



Southeastern Pennsylvania Transportation Authority

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

Online Survey Results Archive

"PERCEPTION"

September 2, 2008 - September 16, 2008

How long have you been a SEPTA customer?

PERCENT ANSWERING

| | |
|--------------------------|-------|
| New within the last year | 10.4% |
| Between 1 and 5 years | 32.6% |
| Between 6 and 10 years | 16.5% |
| Over 10 years | 40.5% |

How often do you ride SEPTA?

PERCENT ANSWERING

| | |
|------------------------------|-------|
| Daily, 5 days a week or more | 70.7% |
| 1 - 3 times a week | 16.4% |
| 1 - 3 times a month | 8.7% |
| 1 - 3 times a year | 4.2% |

How old are you?

PERCENT ANSWERING

| | |
|--------------------|-------|
| High School | 4.3% |
| 17 to 21 years old | 9.9% |
| 22 to 27 years old | 25.6% |
| 28 to 35 years old | 25.2% |
| 36 to 55 years old | 29.2% |
| 56 to 65 years old | 4.7% |
| Over 65 years old | 1.0% |

What kinds of trips do you take on SEPTA? Please check all that apply.

PERCENT ANSWERING

| | |
|-----------------------------------|-------|
| Travel to/from work | 81.0% |
| Travel to/from school | 24.4% |
| Shopping | 46.5% |
| Business and medical appointments | 37.2% |
| Recreation/excursion | 56.6% |
| Special/Sports events | 45.8% |

Based upon your personal experience using public transit over the last six

months, what best describes SEPTA's image?

| PERCENT ANSWERING | |
|---|-------|
| Very positive, clear effort to improve services has resulted in much improved image | 5.4% |
| Positive, good things are evident, resulting in improved image | 30.7% |
| No change, service realities have not changed for better or worse | 32.1% |
| Negative, occasional service issues continue to occur and reflect poorly on SEPTA | 26.5% |
| Very negative, over the last 6 months service has gotten noticeably worse | 5.4% |

Based on your recent experience with public transit and new initiatives by SEPTA's Management to improve service delivery, reliability and frequency, what do you anticipate from SEPTA over the next six months?

| PERCENT ANSWERING | |
|--|-------|
| A successful effort improving services and overall image | 11.0% |
| Mostly positive action, good things will be evident, resulting in improved image | 39.0% |
| No change, service realities will not change for better or worse | 33.0% |
| Negative, occasional service issues will continue to occur and reflect poorly on SEPTA | 13.3% |
| Very negative, service will deteriorate and SEPTA's image will worsen | 3.7% |

[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](#)