (Question 10)

Riders were surveyed about their trips on all weekday morning trains on all of Metra’s lines:

Elec-ML	Metra Electric – main line	Milw-W	Milwaukee West
Elec-SC	Metra Electric – South Chicago branch	UP-NW	Union Pacific Northwest – main line
Elec-BI	Metra Electric – Blue Island branch	UP-NW/ McHenry	Union Pacific Northwest – McHenry branch
RI-Main	Rock Island – main line	Milw-N	Milwaukee North
RI-Branch	Rock Island – Beverly branch	NCS	North Central Service
SWS	SouthWest Service	UP-N	Union Pacific North
Heritage	Heritage Corridor	SS	South Shore (only Hegewisch station;
BNSF	BNSF Railway		Northern Indiana Commuter Transportation District)
UP-W	Union Pacific West		

Riders were asked to supply the following information items, among others:

- Boarding and alighting stations
- Boarding station modes of access
- Alighting station modes of egress.

Every weekday train that was in operation from start-of-service (4:17 AM) till noon arrival in downtown Chicago, or noon departure from downtown Chicago, was surveyed, on a Monday, Tuesday, Wednesday, or Thursday. This included the early-morning Electric District Blue Island and South Chicago shuttle trains, and South Shore riders between the Hegewisch station and other parts of Chicago. A very small number of passengers riding outside the intended time period also completed questionnaires. This survey was intentionally conducted concurrently with Metra’s Spring 2014 Station Boarding/Alighting Count. The survey tabulations incorporate data weights based on the count results. The count also shows that, overall, 49% of the riders on the surveyed weekday morning trains returned a completed questionnaire with mode data – an exceptional cooperation rate.

A close reader of these two tabulations will note that they do not each have exactly the same totals of responses. These totals vary slightly because a few survey respondents did not answer all of the questions, leaving some of them blank. This does not affect the validity of the percentages in these tabulations. Also, for certain stations in each table, as specifically indicated, the data sample was too small to be considered statistically valid.

Consistent with other Metra documents, including Metra’s annual *Budget and Program Books*, each of the following three station pairs/triplets appears in these tables as two or three separate stations:

Station	Line/branch
Vermont St., Blue Island	Rock Island - main line
Vermont St., Blue Island	Rock Island - Beverly branch
Blue Island	Metra Electric – Blue Island branch
Joliet	Rock Island - main line
Joliet	Heritage Corridor
Clybourn	Union Pacific Northwest line
Clybourn	Union Pacific North line

Mode-of-Access by Boarding Station; AM both directions												01/29/2015		Spring 2014 Origin-Destination Survey											
														Station Percent of Survey Responses											
Sta Code	Station Name	Line	Mile Post	Fare Zone	A.M. Brdgs	Valid Survey Responses		Valid Within +/- 7%?	Drive Alone				Car-pool				CTA Rapid Transit				Transit				
						%Brdgs	Total		Walk	Bike	Other	Other	Other	Other	Other	Other	Other	Other	Other	Other	Other	Other	Other	Other	Other
Downtown Stations																									
5000	Millennium	Elec-ML	0.0	A	767	42%	319	Yes	65%	1%	4%	0%	1%	0%	3%	10%	10%	10%	1%	3%	2%				
5008	Van Buren St.	Elec-ML	0.8	A	188	25%	47	Yes	60%	0%	2%	0%	0%	0%	11%	11%	2%	0%	2%	0%	13%				
5014	Museum Campus/11th Street	Elec-ML	1.4	A	87	24%	21	Yes	76%	10%	5%	0%	0%	0%	0%	0%	5%	0%	0%	0%	5%				
6000	LaSalle St.	RI-Main	0.0	A	336	42%	140	Yes	49%	0%	4%	1%	1%	10%	18%	18%	9%	0%	4%	3%					
8000	Union Station	SWS/Heritage/BN-SF/Milw-W/Milw-N/NCS	0.0	A	2,111	56%	1,188	Yes	37%	3%	4%	0%	1%	8%	11%	20%	0%	8%	0%	8%					
13000	Ogilvie Center	UP-N/UP-NW/UP-W	0.0	A	2,032	60%	1,221	Yes	44%	2%	4%	0%	1%	11%	7%	11%	0%	11%	0%	9%					
Electric District																									
1091	Stony Island	Elec-SC	9.1	B	124	64%	79	Yes	56%	1%	24%	0%	1%	14%	0%	3%	0%	0%	3%	0%	1%				
1097	Bryn Mawr	Elec-SC	9.7	B	76	50%	38	Yes	84%	0%	8%	0%	0%	3%	0%	5%	0%	0%	0%	0%					
1103	South Shore	Elec-SC	10.3	B	153	64%	98	Yes	78%	2%	15%	1%	0%	4%	0%	0%	0%	0%	0%	0%					
1109	Windsor Park	Elec-SC	10.9	B	78	51%	40	Yes	78%	0%	15%	0%	0%	3%	0%	3%	0%	0%	3%	0%					
1115	Cheltenham, 79th St.	Elec-SC	11.5	B	61	61%	37	Yes	81%	0%	8%	0%	0%	8%	0%	3%	0%	0%	3%	0%					
1120	83rd St.	Elec-SC	12.0	B	82	66%	54	Yes	70%	0%	22%	0%	0%	7%	0%	0%	0%	0%	0%	0%					
1125	87th St.	Elec-SC	12.5	B	87	64%	56	Yes	48%	0%	38%	0%	0%	13%	0%	0%	0%	0%	0%	0%					
1130	South Chicago, 93rd St.	Elec-SC	13.0	B	530	68%	362	Yes	15%	0%	56%	2%	4%	20%	0%	2%	0%	0%	2%	0%					
4156	State Street	Elec-BI	15.6	D	46	61%	28	Yes	82%	0%	4%	0%	0%	7%	0%	4%	0%	0%	4%	0%					
4160	Stewart Ridge	Elec-BI	16.0	D	32	66%	21	No	67%	0%	19%	0%	0%	14%	0%	0%	0%	0%	0%	0%					
4167	West Pullman	Elec-BI	16.7	D	15	73%	11	No	36%	0%	9%	0%	0%	45%	0%	9%	0%	0%	9%	0%					
4170	Racine Ave.	Elec-BI	17.0	D	30	67%	20	No	55%	0%	25%	0%	0%	20%	0%	0%	0%	0%	0%	0%					
4179	Ashland Ave.	Elec-BI	17.9	D	90	62%	56	Yes	34%	0%	52%	0%	2%	11%	0%	0%	0%	0%	0%	2%					
4184	Burr Oak	Elec-BI	18.4	D	115	68%	78	Yes	27%	0%	63%	0%	1%	9%	0%	0%	0%	0%	0%	0%					
4189	Blue Island	Elec-BI	18.9	D	212	81%	171	Yes	17%	0%	34%	1%	2%	12%	0%	3%	0%	30%	2%	0%					
5022	18th St.	Elec-ML	2.2	A	18	28%	5	Yes	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%					
5027	McCormick Place	Elec-ML	2.7	A	23	13%	3	No	67%	0%	0%	0%	0%	0%	0%	0%	33%	0%	0%	0%					
5032	27th St.	Elec-ML	3.2	A	9	33%	3	Yes	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%					
5059	47th St., Kenwood	Elec-ML	5.9	B	66	44%	29	Yes	79%	0%	14%	0%	0%	0%	0%	0%	3%	0%	3%	0%					
5065	53rd St., Hyde Park	Elec-ML	6.5	B	311	40%	124	Yes	94%	0%	4%	0%	0%	2%	0%	0%	0%	0%	0%	0%					
5070	55th-56th-57th St.	Elec-ML	7.0	B	615	39%	238	Yes	68%	1%	18%	2%	0%	4%	0%	4%	0%	0%	4%	0%					
5074	59th St., Univ. of Chicago	Elec-ML	7.4	B	309	28%	88	Yes	42%	0%	39%	1%	1%	6%	0%	0%	0%	0%	0%	11%					

Mode-of-Access by Boarding Station; AM both directions 01/29/2015 Spring 2014 Origin-Destination Survey

Station Percent of Survey Responses

Sta Code	Station Name	Line	Mile Fare		Valid Survey Responses	Valid Within +/- 7%?	Station Percent of Survey Responses											
			Post Zone	A.M. Brdgs			%Brdgs	Total	Walk	Bike	Drive Alone	Car-pool Driver	Car-pool Psngr	Drop Off	CTA Rapid Transit	Transit Bus	Pri-vate Bus	Other
5079	63rd Street	Elec-ML	7.9	B	93	62%	58	Yes	38%	0%	57%	0%	0%	2%	0%	0%	0%	0%
5093	75th St., Grand Crossing	Elec-ML	9.3	B	9	89%	8	No	75%	0%	0%	0%	0%	25%	0%	0%	0%	0%
5100	79th St., Chatham	Elec-ML	10.0	B	45	58%	26	No	46%	0%	42%	0%	0%	8%	0%	4%	0%	0%
5104	83rd St., Avalon Park	Elec-ML	10.4	C	45	82%	37	Yes	68%	0%	16%	3%	0%	14%	0%	0%	0%	0%
5109	87th St., Woodruff	Elec-ML	10.9	C	41	80%	33	Yes	33%	0%	45%	0%	3%	12%	0%	3%	0%	0%
5114	91st St., Chesterfield	Elec-ML	11.4	C	23	65%	15	No	47%	0%	53%	0%	0%	0%	0%	0%	0%	0%
5120	95th St., Chicago State Univ.	Elec-ML	12.0	C	15	73%	11	No	18%	0%	36%	0%	9%	36%	0%	0%	0%	0%
5130	103rd St., Rosemoor	Elec-ML	13.0	C	36	67%	24	No	50%	0%	17%	8%	0%	25%	0%	0%	0%	0%
5135	107th Street	Elec-ML	13.5	C	23	52%	12	Yes	83%	0%	0%	0%	0%	17%	0%	0%	0%	0%
5140	111th St., Pullman	Elec-ML	14.0	C	15	107%	16	Yes	81%	0%	13%	0%	0%	0%	0%	6%	0%	0%
5145	Kensington, 115th St.	Elec-ML	14.5	C	918	38%	351	Yes	13%	0%	62%	1%	2%	15%	0%	2%	0%	5%
5173	Riverdale	Elec-ML	17.3	D	167	55%	92	Yes	34%	1%	47%	1%	0%	17%	0%	0%	0%	0%
5182	Ivanhoe	Elec-ML	18.2	D	616	48%	294	Yes	26%	0%	52%	1%	1%	19%	0%	0%	0%	1%
5190	147th St.	Elec-ML	19.0	D	957	52%	495	Yes	3%	0%	69%	1%	2%	19%	0%	5%	0%	0%
5200	Harvey	Elec-ML	20.0	D	549	53%	289	Yes	8%	0%	64%	1%	2%	18%	0%	6%	0%	0%
5223	Hazel Crest	Elec-ML	22.3	E	339	50%	170	Yes	12%	0%	62%	3%	2%	20%	0%	1%	0%	0%
5228	Calumet	Elec-ML	22.8	E	1,103	52%	576	Yes	3%	0%	82%	2%	1%	11%	0%	0%	0%	0%
5235	Homewood	Elec-ML	23.5	E	1,112	54%	602	Yes	21%	2%	44%	1%	3%	28%	0%	0%	0%	1%
5249	Flossmoor	Elec-ML	24.9	E	727	64%	465	Yes	27%	3%	37%	3%	2%	27%	0%	0%	0%	0%
5266	Olympia Fields	Elec-ML	26.6	F	593	41%	241	Yes	6%	0%	78%	1%	0%	15%	0%	0%	0%	0%
5276	211th St.	Elec-ML	27.6	F	721	50%	360	Yes	7%	0%	62%	3%	2%	23%	0%	3%	0%	0%
5282	Matteson	Elec-ML	28.2	F	535	53%	285	Yes	15%	0%	65%	4%	2%	13%	0%	0%	0%	0%
5293	Richton Park	Elec-ML	29.3	F	1,145	58%	669	Yes	17%	0%	55%	2%	2%	20%	0%	2%	0%	0%
5315	University Park	Elec-ML	31.5	G	790	66%	525	Yes	1%	0%	77%	4%	3%	9%	0%	2%	0%	3%
Rock Island District																		
6031	35th Street / Bronzeville	RT-Main	9.8	B	32	41%	13	No	38%	8%	0%	0%	0%	31%	8%	15%	0%	0%
6098	Gresham	RT-Main	9.8	B	369	37%	138	Yes	21%	0%	56%	4%	1%	14%	0%	3%	0%	0%
6109	Longwood	RT-Main	10.9	C	68	38%	26	No	23%	0%	62%	0%	0%	15%	0%	0%	0%	0%
6120	Washington Hts.	RT-Main	12.0	C	164	39%	64	Yes	20%	0%	58%	2%	2%	19%	0%	0%	0%	0%
6157	Vermont St.	RT-Main	15.7	D	475	37%	175	Yes	12%	0%	70%	1%	2%	13%	0%	1%	0%	1%
6172	Robbins	RT-Main	17.2	D	63	33%	21	No	29%	0%	29%	0%	0%	43%	0%	0%	0%	0%

Mode-of-Access by Boarding Station; AM both directions													01/29/2015													Spring 2014 Origin-Destination Survey												
													Station Percent of Survey Responses																									
Sta Code	Station Name	Line	Mile Fare		Valid Responses	Valid Within +/- 7%?	Drive Alone			Car-pool			CTA Rapid Transit			Transit			Other																			
			Post	Zone			Walk	Bike	Other	Driver	Psng	Drop Off	Bus	Bus	Bus	Metra	Other																					
				A.M. Brdgs	%Brdgs	Total																																
6184	Midlothian	RI-Main	18.4	D	873	32%	281	Yes	15%	0%	68%	3%	2%	11%	0%	0%	0%	0%	0%	0%	0%	0%																
6204	Oak Forest	RI-Main	20.4	E	1,072	36%	384	Yes	7%	1%	68%	2%	1%	18%	0%	3%	0%	0%	0%	0%	0%	0%																
6235	Tinley Park	RI-Main	23.5	E	912	48%	438	Yes	16%	1%	61%	3%	2%	16%	0%	0%	0%	0%	0%	0%	0%	1%																
6251	80th Ave.	RI-Main	25.1	E	1,840	43%	783	Yes	5%	1%	76%	3%	2%	13%	0%	0%	0%	0%	0%	0%	0%	0%																
6275	Hickory Creek	RI-Main	27.5	F	930	49%	452	Yes	4%	0%	80%	4%	4%	8%	0%	0%	0%	0%	0%	0%	0%	0%																
6296	Mokena	RI-Main	29.6	F	539	56%	303	Yes	12%	1%	59%	3%	2%	22%	0%	0%	0%	0%	0%	0%	0%	0%																
6340	New Lenox	RI-Main	34.0	G	1,041	55%	570	Yes	2%	0%	84%	1%	1%	11%	0%	0%	0%	0%	0%	0%	0%	1%																
6402	Joliet	RI-Main	40.2	H	628	57%	360	Yes	6%	0%	58%	2%	2%	26%	0%	4%	0%	0%	0%	0%	0%	2%																
7106	Brainerd	RI-Branch	10.6	C	307	42%	128	Yes	34%	0%	51%	2%	2%	9%	0%	1%	0%	0%	0%	0%	0%	1%																
7113	91st St, Beverly Hills	RI-Branch	11.3	C	351	42%	146	Yes	32%	1%	49%	3%	1%	12%	0%	1%	0%	0%	0%	0%	0%	1%																
7117	95th St, Beverly Hills	RI-Branch	11.7	C	477	42%	200	Yes	39%	0%	27%	4%	6%	23%	0%	2%	0%	0%	0%	0%	0%	1%																
7123	99th St, Beverly Hills	RI-Branch	12.3	C	590	48%	286	Yes	37%	1%	40%	4%	2%	13%	0%	1%	0%	0%	0%	0%	0%	0%																
7128	103rd St, Beverly Hills	RI-Branch	12.8	C	710	50%	353	Yes	39%	0%	40%	2%	1%	15%	0%	3%	0%	0%	0%	0%	0%	0%																
7133	107th St, Beverly Hills	RI-Branch	13.3	C	398	53%	212	Yes	41%	1%	35%	2%	4%	17%	0%	0%	0%	0%	0%	0%	0%	0%																
7138	111th St, Morgan Park	RI-Branch	13.8	C	551	57%	315	Yes	24%	1%	50%	4%	3%	14%	0%	4%	0%	0%	0%	0%	0%	0%																
7143	115th St, Morgan Park	RI-Branch	14.3	C	163	72%	118	Yes	35%	0%	48%	1%	0%	16%	0%	0%	0%	0%	0%	0%	0%	0%																
7148	119th St.	RI-Branch	14.8	C	303	67%	202	Yes	18%	0%	59%	1%	1%	16%	0%	3%	0%	0%	0%	0%	0%	0%																
7152	123rd St.	RI-Branch	15.2	D	44	59%	26	Yes	81%	4%	8%	0%	0%	8%	0%	0%	0%	0%	0%	0%	0%	0%																
7158	Prairie St.	RI-Branch	15.8	D	37	22%	8	No	63%	0%	38%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%																
7164	Vermont St.	RI-Branch	16.4	D	90	80%	72	Yes	17%	1%	50%	1%	4%	24%	0%	3%	0%	0%	0%	0%	0%	0%																
SouthWest Service																																						
8112	Wrightwood	SWS	11.2	C	249	47%	116	Yes	17%	0%	65%	2%	1%	10%	0%	4%	0%	0%	0%	0%	0%	1%																
8126	Ashburn	SWS	12.6	C	225	63%	142	Yes	37%	0%	44%	1%	1%	18%	0%	0%	0%	0%	0%	0%	0%	0%																
8152	Oak Lawn	SWS	15.2	D	1,171	55%	640	Yes	16%	1%	62%	2%	3%	14%	0%	1%	0%	0%	0%	0%	0%	0%																
8168	Chicago Ridge	SWS	16.8	D	317	59%	186	Yes	39%	0%	45%	1%	1%	13%	0%	1%	0%	0%	0%	0%	0%	0%																
8182	Worth	SWS	18.2	D	416	62%	258	Yes	17%	2%	66%	3%	2%	9%	0%	0%	0%	0%	0%	0%	0%	0%																
8192	Palos Heights	SWS	19.2	D	243	73%	177	Yes	1%	0%	83%	1%	0%	15%	0%	0%	1%	0%	0%	0%	0%	0%																
8203	Palos Park	SWS	20.3	E	408	58%	235	Yes	7%	1%	70%	2%	3%	17%	0%	0%	0%	0%	0%	0%	0%	1%																
8236	Orland Park, 143rd St.	SWS	23.6	E	470	68%	320	Yes	11%	1%	70%	1%	2%	15%	0%	0%	0%	0%	0%	0%	0%	0%																
8248	Orland Park, 153rd St.	SWS	24.8	E	590	75%	444	Yes	6%	0%	79%	1%	2%	12%	0%	0%	0%	0%	0%	0%	0%	0%																
8289	Orland Park, 179th St.	SWS	28.9	F	177	92%	163	Yes	9%	1%	63%	1%	3%	23%	0%	0%	0%	0%	0%	0%	0%	0%																

Mode-of-Access by Boarding Station; AM both directions												01/29/2015		Spring 2014 Origin-Destination Survey											
														Station Percent of Survey Responses											
Sta Code	Station Name	Line	Mile Post	Fare Zone	A.M. Brdgs	%Brdgs	Valid Survey Responses Total	Valid Within +/- 7%	Walk	Bike	Drive Alone	Car-pool Driver	Car-pool Psngr	Drop Off	CTA Rapid Transit	Transit Bus	Pri-vate Bus	Other							
8358	Laraway Rd.	SWS	35.8	H	27	81%	22	Yes	0%	0%	73%	0%	5%	23%	0%	0%	0%	0%							
8408	Manhattan	SWS	40.8	I	28	96%	27	No	11%	0%	63%	4%	7%	15%	0%	0%	0%	0%							
Heritage Corridor																									
9119	Summit	Heritage	11.9	C	83	51%	42	Yes	10%	0%	76%	0%	5%	10%	0%	0%	0%	0%							
9175	Willow Springs	Heritage	17.5	D	95	61%	58	Yes	24%	0%	57%	0%	0%	19%	0%	0%	0%	0%							
9253	Lemont	Heritage	25.3	E	456	55%	250	Yes	7%	0%	68%	4%	3%	17%	0%	0%	0%	0%							
9329	Lockport	Heritage	32.9	G	352	61%	216	Yes	6%	0%	76%	2%	4%	12%	0%	0%	0%	0%							
9372	Joliet	Heritage	37.2	G	244	64%	156	Yes	1%	0%	84%	4%	2%	8%	0%	1%	0%	0%							
BNSF Railway																									
10018	Halsted St.	BNSF	1.8	A	30	20%	6	No	83%	17%	0%	0%	0%	0%	0%	0%	0%	0%							
10038	Western Ave.	BNSF	3.8	A	43	42%	18	No	28%	11%	11%	0%	0%	11%	0%	33%	0%	6%							
10070	Cicero	BNSF	7.0	B	119	39%	47	Yes	15%	2%	47%	2%	2%	13%	0%	15%	0%	4%							
10091	LaVergne	BNSF	9.1	B	186	35%	66	Yes	47%	0%	36%	0%	2%	11%	0%	3%	0%	2%							
10096	Berwyn	BNSF	9.6	B	570	53%	301	Yes	42%	2%	30%	3%	4%	15%	0%	3%	0%	0%							
10101	Harlem Ave.	BNSF	10.1	B	457	50%	229	Yes	60%	2%	19%	2%	1%	13%	0%	2%	0%	1%							
10111	Riverside	BNSF	11.1	C	459	47%	217	Yes	54%	4%	27%	3%	2%	10%	0%	0%	0%	0%							
10118	Zoo Stop	BNSF	11.8	C	82	73%	60	Yes	93%	0%	3%	0%	0%	2%	0%	2%	0%	0%							
10123	Brookfield	BNSF	12.3	C	560	59%	329	Yes	50%	1%	26%	4%	3%	14%	0%	1%	0%	0%							
10131	Congress Park	BNSF	13.1	C	249	39%	97	Yes	66%	0%	20%	3%	1%	9%	0%	0%	0%	1%							
10138	LaGrange Rd.	BNSF	13.8	C	1,313	38%	494	Yes	37%	4%	28%	1%	3%	23%	0%	2%	0%	1%							
10142	Stone Ave.	BNSF	14.2	C	988	46%	452	Yes	39%	6%	33%	5%	4%	14%	0%	0%	0%	0%							
10155	Western Springs	BNSF	15.5	D	1,035	44%	452	Yes	32%	5%	36%	2%	3%	21%	0%	1%	0%	1%							
10164	Highlands	BNSF	16.4	D	153	56%	86	Yes	38%	1%	42%	3%	3%	12%	0%	0%	0%	0%							
10169	Hinsdale	BNSF	16.9	D	999	57%	565	Yes	22%	2%	34%	3%	3%	31%	0%	2%	0%	1%							
10178	West Hinsdale	BNSF	17.8	D	351	54%	188	Yes	45%	1%	42%	2%	1%	9%	0%	0%	0%	0%							
10183	Clarendon Hills	BNSF	18.3	D	742	61%	454	Yes	36%	3%	27%	1%	2%	22%	0%	8%	0%	0%							
10195	Westmont	BNSF	19.5	D	980	60%	591	Yes	22%	3%	43%	2%	2%	18%	0%	10%	0%	1%							
10204	Fairview Ave.	BNSF	20.4	E	365	67%	244	Yes	38%	1%	44%	4%	2%	11%	0%	0%	0%	0%							
10212	Main St.	BNSF	21.2	E	2,268	40%	918	Yes	22%	3%	44%	2%	3%	19%	0%	6%	1%	0%							
10226	Belmont	BNSF	22.6	E	1,232	42%	523	Yes	8%	0%	65%	4%	3%	13%	0%	6%	0%	1%							
10245	Lisle	BNSF	24.5	E	1,730	53%	910	Yes	8%	1%	49%	2%	3%	22%	0%	14%	1%	0%							

Mode-of-Access by Boarding Station; AM both directions 01/29/2015 Spring 2014 Origin-Destination Survey

Sta Code	Station Name	Line	Mile Fare		Valid Survey Responses	Valid Within +/- 7%?	Station Percent of Survey Responses									
			Post Zone	A.M. Brdgs			%Brdgs	Total	Walk	Bike	Drive Alone	Car-pool Driver	Car-pool Psngr	Drop Off	CTA Rapid Transit	Transit Bus
10285	Naperville	BNSF	28.5	F 3,609	48%	1,746	Yes	9%	3%	47%	3%	18%	0%	15%	0%	1%
10316	Route 59	BNSF	31.6	G 5,620	47%	2,646	Yes	6%	1%	72%	2%	10%	0%	6%	0%	0%
10380	Aurora	BNSF	38.0	H 1,821	57%	1,029	Yes	2%	0%	74%	3%	14%	0%	2%	0%	2%
Union Pacific-West Line																
11036	Kedzie	UP-W	3.6	A 44	50%	22	No	5%	23%	32%	0%	23%	0%	9%	0%	5%
11085	Oak Park	UP-W	8.5	B 891	30%	264	Yes	61%	7%	11%	0%	13%	3%	4%	0%	0%
11097	River Forest	UP-W	9.7	B 421	36%	150	Yes	53%	1%	33%	1%	11%	0%	1%	0%	0%
11105	Maywood	UP-W	10.5	C 71	49%	35	Yes	17%	3%	71%	0%	6%	0%	3%	0%	0%
11113	Melrose Park	UP-W	11.3	C 85	61%	52	Yes	33%	2%	40%	0%	21%	0%	0%	0%	0%
11126	Bellwood	UP-W	12.6	C 146	64%	94	Yes	16%	0%	63%	3%	14%	0%	0%	0%	2%
11143	Berkeley	UP-W	14.3	C 145	51%	74	Yes	18%	1%	61%	1%	14%	0%	0%	0%	1%
11157	Elmhurst	UP-W	15.7	D 1,925	36%	701	Yes	23%	5%	52%	3%	12%	0%	0%	0%	1%
11178	Villa Park	UP-W	17.8	D 741	38%	285	Yes	21%	1%	61%	2%	13%	0%	0%	0%	0%
11199	Lombard	UP-W	19.9	D 1,212	39%	478	Yes	24%	5%	44%	1%	20%	0%	2%	0%	1%
11224	Glen Ellyn	UP-W	22.4	E 1,541	42%	644	Yes	29%	4%	38%	2%	22%	0%	1%	0%	1%
11238	College Ave.	UP-W	23.8	E 932	48%	450	Yes	23%	2%	54%	3%	12%	0%	1%	0%	0%
11250	Wheaton	UP-W	25.0	E 1,282	50%	645	Yes	23%	2%	46%	1%	23%	0%	3%	0%	0%
11275	Winfield	UP-W	27.5	F 431	65%	282	Yes	13%	2%	60%	1%	20%	0%	0%	0%	0%
11300	West Chicago	UP-W	30.0	F 459	53%	245	Yes	11%	1%	67%	1%	16%	0%	0%	0%	1%
11355	Geneva	UP-W	35.5	H 1,519	55%	836	Yes	6%	3%	67%	2%	19%	0%	0%	0%	1%
11409	La Fox	UP-W	40.9	I 291	51%	147	Yes	0%	0%	83%	2%	12%	0%	0%	0%	0%
11436	Elburn	UP-W	43.6	I 242	72%	174	Yes	1%	1%	71%	7%	12%	0%	1%	0%	1%
Milwaukee District-West Line																
12029	Western Ave.	Milw-W/Milw-N/NCS	2.9	A 422	43%	183	Yes	21%	13%	37%	1%	11%	0%	13%	0%	1%
12065	Grand/Cicero	Milw-W	5.9	B 84	30%	25	No	44%	8%	20%	0%	16%	0%	8%	0%	0%
12077	Hanson Park	Milw-W	7.7	B 44	57%	25	No	44%	8%	20%	0%	16%	0%	8%	0%	0%
12086	Galewood	Milw-W	8.6	B 213	47%	100	Yes	37%	1%	34%	2%	18%	0%	6%	0%	0%
12091	Mars	Milw-W	9.1	B 109	60%	65	Yes	60%	0%	29%	0%	9%	0%	0%	0%	0%
12095	Mont Clare	Milw-W	9.5	B 268	54%	146	Yes	37%	1%	47%	1%	11%	1%	1%	0%	1%
12102	Elmwood Park	Milw-W	10.2	C 364	54%	197	Yes	41%	1%	45%	2%	9%	0%	2%	0%	0%
12114	River Grove	Milw-W/NCS	11.4	C 260	42%	109	Yes	23%	1%	52%	3%	15%	0%	4%	0%	0%

Mode-of-Access by Boarding Station; AM both directions 01/29/2015 Spring 2014 Origin-Destination Survey

Station Percent of Survey Responses

Sta Code	Station Name	Line	Mile Post	Fare Zone	A.M. Brdgs	Valid Survey Responses		Walk	Bike	Drive Alone	Car-pool Driver	Car-pool Psngr	Drop Off	CTA Rapid Transit	Transit Bus	Private Bus	Other	
						%Brdgs	Total											+/ - %?
12132	Franklin Park	Milw-W	13.2	C	274	48%	132	Yes	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	
12140	Mannheim	Milw-W	14.0	C	26													
12172	Bensenville	Milw-W	17.2	D	294	31%	90	Yes	26%	2%	54%	1%	3%	12%	0%	0%	0%	
12191	Wood Dale	Milw-W	19.1	D	454	36%	165	Yes	8%	1%	72%	2%	1%	15%	0%	0%	0%	
12210	Itasca	Milw-W	21.0	E	449	37%	164	Yes	23%	1%	50%	4%	4%	16%	0%	0%	0%	
12230	Medinah	Milw-W	23.0	E	451	46%	207	Yes	5%	0%	72%	3%	3%	13%	0%	0%	0%	
12239	Roselle	Milw-W	23.9	E	1,120	49%	551	Yes	8%	2%	68%	3%	3%	15%	0%	0%	0%	
12265	Schaumburg	Milw-W	26.5	F	1,589	41%	644	Yes	5%	1%	76%	2%	2%	13%	0%	1%	0%	
12284	Hanover Park	Milw-W	28.4	F	1,274	41%	517	Yes	5%	1%	74%	1%	2%	16%	0%	0%	0%	
12301	Bartlett	Milw-W	30.1	F	976	50%	488	Yes	8%	1%	66%	2%	3%	20%	0%	0%	0%	
12360	National St.	Milw-W	36.0	H	578	50%	287	Yes	6%	1%	77%	3%	3%	10%	0%	0%	0%	
12366	Elgin	Milw-W	36.6	H	334	56%	186	Yes	15%	1%	55%	4%	3%	15%	0%	4%	0%	
12398	Big Timber	Milw-W	39.8	H	648	69%	449	Yes	2%	0%	75%	3%	2%	15%	0%	0%	0%	
Union Pacific-Northwest Line																		
13029	Clybourn	UP-NW	2.9	A	338	32%	107	Yes	46%	9%	14%	1%	3%	10%	0%	11%	0%	
13070	Irving Park	UP-NW	7.0	B	372	25%	94	Yes	57%	3%	13%	2%	2%	11%	0%	10%	0%	
13091	Jefferson Park	UP-NW	9.1	B	465	26%	119	Yes	36%	3%	28%	3%	1%	12%	6%	11%	0%	
13101	Gladstone Park	UP-NW	10.1	B	169	30%	50	Yes	64%	2%	20%	2%	2%	10%	0%	0%	0%	
13114	Norwood Park	UP-NW	11.4	C	311	36%	112	Yes	42%	4%	38%	1%	0%	15%	0%	0%	0%	
13126	Edison Park	UP-NW	12.6	C	582	35%	203	Yes	54%	0%	35%	1%	1%	7%	0%	0%	0%	
13135	Park Ridge	UP-NW	13.5	C	797	33%	265	Yes	33%	2%	43%	3%	3%	15%	0%	0%	0%	
13150	Dee Road	UP-NW	15.0	C	505	41%	207	Yes	34%	1%	43%	3%	1%	15%	0%	1%	0%	
13171	Des Plaines	UP-NW	17.1	D	909	36%	326	Yes	52%	2%	28%	1%	2%	11%	0%	2%	0%	
13186	Cumberland	UP-NW	18.6	D	364	38%	138	Yes	20%	2%	51%	4%	3%	20%	0%	0%	0%	
13200	Mount Prospect	UP-NW	20.0	D	1,493	46%	686	Yes	24%	3%	50%	3%	4%	13%	0%	2%	0%	
13228	Arlington Hights.	UP-NW	22.8	E	1,934	46%	887	Yes	24%	5%	50%	2%	2%	16%	0%	0%	0%	
13244	Arlington Park	UP-NW	24.4	E	1,426	45%	644	Yes	7%	1%	72%	3%	3%	13%	0%	0%	0%	
13268	Palatine	UP-NW	26.8	F	1,962	51%	995	Yes	13%	2%	66%	2%	3%	15%	0%	0%	0%	
13319	Barrington	UP-NW	31.9	G	1,416	48%	681	Yes	10%	2%	65%	3%	3%	17%	0%	0%	0%	
13373	Fox River Grove	UP-NW	37.3	H	359	49%	176	Yes	14%	1%	57%	6%	3%	19%	0%	0%	0%	
13386	Cary	UP-NW	38.6	H	787	52%	410	Yes	7%	2%	67%	2%	2%	19%	0%	0%	0%	

Mode-of-Access by Boarding Station; AM both directions 01/29/2015 Spring 2014 Origin-Destination Survey

Station Percent of Survey Responses

Sta Code	Station Name	Line	Mile Post	Fare Zone	A.M. Brdgs	Valid Survey Responses		Station Percent of Survey Responses										
						%Brdgs	Total	Walk	Bike	Drive Alone	Car-pool Driver	Car-pool Psngr	Drop Off	CTA Rapid Transit	Transit Bus	Pri-vate Bus	Other	
13417	Pingree Rd.	UP-NW	41.7	I	645	62%	400	Yes	4%	1%	80%	2%	2%	12%	0%	0%	0%	1%
13432	Crystal Lake	UP-NW	43.2	I	1,034	65%	676	Yes	10%	2%	59%	3%	5%	19%	0%	0%	0%	1%
13516	Woodstock	UP-NW	51.6	K	381	53%	203	Yes	11%	1%	67%	1%	3%	15%	0%	0%	0%	0%
13631	Harvard	UP-NW	63.1	M	235	92%	216	Yes	6%	0%	58%	6%	7%	21%	0%	0%	0%	0%
14506	McHenry	UP-NW/McHenry	50.6	K	114	75%	86	Yes	2%	1%	74%	0%	0%	21%	0%	1%	0%	0%
Milwaukee District-North Line																		
15064	Healy	Milw-N	6.4	B	229	45%	104	Yes	40%	10%	12%	0%	0%	13%	0%	24%	0%	0%
15082	Grayland	Milw-N	8.2	B	254	41%	105	Yes	61%	3%	24%	1%	1%	5%	0%	6%	0%	0%
15090	Mayfair	Milw-N	9.0	B	258	47%	122	Yes	39%	7%	16%	0%	0%	12%	11%	16%	0%	0%
15102	Forest Glen	Milw-N	10.2	C	289	44%	128	Yes	30%	3%	48%	1%	0%	14%	0%	3%	0%	0%
15116	Edgebrook	Milw-N	11.6	C	448	46%	207	Yes	31%	4%	40%	1%	4%	16%	0%	3%	0%	0%
15143	Morton Grove	Milw-N	14.3	C	892	34%	300	Yes	18%	1%	57%	2%	2%	18%	0%	1%	0%	0%
15162	Golf	Milw-N	16.2	D	168	48%	81	Yes	40%	4%	27%	0%	0%	30%	0%	0%	0%	0%
15174	Glenview	Milw-N	17.4	D	1,124	35%	388	Yes	25%	3%	49%	1%	1%	18%	0%	1%	0%	1%
15188	Glen/N. Glenview	Milw-N	18.8	D	725	50%	360	Yes	5%	3%	74%	3%	3%	11%	0%	0%	0%	1%
15211	Northbrook	Milw-N	21.1	E	1,089	41%	444	Yes	16%	1%	63%	3%	3%	13%	0%	0%	0%	1%
15230	Lake Cook	Milw-N	23.0	E	456	53%	243	Yes	2%	1%	84%	2%	3%	8%	0%	0%	0%	1%
15242	Deerfield	Milw-N	24.2	E	831	52%	436	Yes	18%	2%	59%	1%	2%	17%	0%	0%	0%	1%
15280	Lake Forest	Milw-N	28.0	F	429	53%	229	Yes	5%	0%	73%	1%	2%	18%	0%	0%	0%	0%
15355	Libertyville	Milw-N	35.5	H	708	60%	422	Yes	14%	2%	52%	1%	1%	29%	0%	1%	0%	0%
15392	Prairie Crossing	Milw-N	39.2	H	396	66%	263	Yes	4%	3%	75%	2%	3%	12%	0%	0%	0%	0%
15410	Grayslake	Milw-N	41.0	I	463	69%	321	Yes	13%	0%	64%	2%	3%	16%	0%	1%	0%	0%
15440	Round Lake	Milw-N	44.0	I	451	60%	270	Yes	7%	1%	61%	1%	1%	28%	0%	1%	0%	0%
15460	Long Lake	Milw-N	46.0	J	88	69%	61	Yes	15%	0%	61%	0%	0%	25%	0%	0%	0%	0%
15478	Ingleside	Milw-N	47.8	J	83	71%	59	Yes	17%	0%	59%	0%	0%	24%	0%	0%	0%	0%
15495	Fox Lake	Milw-N	49.5	J	381	87%	332	Yes	6%	1%	65%	5%	4%	17%	0%	0%	1%	0%
North Central Service																		
16130	Belmont Ave.	NCS	13.0	C	18	44%	8	No	0%	0%	38%	0%	0%	25%	0%	13%	0%	25%
16148	Schiller Park	NCS	14.8	C	18	89%	16	No	19%	0%	56%	0%	0%	25%	0%	0%	0%	0%
16156	Rosemont	NCS	15.6	D	8	50%	4	Yes	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%
16171	O'Hare	NCS	17.1	D	13	92%	12	No	8%	0%	25%	0%	0%	25%	0%	0%	17%	0%

Mode-of-Access by Boarding Station; AM both directions													Spring 2014 Origin-Destination Survey												
01/29/2015													Station Percent of Survey Responses												
Sta Code	Station Name	Line	Mile Post	Fare Zone	A.M. Brdgs	Valid Survey Responses		%Brdgs	Total	Valid Within +/- 7%	Walk	Bike	Drive Alone	Car-pool Driver	Car-pool Psngr	Drop Off	CTA Rapid Transit	Transit Bus	Private Bus	Other					
						Responses	Total																		
16240	Prospect Hghts.	NCS	24.0	E	249	42%	105	Yes	12%	4%	54%	4%	3%	23%	0%	0%	0%	0%	0%	0%					
16272	Wheeling	NCS	27.2	F	293	39%	115	Yes	8%	3%	64%	3%	2%	18%	0%	1%	0%	0%	0%	0%					
16295	Buffalo Grove	NCS	29.5	F	526	52%	275	Yes	9%	3%	72%	2%	1%	13%	0%	0%	0%	0%	0%	0%					
16316	Prairie View	NCS	31.6	G	314	54%	169	Yes	18%	1%	53%	4%	4%	20%	0%	0%	0%	0%	0%	1%					
16330	Vernon Hills	NCS	33.0	G	388	57%	220	Yes	14%	5%	57%	3%	6%	14%	0%	0%	0%	0%	0%	0%					
16369	Mundelein	NCS	36.9	H	264	66%	174	Yes	9%	2%	60%	2%	2%	25%	0%	0%	0%	0%	0%	0%					
16407	Prairie Crossing	NCS	40.7	H	87	57%	50	Yes	0%	0%	70%	4%	4%	14%	0%	0%	0%	0%	8%	0%					
16439	Grayslake	NCS	43.9	I	111	73%	81	Yes	9%	4%	53%	1%	1%	32%	0%	0%	0%	0%	0%	0%					
16459	Round Lake Beach	NCS	45.9	J	139	55%	77	Yes	5%	1%	69%	1%	3%	21%	0%	0%	0%	0%	0%	0%					
16482	Lake Villa	NCS	48.2	J	164	71%	116	Yes	5%	0%	71%	2%	2%	21%	0%	0%	0%	0%	0%	0%					
16528	Antioch	NCS	52.8	K	208	67%	140	Yes	9%	1%	54%	6%	4%	24%	0%	0%	0%	1%	0%	1%					
Union Pacific-North Line																									
17029	Clybourn	UP-N	3.0	A	648	39%	254	Yes	37%	11%	17%	2%	2%	9%	0%	17%	0%	4%	2%	0%					
17065	Ravenswood	UP-N	6.5	B	2,079	27%	565	Yes	70%	6%	8%	0%	0%	7%	2%	6%	0%	0%	1%	0%					
17094	Rogers Park	UP-N	9.4	B	1,304	29%	377	Yes	57%	3%	21%	1%	1%	12%	1%	5%	0%	0%	0%	0%					
17110	Main St.	UP-N	11.0	C	1,010	38%	382	Yes	74%	2%	12%	2%	1%	6%	3%	0%	0%	0%	1%	0%					
17120	Davis St.	UP-N	12.0	C	1,056	33%	345	Yes	61%	3%	14%	1%	0%	11%	3%	6%	0%	0%	0%	0%					
17133	Central St.	UP-N	13.3	C	1,073	40%	425	Yes	48%	8%	25%	2%	0%	12%	0%	3%	0%	0%	1%	0%					
17144	Wilmette	UP-N	14.4	C	904	50%	454	Yes	40%	5%	35%	2%	2%	13%	0%	3%	0%	0%	1%	0%					
17152	Kemilworth	UP-N	15.2	D	269	49%	132	Yes	55%	7%	21%	2%	2%	12%	0%	0%	0%	0%	2%	0%					
17158	Indian Hill	UP-N	15.8	D	160	56%	89	Yes	67%	0%	27%	0%	1%	4%	0%	0%	0%	0%	0%	0%					
17166	Winnetka	UP-N	16.6	D	354	63%	222	Yes	45%	2%	31%	2%	1%	18%	0%	1%	0%	0%	0%	0%					
17177	Hubbard Woods	UP-N	17.7	D	192	64%	122	Yes	63%	2%	18%	2%	2%	12%	0%	1%	0%	0%	0%	0%					
17192	Glencoe	UP-N	19.2	D	340	58%	196	Yes	32%	1%	52%	1%	1%	11%	0%	0%	0%	0%	2%	0%					
17205	Braeside	UP-N	20.5	E	158	73%	116	Yes	35%	2%	52%	1%	0%	10%	0%	0%	0%	0%	0%	0%					
17215	Ravinia	UP-N	21.5	E	178	63%	113	Yes	60%	3%	24%	3%	0%	9%	1%	1%	0%	0%	0%	0%					
17230	Highland Park	UP-N	23.0	E	570	60%	340	Yes	26%	2%	55%	2%	2%	12%	0%	1%	0%	0%	0%	0%					
17245	Highwood	UP-N	24.5	E	148	46%	68	Yes	60%	0%	15%	0%	1%	21%	0%	1%	0%	0%	1%	0%					
17257	Fort Sheridan	UP-N	25.7	F	178	61%	108	Yes	17%	2%	56%	3%	4%	19%	0%	0%	0%	0%	0%	0%					
17283	Lake Forest	UP-N	28.3	F	317	62%	197	Yes	22%	4%	47%	4%	3%	20%	0%	0%	0%	0%	0%	1%					
17302	Lake Bluff	UP-N	30.2	G	272	62%	169	Yes	26%	5%	43%	4%	5%	15%	0%	0%	1%	0%	1%	0%					

Mode-of-Access by Boarding Station; AM both directions 01/29/2015 Spring 2014 Origin-Destination Survey

Sta Code	Station Name	Line	Mile Post	Fare Zone	A.M. Brdgs	Valid Survey Responses		Station Percent of Survey Responses											
						%Brdgs	Total	Valid Within +/- 7%?	Walk	Bike	Drive Alone	Car-pool Driver	Car-pool Psngr	Drop Off	CTA Rapid Transit Bus	Transit Bus	Private Bus	Other	
17322	Great Lakes	UP-N	32.2	G	47	81%	38	Yes	24%	0%	24%	0%	3%	42%	0%	0%	0%	8%	
17332	North Chicago	UP-N	33.2	G	110	51%	56	Yes	23%	2%	39%	2%	2%	27%	0%	2%	0%	4%	
17359	Waukegan	UP-N	35.9	H	581	64%	370	Yes	7%	1%	45%	5%	4%	26%	0%	8%	0%	4%	
17421	Zion	UP-N	42.1	I	139	66%	92	Yes	12%	0%	55%	4%	4%	22%	0%	0%	0%	1%	
17445	Winthrop Harbor	UP-N	44.5	I	65	65%	42	Yes	21%	2%	45%	5%	5%	21%	0%	0%	0%	0%	
17516	Kenosha	UP-N	51.6	K	279	87%	243	Yes	9%	3%	46%	5%	7%	26%	0%	1%	0%	2%	
241 Stations																			
Survey Totals					127,959	49%	62,364		23%	2%	50%	2%	2%	15%	1%	3%	0%	1%	
Totals/Averages Weighted by Ridership					127,959	100%	127,959												
Auto occupancy rate per car parked systemwide									1.04										
South Shore																			
3190	Hegewisch	SS	13.0	B	1,092	22%	240	Yes	4%	0%	64%	4%	3%	13%	0%	12%	0%	0%	

April-June 2014 Origin-Destination Survey w/ inbound & outbound, AM peak & AM off-peak, on-board

Note on Shading and "Valid Within ±7%?" column:

All rows that have a "No" in the "Valid Within ±7%?" column have been shaded via conditional formatting, while all rows with a "Yes" left unshaded. If the "Valid Within ±7%?" column indicates "Yes", the results for Walk, Drove Alone, and Drop Off are valid within ±7%. This means that we are certain to a 95% confidence level that the %'s in these categories are within ±7% of the true value.

O:\SurveySys\OrigDestAccessEgress\140D\CustSatSurvey#\tabulations\ODDraft\2014_OD_Srvy_Mode_of_Access_v1.xls]Mode_of_Access

Mode-of-Egress by Alighting Station; AM both directions										Spring 2014 Origin-Destination Survey									
01/29/2015										Station Percent of Survey Responses									
Sta Code	Station Name	Line	Mile Post	Fare Zone	A.M. Alths	Valid Survey Responses Total	Valid Within +/- 7%?	Walk Bike	Drive Alone	Car-pool Driver	Car-pool Psngr	Picked Up	Taxi	CTA Rapid Transit	Transit Bus	Private Bus	Boat	Other	
Downtown Stations																			
5000	Millennium Station	Elec-ML	0.0	A	8,146	61%	5,006	Yes	79%	0%	3%	0%	0%	2%	6%	7%	1%	0%	0%
5008	Van Buren Street	Elec-ML	0.8	A	3,865	47%	1,800	Yes	82%	0%	3%	0%	0%	1%	3%	8%	2%	0%	0%
5014	Museum Campus/11th Street	Elec-ML	1.4	A	384	38%	144	Yes	62%	2%	5%	0%	0%	1%	1%	25%	1%	0%	0%
6000	LaSalle Street Station	RL-Main	0.0	A	12,536	46%	5,809	Yes	82%	0%	2%	0%	0%	2%	8%	3%	2%	0%	0%
8000	Union Station	SWS/Heritage/ BNSF/Milw- W/Milw- N/NC	0.0	A	51,074	50%	25,579	Yes	81%	1%	1%	0%	0%	2%	1%	7%	5%	0%	0%
13000	Ogilvie Transportation Center	UP-N/UP- NW/UP-W	0.0	A	36,342	45%	16,502	Yes	82%	1%	1%	0%	0%	3%	2%	6%	4%	0%	0%
Electric District																			
1091	Stony Island	Elec-SC	9.1	B	11	55%	6	Yes	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
1097	Bryn Mawr	Elec-SC	9.7	B	11	18%	2	Yes	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
1103	South Shore	Elec-SC	10.3	B	6	83%	5	No	60%	0%	20%	0%	0%	0%	0%	0%	0%	0%	20%
1109	Windsor Park	Elec-SC	10.9	B	5	60%	3	Yes	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
1115	Cheltenham, 79th St.								No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
1120	83rd Street	Elec-SC	12.0	B	10	10%	1	No	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
1125	87th Street	Elec-SC	12.5	B	10	10%	1	No	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
1130	South Chicago, 93rd St.	Elec-SC	13.0	B	44	50%	22	No	55%	0%	9%	0%	23%	0%	0%	9%	0%	0%	5%
4156	State Street								No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
4160	Stewart Ridge								No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
4167	West Pullman								No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
4170	Racine Avenue								No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
4179	Ashland Avenue								No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
4184	Burr Oak	Elec-BI	18.4	D	2	100%	2	Yes	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
4189	Blue Island	Elec-BI	38.0	D	6	50%	3	Yes	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
5022	18th Street	Elec-ML	2.2	A	6	50%	3	Yes	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
5027	McCormick Place	Elec-ML	2.7	A	63	25%	16	Yes	94%	0%	0%	0%	0%	0%	6%	0%	0%	0%	0%
5032	27th Street	Elec-ML	3.2	A	40	53%	21	Yes	95%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%
5059	47th St., Kenwood	Elec-ML	5.9	B	34	26%	9	No	44%	0%	0%	0%	0%	0%	0%	56%	0%	0%	0%
5065	53rd St., Hyde Park	Elec-ML	6.5	B	134	63%	85	Yes	91%	1%	0%	0%	0%	0%	0%	5%	2%	0%	1%
5070	55th-56th-57th St.	Elec-ML	14.0	B	607	39%	238	Yes	75%	0%	2%	0%	1%	0%	0%	11%	9%	0%	2%
5074	59th St., Univ. of Chicago	Elec-ML	14.0	B	580	39%	227	Yes	70%	0%	2%	0%	0%	0%	0%	19%	4%	0%	3%
5079	63rd Street	Elec-ML	16.0	B	10	300%	30	Yes	87%	0%	0%	0%	3%	0%	0%	7%	0%	0%	3%
5093	75th St., Grand Crossing	Elec-ML	9.3	B	8	38%	3	No	33%	0%	0%	0%	0%	0%	0%	33%	0%	0%	33%
5100	79th St., Chatham	Elec-ML	10.0	B	10	70%	7	Yes	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Mode-of-Egress by Alighting Station; AM both directions		01/29/2015		Spring 2014 Origin-Destination Survey																									
Sta Code	Station Name	Line	Mile Post	Fare Zone	A.M. Alths	Valid Survey Responses		Station Percent of Survey Responses																					
						%Alths	Total	Valid Within +/- 7%?	Walk	Bike	Drive Alone	Car-pool		Picked Up	Taxi	CTA Rapid Transit	Private Bus		Other										
												Driver	Psng				Bus	Boat		Metra	Other								
5104	83rd St., Avalon Park	Elec-ML	10.4	C	4	175%	7	No	86%	0%	0%	0%	14%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
5109	87th St., Woodruff	Elec-ML	10.9	C	13	92%	12	No	75%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
5114 91st St., Chesterfield																													
5120	95th St., Chicago State Univ.	Elec-ML	12.0	C	22	41%	9	No	No Data	0%	0%	No Data	0%	11%	No Data	0%	22%	0%	0%	0%	0%	0%	0%	0%	0%	No Data	0%	0%	
5130	103rd St., Rosemoor	Elec-ML	13.0	C	5	40%	2	Yes	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
5135	107th Street	Elec-ML	13.5	C	1	100%	1	No	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
5140	111th St., Pullman	Elec-ML	14.0	C	5	100%	5	No	60%	0%	0%	0%	0%	0%	0%	0%	40%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
5145	Kensington, 115th St.	Elec-ML	30.0	C	162	17%	28	Yes	64%	0%	4%	0%	0%	14%	0%	14%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	
5173	Riverdale	Elec-ML	17.3	D	28	14%	4	No	75%	0%	0%	0%	0%	0%	0%	0%	25%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
5182	Ivanhoe	Elec-ML	18.2	D	34	18%	6	No	67%	0%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
5190	147th St., Sibley Blvd.	Elec-ML	19.0	D	36	42%	15	No	27%	0%	13%	7%	7%	33%	0%	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
5200	Harvey	Elec-ML	20.0	D	74	26%	19	No	47%	0%	21%	0%	0%	0%	0%	32%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
5223	Hazel Crest	Elec-ML	22.3	E	21	5%	1	No	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	
5228	Calumet	Elec-ML	22.8	E	27	33%	9	No	44%	11%	33%	0%	0%	0%	0%	11%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
5235	Homewood	Elec-ML	23.5	E	55	47%	26	No	38%	0%	15%	0%	4%	23%	0%	19%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
5249	Flossmoor	Elec-ML	24.9	E	52	33%	17	No	65%	6%	12%	0%	0%	18%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
5266	Olympia Fields	Elec-ML	26.6	F	15	53%	8	No	38%	0%	38%	0%	13%	0%	0%	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
5276	211th St., Lincoln Hwy.	Elec-ML	27.6	F	47	30%	14	No	29%	0%	21%	0%	7%	7%	0%	21%	7%	21%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
5282	Matteson	Elec-ML	28.2	F	9	67%	6	No	67%	0%	17%	0%	0%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
5293	Richton Park	Elec-ML	29.3	F	57	23%	13	No	46%	0%	23%	0%	0%	23%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	8%	0%	0%	
5315	University Park	Elec-ML	31.5	G	69	30%	21	Yes	10%	5%	24%	0%	0%	19%	0%	10%	24%	0%	0%	0%	0%	0%	0%	0%	0%	0%	10%	0%	
Rock Island District																													
6031	35th Street/"Lou" Jones/Bronzeville	RI-Main	3.0	A	178	53%	94	Yes	69%	1%	0%	0%	0%	3%	0%	13%	13%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	
6098	Gresham	RI-Main	9.8	B	19	16%	3	No	33%	0%	0%	0%	0%	33%	0%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
6109	95th Street, Longwood	RI-Main	10.9	C	8	13%	1	No	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
6120 103rd St., Washington Hts																													
6157	Vermont St., Blue Island	RI-Main	32.0	D	111	21%	23	No	61%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	
6172	Robbins	RI-Main	17.2	D	4	50%	2	No	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	0%	0%	
6184	Midlothian	RI-Main	18.4	D	21	67%	14	No	36%	0%	43%	0%	0%	14%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
6204	Oak Forest	RI-Main	20.4	E	47	30%	14	No	43%	0%	29%	0%	0%	7%	0%	21%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
6235	Timley Park	RI-Main	23.5	E	26	23%	6	No	33%	0%	33%	0%	0%	17%	0%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
6251	80th Avenue, Timley Park	RI-Main	25.1	E	50	58%	29	No	45%	3%	17%	0%	7%	21%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
6275	Hickory Creek	RI-Main	27.5	F	45	38%	17	No	47%	12%	18%	0%	0%	12%	0%	12%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
6296	Mokena	RI-Main	29.6	F	16	88%	14	No	21%	0%	29%	0%	0%	36%	14%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
6340	New Lenox	RI-Main	34.0	G	40	20%	8	No	13%	0%	38%	0%	13%	25%	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
6402	Joliet	RI-Main	40.2	H	140	46%	65	Yes	32%	2%	12%	0%	2%	14%	5%	28%	3%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	3%

Mode-of-Egress by Alighting Station; AM both directions		01/29/2015		Spring 2014 Origin-Destination Survey																			
Sta Code	Station Name	Line	Mile Post	Fare Zone	A.M. Alths	Valid Survey Responses Total	Valid Within +/- 7%?	Station Percent of Survey Responses															
								%Alths	Walk Bike	Drive Alone	Car-pool Driver	Car-pool Psngr	Picked Up	Taxi	CTA Rapid Transit	Transit Bus	Private Bus	Boat	Other				
11300	West Chicago	UP-W	30.0	F	63	49%	31	Yes	26%	0%	16%	0%	0%	29%	6%	0%	3%	19%	0%	0%	0%		
11355	Geneva	UP-W	35.5	H	88	47%	41	Yes	24%	5%	27%	0%	0%	27%	7%	0%	7%	0%	0%	2%	0%		
11409	La Fox	UP-W	40.9	I	6	133%	8	No	13%	13%	25%	0%	0%	50%	0%	0%	0%	0%	0%	0%	0%		
11436	Elburn	UP-W	43.6	I	30	57%	17	No	24%	0%	24%	24%	0%	29%	0%	0%	0%	0%	0%	0%	0%		
Milwaukee District-West Line																							
12029	Western Avenue	Milw-W/Milw-N/NCS	2.9	A	318	42%	132	Yes	50%	5%	2%	1%	1%	6%	2%	0%	30%	2%	0%	1%	0%		
12065	Grand/Cicero	Milw-W	5.9	B	14	71%	10	No	40%	10%	0%	0%	10%	0%	0%	0%	40%	0%	0%	0%	0%		
12077	Hanson Park	Milw-W	7.7	B	4	50%	2	No	50%	0%	0%	0%	0%	0%	0%	0%	50%	0%	0%	0%	0%		
12086	Galewood	Milw-W	8.6	B	24	50%	12	Yes	83%	0%	0%	0%	0%	0%	0%	17%	0%	0%	0%	0%	0%		
12091	Mars	Milw-W	9.1	B	3	67%	2	Yes	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
12095	Mont Clare	Milw-W	9.5	B	10	50%	5	No	40%	0%	0%	0%	0%	20%	0%	0%	40%	0%	0%	0%	0%		
12102	Elmwood Park	Milw-W	10.2	C	25	44%	11	No	36%	9%	27%	0%	0%	0%	0%	27%	0%	0%	0%	0%	0%		
12114	River Grove	Milw-W/NCS	11.4	C	38	53%	20	Yes	25%	0%	15%	0%	0%	10%	0%	0%	45%	5%	0%	0%	0%		
12132	Franklin Park	Milw-W	26.0	C	65	43%	28	No	54%	4%	11%	0%	0%	7%	4%	14%	0%	0%	0%	4%	0%		
12140	Mannheim	Milw-W	14.0	C	8	13%	1	No	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
12172	Bensenville	Milw-W	17.2	D	83	33%	27	Yes	26%	15%	15%	0%	0%	22%	4%	19%	0%	0%	0%	0%	0%		
12191	Wood Dale	Milw-W	19.1	D	90	44%	40	Yes	35%	13%	23%	0%	3%	8%	10%	5%	0%	5%	0%	0%	0%		
12210	Itasca	Milw-W	21.0	E	74	54%	40	Yes	30%	15%	5%	0%	0%	15%	13%	20%	0%	0%	0%	3%	0%		
12230	Medinah	Milw-W	23.0	E	34	56%	19	No	42%	5%	21%	0%	0%	16%	16%	0%	0%	0%	0%	0%	0%		
12239	Roselle	Milw-W	23.9	E	90	44%	40	Yes	48%	3%	20%	0%	0%	20%	8%	3%	0%	0%	0%	0%	0%		
12265	Schaumburg	Milw-W	26.5	F	67	55%	37	Yes	14%	3%	41%	0%	3%	19%	5%	8%	0%	0%	0%	8%	0%		
12284	Hanover Park	Milw-W	28.4	F	60	53%	32	Yes	31%	3%	22%	3%	0%	25%	3%	13%	0%	0%	0%	0%	0%		
12301	Bartlett	Milw-W	30.1	F	42	36%	15	No	13%	7%	27%	0%	0%	40%	7%	7%	0%	0%	0%	0%	0%		
12360	National Street	Milw-W	36.0	H	40	23%	9	No	56%	0%	22%	0%	0%	0%	0%	22%	0%	0%	0%	0%	0%		
12366	Elgin	Milw-W	36.6	H	96	53%	51	Yes	35%	2%	8%	2%	0%	8%	6%	33%	0%	0%	2%	2%	0%		
12398	Big Timber Road	Milw-W	39.8	H	59	44%	26	Yes	15%	0%	23%	0%	4%	31%	19%	4%	0%	4%	0%	0%	0%		
Union Pacific-Northwest Line																							
13029	Clybourn	UP-NW	2.9	A	316	49%	156	Yes	56%	3%	2%	0%	0%	3%	2%	1%	23%	3%	0%	5%	2%		
13070	Irving Park	UP-NW	7.0	B	63	41%	26	No	50%	4%	8%	0%	0%	12%	0%	0%	23%	0%	0%	4%	0%		
13091	Jefferson Park	UP-NW	9.1	B	125	50%	63	Yes	13%	0%	2%	0%	0%	2%	0%	24%	56%	0%	0%	2%	3%		
13101	Gladstone Park	No Data												No Data									
13114	Norwood Park	UP-NW	11.4	C	30	50%	15	No	47%	13%	20%	0%	0%	20%	0%	0%	0%	0%	0%	0%	0%		
13126	Edison Park	UP-NW	12.6	C	22	41%	9	No	56%	11%	11%	0%	0%	11%	0%	11%	0%	0%	0%	0%	0%		
13135	Park Ridge	UP-NW	13.5	C	104	47%	49	Yes	61%	8%	8%	0%	0%	8%	0%	14%	0%	0%	0%	0%	0%		
13150	Dee Road	UP-NW	15.0	C	42	29%	12	No	67%	8%	0%	8%	0%	17%	0%	0%	0%	0%	0%	0%	0%		

Mode-of-Egress by Alighting Station; AM both directions		01/29/2015		Spring 2014 Origin-Destination Survey																			
Sta Code	Station Name	Line	Mile Post	Fare Zone	A.M. Alths	Valid Survey Responses Total	Valid Within +/- 7%?	Station Percent of Survey Responses															
								%Alths	Walk Bike	Drive Alone	Car-pool Driver	Car-pool Psngr	Car-pool Picked Up	Taxi	CTA Rapid Transit	Transit Bus	Private Bus	Boat	Other				
13171	Des Plaines	UP-NW	34.0	D	249	50%	125	Yes	32%	5%	6%	1%	2%	10%	3%	0%	34%	6%	0%	1%	2%		
13186	Cumberland	UP-NW	18.6	D	53	47%	25	No	40%	4%	8%	0%	4%	8%	0%	32%	0%	0%	0%	0%	4%		
13200	Mount Prospect	UP-NW	20.0	D	152	39%	60	Yes	30%	8%	10%	3%	0%	3%	5%	0%	38%	2%	0%	0%	0%		
13228	Arlington Heights	UP-NW	46.0	E	247	38%	94	Yes	56%	5%	13%	1%	0%	11%	4%	1%	4%	4%	0%	0%	0%		
13244	Arlington Park	UP-NW	24.4	E	176	43%	76	Yes	24%	4%	13%	1%	5%	13%	7%	0%	3%	28%	0%	0%	3%		
13268	Palatine	UP-NW	26.8	F	222	45%	99	Yes	30%	3%	25%	0%	1%	16%	6%	0%	1%	13%	0%	0%	4%		
13319	Barrington	UP-NW	31.9	G	188	33%	62	Yes	34%	6%	11%	2%	3%	15%	6%	0%	2%	19%	0%	0%	2%		
13373	Fox River Grove	UP-NW	37.3	H	26	35%	9	No	33%	11%	11%	0%	0%	22%	11%	0%	0%	11%	0%	0%	0%		
13386	Cary	UP-NW	38.6	H	37	41%	15	No	33%	0%	27%	7%	13%	20%	0%	0%	0%	0%	0%	0%	0%		
13417	Pingree Road	UP-NW	41.7	I	42	50%	21	No	33%	0%	52%	5%	0%	5%	5%	0%	0%	0%	0%	0%	0%		
13432	Crystal Lake	UP-NW	43.2	I	88	33%	29	No	21%	0%	17%	0%	0%	48%	10%	0%	0%	0%	0%	3%	0%		
13516	Woodstock	UP-NW	51.6	K	34	26%	9	No	67%	11%	11%	0%	0%	0%	0%	0%	0%	11%	0%	0%	0%		
13631	Harvard	UP-NW	63.1	M	23	83%	19	No	26%	0%	32%	5%	11%	11%	5%	0%	11%	0%	0%	0%	0%		
14506 McHenry																							
Milwaukee District-North Line																							
15064	Healy	Milw-N	6.4	B	33	85%	28	Yes	68%	0%	7%	0%	0%	0%	4%	4%	18%	0%	0%	0%	0%		
15082	Grayland	Milw-N	8.2	B	24	83%	20	No	60%	0%	0%	0%	0%	15%	0%	0%	25%	0%	0%	0%	0%		
15090	Mayfair	Milw-N	9.0	B	23	83%	19	No	42%	0%	11%	0%	0%	5%	0%	26%	16%	0%	0%	0%	0%		
15102	Forest Glen	Milw-N	10.2	C	21	57%	12	No	58%	8%	0%	0%	0%	17%	0%	0%	17%	0%	0%	0%	0%		
15116	Edgebrook	Milw-N	11.6	C	32	44%	14	No	43%	7%	7%	0%	7%	21%	0%	0%	7%	7%	0%	0%	0%		
15143	Morton Grove	Milw-N	14.3	C	110	55%	61	Yes	56%	5%	5%	0%	0%	18%	0%	0%	0%	16%	0%	0%	0%		
15162	Golf	Milw-N	16.2	D	20	100%	20	No	65%	0%	0%	0%	0%	10%	5%	0%	20%	0%	0%	0%	0%		
15174	Glenview	Milw-N	17.4	D	121	61%	74	Yes	57%	4%	7%	0%	0%	9%	4%	0%	14%	0%	0%	3%	3%		
15188	Glen of North Glenview	Milw-N	18.8	D	274	53%	145	Yes	37%	3%	5%	4%	1%	3%	1%	0%	22%	20%	0%	1%	3%		
15211	Northbrook	Milw-N	21.1	E	164	50%	82	Yes	48%	2%	11%	2%	2%	11%	12%	1%	1%	7%	0%	0%	1%		
15230	Lake Cook Road	Milw-N	23.0	E	622	58%	361	Yes	26%	2%	4%	1%	0%	2%	2%	1%	60%	2%	0%	0%	1%		
15242	Deerfield	Milw-N	24.2	E	124	88%	109	Yes	31%	6%	1%	0%	2%	10%	6%	0%	16%	24%	0%	1%	5%		
15280	Lake Forest	Milw-N	28.0	F	115	66%	76	Yes	14%	0%	4%	0%	0%	16%	4%	0%	4%	50%	0%	0%	8%		
15355	Libertyville	Milw-N	35.5	H	104	59%	61	Yes	26%	5%	7%	0%	7%	13%	15%	0%	7%	18%	0%	0%	3%		
15392	Prairie Crossing	Milw-N	39.2	H	44	59%	26	Yes	12%	4%	4%	0%	0%	15%	0%	0%	8%	46%	0%	8%	4%		
15410	Grayslake	Milw-N	41.0	I	32	38%	12	No	25%	8%	42%	0%	0%	25%	0%	0%	0%	0%	0%	0%	0%		
15440	Round Lake	Milw-N	44.0	I	16	38%	6	No	17%	0%	33%	0%	0%	33%	0%	0%	17%	0%	0%	0%	0%		
15460 Long Lake																							
15478	Ingleside	Milw-N	47.8	J	1	200%	2	No	50%	0%	0%	0%	0%	50%	0%	0%	0%	0%	0%	0%	0%		
15495	Fox Lake	Milw-N	49.5	J	13	92%	12	No	25%	0%	17%	0%	0%	50%	8%	0%	0%	0%	0%	0%	0%		
North Central Service																							

Mode-of-Egress by Alighting Station; AM both directions		01/29/2015		Spring 2014 Origin-Destination Survey																				
Sta Code	Station Name	Line	Mile Post	Fare Zone	A.M. Alths	Valid Survey Responses		Station Percent of Survey Responses																
						%Alths	Total	Valid Within +/- 7%?	Walk	Bike	Drive Alone	Car-pool Driver	Car-pool Psngr	Picked Up	Taxi	CTA Rapid Transit	Transit Bus	Private Bus	Boat	Other				
16130	Belmont Ave./Franklin Park	NCS	13.0	C	11	64%	7	No	43%	14%	14%	0%	0%	29%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
16148	Schiller Park	NCS	14.8	C	2	350%	7	No	43%	0%	57%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
16156	Rosemont	NCS	15.6	D	28	82%	23	Yes	87%	0%	0%	0%	0%	0%	0%	0%	4%	9%	0%	0%	0%	0%	0%	0%
16171	O'Hare Transfer	NCS	17.1	D	133	61%	81	Yes	30%	5%	1%	0%	0%	0%	9%	0%	6%	28%	0%	0%	1%	20%	0%	0%
16240	Prospect Heights	NCS	24.0	E	26	62%	16	No	13%	0%	6%	0%	6%	38%	0%	0%	38%	0%	0%	0%	0%	0%	0%	0%
16272	Wheeling	NCS	27.2	F	33	55%	18	No	67%	11%	6%	0%	0%	11%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%
16295	Buffalo Grove	NCS	29.5	F	89	30%	27	Yes	26%	4%	15%	4%	0%	11%	0%	7%	30%	0%	0%	0%	4%	0%	0%	0%
16316	Prairie View	NCS	31.6	G	25	56%	14	No	64%	0%	14%	0%	0%	7%	14%	0%	0%	0%	0%	0%	0%	0%	0%	0%
16330	Vernon Hills	NCS	33.0	G	33	39%	13	Yes	0%	0%	0%	0%	0%	15%	46%	0%	8%	31%	0%	0%	0%	0%	0%	0%
16369	Mundelein	NCS	36.9	H	24	83%	20	Yes	15%	0%	0%	0%	0%	10%	10%	0%	5%	50%	0%	0%	10%	0%	0%	0%
16407	Prairie Crossing/Libertyville	NCS	40.7	H	30	60%	18	Yes	17%	0%	6%	0%	0%	0%	6%	0%	0%	56%	0%	0%	6%	11%	0%	0%
16439	Washington St./Grayslake	NCS	43.9	I	2	100%	2	Yes	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
16459	Round Lake Beach	NCS	45.9	J	1	100%	1	No	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
16482	Lake Villa	NCS	48.2	J	3	67%	2	No	0%	50%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
16528	Antioch	NCS	52.8	K	13	31%	4	No	25%	0%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Union Pacific-North Line																								
17029	Clybourn	UP-N	2.9	B	192	39%	75	Yes	63%	5%	0%	0%	0%	7%	0%	21%	1%	0%	0%	3%	0%	0%	0%	0%
17065	Ravenswood	UP-N	6.5	B	147	44%	65	Yes	77%	3%	2%	0%	0%	2%	2%	5%	8%	0%	0%	2%	2%	0%	0%	0%
17094	Rogers Park	UP-N	9.4	B	74	45%	33	Yes	85%	0%	0%	0%	0%	3%	0%	3%	6%	0%	0%	3%	0%	0%	0%	0%
17110	Main St., Evanston	UP-N	11.0	C	44	48%	21	Yes	86%	0%	5%	0%	0%	5%	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%
17120	Davis St., Evanston	UP-N	12.0	C	748	53%	394	Yes	85%	3%	0%	0%	0%	1%	0%	6%	4%	0%	0%	1%	0%	0%	0%	0%
17133	Central St., Evanston	UP-N	13.3	C	90	46%	41	Yes	83%	2%	0%	0%	0%	5%	0%	2%	0%	5%	0%	0%	0%	0%	0%	0%
17144	Wilmette	UP-N	14.4	C	187	38%	71	Yes	59%	6%	6%	0%	1%	6%	7%	0%	15%	0%	0%	0%	0%	0%	0%	0%
17152	Kenilworth	UP-N	15.2	D	22	41%	9	Yes	89%	0%	0%	0%	0%	0%	11%	0%	0%	0%	0%	0%	0%	0%	0%	0%
17158	Indian Hill	UP-N	15.8	D	18	178%	32	Yes	88%	0%	0%	0%	0%	0%	0%	0%	9%	3%	0%	0%	0%	0%	0%	0%
17166	Winnetka	UP-N	16.6	D	108	58%	63	Yes	67%	0%	6%	0%	2%	6%	3%	0%	8%	8%	0%	0%	0%	0%	0%	0%
17177	Hubbard Woods	UP-N	17.7	D	37	35%	13	Yes	92%	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
17192	Glencoe	UP-N	19.2	D	105	57%	60	Yes	57%	3%	12%	2%	3%	2%	8%	0%	3%	10%	0%	0%	0%	0%	0%	0%
17205	Braeside	UP-N	20.5	E	217	41%	88	Yes	19%	5%	7%	3%	1%	1%	3%	38%	20%	0%	0%	0%	2%	0%	0%	0%
17215	Ravinia	UP-N	21.5	E	28	39%	11	No	55%	0%	27%	0%	0%	9%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%
17230	Highland Park	UP-N	23.0	E	257	54%	140	Yes	56%	3%	6%	0%	1%	7%	2%	0%	10%	11%	0%	1%	2%	0%	0%	0%
17245	Highwood	UP-N	24.5	E	50	46%	23	No	61%	4%	4%	0%	9%	4%	4%	0%	13%	0%	0%	0%	0%	0%	0%	0%
17257	Fort Sheridan	UP-N	25.7	F	40	40%	16	No	63%	0%	0%	0%	0%	25%	0%	0%	0%	6%	0%	0%	6%	0%	0%	0%
17283	Lake Forest	UP-N	28.3	F	352	47%	167	Yes	34%	1%	4%	1%	2%	6%	1%	0%	4%	46%	0%	1%	1%	0%	0%	0%
17302	Lake Bluff	UP-N	30.2	G	367	42%	154	Yes	6%	4%	4%	0%	3%	3%	1%	0%	0%	75%	0%	0%	5%	0%	0%	0%
17322	Great Lakes	UP-N	32.2	G	187	66%	123	Yes	41%	2%	2%	1%	0%	7%	1%	0%	3%	36%	0%	0%	7%	0%	0%	0%

Mode-of-Egress by Alighting Station; AM both directions		01/29/2015		Spring 2014 Origin-Destination Survey																		
Sta Code	Station Name	Line	Mile Post	Fare Zone	A.M. Alths	Valid Survey Responses		Station Percent of Survey Responses														
						% Alths	Total	Valid Within +/- 7%?	Walk	Drive Alone	Car-pool Driver	Car-pool Psngr	Picked Up	Taxi	CTA Rapid Transit	Transit Bus	Private Bus	Boat	Other			
17332	North Chicago	UP-N	33.2	G	93	73%	68	Yes	57%	0%	1%	0%	1%	4%	1%	0%	6%	26%	0%	0%	1%	
17359	Waukegan	UP-N	35.9	H	185	82%	152	Yes	34%	1%	12%	1%	3%	13%	9%	2%	20%	1%	0%	0%	5%	
17421	Zion	UP-N	42.1	I	15	67%	10	Yes	10%	0%	0%	0%	10%	10%	0%	0%	0%	70%	0%	0%	0%	
17445	Winthrop Harbor								No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	
17516	Kenosha, Wisconsin	UP-N	51.6	K	47	26%	12	No	25%	0%	8%	0%	0%	8%	8%	0%	0%	33%	0%	0%	17%	
241 Stations																						
Survey Totals					127,906	49%	62,282															
Totals/Averages Weighted by Ridership					127,906	100%	127,906		77%	1%	2%	0%	0%	2%	2%	2%	7%	5%	0%	0%	1%	
Auto occupancy rate per car parked systemwide									1.106													
South Shore																						
3190	Hegewisch	SS	19.0	C	19	11%	2	No	0%	0%	0%	0%	0%	50%	0%	0%	50%	0%	0%	0%	0%	

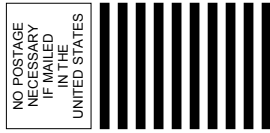
* A.M. Heritage trains operate inbound only. Therefore Joliet alightings are not possible.

April-June 2014 Origin-Destination Survey w/ inbound & outbound, AM peak & AM off-peak, on-board.

Note on Shading and "Valid Within ±7%?" column: All rows that have a "No" in the "Valid Within ±7%?" column have been shaded via conditional formatting, while all rows with a "Yes" left unshaded. If the "Valid Within ±7%?" column indicates "Yes", the results for Walk, Drove Alone, and Drop Off are valid within ±7%. This means that we are certain to a 95% confidence level that the %'s in these categories are within ±7% of the true value.

O:\SurveySys\OrigDest&AccessEgress\140D&CustSatSurvey\FabulationsOD\Draft\2014_OD_Srvy_Mode_of_Egress_v1.xls]Mode of Egress

APPENDIX B: SAMPLE 2014 ORIGIN- DESTINATION SURVEY



Origin
Destination
Survey

¿Español? Preguntar al encuestador, por favor.

Dear Customer,

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

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

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

(ONE RESPONSE ONLY.)

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

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

____:____ AM PM

CONTINUE TO QUESTION 3 →

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

POSTAGE WILL BE PAID BY ADDRESSEE

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

DETACH HERE

DETACH AND RETAIN YOUR PASSWORD

DETACH HERE

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

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

www.metrasurvey.ipsosinteractive.com

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



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

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

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

login: _____ password: _____

3 Complete the Customer Satisfaction Survey online!

3. At what destination station will you get **OFF** THIS train?
 Chicago (Ogilvie Transportation Center)
 Other (Please specify): _____
4. Where did you start **THIS** trip to your boarding station?
 Your home School
 Work Other
 Business related to work
5. Please provide the location and city of the place where you **began** your trip to **THIS** Metra station:
(Responses are confidential and are used ONLY to determine how riders travel to and from stations.)
 Street address (print **street number and name**):

 Nearest intersection (print **two street names**):
 Cross street 1 _____
 & Cross street 2 _____
 City _____
 Zip _____
6. How did you get to **THIS** Metra station?
(ONE RESPONSE ONLY.)
 Walked all of the way
 Drove alone and parked
 Got dropped off
 Carpooled as driver
 Carpooled as passenger
 Transferred from another Metra train
 (Line): _____
 Pace bus (Route #): _____
 CTA bus (Route #): _____
 CTA rapid transit (Route color): _____
 Private shuttle bus/van
 Bicycle
 Other (Please specify): _____
7. What type of Metra ticket are you using for **THIS** trip?
 Monthly One-way
 Ten-ride Other
8. How did you pay for your ticket? **(ONE RESPONSE ONLY.)**
 Cash
 Personal check
 Credit/debit card
 RTA transit benefit (FareCheck/Debit Card)
 Other transit benefit (WageWorks, Wired Commute, etc.)
 Other (Please specify): _____

9. Where did you purchase the ticket that you used for **THIS** trip? **(ONE RESPONSE ONLY.)**
 Agent at a downtown Chicago station
 Agent at a station outside of downtown Chicago
 From a conductor on the train
 Through Ticket-By-Mail
 Through Ticket-By-Internet
 Directly through a commuter transit benefit program (WageWorks, Wired Commute, etc.)
 Station vending machine – CASH
 Station vending machine – CREDIT/DEBIT
 Other (Please specify): _____
10. How will/did you get to your final destination from the Metra station today? **(ONE RESPONSE ONLY.)**
 Walk all the way
 CTA bus (Route #): _____
 CTA rapid transit (Route color): _____
 Private shuttle bus/van
 Taxi
 Pace bus (Route #): _____
 Water taxi
 Get picked up
 Drive
 Carpool as driver
 Carpool as passenger
 Transfer to another Metra train
 (Line): _____
 Bicycle
 Other (Please specify): _____
11. Where will you go after getting off **THIS** train?
(ONE RESPONSE ONLY.)
 Work
 School
 Business related to work
 Medical/dental appointment
 Personal business
 Shopping
 Entertainment, visiting, recreation
 Other
12. Based on your answer to Question 11, please provide the location and city of your **FINAL DESTINATION** (not the train station) of **THIS** trip.
 Street address (print **street number and name**):

 Nearest intersection (print **two street names**):
 Cross street 1 _____
 & Cross street 2 _____
 City _____
 Zip _____

CONTINUE TO QUESTION 9 →

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

Email Address:

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

DETACH HERE

DETACH AND RETAIN YOUR PASSWORD

DETACH HERE

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

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

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

Thank you for your assistance in this important research project.

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

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

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

www.metrasurvey.ipsosinteractive.com

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

APPENDIX C: SAMPLE 2014 CUSTOMER SATISFACTION SURVEY



**FOR DISCUSSION PURPOSES—CUSTOMER
SATISFACTION SURVEY TEAM**

Dear Customer,

Since Metra appreciates your patronage and values your opinions, we would like you to complete this Customer Satisfaction Survey. The information obtained from the survey will assist us in meeting our commitment to you to provide efficient and cost effective transportation.

**[###
CODING NOTE: CONDITIONAL TEXT BLOCK
FOLLOWS. IF ID LOGIN IS FLAGGED TO
INCLUDE THE DRAWING, THEN USE THE
FOLLOWING TEXT:]**

Please complete the Customer Satisfaction Survey. You can enter into a drawing to win a \$20.00 Amazon gift certificate. Please complete the entry below.

**[CLICK HERE FOR TERMS AND
CONDITIONS](#)**

END NOTE ###]

Thank you for your cooperation and for riding Metra.

**[### CODING NOTE: START ACTUAL
SURVEY ###]**

**PLEASE TELL US ABOUT YOUR
EXPERIENCES WITH METRA:**

1. How many trips would you estimate that

**you make on Metra in a typical month
(Please count each inbound and each
outbound trip separately)?**

- Trips in a typical month
- I do not ride Metra in a typical month

**SKIP Q#1 For passengers who
indicated that they don't ride Metra in
a typical month**

Please estimate the number of times
you rode Metra in the **last twelve (12)
months** (Please count both inbound and
outbound trips individually).

- 40 times or more
- 30-39 times
- 20-29 times
- 10-19 times
- 5-9 times
- 3-4 times
- 1-2 times

**2. How long have you been a regular
passenger of Metra?**

[### Coding Note:
Some responses trigger SKIP Q#2A and/or
B
###]

- I am not a regular rider
- Less than six months
- 6 months to 1 year
- 1 to 2 years
- 3 to 4 years
- 5 to 6 years
- 7 to 8 years
- 9 to 10 years
- 11 to 20 years
- More than 20 years

**SKIP Q#2A FOR SHORT TERM OR
INFREQUENT USERS (All others)**

Please rate the following service attributes:

Ease of obtaining travel and fare info

- Exceeded my expectations
- Met my expectations
- Somewhat met my expectations
- Failed to meet my expectations
- Didn't know what to expect

Ease of purchasing my ticket

- Exceeded my expectations
- Met my expectations
- Somewhat met my expectations
- Failed to meet my expectations
- Didn't know what to expect

Reliability of schedule

- Exceeded my expectations
- Met my expectations
- Somewhat met my expectations
- Failed to meet my expectations
- Didn't know what to expect

Station (Comfort/Safety/Cleanliness)

- Exceeded my expectations
- Met my expectations
- Somewhat met my expectations
- Failed to meet my expectations
- Didn't know what to expect

On Board (Comfort/Safety/Cleanliness)

- Exceeded my expectations
- Met my expectations
- Somewhat met my expectations
- Failed to meet my expectations
- Didn't know what to expect

Parking availability/cost

- Exceeded my expectations
- Met my expectations
- Somewhat met my expectations
- Failed to meet my expectations
- Didn't know what to expect

**SKIP Q#2B FOR LONG TERM USERS
(With Metra more than one year)**

Please rate the following service attributes in considering changes since you first began traveling with Metra and today:

Service operating without delays

- Better
- No Change
- Worse

Communications during service delays

- Better
- No Change
- Worse

Ease of purchasing tickets

- Better
- No Change
- Worse

Air quality on platforms

- Better
- No Change
- Worse

3. Please confirm the type of Metra ticket you typically use? (One answer only)

**[### Coding Note:
Some responses trigger SKIP Q#3 and/or
SKIP Q#4
###]**

- Monthly pass **(SEE SKIP #3)**
- Ten-ride ticket
 - Number of 10-ride tickets purchased in typical month:
 - One
 - Two
 - Three or more
- One-way ticket **(SEE SKIP Q#3)**

Number on one-way tickets
purchased in typical month

- 1-5
- 6-10
- 11-20
- 21+

- Weekend pass (**Triggers SKIP Q#4**)
- RTA Benefit Access Ride Free program

SKIP Q#3 For passengers who indicated they typically purchase Monthly or one-way tickets who have ridden for longer than one-year (See Q#2).

In the past, did you purchase 10-Ride tickets?

- Yes

[CODING NOTE: IF YES, THEN USE SKIP QUESTION BELOW ###]

Did you stop purchasing 10-Ride tickets when the discount was eliminated?

- Yes No
- No
- Can't recall

4. In the past year, what other ticket types have you used? (Check all that apply)

**[### Coding Note:
Some responses trigger SKIP Q#4
###]**

- Monthly
- 10-ride
- One-way
- Weekend Pass (**Triggers SKIP #4**)
- I never purchase other Metra ticket types

SKIP Q#4 For passengers who answer a Weekend Pass on Question 3 or Question 4):

How many times did you purchase a Weekend Pass in the past year?

How many one-way trips did you typically take during the weekend while using your Weekend Pass? (Count travel to and travel from a destination separately.)

_____ 4 or more

_____ 3

_____ 2

_____ 1

Which day(s) did you use your Weekend Pass?

_____ Saturday only

_____ Sunday only

_____ Both Saturday and Sunday

Did the availability of a discounted Weekend Pass influence your decision to use Metra?

_____ Yes

_____ No

5. Do you typically purchase your ticket through any type of reduced fare program? (Senior, disability, U.S. Military, student)

_____ Yes

_____ No

_____ Don't know

6. Do you typically purchase your ticket through a pre-tax or employer paid Commuter Transit Benefit program? (RTA, Wageworks, ADP, other)

[### Coding Note:

Some responses trigger SKIP Q#5

###]

- Yes
- No
- Don't know (SEE SKIP Q#5)

SKIP Q#5 For those answering "No " or "Don't know" to Transit Benefit Q.

Does your employer offer a transit benefit program to help you save on the cost of your transit?

- Yes
- No
- Don't know

7. If you typically drive alone or carpool/vanpool to your origin station, how do you pay for the parking at the station?

- Monthly pass \$ _____
- Quarterly Pass \$ _____
- Daily Cash \$ _____
- Daily Credit/Debit pay \$ _____
- Daily pay via phone \$ _____
- Park offsite in a nearby private lot or side street and pay
- Free parking
- Don't drive alone or carpool and park
- Other: _____

8. If you typically take CTA or Pace to your ORIGIN station how do you pay the fare?

- Don't take CTA or Pace
- Ventra Card
- CTA/Pace Link-up
- Pace PlusBus pass
- Other: _____

9. If you typically use CTA or Pace to get to your ultimate DESTINATION from Metra how do you pay the fare?

- Don't take CTA or Pace

- Ventra Card
- CTA/Pace Link-up
- Pace PlusBus pass
- Other: _____

10. Do you usually have a car available to you when you ride Metra?

**[### Coding Note:
Some responses trigger SKIP Q#7
###]**

- Yes
- No

**SKIP Q #7 FOR PASSENGERS WHO
INDICATE THAT THEY HAVE A CAR
AVAILABLE**

Considering your cost, reliability, and comfort, what is your overall travel mode preference:

- Metra
- Driving
- Other: _____

11. Consider your usual activity and your Metra experience:

a. I take an earlier train to allow for possible delays

- Never
- At times
- Often
- Always

b. I go to the same work location every workday

- Never
- At times
- Often
- Always
- Not Applicable

c. I read Metra's passenger newsletter, "On the Bi-level"

- Never
- At times
- Often
- Always

d. I travel earlier than needed in order to find station parking

- Never
- At times
- Often
- Always
- Not Applicable

e. I use the station nearest my home

**### Coding Note:
Some responses trigger SKIP Q#8
###]**

- Never
- At times
- Often
- Always

SKIP Q#8 For passengers who answered "Never" or "At times" about using the station nearest their home.

I don't use the station nearest my home because: (Check all that apply)

- Parking is better at my boarding station
- I need to run errands and my boarding station is more convenient
- Boarding station is in a lower fare zone
- Boarding station is easier to access
- Boarding station has a ticket agent
- Schedule at boarding station better meets my needs
- I need to accommodate travel needs of others

I feel more comfortable using this
boarding station
 Other _____

f. My car is safe in the parking lot at my
station

Never
 At times
 Often
 Always
 Not Applicable

g. Stations agents are good ambassadors for
Metra

Never
 At times
 Often
 Always
 Not Applicable

h. Signage to/from connecting buses/taxis is
clear and understandable

Never
 At times
 Often
 Always
 Not Applicable

i. Bicycle parking at my station is readily
available

Never
 At times
 Often
 Always
 Not Applicable

j. Quiet cars on my train are respected

Never
 At times
 Often
 Always

Not Applicable

k. Bicycles on my train are neatly stowed

- Never
- At times
- Often
- Always
- Not Applicable

l. Conductors on my train are good ambassadors for Metra

- Never
- At times
- Often
- Always
- Not Applicable

m. Conductors on my train are diligent about collecting fares

- Never
- At times
- Often
- Always
- Not Applicable

12. Please share specific comments (compliments, complaints, recommendations) about your activity and Metra experience: (Limit to 180 characters)

13. Please indicate whether you agree or disagree with the following statements:

a. I sometimes telecommute

Yes

No
 Not Applicable

b. I work flex hours
 Yes
 No
 Not Applicable

c. I work a compressed work week (3 or 4-day work week)
 Yes
 No
 Not Applicable

d. I am able to leave work early on Fridays (June-August)
 Yes
 No
 Not Applicable

e. I drive instead of riding Metra when I work late or have evening plans
 Yes
 No
 Not Applicable

f. I would travel on weekdays in nonpeak hours (9am-3pm) if discounted fare offered
 Yes
 No
 Don't Know

g. I base my travel choices on environmental concerns
 Yes
 No

h. Cost savings is the primary reason I use Metra
 Yes
 No

i. I would drive if downtown parking were not so expensive

- Yes
- No
- Don't Know
- Not Applicable

j. I chose my home location in part on nearness and access to Metra

- Yes
- No

k. I would use Metra more if I could print my own one-way ticket

- Yes
- No
- Don't Know

l. I would prefer mobile phone ticketing instead of paper ticket purchases

- Yes
- No
- Don't Know

m. My Smartphone serves my on-line needs while on Metra

- Yes
- No
- Not Applicable

n. I would follow Metra on social media such as Facebook

- Yes
- No
- Don't Know

o. If I need it, Chicago's Divvy (blue) bike sharing offers an attractive connecting option for me

- Yes
- No
- Don't Know

p. If I need a car during mid-day, carshare programs (Enterprise CarShare or Zipcar) would appeal to me

- Yes
- No
- Don't Know

14. If you would like to share additional input, please elaborate on any of your responses to Question 13: (Limit to 180 characters)

COMMUNICATING WITH METRA:

15. I have visited Metra's website in the last six months

- Yes (IF YES, SKIP BELOW)
- No

SKIP FOR THOSE ANSWERING YES

Is Metra's website easy to read?

- Yes
- No

Is Metra's website easy to navigate?

- Yes
- No

Is information on Metra's website timely?

- Yes
- No

Is information on Metra's website easy to understand?

- Yes
- No

Is information on Metra's website easy to find?

- Yes
- No

16. What primary information source do you typically rely on for learning about train times, station location/parking, fare

**and other routine Metra information?
(Select one answer only.)**

- metrarail.com
- printed train schedule
- RTA information 836-7000
- Station posters/info
- Friends, relatives or co-workers
- On-board conductors
- Metra Passenger Service 322-6777
- Station agents
- "On the Bi-Level" newsletter
- Other, please specify

17. During delays, what is your preferred source for up-to-date information?

- metrarail.com
- e-mail alerts
- Metra Twitter alerts
- On board announcements
- RTA information 836-7000
- Metra Passenger Service 322-6777
- Friends, relatives or co-workers
- Station announcements
- Local media alerts via radio, TV and/or on-line news, Source:

- Other, please specify:

18. When traveling aboard Metra, what communication devices to you typically use? (Select all that apply)

- None
 - Smartphone
 - E-Reader
 - Cell phone
 - Laptop/Tablet PC
- ### CODING NOTE: If "Yes" to
"Laptop/Tablet PC, THEN ask: ###]**

Can you access a cellular data network? Yes No
 Other

19. Which Social Media platforms do you currently use:

Facebook
 Yes
 No

Pinterest
 Yes
 No

LinkedIn
 Yes
 No

Twitter
 Yes
 No

YouTube
 Yes
 No

Other: _____

20. I am signed-up for Metra service alerts via:

[### Coding Note:
Some responses trigger SKIP Q#12
###]

e-mail
 Twitter
 Not signed up

SKIP Q#12 Do you find Metra's service alerts helpful?

Yes

No (Check all that apply)

**[### CODING NOTE: IF "NO"
ABOVE, THEN ASK: ###]**

They are not clear

They arrive too late to help me

I get too many

I only want to get alerts that pertain to my train

Other _____

SAMPLE

SATISFACTION RANKINGS: Think about the last few trips you took on Metra and please indicate your satisfaction with the following features using a scale of 1-10. If the question does not apply to you, enter "Not Applicable."

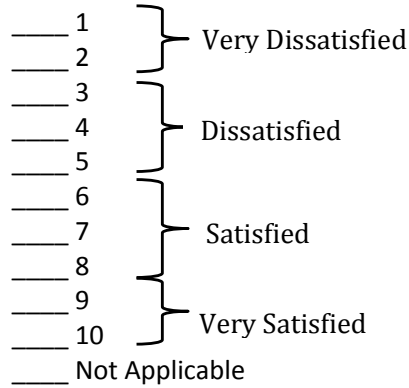
21. Getting to destination on time

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>	Not Applicable	

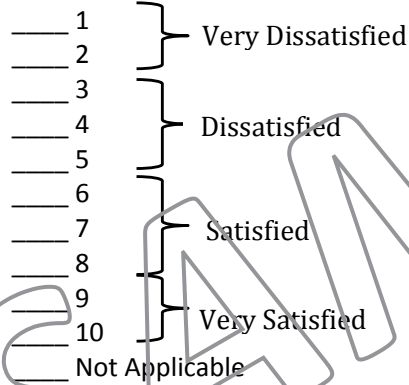
22. The number of scheduled trains in rush hour

<input type="checkbox"/>	1	} Very Dissatisfied
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	} Dissatisfied
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	} Satisfied
<input type="checkbox"/>	8	
<input type="checkbox"/>	9	
<input type="checkbox"/>	10	} Very Satisfied
<input type="checkbox"/>	Not Applicable	

23. The number of scheduled trains in non-rush hour

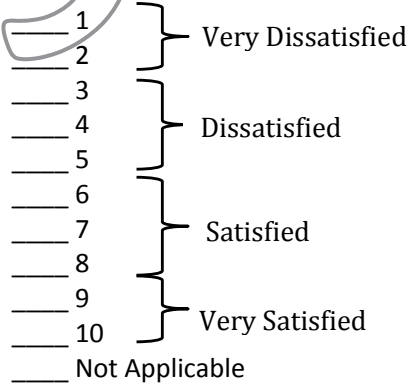


24. Total travel time for your trip

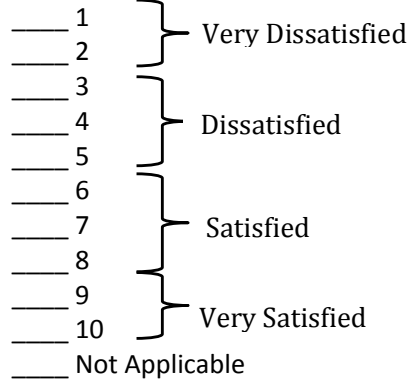


Safety

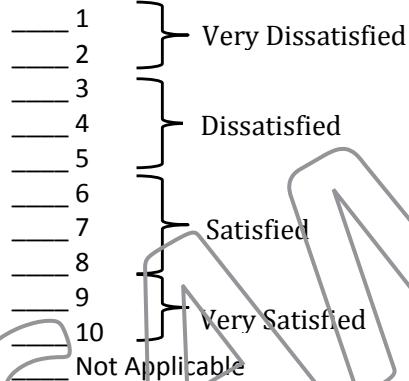
25. How safely the train is operated



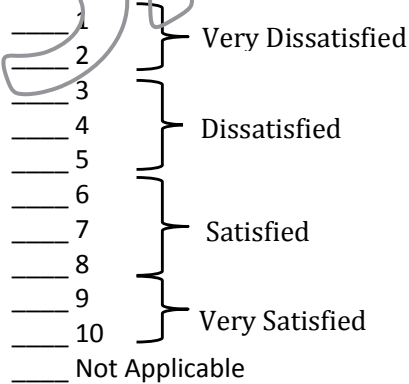
26. Personal safety onboard the train



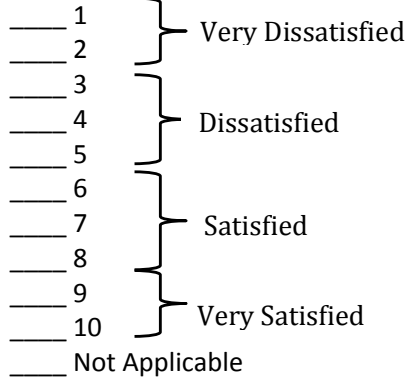
27. Personal safety at boarding station



28. Personal safety at destination station

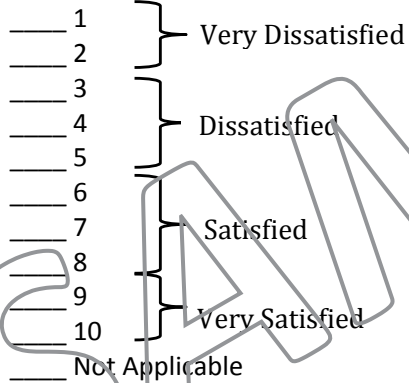


29. Security of purchasing tickets on-line

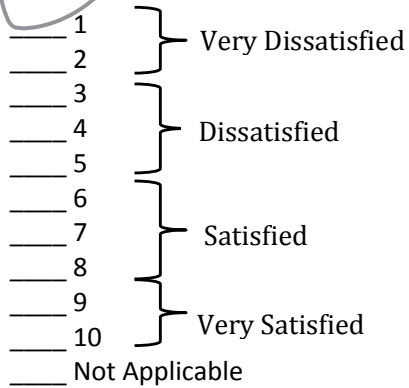


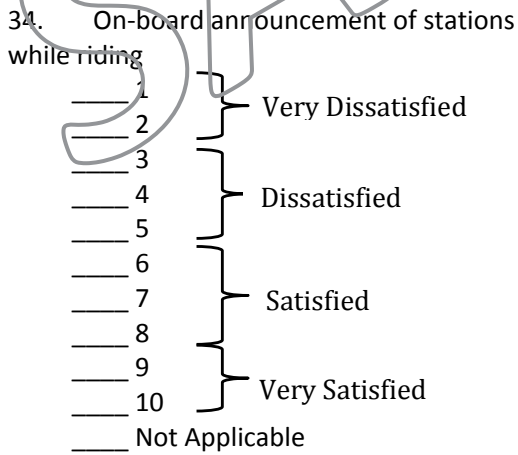
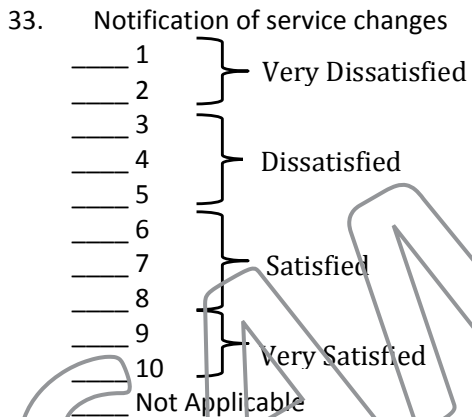
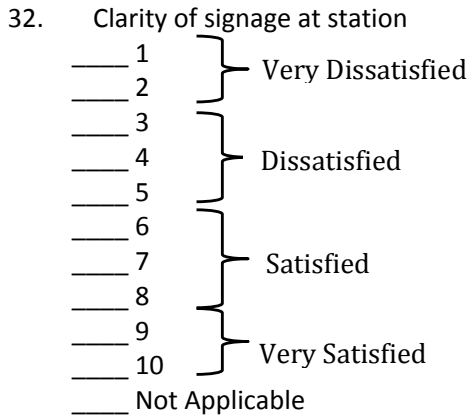
Information

30. Availability of information at metrarail.com

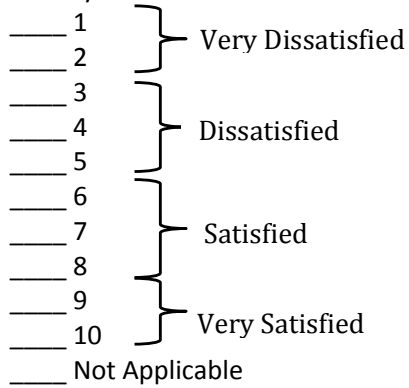


31. Availability of service/route information

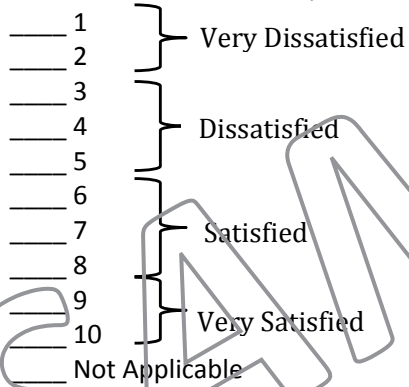




35. On-board communications during service delays

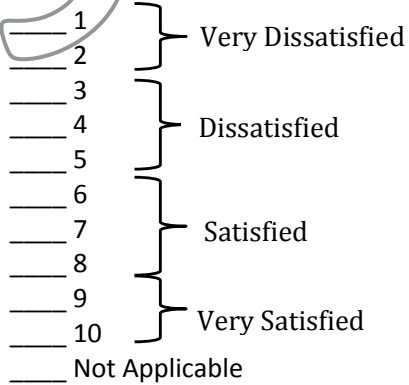


36. Announcements of delays at station

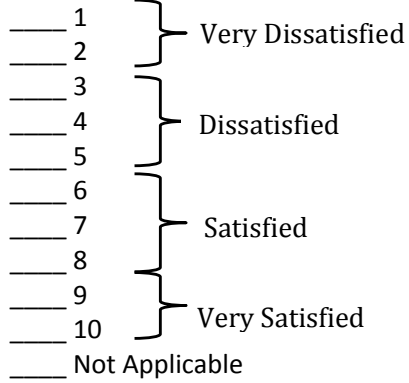


Cleanliness and Comfort

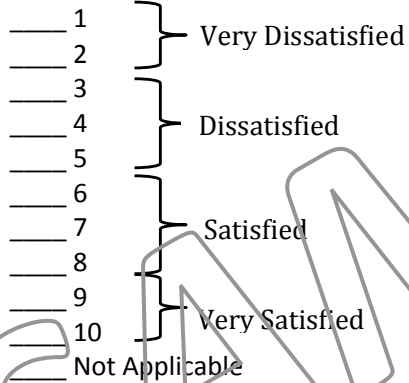
37. Cleanliness of boarding station



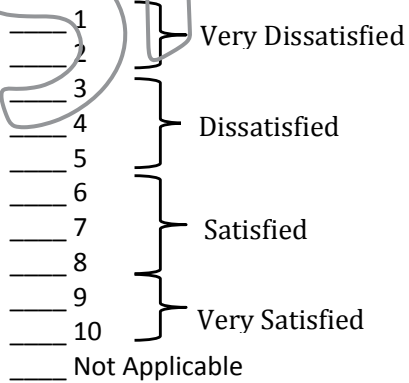
38. Cleanliness of destination station

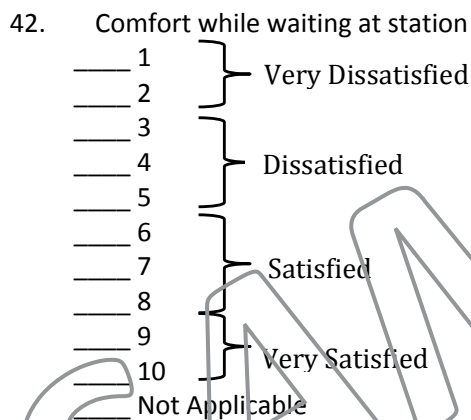
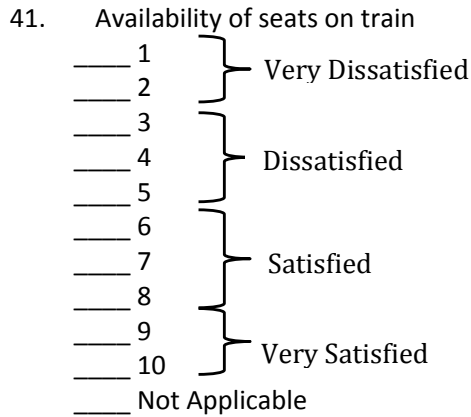


39. Cleanliness on-board train

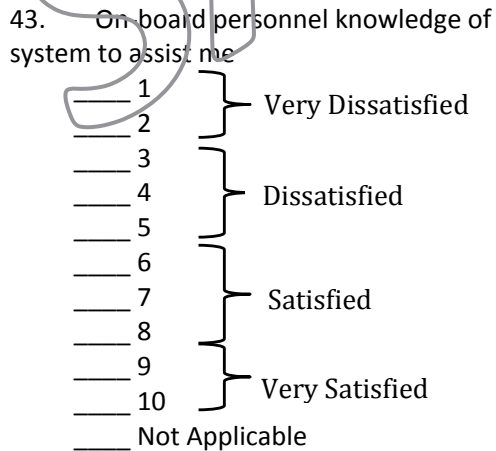


40. Comfortable temperature on train

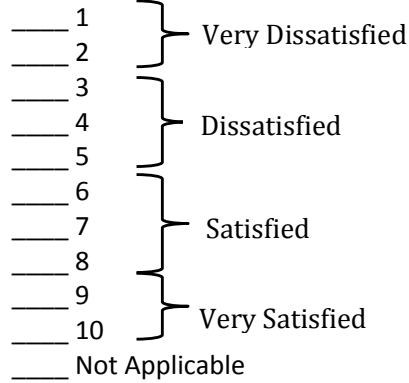




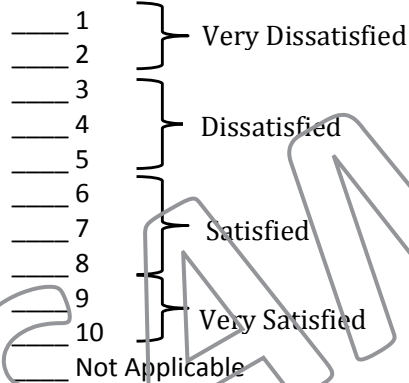
Personnel



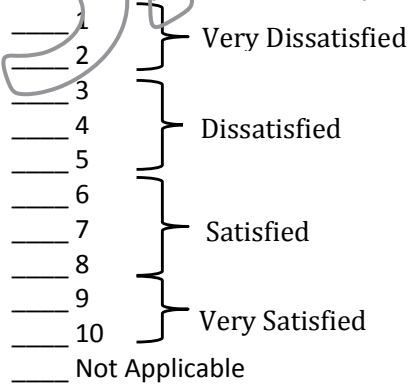
44. Station personnel knowledge of system to assist me



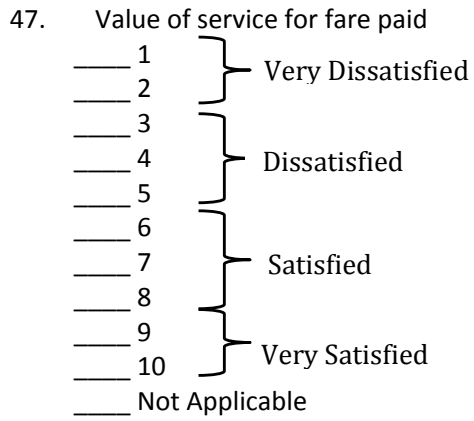
45. Station personnel courtesy at station



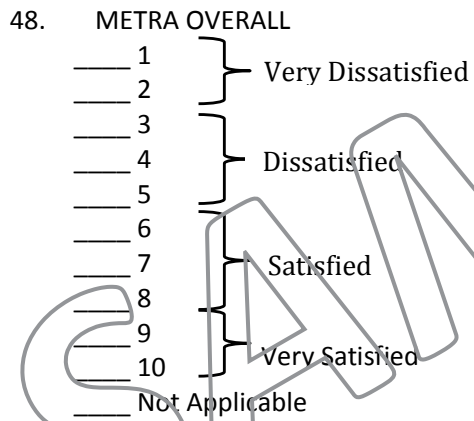
46. On-board personnel courtesy



Value



Overall



REGIONAL SATISFACTION:

Please consider your ability to move throughout the Chicago region, using any and all of the available public transportation options (CTA, Pace, Metra) and indicate your overall regional satisfaction using the 1 to 10 scale. If the question does not apply to you, please select "Not applicable."

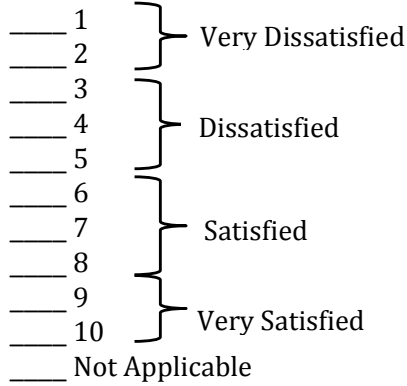
49. Availability of public transportation throughout the six-county Chicago Region when and where you need to travel

- 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10
 - Not Applicable
- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

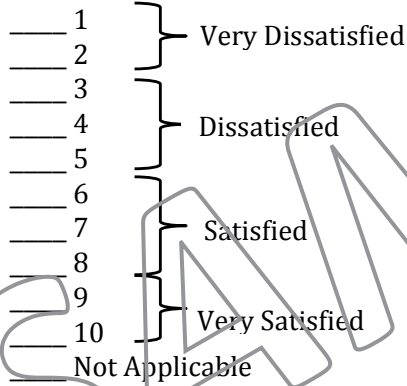
50. Ease of transferring to other transit services

- 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10
 - Not Applicable
- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

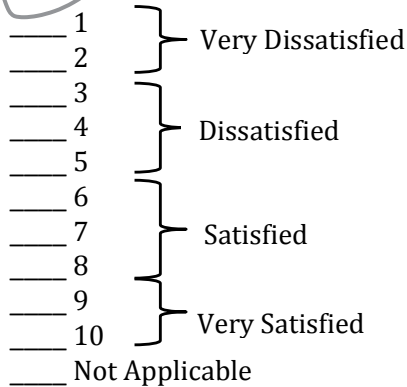
51. Coordination of schedules among
Metra, CTA, Pace



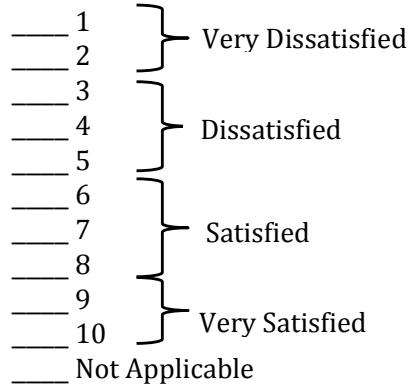
52. Ease of paying for transfers



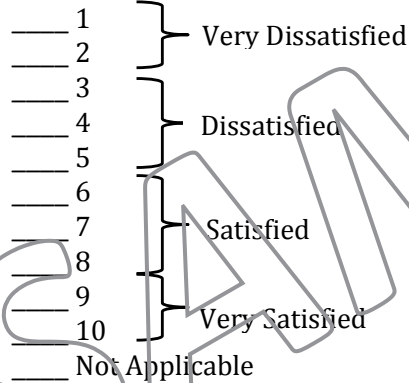
53. Signage directing you to Pace or CTA
from Metra



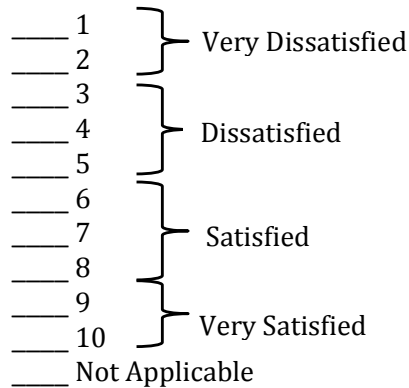
54. Availability of parking when using public transit



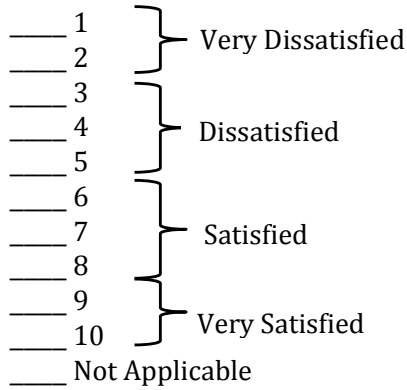
55. Travel information obtained through the on-line RTA regional trip planner



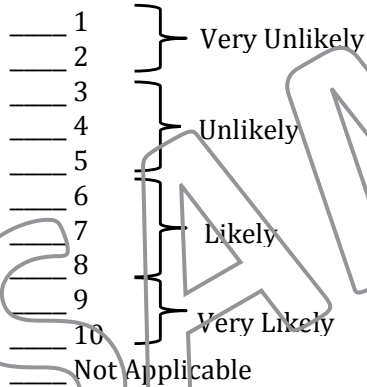
56. Information and service received from the regional RTA Travel Information Center



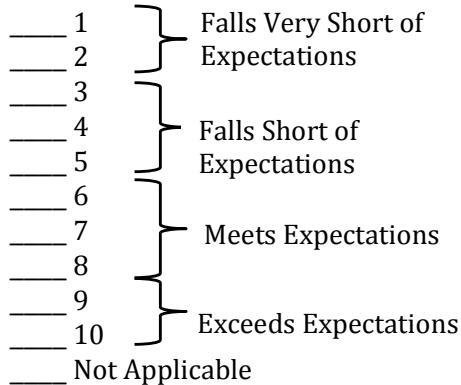
57. Overall satisfaction with public transportation in the SIX-COUNTY CHICAGO REGION



58. How likely are you to recommend Metra to others?



59. How does Metra meet your expectations overall?



60. Please rank your top three reasons for traveling with Metra (In order of importance, #1 is top, #2 is second and #3 is third.)

**[### CODING NOTE:
RANDOMIZE ORDER IN WHICH RESPONSES
DISPLAY FOR EACH USER.
###]**

- Cost savings
- Reliability of service
- Time Savings
- Avoid road congestion
- I enjoy the social time
- Environmental concern
- I enjoy relaxing
- I use the time to work/read/nap
- Safety
- Convenience
- Less stress
- It's my only travel option
- It's my preferred travel option
- Other
- _____
- _____

PLEASE TELL US ABOUT YOURSELF. The demographic information you provide will be used to help Metra provide service in an equitable manner, as required by Federal Law. Metra respects your privacy and assures you that all personal information will be kept strictly confidential.

61. Are you?

- Male
- Female

62. What is your age category?

- Under 18
- 18-24
- 25-29

- 30-34
- 35-39
- 40-44
- 45-49
- 50-54
- 55-59
- 60-64
- 65 or over

63. What is the highest level of education you have completed?

- Some high school or less
- High school graduate
- Some college or technical school
- College graduate
- Post graduate degree

64. What is your current employment status?

- Employed full-time
- Employed part-time
- Homemaker
- Retired
- Student
- Currently not employed
- Other

65. Which of the following categories best describes your ethnic background? (Check all that apply.)

- White/Caucasian
- Asian/Pacific Islander
- Black/African-American
- Hispanic/Latino
- Other

66. Thinking about your entire household, how many

People live in your household, including you? _____

Children under 18 years of age live in your household? _____

Employed persons live in your household?

67. What is your household's approximate annual income?

- ___ Less than \$15,000
- ___ \$15,000 - \$24,999
- ___ \$25,000 - \$39,999
- ___ \$40,000 - \$59,999
- ___ \$60,000 - \$74,999
- ___ \$75,000 - \$99,999
- ___ \$100,000 - \$124,999
- ___ \$125,000 - \$149,999
- ___ \$150,000 - \$199,999
- ___ \$200,000 and above

68. What language do you most often speak at home? (Please check one only)

- ___ English
- ___ Spanish
- ___ Polish
- ___ Chinese
- ___ Korean
- ___ Tagalog
- ___ Russian
- ___ Other

69. How well do you speak English?

- ___ Very well
- ___ Well
- ___ Not well
- ___ Not at all

70. Metra continues to seek input about our service. If you would like to participate in such research, please provide your e-mail:

_____@_____

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

71. COMMENTS. Please share any final comments you wish about your

experiences with Metra. (Limit 180 characters.)

Thank you for your assistance in this important research project.

[### CODING NOTE:
IF ID LOGIN IS FLAGGED TO INCLUDE THE DRAWING, THEN INCLUDE THE FOLLOWING DRAWING ENTRY MODULE:]

ENTER THE DRAWING FOR A \$20.00 AMAZON GIFT CARD! AN ESTIMATED ONE IN EVERY 20 ENTRIES WILL WIN!

So we can notify you if you're a winner, we require the following information:

Name: _____
Street: _____
City: _____
State: _____ Zip: _____

Daytime phone: _____
Evening phone: _____

_____ @ _____
The personal information you provide is solely for notification of drawing winners and will not be shared with any other entity for any purpose.

Entries for this drawing must be completed before [Date TBD]. Winners will be drawn on [Date TBD]

[CLICK HERE FOR TERMS AND CONDITIONS](#)

[END DRAWING ENTRY MODULE ###]

SAMPLE

Did you already complete and submit the Origin Destination Survey which you received while traveling aboard (Train #, Rail Line)?

Yes
 No

**[### CODING NOTE:
IF "NO", AFTER THE USER HAS COMPLETED
THE CUSTOMER SATISFACTION SURVEY
AND ENTERED THE DRAWING (OR
DECLINED) THEN PRESENT THE QUESTION:]**

Please click here to complete this short survey:

[### BUTTON] OK [###]

**[### IF THEY CLICK 'OK' THEN ROUTE THEM
TO THE "ORIGIN DESTINATION SURVEY"
MODULE WHICH FOLLOWS.
###]**

ORIGIN DESTINATION SURVEY MODULE

(Questions as of 3/7/14)

Dear Customer,

Metra appreciates and values your opinions. The answers you provide will help us update information about our customers' travel patterns.

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

1A. Which rail line do you ride?

[### Coding Note:

**INSERT PULL-DOWN LIST OF METRA
ROUTES.
###]**

1B. Which station is your boarding station?

**[### Coding Note:
INSERT PULL-DOWN STATION NAME
LIST BASED ON ROUTE THAT WAS
SELECTED IN QUESTION #1A. Metra
Electric Line stations provided as an
example.
###]**

- University Park
- Richton Park
- Matteson
- 211th St. (Lincoln Hwy.)
- Olympia Fields
- Flossmoor
- Homewood
- Calumet
- Hazel Crest
- Harvey
- 147th St. (Sibley Blvd.)
- Ivanhoe
- Riverdale
- Kensington (115th St.)
- 111th St. (Pullman)
- 107th St.
- 103rd St. (Rosemoor)
- 95th St. (Chicago St. Univ.)
- 91st St. (Chesterfield)
- 87th St. (Woodruff)
- 83rd St. (Avalon Park)
- 79th St. (Chatham)
- 75th St. (Grand Crossing)
- 63rd St.

- 59th St. (Univ. of Chicago)
- 55th – 56th – 57th St.
- 53rd St. (Hyde Park)
- 47th St. (Kenwood)
- 27th St.
- McCormick Place
- 18th St.
- Museum Campus / 11th Street
- Van Buren St.
- Millennium Station

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

____:____ AM PM

3. At what destination station will you get **OFF THIS** train?

**### Coding Note:
INSERT LAST (TERMINAL) STATION
FROM STATION LIST FOR THIS LINE
BASED ON ROUTE WHERE THIS ID WAS
DISTRIBUTED
###]**

Other (Please specify):

4. Where did you start **THIS** trip to your boarding station?

- Your home
- Work
- School
- Business related to work
- Other

5. Please provide the city and location of

the place where you **began** your trip to
THIS Metra station:

*(Responses are confidential and are
used ONLY to determine how riders
travel to and from stations.)*

City _____

Zip _ _ _ _ _

Postal address

(enter **street number and name**):

OR Nearest intersection

(enter **two street names**):

Cross street _____

& Cross street 2 _____

6. How did you get to **THIS** Metra station?

(ONE RESPONSE ONLY.)

Walked all of the way

Drove alone and parked

Got dropped off

Carpoled as driver

Carpoled as passenger

Transferred from another Metra
train (Line): _____

Pace bus (Route #): _____

CTA bus (Route #): _____

CTA rapid transit (Route color):

Private shuttle bus/van

Bicycle

Other (Please specify):

7. What type of Metra ticket are you using for **THIS** trip?

- Monthly
- Ten-ride
- One-way
- Other

8. How did you pay for your ticket?

(ONE RESPONSE ONLY.)

- Cash
- Personal check
- Credit/debit card
- RTA transit benefit
(FareCheck/Debit Card)
- Other transit benefit (WageWorks,
Wired Commute, etc.)
- Other (Please specify):

9. Where did you purchase the ticket that you used for **THIS** trip?

(ONE RESPONSE ONLY.)

- Agent at a downtown Chicago station
- Agent at a station outside of downtown Chicago
- From a conductor on the train
- Through Ticket-By-Mail
- Through Ticket-By-Internet
- Directly through a commuter transit benefit program (WageWorks, Wired Commute, etc.)
- Station vending machine – CASH
- Station vending machine –

CREDIT/DEBIT

___ Other (Please specify):

10. How will/did you get to your final destination from the Metra station today?

(ONE RESPONSE ONLY.)

- ___ Walk all the way
___ CTA bus (Route #): _____
___ CTA rapid transit (Route color):

___ Private shuttle bus/van
___ Taxi
___ Pace bus (Route #): _____
___ Water taxi
___ Get picked up
___ Drive
___ Carpool as driver
___ Carpool as passenger
___ Transfer to another Metra train
(Line): _____
___ Bicycle
___ Other (Please specify):

11. Where will you go after getting off **THIS** train?

(ONE RESPONSE ONLY.)

- ___ Work
___ School
___ Business related to work
___ Medical/dental appointment
___ Personal business
___ Shopping

- ___ Entertainment, visiting, recreation
- ___ Other

12. Based on your answer to Question 11, please provide the city and location of your final destination (not the train station) of **THIS** trip.

City _____

Zip _ _ _ _ _

Postal address

(enter **street number and name**):

OR Nearest intersection

(enter **two street names**):

Cross street _____

& Cross street 2 _____

Thank you for your assistance in this important research project.