



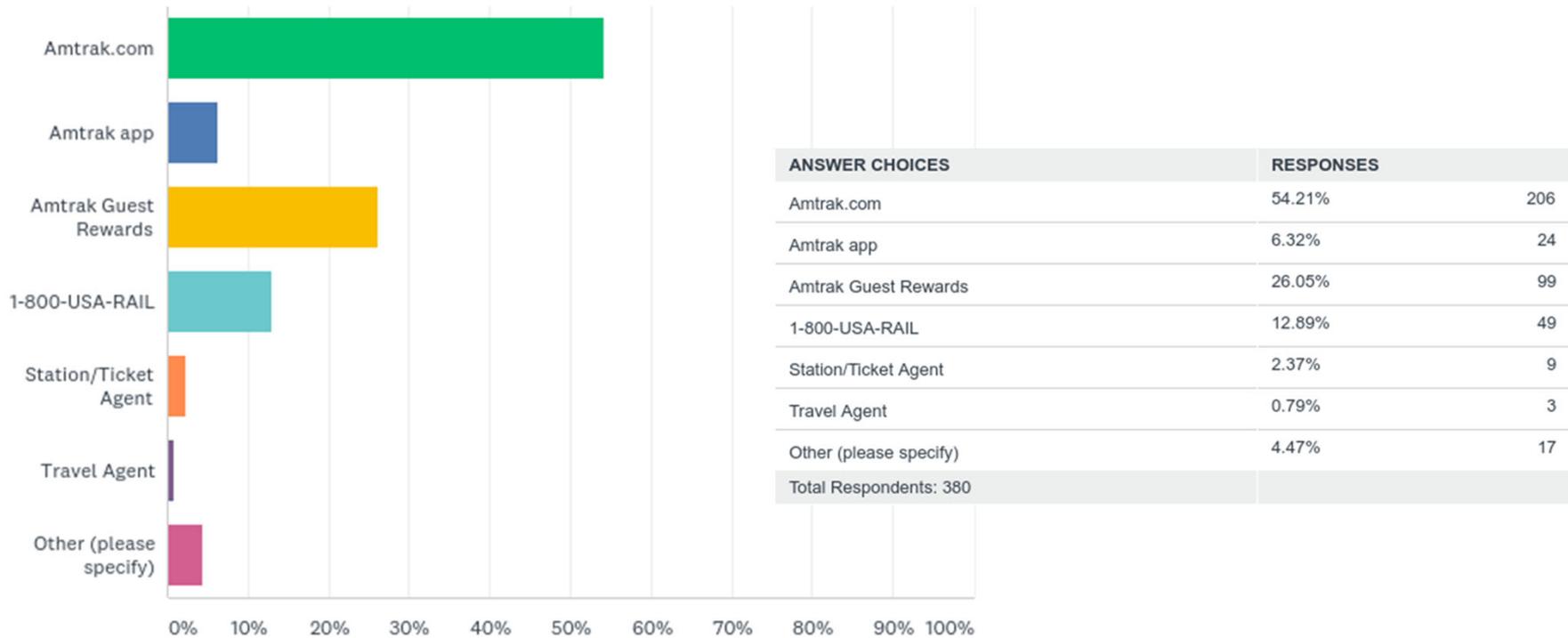
RAIL PASSENGERS

ASSOCIATION

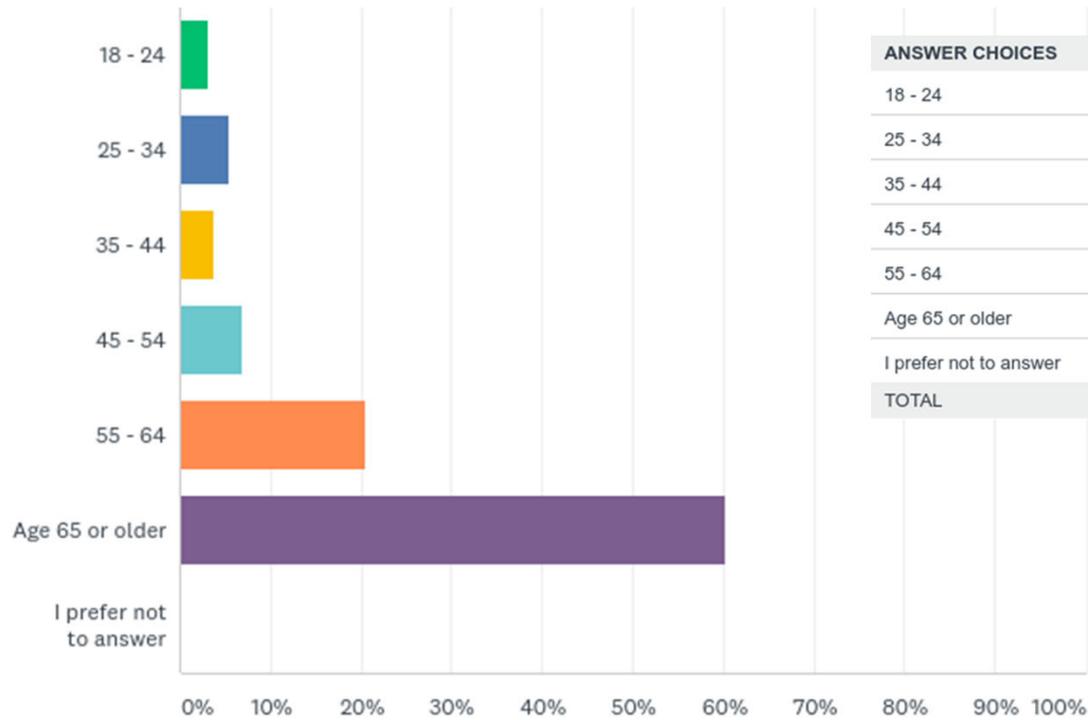
RPA Passenger Experience Travel Review

Tuesday, April 2, 2019

Q2: How did you make your reservation for this Amtrak trip?

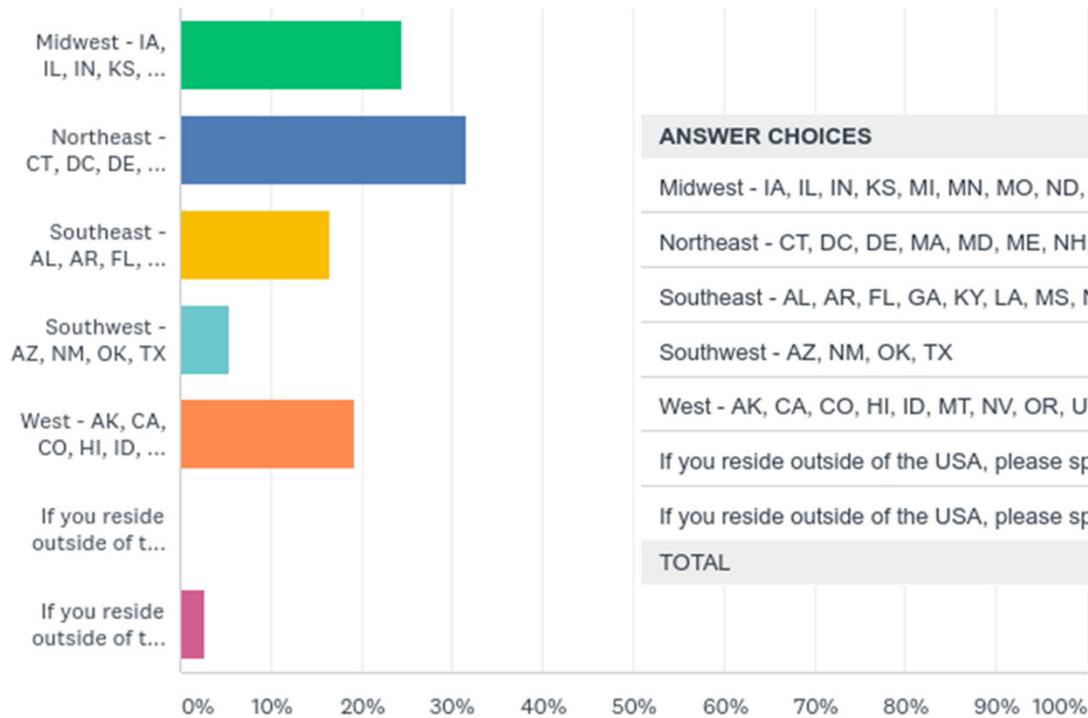


Q4: Age



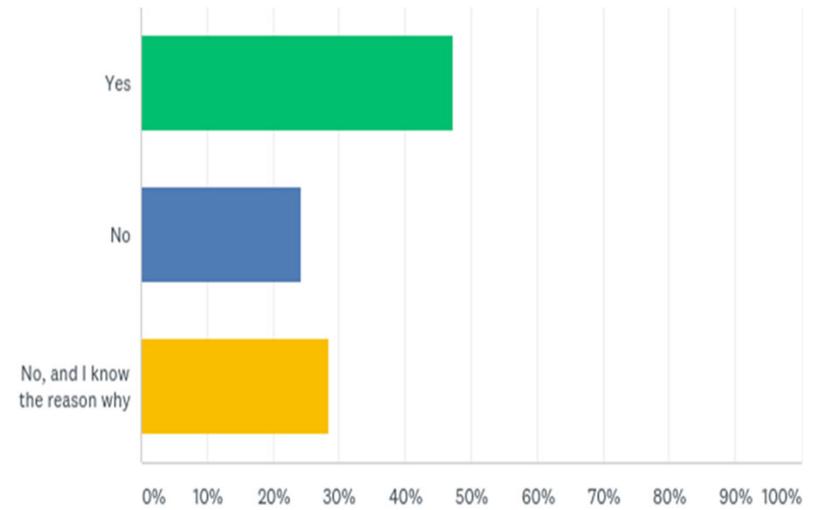
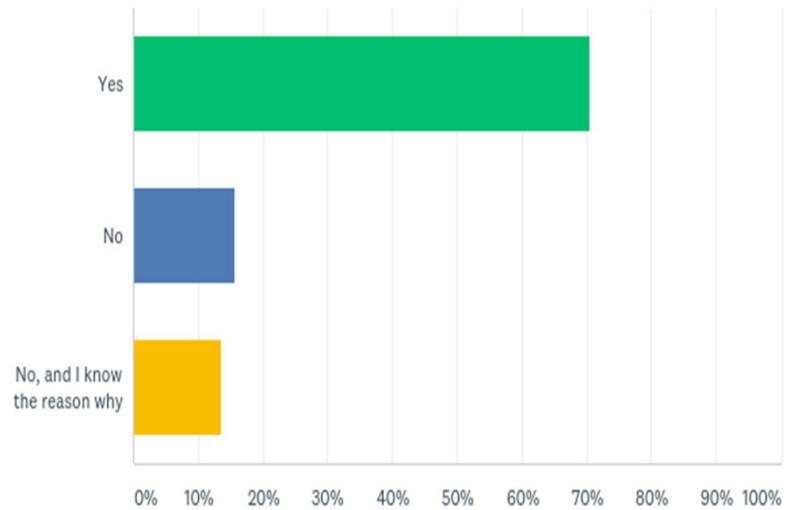
ANSWER CHOICES	RESPONSES
18 - 24	3.16% 12
25 - 34	5.53% 21
35 - 44	3.68% 14
45 - 54	6.84% 26
55 - 64	20.53% 78
Age 65 or older	60.26% 229
I prefer not to answer	0.00% 0
TOTAL	380

Q5: What region of the country/do you reside ?

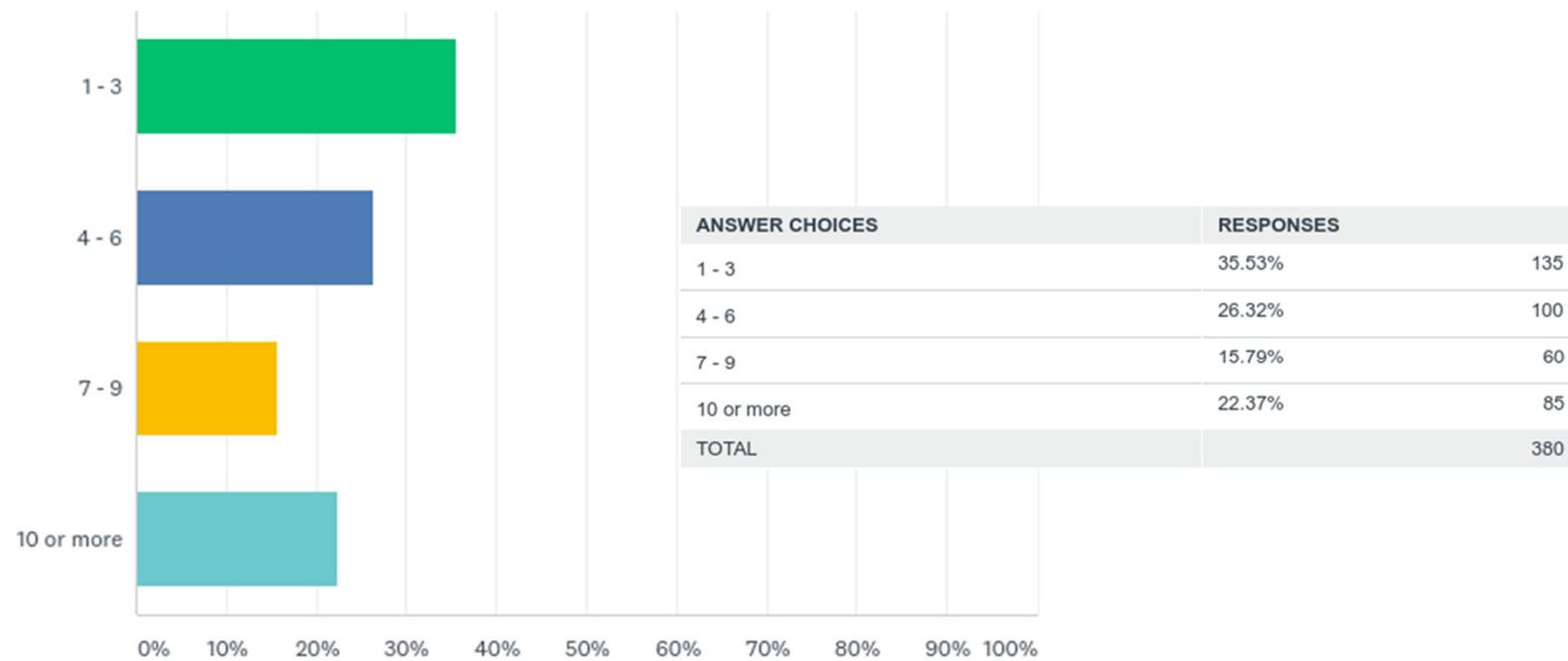


ANSWER CHOICES	RESPONSES
Midwest - IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI	24.47% 93
Northeast - CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT	31.58% 120
Southeast - AL, AR, FL, GA, KY, LA, MS, NC, SC, TN, VA, WV	16.58% 63
Southwest - AZ, NM, OK, TX	5.53% 21
West - AK, CA, CO, HI, ID, MT, NV, OR, UT, WA, WY	19.21% 73
If you reside outside of the USA, please specify	0.00% 0
If you reside outside of the USA, please specify	2.63% 10
TOTAL	380

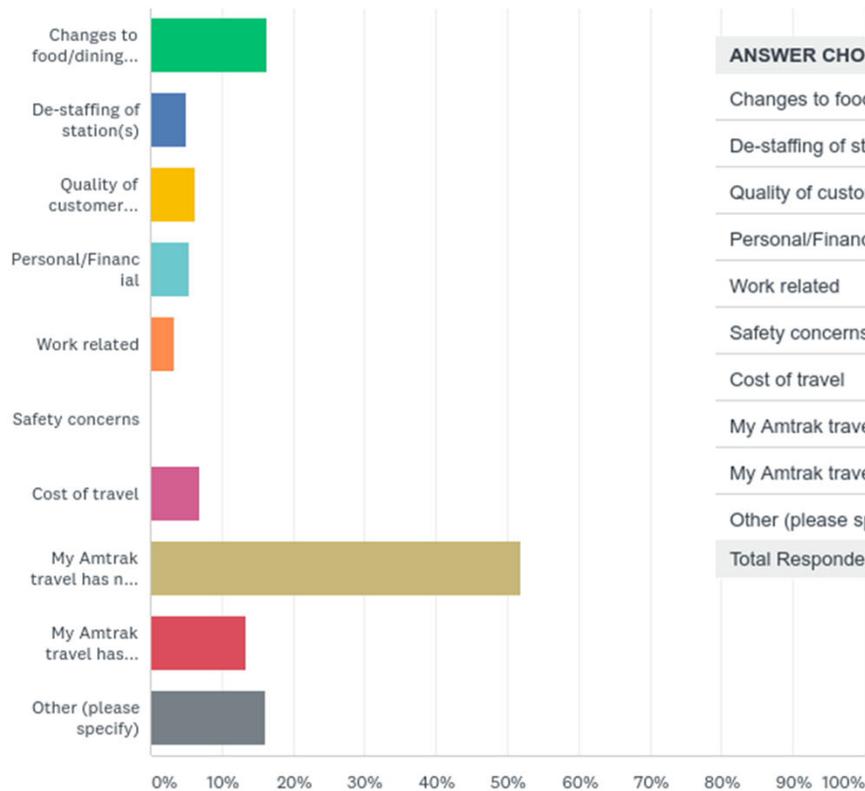
Q7: Did the train depart/arrive on time?



Q11: How many times per year do you normally travel via Amtrak?

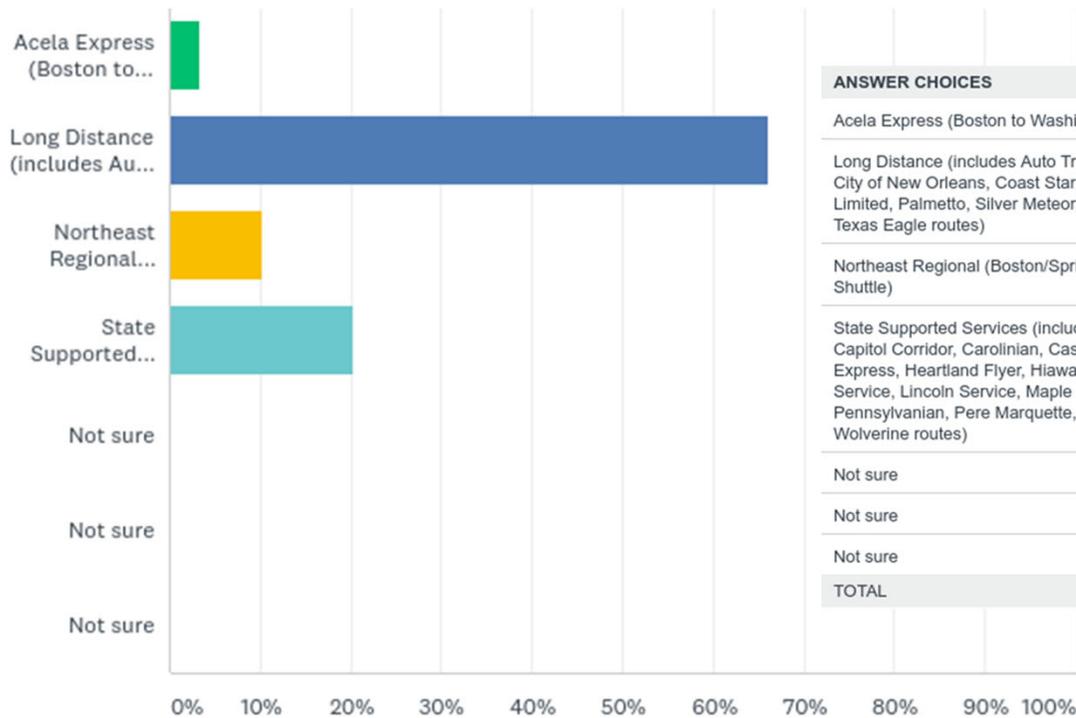


Q12: If you are traveling via Amtrak less than normal? If so, please tell us why. Check all that apply.



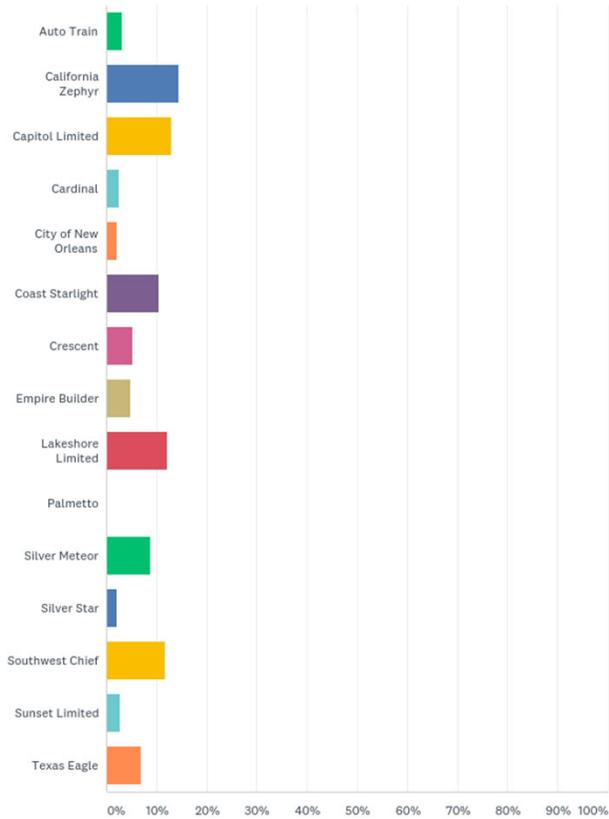
ANSWER CHOICES	RESPONSES	
Changes to food/dining options	16.32%	62
De-staffing of station(s)	5.00%	19
Quality of customer service	6.32%	24
Personal/Financial	5.53%	21
Work related	3.42%	13
Safety concerns	0.26%	1
Cost of travel	6.84%	26
My Amtrak travel has not decreased	51.84%	197
My Amtrak travel has actually increased	13.42%	51
Other (please specify)	16.05%	61
Total Respondents: 380		

Q13: What Amtrak business line is this Travel Review for? (You will have the opportunity later to give feedback on additional trip segments).



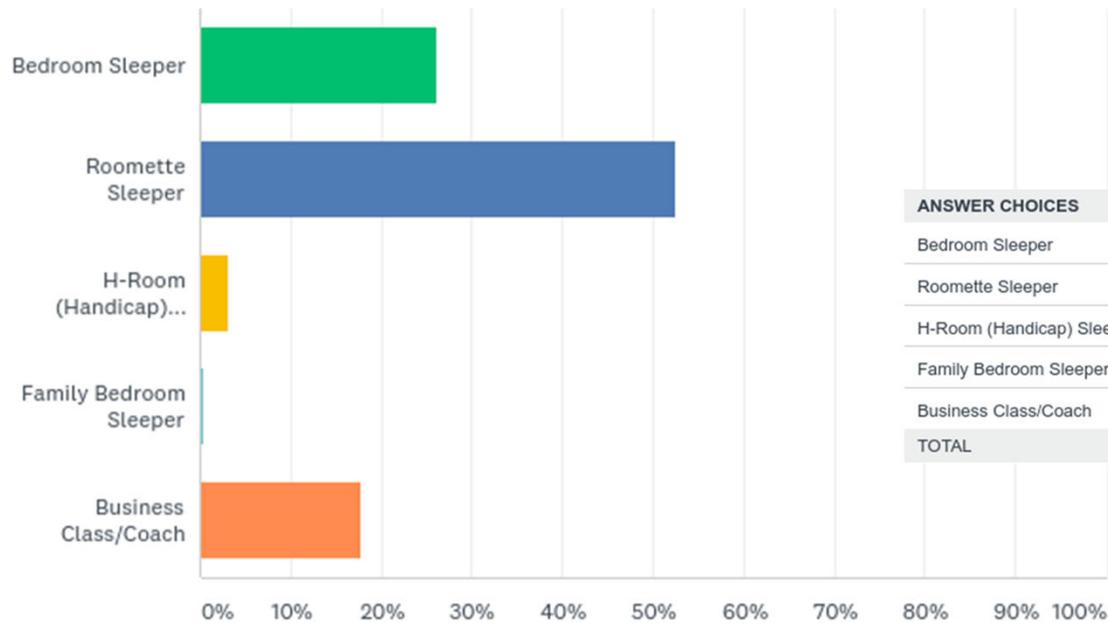
ANSWER CHOICES	PERCENTAGE	RESPONSES
Acela Express (Boston to Washington, DC)	3.42%	13
Long Distance (includes Auto Train, California Zephyr, Capitol Limited, Cardinal, City of New Orleans, Coast Starlight, Crescent, Empire Builder, Lake Shore Limited, Palmetto, Silver Meteor, Silver Star, Southwest Chief, Sunset Limited and Texas Eagle routes)	66.05%	251
Northeast Regional (Boston/Springfield to Virginia Beach/Lynchburg includes Shuttle)	10.26%	39
State Supported Services (includes Adirondack, Blue Water, Carl Sandburg, Capitol Corridor, Carolinian, Cascades, Downeaster, Empire Service, Ethan Allen Express, Heartland Flyer, Hiawatha, Hoosier State, Illini, Illinois Zephyr, Keystone Service, Lincoln Service, Maple Leaf, Missouri River Runner, Pacific Surfliner, Pennsylvanian, Pere Marquette, Piedmont, Saluki, San Joaquins, Vermonter and Wolverine routes)	20.26%	77
Not sure	0.00%	0
Not sure	0.00%	0
Not sure	0.00%	0
TOTAL		380

Q14: What Long Distance route is this Travel Review for?



ANSWER CHOICES	RESPONSES	
Auto Train	3.23%	8
California Zephyr	14.52%	36
Capitol Limited	12.90%	32
Cardinal	2.42%	6
City of New Orleans	2.02%	5
Coast Starlight	10.48%	26
Crescent	5.24%	13
Empire Builder	4.84%	12
Lakeshore Limited	12.10%	30
Palmetto	0.00%	0
Silver Meteor	8.87%	22
Silver Star	2.02%	5
Southwest Chief	11.69%	29
Sunset Limited	2.82%	7
Texas Eagle	6.85%	17
TOTAL		248

Q16: Type of accommodation

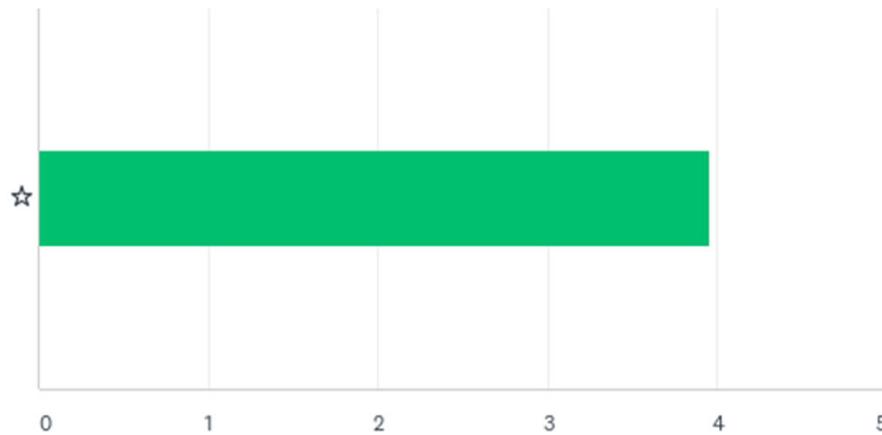


ANSWER CHOICES	RESPONSES
Bedroom Sleeper	26.21% 65
Roomette Sleeper	52.42% 130
H-Room (Handicap) Sleeper	3.23% 8
Family Bedroom Sleeper	0.40% 1
Business Class/Coach	17.74% 44
TOTAL	248

Q17: Please rate your level of satisfaction with your sleeper car experience. Select “N/A” for any aspect that did not apply to your trip.

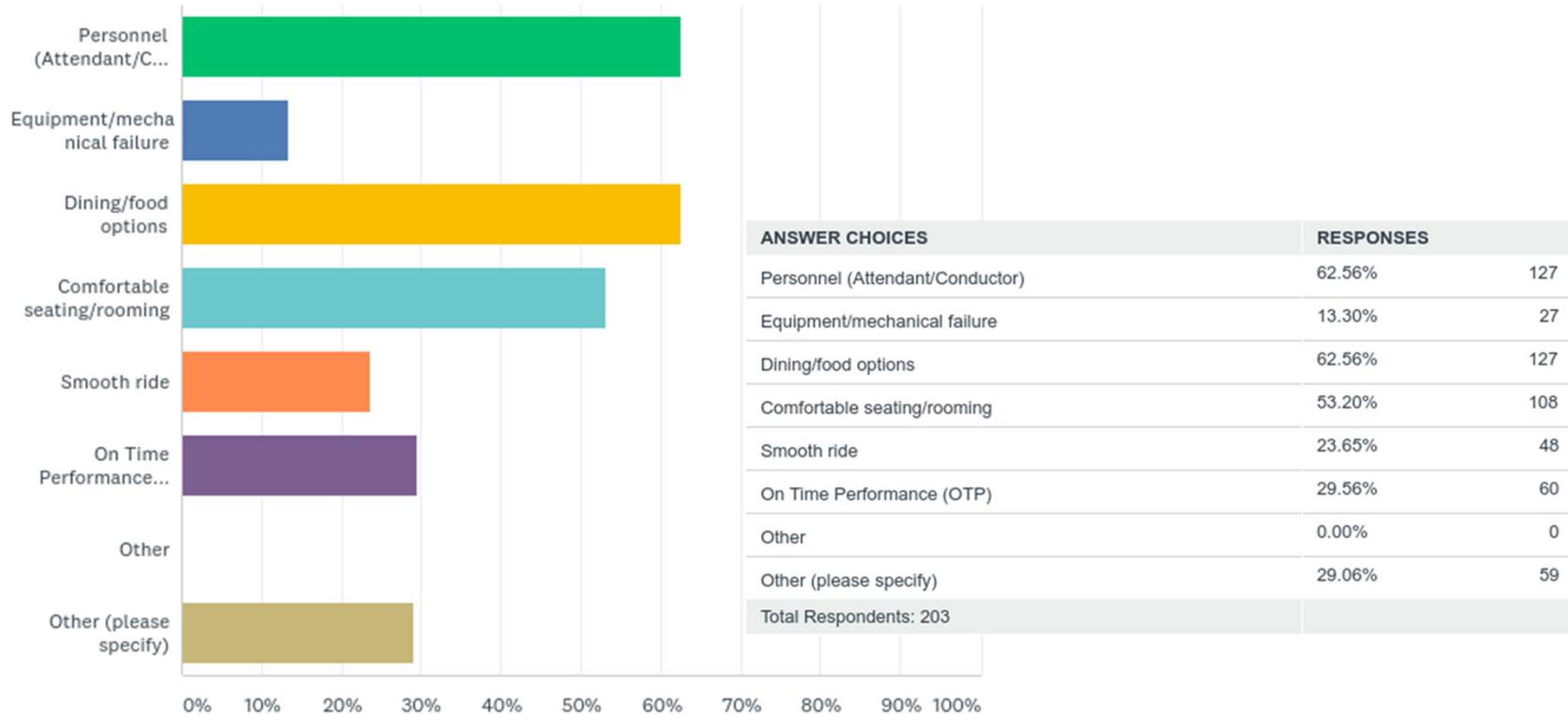
	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL
Cleanliness of the room	0.98% 2	1.96% 4	11.76% 24	44.12% 90	41.18% 84	0.00% 0	204
Freshness of upholstery and carpet	0.98% 2	9.80% 20	23.53% 48	45.59% 93	20.10% 41	0.00% 0	204
Availability/helpfulness of sleeper car personnel	2.45% 5	2.94% 6	8.82% 18	27.94% 57	57.84% 118	0.00% 0	204
Availability/reliability of Wi-Fi service	17.16% 35	9.80% 20	8.82% 18	8.33% 17	10.29% 21	45.59% 93	204
Clarity/frequency of announcements	2.45% 5	8.33% 17	20.10% 41	43.63% 89	25.49% 52	0.00% 0	204

Q22: Please rate your overall first class sleeper car experience.

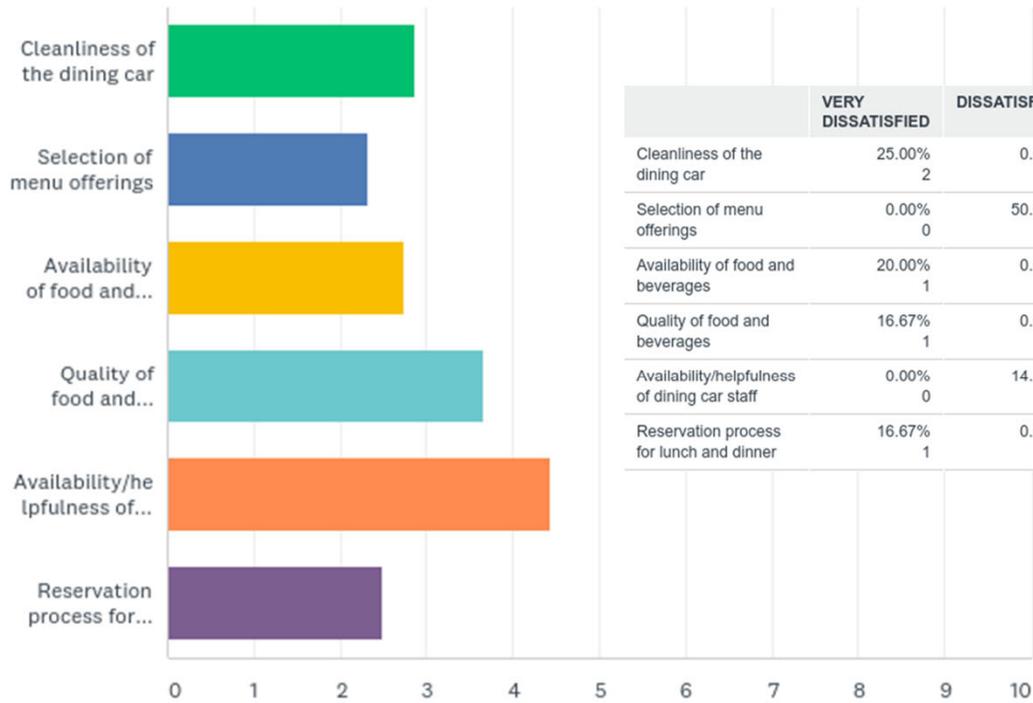


	VERY NEGATIVE	NEGATIVE	NEUTRAL	POSITIVE	VERY POSITIVE	N/A	TOTAL	WEIGHTED AVERAGE
☆	1.47% 3	10.78% 22	14.71% 30	36.76% 75	35.29% 72	0.98% 2	204	3.95

Q23: What guided your overall experience response? Check all that apply.

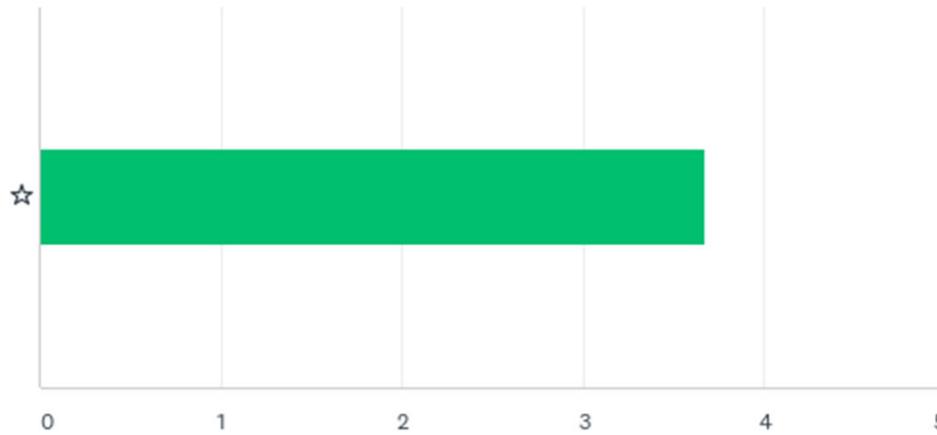


Q28: If applicable, please rate your level of satisfaction with your dining car experience. Select “N/A” for any aspect that did not apply to your trip.



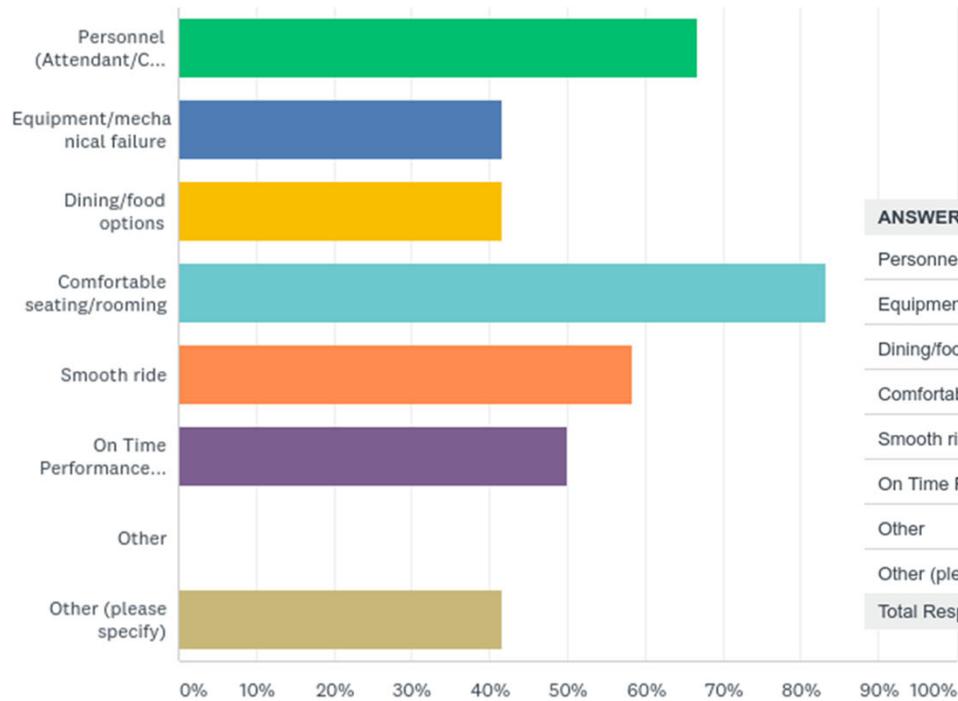
	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Cleanliness of the dining car	25.00% 2	0.00% 0	25.00% 2	37.50% 3	0.00% 0	12.50% 1	8	2.86
Selection of menu offerings	0.00% 0	50.00% 2	25.00% 1	0.00% 0	0.00% 0	25.00% 1	4	2.33
Availability of food and beverages	20.00% 1	0.00% 0	40.00% 2	20.00% 1	0.00% 0	20.00% 1	5	2.75
Quality of food and beverages	16.67% 1	0.00% 0	16.67% 1	33.33% 2	33.33% 2	0.00% 0	6	3.67
Availability/helpfulness of dining car staff	0.00% 0	14.29% 1	0.00% 0	14.29% 1	71.43% 5	0.00% 0	7	4.43
Reservation process for lunch and dinner	16.67% 1	0.00% 0	50.00% 3	0.00% 0	0.00% 0	33.33% 2	6	2.50

Q29: Please rate your overall coach/business class experience.



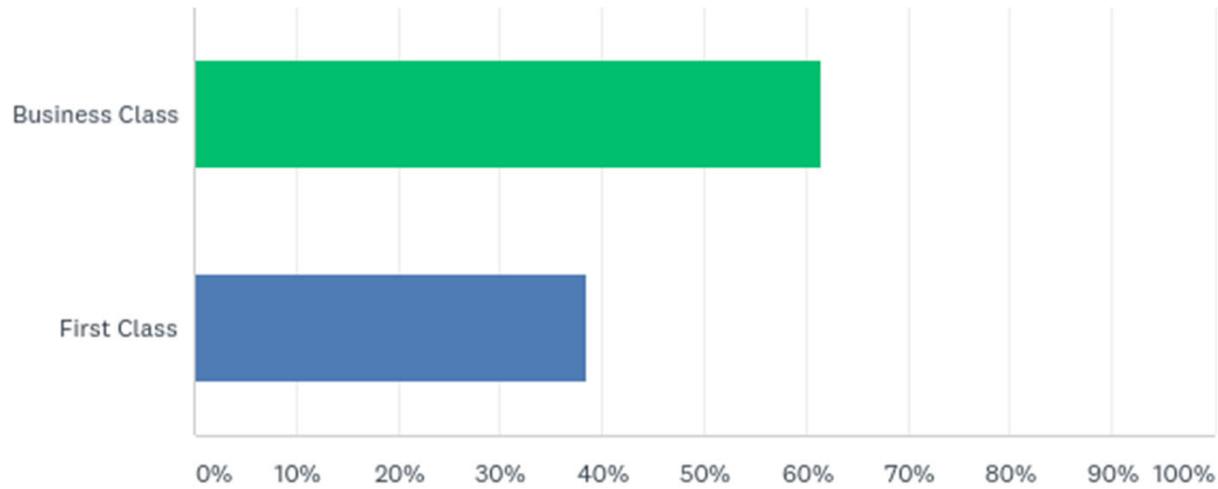
	VERY NEGATIVE	NEGATIVE	NEUTRAL	POSITIVE	VERY POSITIVE	N/A	TOTAL	WEIGHTED AVERAGE
☆	8.33% 1	0.00% 0	25.00% 3	50.00% 6	16.67% 2	0.00% 0	12	3.67

Q30: What guided your overall L/D Coach experience response? Check all that apply.



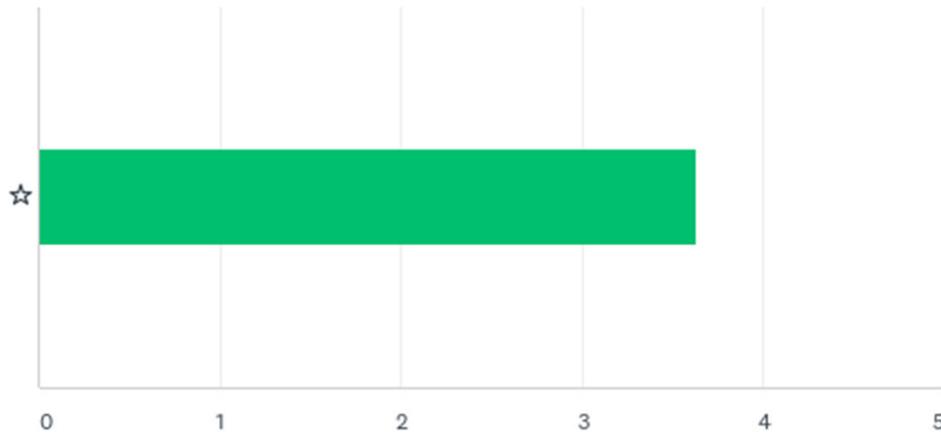
ANSWER CHOICES	RESPONSES
Personnel (Attendant/Conductor)	66.67% 8
Equipment/mechanical failure	41.67% 5
Dining/food options	41.67% 5
Comfortable seating/rooming	83.33% 10
Smooth ride	58.33% 7
On Time Performance (OTP)	50.00% 6
Other	0.00% 0
Other (please specify)	41.67% 5
Total Respondents: 12	

Q31: Which class of Acela Express service did you travel?



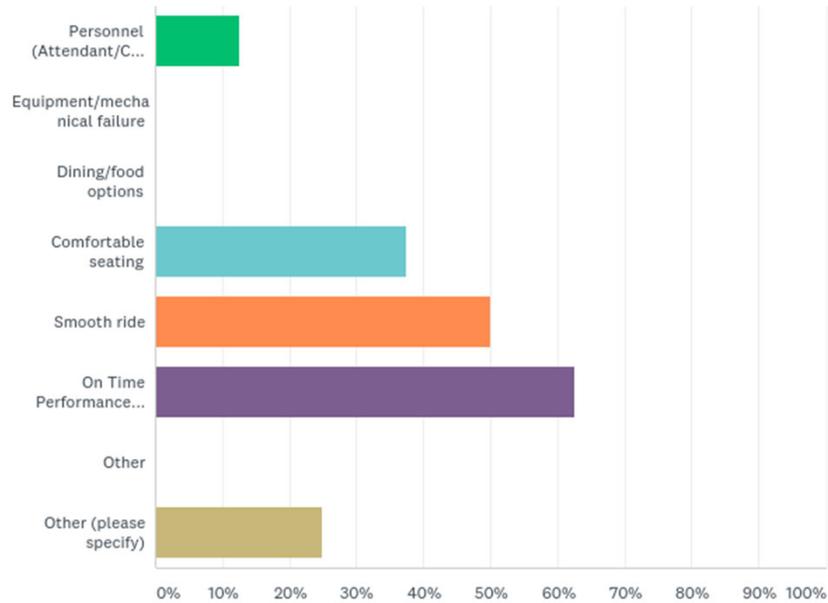
ANSWER CHOICES	RESPONSES	
Business Class	61.54%	8
First Class	38.46%	5
TOTAL		13

Q37: Please rate your overall Acela Express experience.



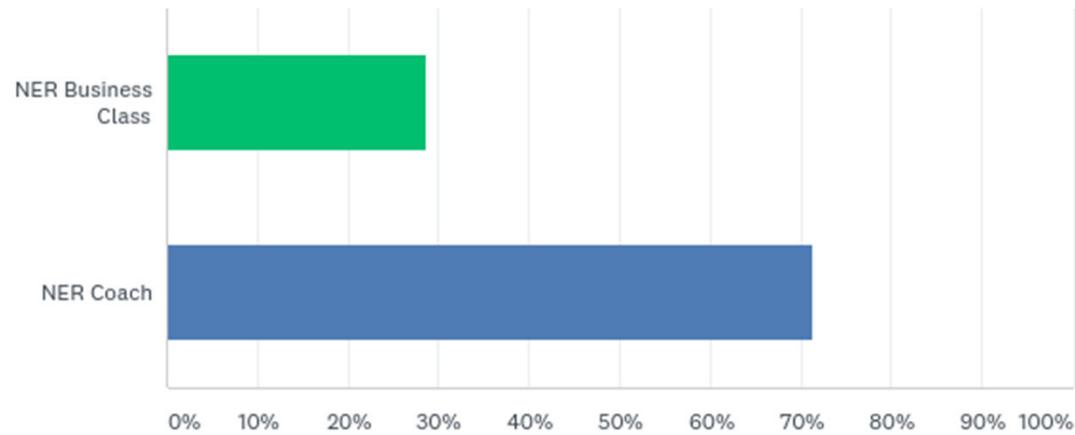
	VERY NEGATIVE	NEGATIVE	NEUTRAL	POSITIVE	VERY POSITIVE	N/A	TOTAL	WEIGHTED AVERAGE
☆	12.50% 1	0.00% 0	12.50% 1	62.50% 5	12.50% 1	0.00% 0	8	3.63

Q38: What guided your overall experience response? (Acela Express)



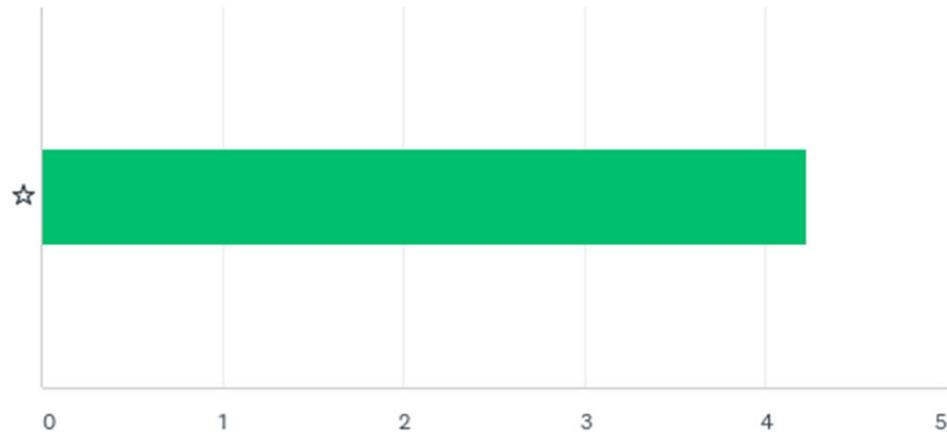
ANSWER CHOICES	RESPONSES	
Personnel (Attendant/Conductor)	12.50%	1
Equipment/mechanical failure	0.00%	0
Dining/food options	0.00%	0
Comfortable seating	37.50%	3
Smooth ride	50.00%	4
On Time Performance (OTP)	62.50%	5
Other	0.00%	0
Other (please specify)	25.00%	2
Total Respondents: 8		

Q46: Which class of Northeast Regional (NER) service did you travel?



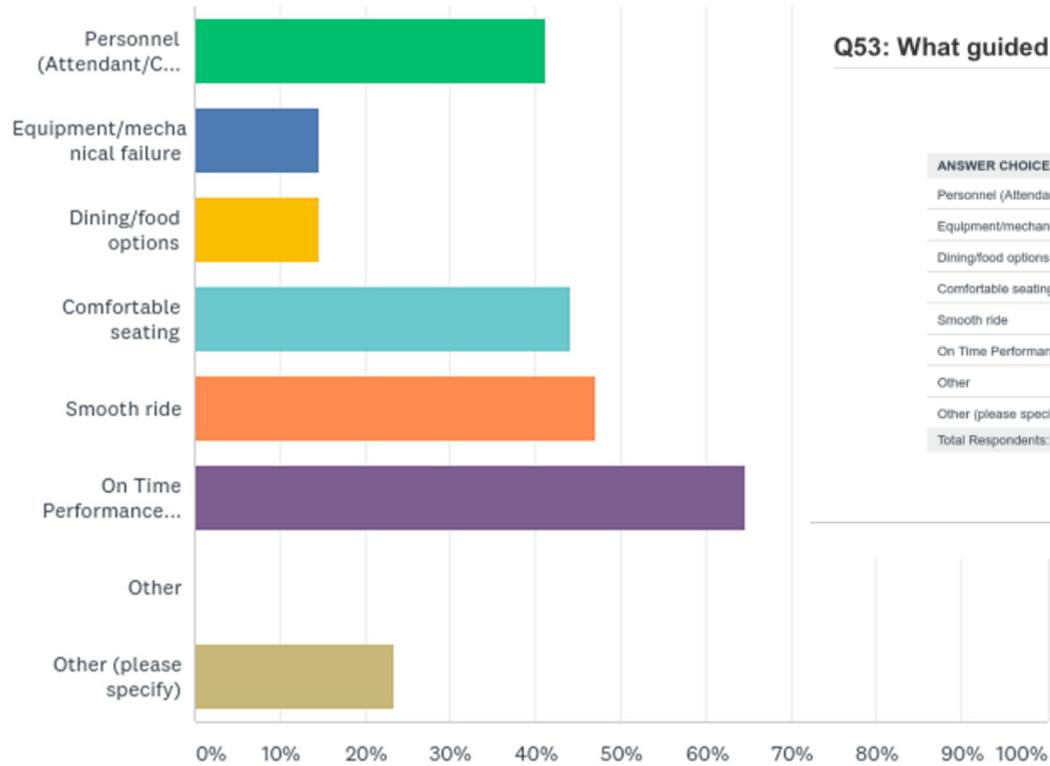
ANSWER CHOICES	RESPONSES	
NER Business Class	28.57%	10
NER Coach	71.43%	25
TOTAL		35

Q52: Please rate your overall Northeast Regional experience.



	VERY NEGATIVE	NEGATIVE	NEUTRAL	POSITIVE	VERY POSITIVE	N/A	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	2.86% 1	14.29% 5	40.00% 14	42.86% 15	0.00% 0	35	4.23

Q53: What guided your overall experience response? (NER)



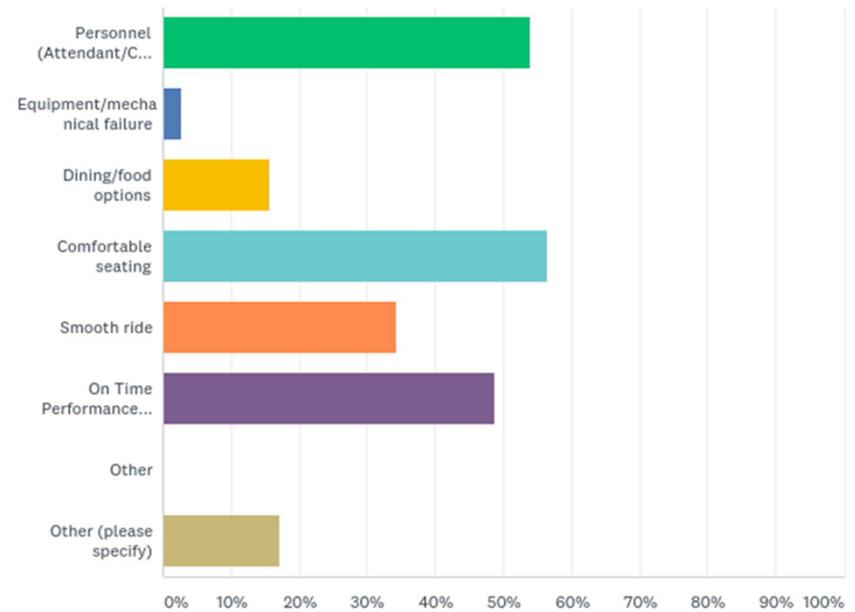
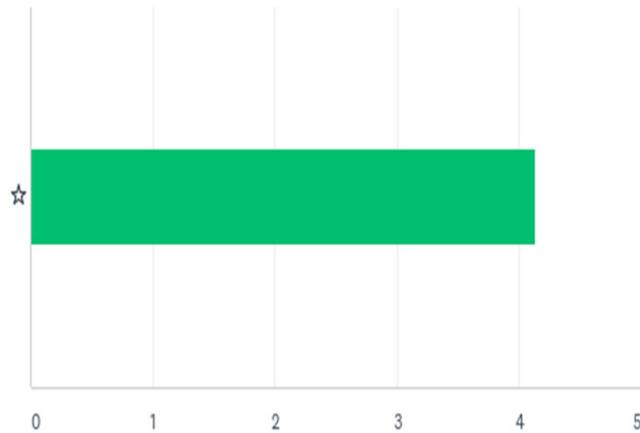
Q53: What guided your overall experience response?

ANSWER CHOICES	RESPONSES
Personnel (Attendant/Conductor)	41.18% 14
Equipment/mechanical failure	14.71% 5
Dining/food options	14.71% 5
Comfortable seating	44.12% 15
Smooth ride	47.06% 16
On Time Performance (OTP)	64.71% 22
Other	0.00% 0
Other (please specify)	23.53% 8
Total Respondents: 34	

Q54: Which State Supported route did you travel?

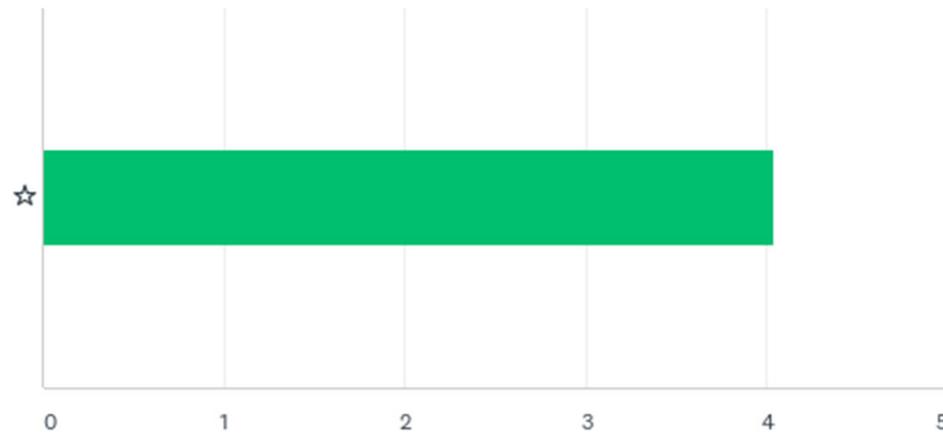
ANSWER CHOICES	RESPONSES	
Adirondack	2.63%	2
Blue Water	7.89%	6
Carl Sandburg	1.32%	1
Capitol Corridor	5.26%	4
Carolinian	7.89%	6
Cascades	6.58%	5
Dowmeaster	0.00%	0
Empire Service	6.58%	5
Ethan Allen Express	1.32%	1
Heartland Flyer	2.63%	2
Hiawatha	0.00%	0
Hoosier State	1.32%	1
Illini	1.32%	1
Illinois Zephyr	3.95%	3
Keystone Service	1.32%	1
Lincoln Service	9.21%	7
Maple Leaf	2.63%	2
Missouri River Runner	2.63%	2
Pacific Surfliner	6.58%	5
Pennsylvanian	2.63%	2
Pere Marquette	1.32%	1
Piedmont	3.95%	3
Saluki	0.00%	0
San Joaquins	3.95%	3
Vermont	2.63%	2
Wolverine	14.47%	11
TOTAL		76

Q60: Please rate your overall experience.(State Supported)



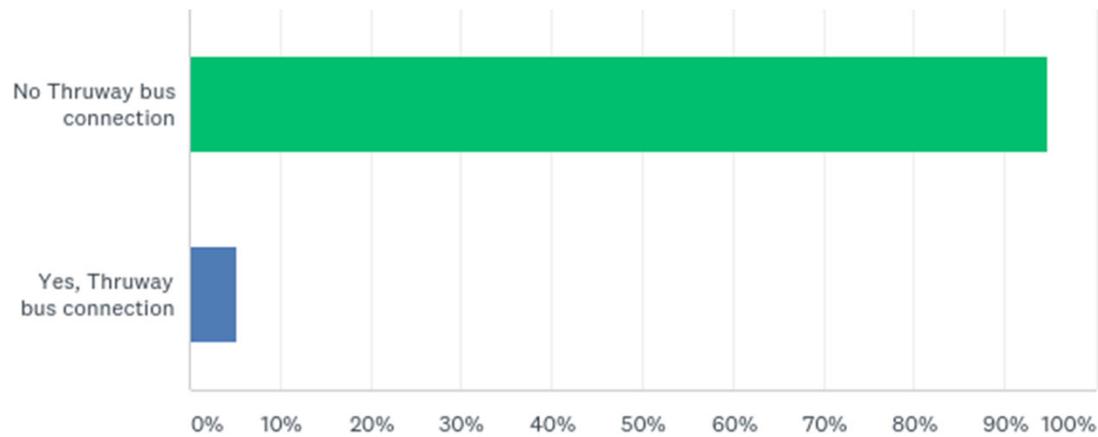
	VERY NEGATIVE	NEGATIVE	NEUTRAL	POSITIVE	VERY POSITIVE	N/A	TOTAL	WEIGHTED AVERAGE
☆	1.32%	10.53%	5.26%	39.47%	43.42%	0.00%	76	4.13
	1	8	4	30	33	0		

Q63: Please rate your OVERALL travel experience.



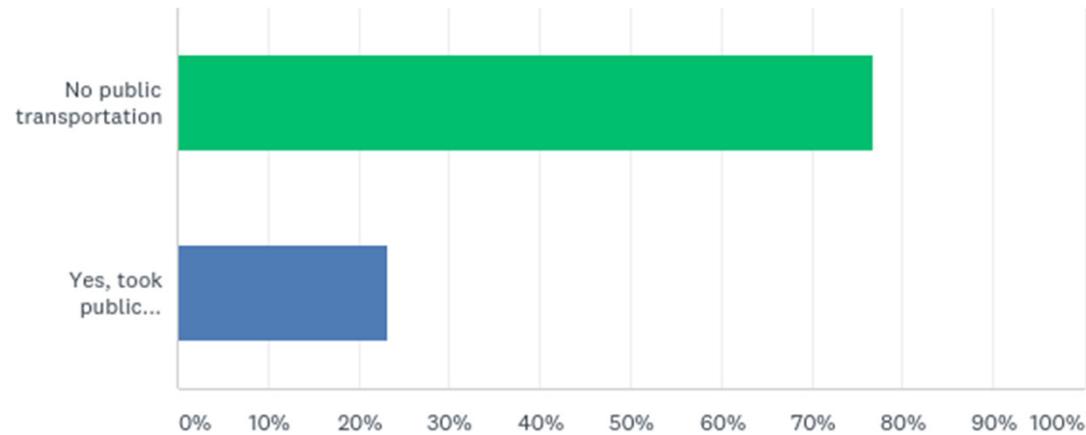
	VERY NEGATIVE	NEGATIVE	NEUTRAL	POSITIVE	VERY POSITIVE	N/A	TOTAL	WEIGHTED AVERAGE
☆	1.82% 6	5.17% 17	13.98% 46	44.68% 147	34.04% 112	0.30% 1	329	4.04

Q65: If travel to your final destination included transfer to a Thruway bus, please provide the route and any pertinent feedback.



ANSWER CHOICES	RESPONSES
No Thruway bus connection	94.79% 309
Yes, Thruway bus connection	5.21% 17
TOTAL	326

Q66: If travel to your final destination included public transportation, please specify and comment.



ANSWER CHOICES	RESPONSES	
No public transportation	76.85%	249
Yes, took public transportation (includes commuter rail, subway, mass rapid transit, people mover, monorail, light rail, bus, etc.)	23.15%	75
TOTAL		324
