



Southeastern Pennsylvania Transportation Authority

[SERVICE & SCHEDULES](#) | [FARES](#) | [PLAN MY TRIP](#) | [MAPS](#)
[News](#)[Inside SEPTA](#)[Careers](#)[Doing Business](#)[Transit Store](#)[Home](#)

## Online Survey Results Archive

### "WEBSITE"

September 16, 2008 - October 9, 2008

One a scale of 1 to 4, please rate the main features of our current website:

#### AVERAGE RATING

Schedules/Timetables	2.8
System Maps	2.7
Homepage	2.6
Fare Information	2.5
Train View	2.5
General Information and News	2.5
Travel Alerts and Advisories	2.5
Trip Planning	2.4

We are planning to improve navigation on the SEPTA website. What issues should we consider?

#### PERCENT ANSWERING

Rearrange information to reduce the number of clicks needed to get to relevant data	63.1%
Make sections, logos, and title information more precise	44.7%
Navigation is not a problem on the site	26.0%
Eliminate drop down menus	19.0%

Please rank the current features of the SEPTA website that you would most like to see.

#### AVERAGE RANKING

Real Time Service Information	2.8
Schedules	3.6
Trip Planning	3.6
Transit Maps	3.8
Fare Information	4.1
Station Information	4.3
Access from Mobile Devices	4.3
Visitor and Tourist Information	5.1
Calendar and Community Events	6.1

On a scale of 1 to 4, what new features or functions would you like to see added to the SEPTA website?

AVERAGE RATING	
Google Transit	3.3
Interactive Maps	3.3
Real Time Bus Information	3.3
Email & Text Service Alerts	3.2
Developer Tools	2.5
Multimedia (audio/video)	2.1

[Back to survey archive](#)

[Contact Us](#)

[Learn More About WorldLingo](#)

[Service & Schedules](#) | [Fares](#) | [Plan My Trip](#) | [Maps](#) | [News](#) | [Home](#)  
[Inside SEPTA](#) | [Careers](#) | [Doing Business](#) | [Transit Store](#) | [Copyright © SEPTA](#) | [Site Map](#)