MBTA Commuter Rail Customer Survey – Rail Vision Summary

Twice per year, the MBTA and Keolis asks Commuter Rail riders to give us feedback about the service and what they would like to see. In the Fall of 2018, we heard input from nearly 5,000 rail users about the system. This document summarizes the findings from this survey most relevant to Rail Vision.

Trip Purpose

More than 90% of respondents were using the commuter rail to travel to and from work (Figure 1). These data corroborate the general view that the current service caters to the needs of nine-to-five commuters.
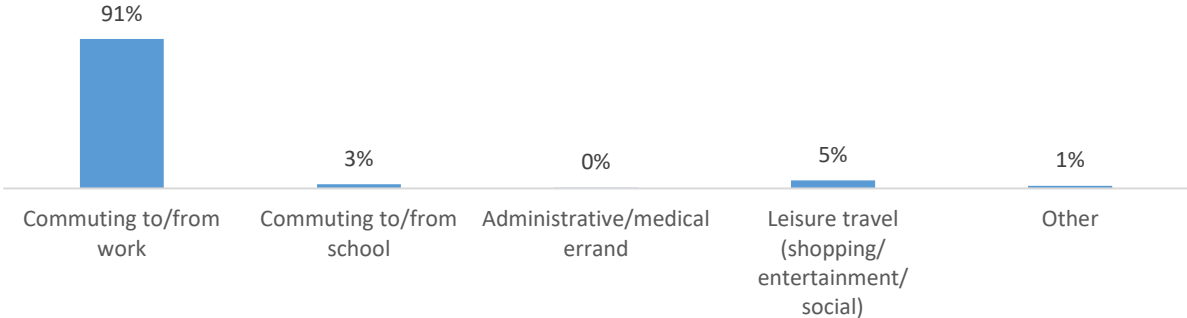

Figure 1 Responses to: What is the main purpose of your most frequent trip on the Commuter Rail?

Customer Satisfaction

The survey asked customers about their overall satisfaction with the Commuter Rail service, as well as their satisfaction with more specific topics including: communication, service reliability, the cost relative to the value of service provided (value for money), and communication about schedule changes. Respondents ranked satisfaction from extremely satisfied (7.0) to extremely dissatisfied (1.0). Figure 2 illustrates the average response to each topic area, indicating that customers are more satisfied with communications than the value for money and service reliability.
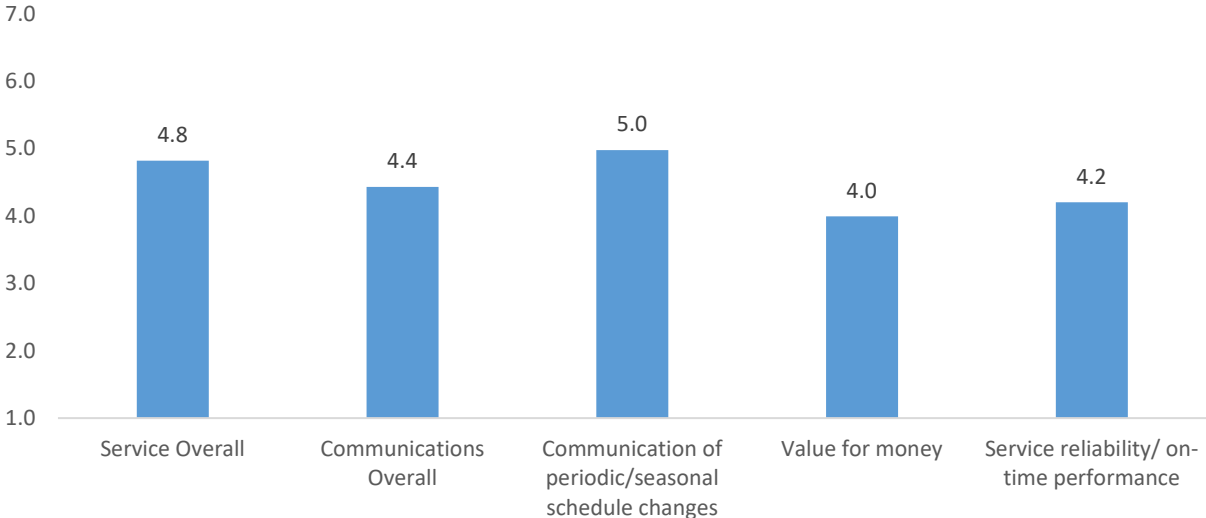

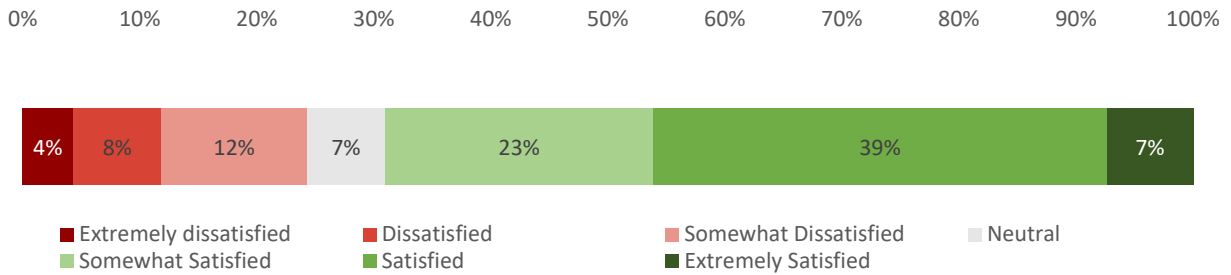**Figure 2 Average Satisfaction with Commuter Rail (4.0 = neutral).**

| 4% | 8% | 12% | 7% | 23% | 39% | 7% |

- Extremely dissatisfied
- Dissatisfied
- Somewhat Dissatisfied
- Neutral
- Somewhat Satisfied
- Satisfied
- Extremely Satisfied

Figure 3 Response Regarding Satisfaction with the Commuter Rail Service Overall.

Two-thirds of respondents are at least "somewhat satisfied" with commuter rail service overall (Figure 3). Views on the cost relative to service provided (Figure 4) and level of reliability (Figure 5) were more evenly split across the satisfaction scale, though more respondents felt neutrally about cost than on-time performance. These data help the Rail Vision team understand the value customers place on ticket price and reliability.
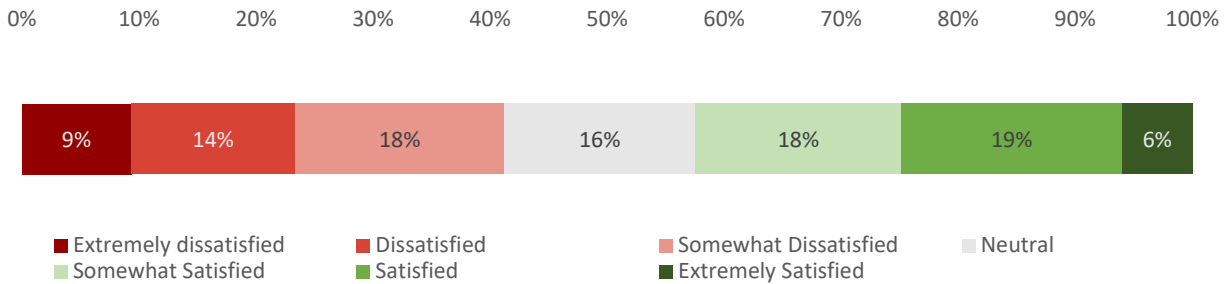

| 9% | 14% | 18% | 16% | 18% | 19% | 6% |

- Extremely dissatisfied
- Dissatisfied
- Somewhat Dissatisfied
- Neutral
- Somewhat Satisfied
- Satisfied
- Extremely Satisfied

Figure 4 Satisfaction with the value for money provided by the Commuter Rail.

| 9% | 13% | 18% | 8% | 22% | 24% | 6% |

- Extremely dissatisfied
- Dissatisfied
- Somewhat Dissatisfied
- Neutral
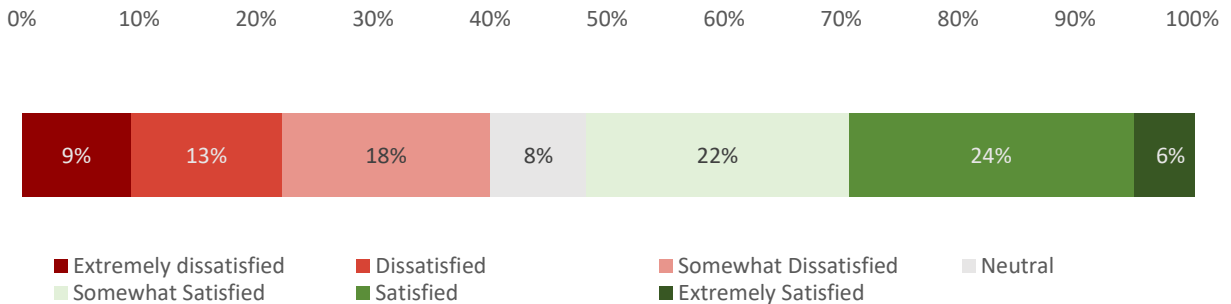- Somewhat Satisfied
- Satisfied
- Extremely Satisfied

Figure 5 Satisfaction with service reliability / on-time performance (average 4.2)