**SEPTA QuietRide Program Survey**

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**Daily Routine**

1. **Which Regional Rail Line do you ride most often?**
	1. Airport Line
	2. Chestnut Hill East Line
	3. Chestnut Hill West Line
	4. Cynwyd Line
	5. Fox Chase Line
	6. Lansdale/Doylestown Line
	7. Media/Elwyn Line
	8. Manayunk/Norristown Line
	9. Paoli/Thorndale Line
	10. Trenton Line
	11. Warminster Line
	12. Wilmington/Newark Line
	13. West Trenton Line
2. **If you’re a regular rider, what are the train numbers of the two trains you most frequently ride?**
3. **Is there a QuietRide car on your normal morning train?**
	1. Yes, and I am **able to get a seat**
	2. Yes, although I am **unable to get a seat**
	3. No
	4. Not Sure
4. **Is there a QuietRide car on your normal afternoon/evening train?**
	1. Yes, and I am **able to get a seat**
	2. Yes, although I am **unable to get a seat**
	3. No
	4. Not Sure
5. **How often do you ride in the QuietRide car?**
	1. Not at all
	2. A few times
	3. Often, but not daily
	4. Almost daily
6. **How long have you been riding in the QuietRide car?**
	1. 6 Months or Less **[Q7]**
	2. Between 6 Months and 1 Year **[Q8]**
	3. 1-2 Years **[Q8]**
	4. 3-4 Years **[Q8]**
	5. 5 Years or More **[Q8]**
	6. I do not ride in the QuietRide car **[Q9]**
7. **Was the QuietRide Car experience what you anticipated? [IF Q7 = A]**
	1. Yes, exceeded expectations
	2. Yes, met expectations
	3. No, did not meet most expectations
	4. No, did not meet any expectations
8. **Over the last year, would you say the QuietRide Car Program has: [IF Q8 = B-F]**
	1. Improved
	2. Stayed the same
	3. Diminished

**Personal Habits**

1. **Since the introduction of the QuietRide car, have you changed your seating selection routine?**
	1. No, I have always ridden in the first car
	2. No, I have always ridden in a car other than the first car
	3. Yes, I have moved to the QuietRide car
	4. Yes, I have moved from the first car to another car
2. **Given the choice, would you rather stand in the QuietRide Car when no seats are available or take a seat in another car (even a middle seat)?**
	1. Stand in the QuietRide Car
	2. Sit in another car
	3. Sit in another car, even a middle seat

**AM or PM**

1. **For the period of \_\_\_\_\_ to \_\_\_\_\_, how would you rate the performance of your AM train crew?**
	1. Great
	2. Good
	3. Fair
	4. Poor
2. **For the period of \_\_\_\_\_ to \_\_\_\_\_, how would you rate the performance of your PM train crew?**
	1. Great
	2. Good
	3. Fair
	4. Poor
3. **Do you see any difference in the quality of the QuietRide Car environment between morning and afternoon peak trains?**
	1. No, they are the same
	2. Yes, the morning ride is quieter and more relaxing
	3. Yes, the evening ride is quieter and more relaxing
	4. I do not ride during both peak periods

**Enforcement / Signage**

1. **How often do you encounter the following?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Always  | Sometimes | Never | Not Sure | Not Applicable |
| Onboard Announcements Indicating the First Car is the QuietRide Car | ○ | ○ | ○ | ○ | ○ |
| Onboard Announcements Indicating the QuietRide Program is Not In Effect | ○ | ○ | ○ | ○ | ○ |
| Conductors Monitoring the QuietRide Car and Attempting to Correct Infractions | ○ | ○ | ○ | ○ | ○ |
| Conductors Announcing Destination and QuietRide Car When Boarding in Center City | ○ | ○ | ○ | ○ | ○ |
| Center City Station Agents Announcing Destination and QuietRide Car during PM Rush | ○ | ○ | ○ | ○ | ○ |

1. **Are the in-car QuietRide program signs and reminder announcements effective in keeping passengers informed about program rules?**
	1. Yes, both are effective
	2. Reminder announcements are effective, but signs are not
	3. Program signs are effective, but announcements are not
	4. No, neither is effective
2. **What is the best way to inform new and occasional riders about the QuietRide Car Program?***Select all that apply*
	1. Program posters at SEPTA stations
	2. Program posters on SEPTA trains
	3. Signs indicating that one is in a QuietRide car
	4. SEPTA website
	5. Local media stories
	6. Platform announcements
	7. On-board announcements by crews
	8. Roving QuietRide ambassadors
	9. QuietRide “Shhhh” cards
3. **Is the QuietRide car easy to identify?**
	1. Yes
	2. No
4. **Do all passengers abide by the QuietRide rules, or do they need to be reminded?**
	1. Yes, all voluntarily comply
	2. Yes, most voluntarily comply
	3. Yes, but a few passengers needed to be reminded or informed
	4. No, some did not comply even after being reminded
5. **Have you witnessed a customer advise another rider about QuietRide Car rules, or have you done it yourself? How would you characterize the exchange?**
	1. I have not witnessed this happen
	2. The passengers were both polite and cordial
	3. The passenger that re-instructed was too assertive
	4. The passenger being informed became offended and angry
	5. Other
6. **How often have you experienced the following infractions?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Always | Frequently | Sometimes | Rarely | Never |
| Talking with a normal or “outside voice” (not using a “quiet voice”) | ○ | ○ | ○ | ○ | ○ |
| Holding a sustained conversation at any volume for a lengthy amount of time | ○ | ○ | ○ | ○ | ○ |
| Cellphone rings or chimes | ○ | ○ | ○ | ○ | ○ |
| Cellphone conversations that were not conducted quietly and briefly | ○ | ○ | ○ | ○ | ○ |
| Loud music from headphones | ○ | ○ | ○ | ○ | ○ |
| Electronic device noises | ○ | ○ | ○ | ○ | ○ |

**Future of the QuietRide Program**

1. **How often do you encounter crowding when boarding or exiting the QuietRide car?**
	1. Never
	2. Rarely
	3. Sometimes
	4. Frequently
	5. Always
	6. Not Sure
2. **If the QuietRide Car were to be moved to another point on the train (such as the rear car), would you change your seating selection routine?**
	1. Yes, I would move to the new QuietRide Car location
	2. Yes, I would move to remain in a non-QuietRide Car
	3. No, I would remain in the first car even if it were no longer the QuietRide car
	4. No, I would remain in the same car even if it were to become the QuietRide car
3. **Currently, all trains with three or more cars have one QuietRide Car irrespective of length. How long do you think a train should be to warrant a second QuietRide car?**
	1. 4 open cars
	2. 5 open cars
	3. 6 open cars
	4. 7 open cars
	5. Trains shouldn’t have two QuietRide cars, no matter the length
4. **Most non-rush hour trains see a preponderance of occasional riders, visitors, families with children, and non-English speaking customers. Many are not aware of the QuietRide Car program or its guidelines. Should SEPTA:**
	1. Return QuietRide Car to just peak hour trains?
	2. Exempt Airport Line trains (between Center City and the Airport) from QuietRide rules?
	3. Keep the program “As Is” and encourage tolerance off-peak?
5. **With nearly 95% of Regional Rail customers boarding and leaving trains in Center City, the likelihood of extra noise and commotion is increased as customers organize to board, find seats, or depart trains. Therefore, while announcements are made, SEPTA encourages crews to have the QuietRide rules become effective upon a train’s departure from its last core Center City station. Do you agree this is the most practical approach to both educate and avoid confrontation?**
	1. Yes
	2. No
6. **On a scale of “1” to “6” with “1” being Unsatisfactory and “6” being Very Satisfactory, how would you rate your QuietRide experience overall?**
	1. 1: Unsatisfactory
	2. 2
	3. 3
	4. 4
	5. 5
	6. 6: Very Satisfactory
7. **Do you have any comments or suggestions about the QuietRide Car program?**