

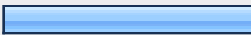
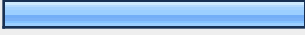
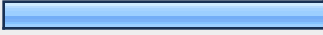







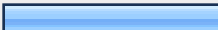

1. Most SEPTA schedules are currently designed in a folded brochure format with fold out pages. Would you prefer schedules to:

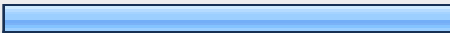
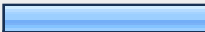
| | | Response Percent | Response Count |
|--|---|--------------------------|----------------|
| Remain the current size and format |  | 53.2% | 276 |
| Remain the current size with a different fold format, i.e., like a map |  | 8.7% | 45 |
| Make it fold out pocket sized (approximately 3 1/2" by 4 1/4") |  | 38.2% | 198 |
| | | <i>answered question</i> | 519 |
| | | <i>skipped question</i> | 5 |

2. Regional Rail schedule information is presented so that a customer can fold and read the timetable without turning it. City and Suburban Transit bus schedules must be turned to read the schedule information. What do you think is the easiest format for reading a SEPTA timetable?

| | | Response Percent | Response Count |
|--|---|--------------------------|----------------|
| Keep the rail and transit timetables as they are |  | 46.4% | 236 |
| Redesign the transit timetables to match the configuration of the Regional Rail schedules |  | 49.1% | 250 |
| Another more convenient format |  | 4.5% | 23 |
| | | (please specify) | 17 |
| | | <i>answered question</i> | 509 |
| | | <i>skipped question</i> | 15 |

| 3. Should fare information be included on all timetables or would you prefer a separate fare brochure? | | | |
|---|--|-------------------------|-----------------------|
| | | Response Percent | Response Count |
| Fare information should be included on all schedules |  | 74.8% | 386 |
| Abbreviated fare information should be included on all schedules (i.e., base cash fare, most popular fare types) |  | 20.0% | 103 |
| Produce a separate fare brochure; promote the brochure along with the website address for fares on the timetables |  | 5.2% | 27 |
| | <i>answered question</i> | | 516 |
| | <i>skipped question</i> | | 8 |

| 4. Transit schedules use a "geo" style map showing street turns and landmarks. Regional Rail schedules currently use a "stick" style map showing the station stops and alternative travel information. Which do you prefer? | | | |
|--|---|-------------------------|-----------------------|
| | | Response Percent | Response Count |
| Retain the current map formats for each service mode |  | 60.0% | 303 |
| Revise the Transit format to a stick version showing beginning, end, and major stops and transfer points |  | 32.9% | 166 |
| I have another suggestion for a Transit map format |  | 7.1% | 36 |
| | (please specify) | | 39 |
| | <i>answered question</i> | | 505 |
| | <i>skipped question</i> | | 19 |

| 5. Do the Regional Rail timetables need additional alternative travel information on them? | | | |
|---|--|--------------------------|----------------|
| | | Response Percent | Response Count |
| Yes, the Regional Rail timetables need alternative route information to help me make travel plans in the event that regular route service is interrupted. |  | 68.9% | 345 |
| No, the Regional Rail timetables have sufficient travel information on them. |  | 31.1% | 156 |
| | | <i>answered question</i> | 501 |
| | | <i>skipped question</i> | 23 |

| 6. Is there information not currently on SEPTA timetables that we should consider adding? | | | |
|---|--|--------------------------|------------|
| | | | |
| | Ticket Office locations and hours of operation | | |
| | Rider etiquette messages | | |
| | Police/emergency numbers | | |
| | Alternate means of transportation | | |
| | Larger print | | |
| | | <i>answered question</i> | 161 |
| | | <i>skipped question</i> | 363 |

7. Is there information we currently include that we should consider eliminating to make our timetables easier to use?

| | | | |
|--|---|--|-----|
| | | | |
| | Get rid of the train numbers | | |
| | Don't print every trip when service is less than 10 minutes | | |
| | Get rid of the R designations | | |
| | Remove the cover pictures | | |
| | | | |
| | <i>answered question</i> | | 102 |
| | <i>skipped question</i> | | 422 |