Market Frankford Line Survey 2016

October 2016
The 2016 Market-Frankford Line Survey was conducted online.

The link for the survey was posted:
- On SEPTA’s Facebook page
- In @SEPTAPHILLY tweets
- In @SEPTA Alert tweets
- In @SEPTA_SOCIAL Customer Service tweets

Through these channels, 1133 surveys were completed by SEPTA riders.
56% of Market-Frankford Line riders own a car.
- The most common reasons for riding the MFL among car owners were avoiding traffic, the MFL being more economical choice and there was no need for parking

The average trip on the MFL is 16 minutes.
- 38% of riders reported an average trip of 10 minutes or less and only 5% riding for more than 30 minutes on an average trip

When asked whether they prefer to sit or stand while riding the MFL:
- 54% prefer to sit during their trip.
- 28% prefer to stand
- 18% have no preference.

More than half of MFL riders have traveled with luggage or large items in the past.
- Most reported travel on MFL with luggage a challenge.

More than half of Market-Frankford Line riders (52.8%) responding to this survey were under the age of 35.
56% of riders choose to ride the MFL even though they own a car. When car owners were asked why they chose to ride MFL the most common reasons were to avoid traffic/parking and the that MFL was more economical than driving.
The average trip on MFL lasts **16 minutes**. 38\% of riders reported an average trip of 10 minutes or less and only 5\% riding for more than 30 minutes on an average trip.

### Average Trip on MFL in Minutes

<table>
<thead>
<tr>
<th>Time Interval</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Min. or Less</td>
<td>9%</td>
</tr>
<tr>
<td>6 - 10 Min.</td>
<td>29%</td>
</tr>
<tr>
<td>11 - 15 Min.</td>
<td>24%</td>
</tr>
<tr>
<td>16 - 20 Min.</td>
<td>17%</td>
</tr>
<tr>
<td>21 - 25 Min.</td>
<td>9%</td>
</tr>
<tr>
<td>26 - 30 Min.</td>
<td>7%</td>
</tr>
<tr>
<td>31 +</td>
<td>5%</td>
</tr>
</tbody>
</table>
More than half of riders (54%) prefer to sit during their trip. 28% prefer to stand while another 18% have no preference.

Do you prefer to sit or stand when riding the Market-Frankford Line?

- Sit: 54.1%
- Stand: 28.0%
- No preference: 17.9%
The most popular locations to stand—Zones 2, 3, 4 & 5—are all in close proximity to doors.

Standing Area Zone Map:

Given your choice of space to stand within the MFL cars, please identify your ideal location on the layout map above.

* Among those who prefer to stand
The most commonly cited reasons for standing preference were the potential for a seat to be dirty and that riders had short trips. A majority of standers prefer to lean against the windscreens to balance during their trip.

### Reasons for Standing Preference*

- Seats might be dirty: 39.4%
- Short trip: 30.6%
- Avoid sitting next to a stranger: 6.0%
- Other (please specify): 24.0%

### Standing Support*

- Lean against windscreen: 50.8%
- Find something to hold onto: 29.7%
- Lean against pole: 9.8%
- Balance for the duration: 6.6%
- No preference: 3.2%

* Among those who prefer to stand
Seating Area Zone Map:

Seating Area Zone Preference*:

Given your choice of spaces to sit within the MFL cars, please identify your ideal location on the layout map above.

* Among those who prefer to sit
The most commonly cited reasons for sitting preference were to avoid entering another rider’s personal space and not liking balancing. A majority of sitters prefer to have a window seat.

**Reasons for Sitting Preference***
- Avoid other people’s space: 34.3%
- Don’t like having to balance: 24.5%
- I am tired: 14.4%
- Long trip: 13.9%
- Other (please specify): 13.1%

**Seat Preference***
- Window seat: 23.5%
- Aisle seat: 21.4%
- No preference: 55.1%

* Among those who prefer to sit
One quarter of riders who prefer to sit will stand if the only available seat is next to an occupied seat on the Market-Frankford Line.

Given the choice to sit next to another passenger or stand (all other seats are taken), which would you choose?

- 75.4% Sit right next to other rider
- 24.6% Stand if I can’t get seat to myself

* Among those who prefer to sit
More than half of MFL riders have traveled with luggage or large items in the past. Most reported finding travel on MFL with luggage a challenge due to limited space for bags onboard and having to stand near the door with a bag on crowded cars.

- **Do you ever carry luggage or large bags with you on the MFL?**
  - Yes: 53.5%
  - No: 46.5%

- **Challenges faced traveling on the MFL with luggage***
  - No space to sit with luggage: 56.3%
  - Having to stand in doorway: 53.2%
  - Struggling to get luggage onto MFL car: 19.4%
  - I don’t face any challenges: 13.8%
  - Other (please specify): 16.7%

* Among those who travel on MFL with luggage or large items
More than half of Market-Frankford Line riders (52.8%) responding to this survey were under the age of 35.

**Age of Respondents**

- 18 to 24: 12.8%
- 25 to 34: 40.0%
- 35 to 44: 26.0%
- 45 to 54: 10.9%
- 55 to 64: 7.1%
- 65 to 74: 1.9%
- 75 or older: 0.1%
- Prefer not to answer: 1.2%
THANK YOU!