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**Survey Questions for Contextual Inquiry**

1. Please select your age range (circle one):

a. 18 – 24 years

b. 25 – 30 years

c. 31 – 40 years

d. 41- 55 years

e. 56+ years

2. Approximately how often do you ride SEPTA on average, each week (circle one)?

        a. I don’t regularly ride SEPTA (do not continue survey)

b. 1 time

        b. 2-5 times

        c. 6+ times

3. What is your primary reason for using SEPTA? (circle only one)

        a. To commute for work

        b. To commute for school

        c. To visit friends/family

d. For shopping and errands

e. Other (Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

4. Which choice below best describes how you typically decide what train, bus, subway or trolley to take?

a. I check a printed copy of the schedule

b. I look up the schedule on my computer at home

c. I look up the schedule on my phone

d. I just show up at the stop and wait until the next one comes

5. On average, how long do you typically wait at a SEPTA stop until your train, bus, or subway arrives?

a. 0-10 minutes  
b. 11-20 minutes  
c. 21-30 minutes  
d. 31 minutes +

6. On average, how much of the time would you say your train, bus, or subway is late?

a. Never  
b. Less than half the time  
c. More than half the time  
d. Always

7. What would you say are the top three areas for improvement that SEPTA could work on? (circle up to 3)

a. Cleanliness

b. Frequency of Service

c. Convenience of route stops

d. Lateness

e. Access to real time information about late arrivals

f. Personal Safety

g. Price of fares

h. Other: Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8. What would you say are the top 3 strongest aspects of SEPTA currently? (circle up to 3)

a. Cleanliness

b. Frequency of Service

c. Convenience of route stops

d. Lateness

e. Access to real time information about late arrivals

f. Personal Safety

g. Price of fares

h. Other: Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

9. Do you own a smartphone?

1. Yes
   * 1. If yes, please specify model of phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. No (end survey here)

10. If SEPTA had an app that could provide you with real time information on the status of your bus, train, or subway, would you be interested in downloading it?

a. Yes

b. No

Thank you for your time!