

Task 1.2: Customer Opinion Survey

Final Report

U R B I T R A N **R** E P O R T



Prepared to

Connecticut Department of Transportation

Submitted by

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May 2003

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Introduction and Summary of Findings

Background and Purpose

The Connecticut Department of Transportation, as part of the New Haven Line Rail Governance Study, is evaluating rail stations and parking facilities. The purpose of the survey was to assess rail customer views on how well the station and parking facilities meet expectations and commuting needs.

Methodology

Customer Opinion Surveys were distributed at all but three rail stations (Milford, Westport, and Darien) along the New Haven Line and two of three branches, New Canaan and Danbury lines. The Milford, Westport, and Darien stations were not part of the survey because these stations were undergoing ADA construction. Surveys were designed to allow respondents to check the most appropriate response and provide comments. The form was a prepaid mail-back survey. The methodology selected in the work plan was a windshield survey, though this was supplemented as described below to capture some bus and walk-in customers. A copy of the survey can be found starting on the next page in Exhibit 1.

During the first two weeks of November 2001, 7,406 surveys were distributed after 10:00 AM and before 3:00 PM. More than 7,000 surveys were placed on the windshields of vehicles parked at designated rail station parking facilities. South Norwalk Station and the New Haven Coliseum Garage did not permit windshield surveys. Surveys were left for rail users at the coffee shop window in the South Norwalk Station and with the parking attendant at the Coliseum.

To capture non-auto riders, almost 400 surveys were handed to bus riders and other “walk-ins” in the early morning as they arrived at rail stations with connecting bus service.

Findings

In all, the survey was handed out at 26 stations on the New Haven, Danbury and New Canaan Lines. During the survey distribution effort, 7,406 surveys were distributed and 1,848 surveys were returned, a response rate of 25%.

Based on the survey results and methodology employed, which was heavily oriented to auto users and to persons arriving before 3:00 PM, the majority of respondents used the train to commute to work or school (92% response), were daily riders (89% response) and traveled during peak times (96% response). Most drove to the station and parked (94% response) and had a parking permit (64% response), which would be expected given the distribution methodology, but is also generally representative of current patterns of the general rail population. Riders who did not have a permit were generally not on a waiting list (62% response). The respondents were generally male (69% response), between the ages of 25 and 44 (50% response), and made more than \$100,000 a year (67% response).

Exhibit 1: Survey Sample



**Connecticut Department of Transportation
Rail Station Survey**

The Connecticut Department of Transportation is in the process of evaluating rail stations and parking facilities on the New Haven Line and its three branches. We would like your views on how well the station and parking facilities meet your expectations and commuting needs. Your response will help to identify improvements that can be made to better serve you.

Please take a moment to complete this survey and mail back this postage-paid form.

THANK YOU FOR YOUR PARTICIPATION!

1. How frequently do you ride the train?
 Daily Once a week
 At least once a month Less than once a month
2. What is the purpose of your trip today?
 Commute to/from work or school
 Business travel other than commute
 Recreational travel
 Other (Specify): _____
3. Did you travel during the peak or off-peak period?
 Peak (before 9:15 AM) Off-peak (after 9:15 AM)
4. How did you get to the station today?
 Drove and Parked Walked
 Dropped off at station Taxi
 Car/vanpool Bus
 Bicycled Connecting train
5. Do you have a parking permit at your boarding station?
 Yes (Skip to Question # 8) No
6. Have you applied for a permit and are now on a "waiting list"?
 Yes No (Skip to Question # 8)

EXHIBIT 1

Please indicate the train station(s) where you have applied for a parking permit and how long you have been on the waiting list.

Rail Station	Time on Waiting List			
	Less than one year	1 Year	2 Years	More than two years

7. Please rate the rail station **conditions** where you boarded today and indicate if **conditions** have improved or worsened over the last two years:

	Rating		Trend
	Excellent Good Fair Poor		Improved Worsened
Parking			
Entrances			
Exits			
Parking availability			
Pathway(s) to the station			
Stairways			
Underpass			
Overpass			
Parking lighting			
Parking security			
Parking lot pavement condition			
Parking signage			
Parking maintenance (e.g. snow removal, repairs, stripping, etc.)			
Ease of car or bus passenger drop-off			
Handicap accessibility			
Station Building			
Ticket booth hours			
Overall condition			
Handicap accessibility			
Building lighting			
Building climate control (heat/air-conditioning)			
Building security			
Cleanliness			
Rest rooms			
Building maintenance			
Availability of seating			
Absence of graffiti			
Availability of maps and schedules			

EXHIBIT 1

	Rating					Trend	
	Excellent	Good	Fair	Poor		Improved	Worsened
Amenities							
Phones							
News/magazine stand							
Concession stand							
Taxi stand							
Bus drop-off/pick-up							
Availability of trash containers							
Platform							
Overall condition							
Handicap accessibility							
Platform lighting							
Cleanliness							
Shelters							
Platform maintenance							
Working condition of public address system							

9. It takes many agencies to operate a rail station. Who do you think is responsible for each of the following at this station?

	Don't Know	Local Municipality	Metro-North Railroad	Connecticut Department of Transportation
Parking				
Station building				
Platform				
Lighting				
Security				
Availability of maps and schedules				

10. Your comments are important to us. Please use the space below to tell us about any specific concerns or suggestions you have that will help improve the station

PLEASE TELL US ABOUT YOURSELF

11. In what town do you live? _____

12. What is your home zip code? _____

13. Please indicate if you are male or female.

- Male Female

EXHIBIT 1

14. Which category best describes your age?

- 15 or Under
- 16 to 24
- 25 to 44
- 45 to 64
- 65 or Over

15. Which category best describes your income level?

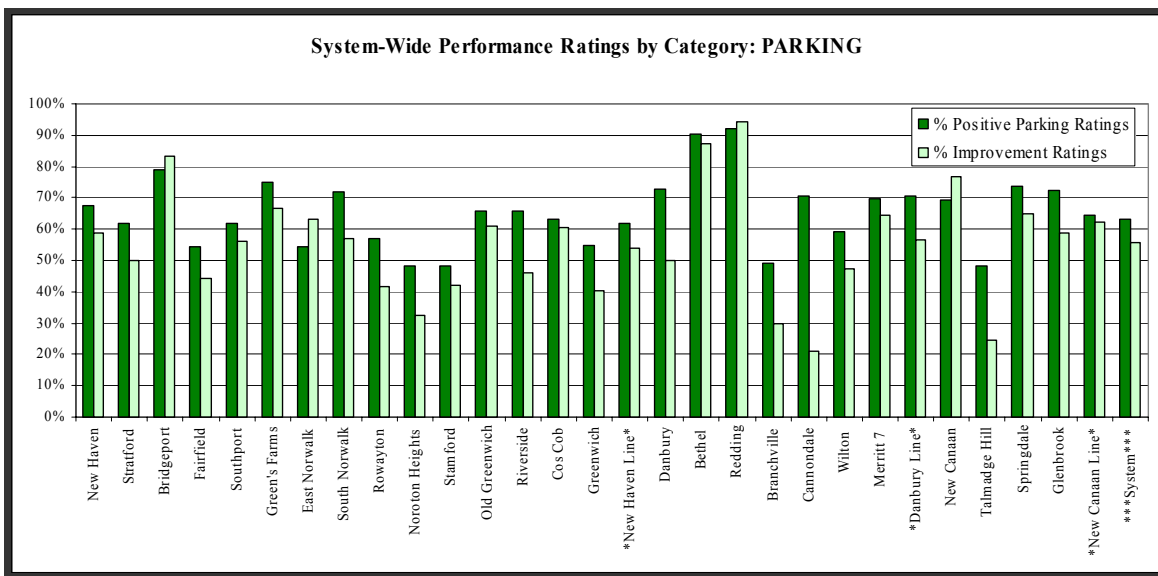
- Under \$25,000
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$199,999
- \$200,000 or more

The most important part of the survey concerned the respondents’ ratings of station and parking conditions and the changes in the situation over the previous 2 years. Respondents were asked about 4 categories: parking, station building, amenities and platform. They were also asked about station ownership, operations, and management. General findings are presented in the sections that follow and detailed findings are discussed in Chapters 1-3.

Parking

Figure 1 shows the percentage of positive ratings and percentage of improvement ratings for all of the parking conditions rated by survey respondents by station, line and for the whole system. Redding and Bethel had both the highest positive ratings and highest improvement ratings for parking of all the stations surveyed. Noroton, Stamford, and Talmadge Hill had the lowest percentage of positive ratings and Cannondale had the lowest percentage of improvement ratings. System-wide, 63% of survey respondents rated the parking situation positively and 56% of respondents thought that parking had improved during the prior 2 years.

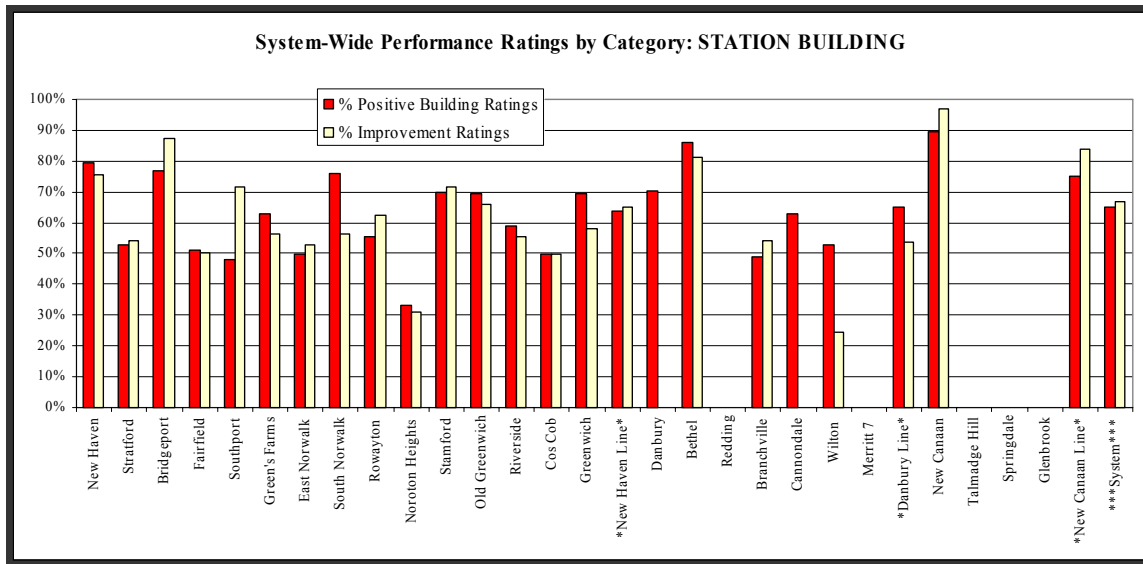
Figure 1: System-Wide Performance Ratings by Category: PARKING



Station Building

The sum of all the station building conditions’ positive ratings and improvement ratings for each station, line and the whole system are shown in Figure 2. Station building ratings were slightly higher for station building conditions than for the parking conditions. Station building ratings also varied more from station to station. Stations that do not have buildings were left blank in Figure 2. New Canaan had the highest percentage of positive ratings for the station building and Noroton Heights had the lowest. The New Canaan Station also had the highest percentage of improvement ratings and Wilton had the lowest. System-wide, 65% of respondents were pleased with the present condition of the station buildings and 67% had noticed improvement in the previous 2 years.

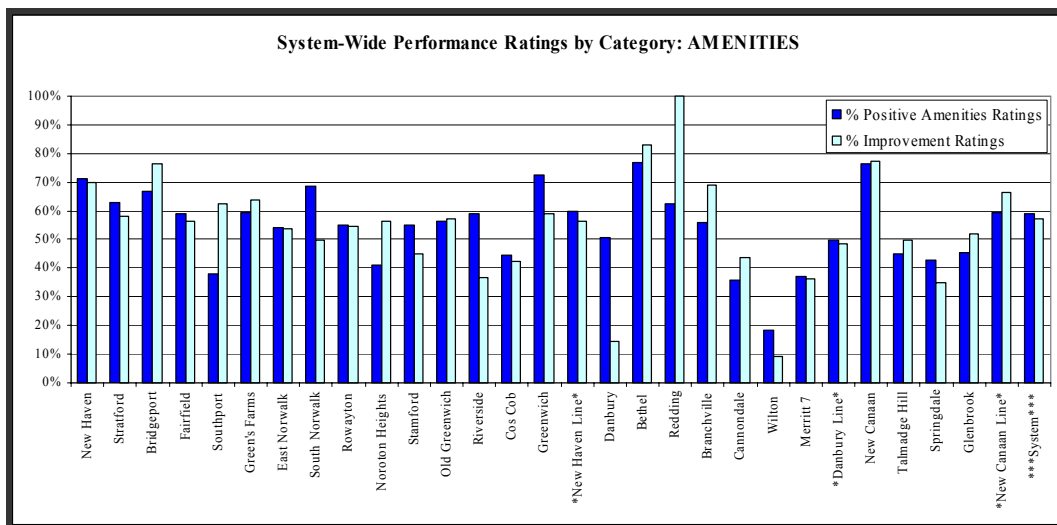
Figure 2: System-Wide Performance Ratings by Category: STATION BUILDING



Amenities

Amenities ratings were the lowest of the four categories. Figure 3 shows the percentages of positive and improvement ratings for all of the amenities by station, line and for the whole system. As with the station building ratings, not all of the stations surveyed had the amenities rated. Thus, stations that did not have the amenities either had zero ratings or had ratings for the lack of that amenity. Bethel had the highest percentage of positive ratings for amenities and Wilton had the lowest. In terms of change in the previous 2 years, Bethel had the highest percentage of improvement ratings and Wilton also had the lowest percentage of improvement ratings for amenities. System-wide, 59% of respondents were content with the current state of the amenities and 57% had noticed an improvement in amenities during the past 2 years.

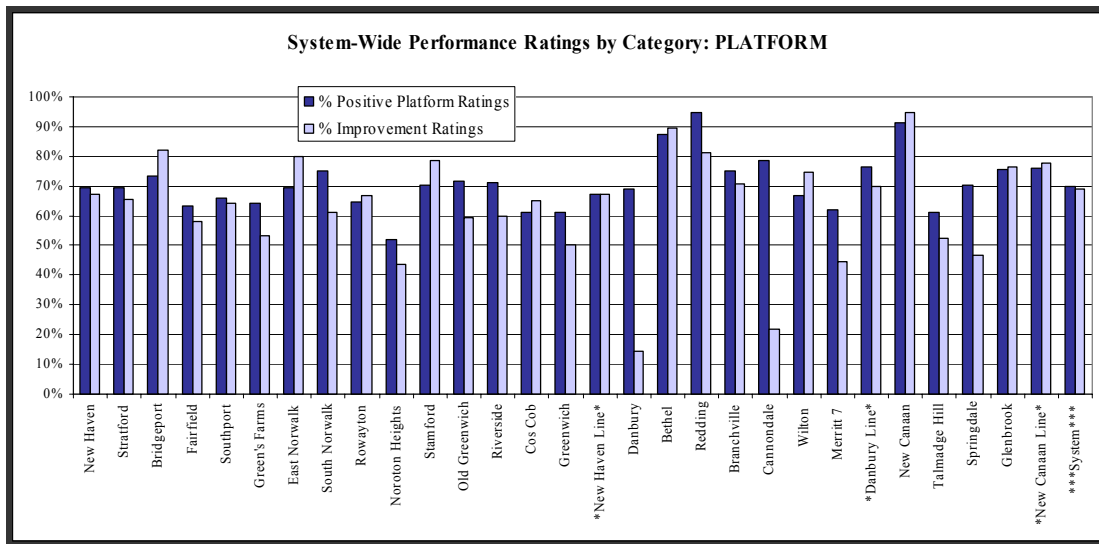
Figure 3: System-Wide Performance Ratings by Category: AMENITIES



Platform

Figure 4 displays the positive ratings and improvement ratings for the highest rated category, the platform. Redding Station had the highest percentage of positive ratings and New Canaan had the highest percentage of improvement ratings. At the other end of the scale, Noroton Heights had the lowest percentage of positive ratings and Danbury had the lowest percentage of improvement ratings. System-wide, 70% of survey respondents were satisfied with the current state of the platforms and 69% thought that the condition of the platforms had improved in the previous 2 years.

Figure 4: System-Wide Performance by Category: PLATFORM



Ownership, Operations, and Management

Survey respondents were asked to tell which agency they thought was responsible for six different amenities: parking, station building, platform, lighting, security, and map and schedule availability. System-wide, survey respondents thought that the following agencies were responsible for the following conditions:

	<i>Parking</i>	<i>Station Building</i>	<i>Platform</i>	<i>Lighting</i>	<i>Security</i>	<i>Maps and Schedules</i>
<i>Local Municipality</i>	67%	21%	6%	20%	38%	1%
<i>Connecticut DOT</i>	15%	26%	22%	23%	14%	6%
<i>Metro-North</i>	8%	40%	61%	43%	35%	85%
<i>Did Not Know</i>	10%	13%	11%	14%	13%	8%

The agency that had the most respondents think that they had responsibility is bolded for each condition. It is interesting to note that Connecticut DOT did not have a majority of respondents say that it was responsible for any of the conditions. Two numbers were bolded for the security

condition because respondents were split pretty evenly between thinking that the local municipality and Metro-North had responsibility for security.

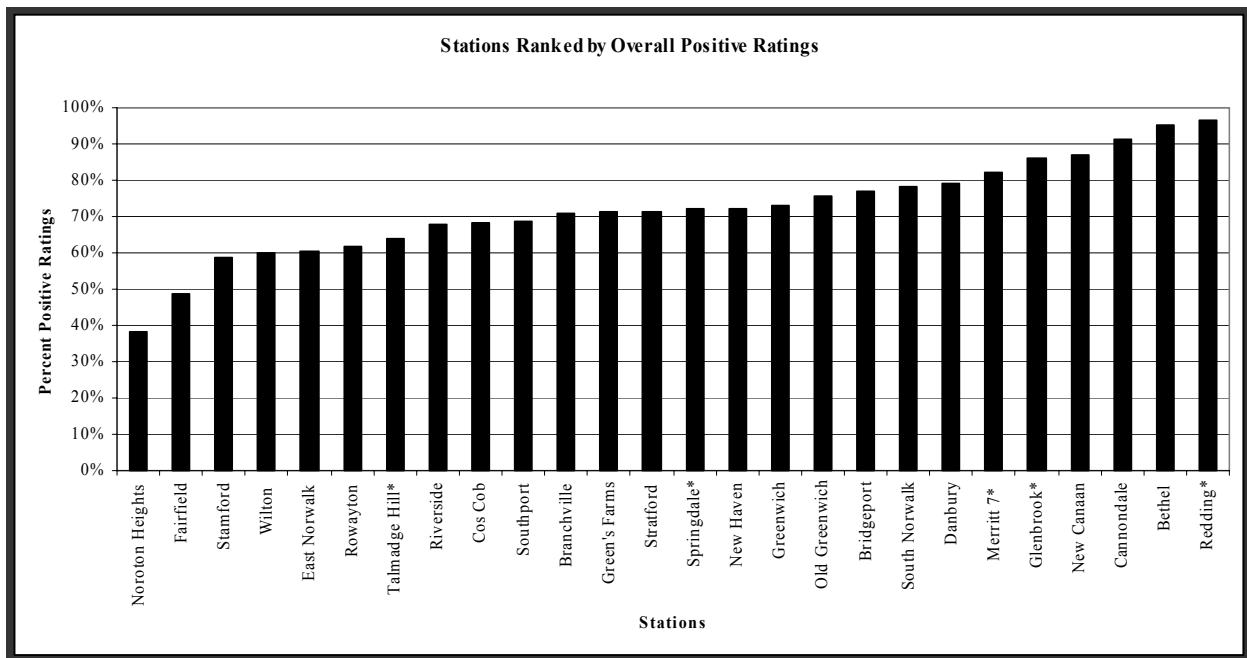
Written-In Customer Comments

Overall, the biggest problem identified by written-in customer comments was parking availability. One hundred and eighty-five people, 16% of respondents, thought that there was a need for more parking areas. Six percent of respondents wrote in that lighting needed improvement and wrote in overall good comments. Other written-in customer comments had response rates of 4% or less system-wide.

Station Ranking and Summary

To get an idea of how a station’s ratings compared to ratings given at all other stations, the overall condition elements were averaged for each station. To get an overall condition rating for each station the parking availability, overall condition of the station building, and the overall condition of the platform ratings were averaged. Figure 5 shows the ranking of stations from the smallest percentage of positive ratings to the highest percentage of positive ratings. Stations without buildings are shown with asterisks and only include the average of the parking availability and overall condition of the platform ratings. As can be seen from Figure 5, Redding and Bethel, 2 new stations, were the highest rated stations overall. Noroton Heights and Fairfield were the least well rated of all the stations.

Figure 5: Ranking of Stations by Positive Ratings of Overall Condition



As can be expected, certain aspects of the system were rated very positively and others were rated very poorly by customer respondents. Only by looking at conditions individually and in groups, and at the conditions at stations and on lines can the positive areas, areas that need

improvement and trends emerge. Chapters 1 through 3 in this report delve into the customer satisfaction survey results at a much greater level of detail.

Comparison to Metro-North Railroad Customer Opinion Survey

Metro-North performed routine customer satisfaction surveys in December 2001. The results of that effort have been compared to the results of this study survey. The Metro-North survey was performed for New Haven line stations between New Haven and Greenwich. The Metro-North survey contained few questions that can be compared fairly with the survey results for this study effort. These factors will be the subject of this section. Each of those questions that are included in both survey efforts are compared on a station by station basis in Chapter 3 of this report.

Survey results from each effort have been tabulated to determine the percentage of overall respondents that are satisfied with the individual factors analyzed. The Metro-North survey utilizes a ten-point scale, while the survey instrument utilized during this study process utilizes a qualitative scale with 4 ratings from 'excellent' to 'poor.' Positive ratings were considered to be above a rating of 7 on the 0-10 Metro-North survey. An average score was calculated for all of the New Haven Line Stations and converted to a percentage of satisfaction for each element order to compare it with this survey effort. Positive ratings were considered to be a combination of 'excellent' and 'good' ratings in this survey and were converted to a percentage of satisfaction by using the total number of survey responses.

The overall condition of the boarding location was a rating factor in both survey efforts. This study survey requested ratings for overall condition of the station building and the platform separately, while the Metro-North survey asked about the boarding station overall and contains a separate question for the condition of the building, platform and stairs. The Metro-North effort recorded 75% satisfaction for the boarding station overall and 68% satisfaction with the condition of the building, platform and stairs. This survey rated at 62% satisfaction for overall building condition and 81% satisfaction for platform overall condition.

Parking availability was another similar factor on both survey instruments. Again, the surveys resulted in similar responses. The Metro-North survey had 64% of respondents indicate satisfaction with this factor, while this study survey resulted in a 56% satisfaction level. Typically, station responses were similar as well.

Cleanliness was another factor on both surveys. The Metro-North survey requested cleanliness ratings for the boarding station and the track area. This study survey requested cleanliness ratings for the station building and platform separately. The Metro-North effort found station cleanliness ratings higher than the current survey effort, but the opposite was true for the cleanliness of platforms/track areas. Seventy-three percent of Metro-North respondents were satisfied with the cleanliness of the station compared to 64% of respondents to this survey satisfied with the cleanliness of the building. In terms of platform and track area cleanliness, 72% of Metro-North respondents indicated satisfaction with this factor as compared to 77% of respondents of this survey.

The final factor that was included in both efforts regarded public announcements at the boarding station. The Metro-North survey had 66% of respondents report satisfaction with the clarity of public address announcements, while this survey had 55% report satisfaction with the working condition of the public address system.

This analysis indicated that despite different distribution methods, factors tended to be quite similar when both surveys are placed in comparison.

Chapter One: General Profile of Survey Respondents

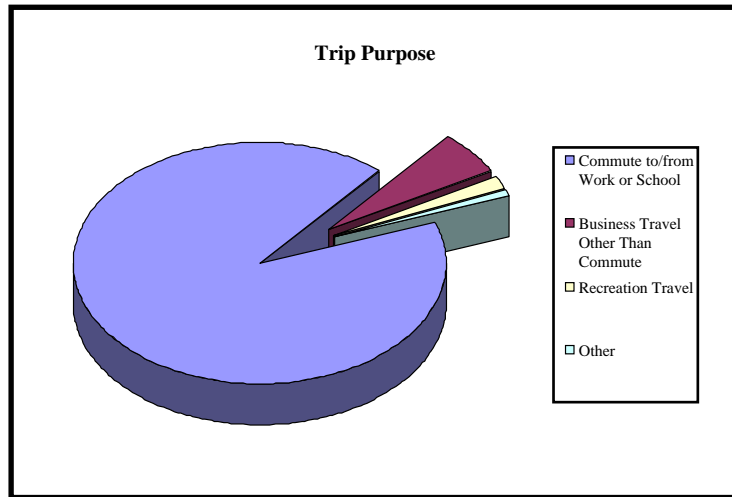
This chapter presents an overview of general survey results. Results for key factors will be presented for all stations. There was a 25% response rate to the survey. This represents a return of 1,848 surveys from the 7,406 surveys distributed throughout the 26 stations of the New Haven Line and its 2 branches. Table 1 presents a breakdown of survey response rates by station.

Table 1: Survey Response by Station

Station	Surveys Distributed	Response	Percent
New Haven	515	83	16%
Stratford	270	89	33%
Bridgeport	614	163	27%
Fairfield	500	151	30%
Southport	111	29	26%
Green's Farms	288	67	23%
East Norwalk	288	40	14%
South Norwalk	500	64	13%
Rowayton	300	75	25%
Noroton Heights	187	38	20%
Stamford	587	165	28%
Old Greenwich	400	96	24%
Riverside	295	67	23%
Cos Cob	400	93	23%
Greenwich	600	131	22%
Danbury	84	23	27%
Bethel	96	50	52%
Redding	39	15	38%
Branchville	167	39	23%
Cannondale	91	21	23%
Wilton	183	47	26%
Merritt 7	68	21	31%
New Canaan	300	103	34%
Talmadge Hill	277	83	30%
Springdale	113	60	53%
Glenbrook	133	35	26%
All	7,406	1,848	25%

An overview of the survey results shows a well-defined commuting population at all rail stations with the vast majority exhibiting similar patterns. Nearly all passengers surveyed traveled during the peak morning and evening periods. Most used the train daily (89%) for commuting to work or to school (92%). Figure 6 illustrates the trip purpose of survey respondents.

Figure 6: Trip Purpose



System-wide Analysis of Survey Questions 1, 2, and 3

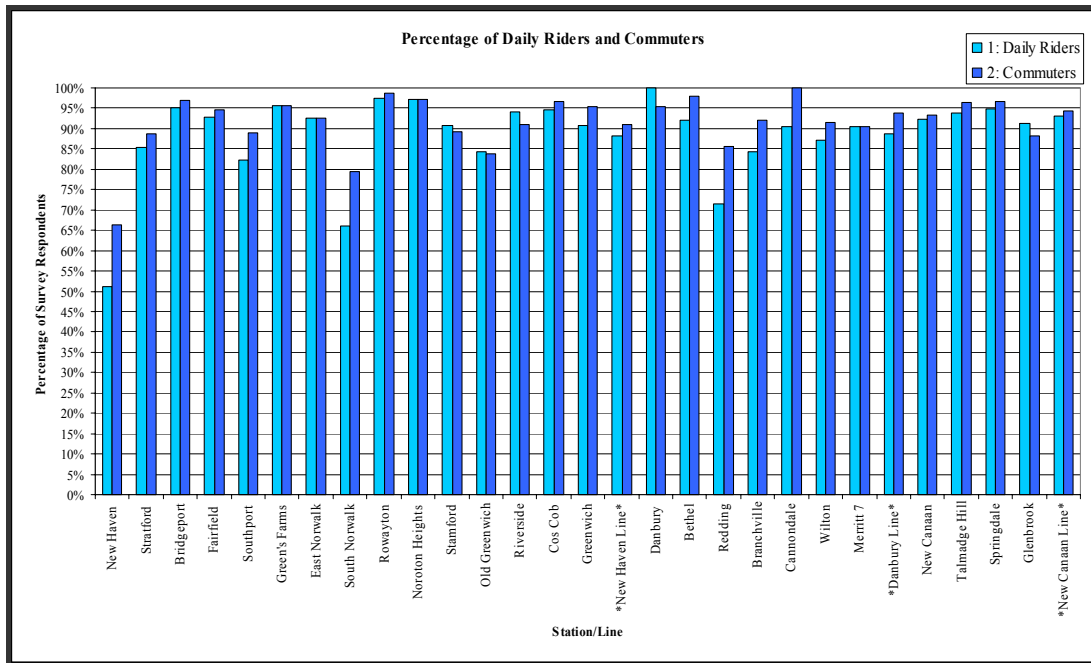
Survey question 1 asked respondents how often they rode the train and question 2 asked the purpose of their trip. Throughout the whole system, 89% of the survey respondents were daily riders and 92% of the respondents were commuters. Figure 7 illustrates the percentage of survey respondents who were daily riders or used the service for the purpose of commuting to work or school.

The New Haven Line had 88% daily riders and 91% commuters, both of which were below the system average. The Danbury Line was below the system average in daily riders with 89% and above the system average in commuters with 94%. The New Canaan Line was above the system average in both categories with 93% daily riders and 94% commuters.

Cannondale respondents indicated that all riders utilized Metro-North for work or school, although it can be assumed that some percentage of people that did not respond utilize the train for other trip purposes. In turn, the Danbury Station respondents all considered themselves daily riders.

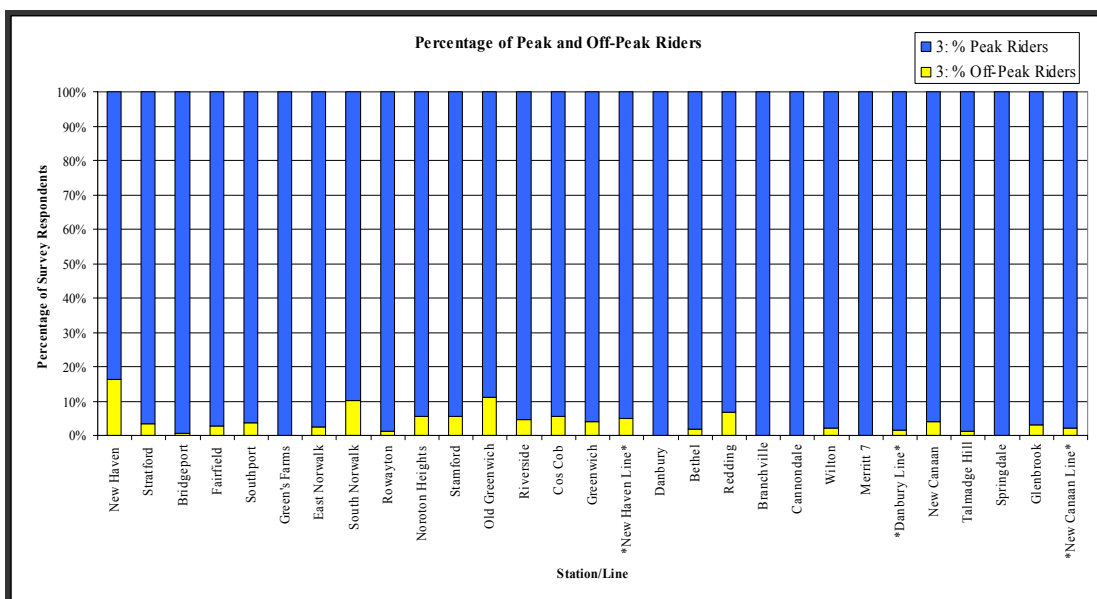
New Haven, as the first station on the New Haven Line, and a major hub, attracts the largest share of non-daily riders, and thus, the lowest percentage of users for work and school trips as well as the lowest percentage of daily riders.

Figure 7: System-wide Percentage of Daily Riders and Commuters by Station



Question 3 asked respondents whether they traveled during peak or during off-peak hours. System-wide, 96% of respondents were peak travelers. The New Haven Line was below average in the percentage of peak travelers with 95%. This result is validated by the fact that the New Haven Line had the highest percentage of people using the train for purposes other than commuting to work or school. The Danbury Line and the New Canaan Line were both above system average in percentage of peak travelers with 99% and 98%, respectively. Figure 8 shows the percentage of peak versus off-peak travelers per station, by line, and for the whole system.

Figure 8: System-wide Percentage of Peak and Off-Peak Riders by Station

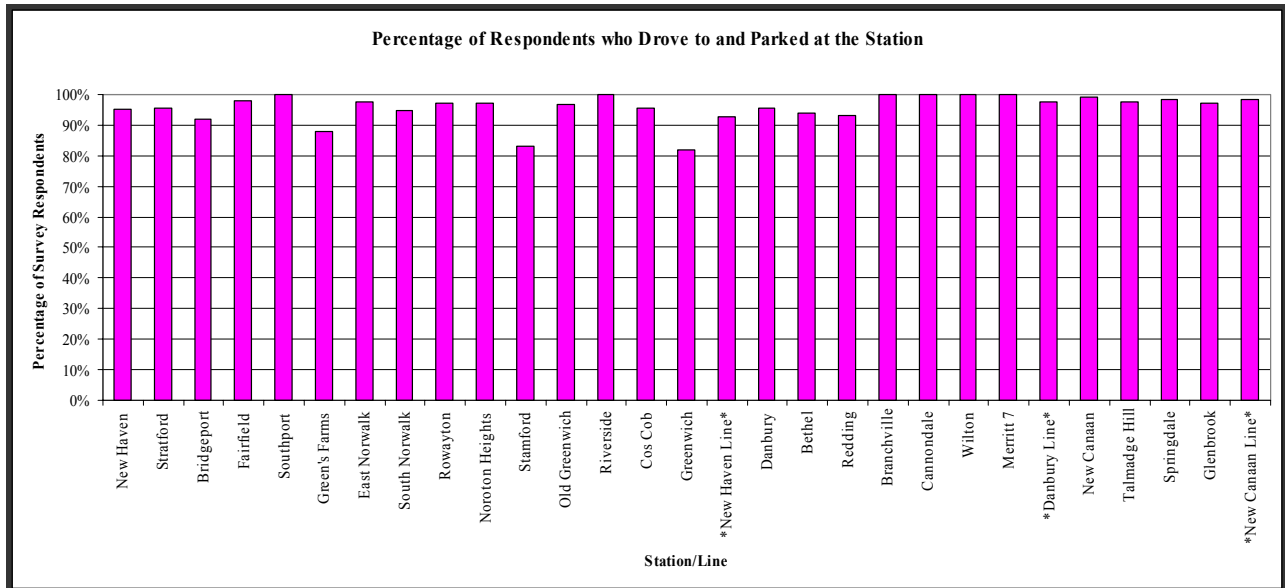


The New Haven Station had the lowest percentage of peak travelers with 84%, where the Green’s Farms, Danbury, Branchville, Cannondale, Merritt 7, and Springdale Stations reported 100% peak travelers.

System-wide Analysis of Survey Questions 4, 5, 6, and 7

Respondents were asked in question 4 how they traveled to the station on the day of the survey. Throughout the system, 94% of the respondents drove to the station and parked in order to take the train, which was expected given the distribution methodology and current rail commuter patterns. Ninety-three percent of New Haven Line respondents drove to the station and parked there. Ninety-eight percent of both New Canaan and Danbury Line survey respondents drove to and parked at the station. Figure 9 shows the percentage of respondents who drove to and parked at the station on the day of the survey. Again, these high percentages of respondents were expected due to the survey distribution methodology and the general commuting pattern of the rail population.

Figure 9: System-wide Mode of Travel to the Station by Station

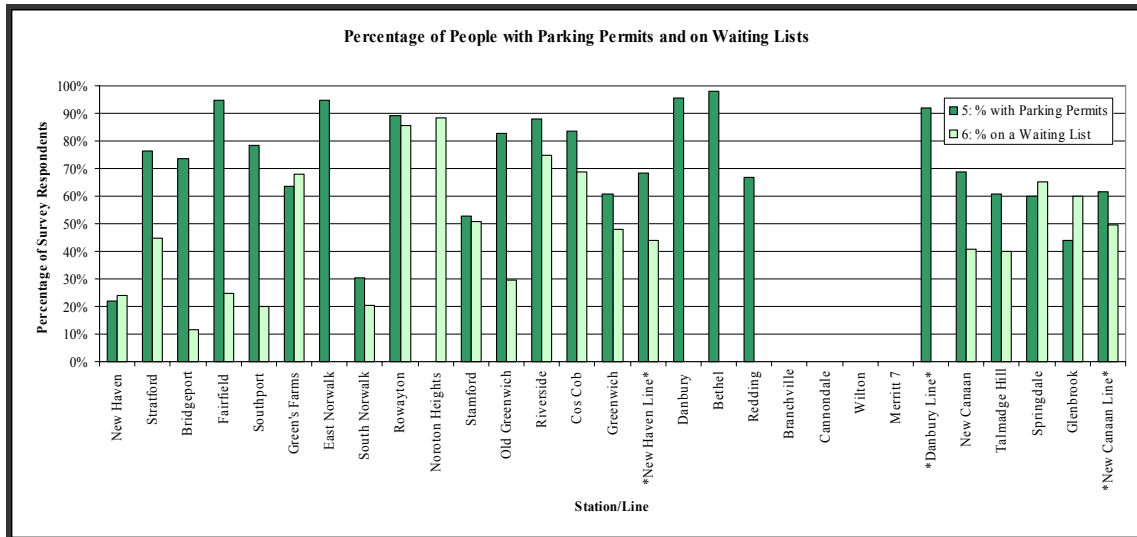


Questions 5, 6, and 7 on the survey asked respondents about the parking situation at their stations. Question 5 asked if they had a permit, question 6 asked if they did not have a permit if they were on a waiting list, and question 7 asked if they were on a waiting list to write in where and for how long. Figure 10 portrays the numerical analysis of the parking situation by showing the percentage of people who had permits and the percentage of the people without permits who were currently on a waiting list by station.

Overall, 69% of survey respondents had parking permits and 45% of the respondents without permits were on waiting lists. On the New Haven Line 68% of respondents had parking permits and 44% of the people without permits were on waiting lists. New Canaan Line respondents were in a similar situation with 62% of respondents holding permits and 50% of respondents without permits on waiting lists. The Danbury Line reported a very different situation with 92%

of respondents with parking permits and 0% of non-permit-holders on waiting lists. Branchville, Cannondale, Wilton and Merritt 7 do not have permit parking, so they are not listed in Figure 10.

Figure 10: System-wide Percentage of People with Parking Permits and on Waiting Lists by Station



The parking situation is different at each station and varies widely between lines, within lines, and between stations. The highest percentage of respondents who held parking permits was found in Bethel with 98% of respondents holding permits. None of the respondents in Noroton Heights held parking permits, which is strange because the station has 431 permit parking spaces. However, only 38 people returned the surveys distributed at the station, which probably explains the discrepancy. Noroton Heights was also the station with the highest percentage (89%) of respondents waiting on lists for parking. On the other side, none of the respondents in East Norwalk, Danbury, Bethel, or Redding were on waiting lists. The percentage of non-permit-holders on waiting lists exceeded the percentage of permit holders at the following stations: New Haven, Green's Farms, Stamford, Springdale and Glenbrook (excluding stations where no one had a permit), indicating that the parking permit problems are intensified at these stations.

Table 2 describes the time spent on waiting lists at each station. The table is broken up by category of time spent on the waiting list: less than 1 year, 1 year, 2 years, more than 2 years, and no indication of time given. The table also shows how many respondents said that they were on the waiting list at each station. As can be seen from Table 2, Stamford had the largest number of respondents who said they were on the waiting list. At the Stamford Station, the percentages of people who had been waiting less than 1 year, 1 year and 2 years was split evenly. However, the largest percentage of people (33%) at the Stamford Station said they had been on the waiting list for more than 2 years. East Norwalk and Southport each only had 1 respondent that said they were on the waiting list. At the East Norwalk Station that respondent had been waiting less than 1 year, and the Southport Station respondent gave no indication of time spent on the list. Noroton Heights also had many respondents on the waiting list, most of which had been waiting for more than 2 years. The same was true for Greenwich respondents. The Springdale respondents on the waiting list had mostly been waiting for more than 2 years, but many had also been waiting for

less than 1 year. In New Haven, the majority of the respondents on the waiting list had been waiting 1 year.

Table 2: System-wide Time Spent on Waiting List by Station

Station	Time on Waiting List					Total Responses
	Less than one year	1 year	2 years	More than 2 years	No Indication of Time	
Cos Cob	54%	31%	15%	0%	0%	13
Darien	21%	7%	14%	50%	7%	14
East Norwalk	100%	0%	0%	0%	0%	1
Fairfield	20%	30%	20%	30%	0%	10
Glenbrook	64%	18%	18%	0%	0%	11
Green's Farms	22%	33%	11%	33%	0%	9
Greenwich	22%	22%	17%	39%	0%	23
New Canaan	29%	14%	0%	57%	0%	14
New Haven	36%	57%	0%	7%	0%	14
Noroton Heights	14%	8%	19%	58%	0%	36
Old Greenwich	63%	13%	25%	0%	0%	8
Riverside	71%	14%	14%	0%	0%	7
Rowayton	75%	0%	0%	25%	0%	4
South Norwalk	100%	0%	0%	0%	0%	7
Southport	0%	0%	0%	0%	100%	1
Springdale	31%	25%	44%	0%	0%	16
Stamford	21%	23%	23%	33%	0%	57
Stratford	17%	33%	42%	8%	0%	12
Talmadge Hill	63%	13%	13%	0%	13%	8
Westport	21%	7%	29%	43%	0%	14
System-wide	32%	20%	19%	28%	1%	279

As presented in Table 2, it was noted that, for all of the stations written in by respondents, 32% had been on their respective waitlists for less than 1 year, 20% for 1 year, 19% for 2 years, and 28% for more than 2 years. Overall, 279 respondents, or 15% of all survey respondents, listed a station where they were on a waiting list.

System-wide Analysis of Survey Demographic Questions

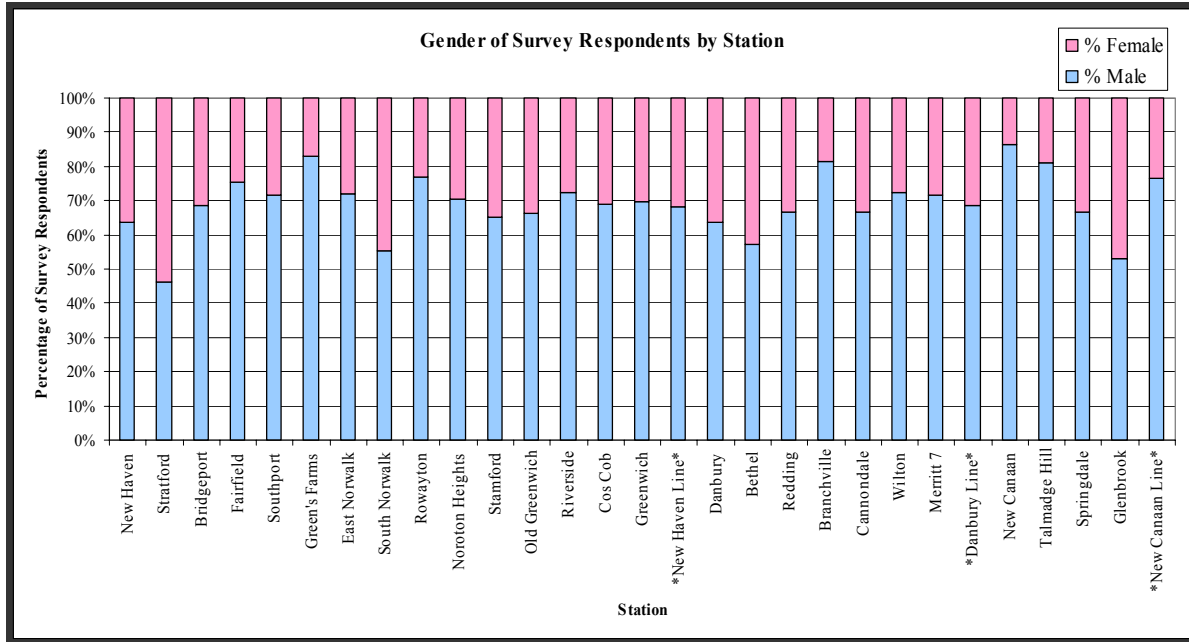
Survey respondents were asked a number of demographic questions in order to help better understand the demographic profiles of the riders. Respondents were asked their gender, their age and their income level.

Gender

Throughout the system, men made up 69% of the survey respondents. Figure 11 shows the gender pattern of survey respondents by station and line. More men took the survey than women on all of the lines. The highest percentage of male respondents was found on the New Canaan

Line with men making up 77% of respondents. The New Haven Line reported 68% of respondents as male and the Danbury Line reported 69% of respondents as male.

Figure 11: System-wide Gender of Survey Respondents by Station



The only station in the system where women outnumbered men was Stratford (46% male, 54% female). The largest discrepancy between men and women occurred at the New Canaan Station where 86% of respondents were men.

Income

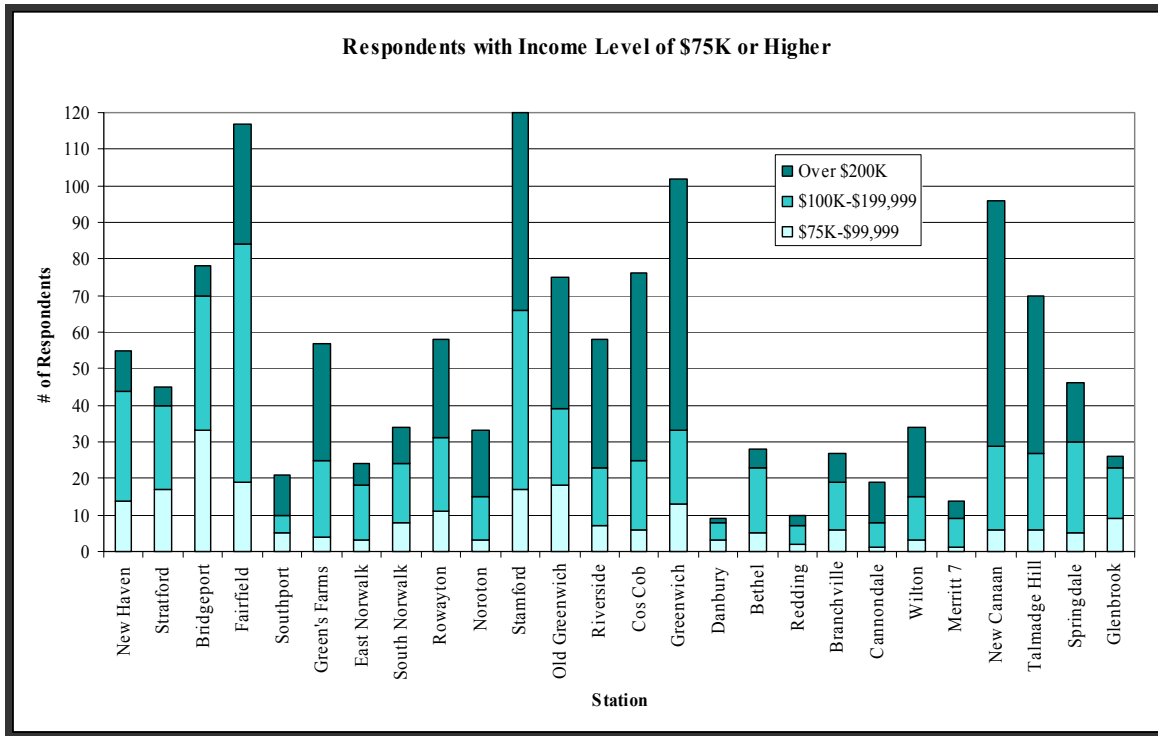
Of particular note is the breakdown of annual income among survey respondents. In fact, over 60% of all survey respondents reported incomes exceeding \$100,000. The highest income bracket, that exceeding \$200,000, accounted for 36% of responses. The second largest response group, passengers earning between \$100,000 and \$199,000 annually, represented 31% of all responses. The lowest income group, below \$25,000 annually, represented only 1% of total respondents. Table 3 details the number of respondents with income greater than \$75,000 by line.

Table 3: Respondents with Income Level Greater than \$75K by Line

Line	\$75K- \$99,999	\$100K- \$199,999	Over \$200K
<i>New Haven Line</i>	178	369	406
<i>Danbury Line</i>	21	68	52
<i>New Canaan Line</i>	26	83	129

Figure 12 graphs the number of respondents with income greater than \$75,000 by station. It is interesting to note that system-wide at least 47% of respondents made at least \$75,000. At the New Canaan Station, 100% of survey respondents were in the income brackets greater than \$75,000.

Figure 12: System-Wide Respondents with Income Level of \$75K or Higher by Station



Age

Given the high percentage of passengers commuting to work, it is not surprising that the predominant age groups of surveyed users are between 25-44 and 45-64 years of age. These two groups together accounted for 94% (47% each) of all respondents. The remaining 6% was comprised of 1% of respondents aged 16 to 24 and 5% of respondents aged 65 or over. There were no respondents less than 16 years of age. Table 4 describes the age stratification of survey respondents by line.

Table 4: Respondent Age Groups by Line

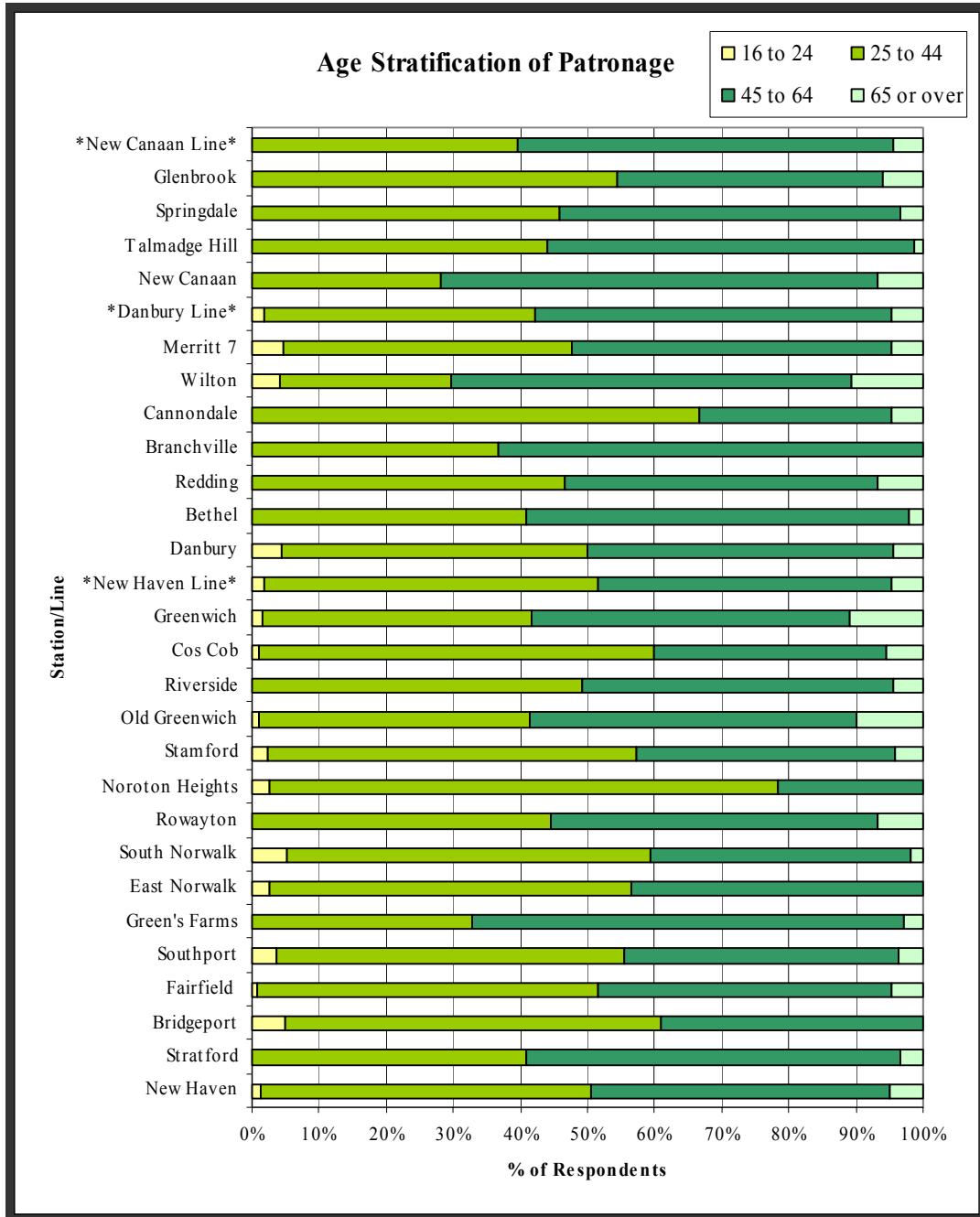
Line	16 to 24	25 to 44	45 to 64	65 or over
New Haven Line	24	655	580	61
Danbury Line	4	86	113	10
New Canaan Line	0	110	155	12

The New Haven Line respondents were mostly between the ages of 25 and 44 (50%). Danbury Line and New Canaan Line riders were older than New Haven Line riders, with the majority of respondents falling between the ages of 45 to 64 (53% and 56%, respectively). As noted earlier,

the New Haven Line has the highest percentage of riders using the rail system for purposes other than commuting to work or school.

Figure 13 shows the breakdown by line and by station of the ages of survey respondents.

Figure 13: System-wide Age Stratification by Station and Line



Chapter Two: System-wide Ratings of Station Conditions Survey Questions 8, 9 and 10

System-wide Analysis of Survey Question 8

The core element of this survey centers on passengers' opinions of various rail station elements. Respondents were asked to rate the condition of each element as 'excellent', 'good', 'fair', or 'poor'. In addition, they were asked to indicate if conditions had 'improved' or 'worsened' over the last two years. Key elements of station facilities and amenities include the following areas (question 8):

Parking:

- Availability, signage, ease of drop-off (car or bus)
- Security, lighting
- Stairways, overpasses, underpasses, pathways to station
- Entrances/exits
- Handicap accessibility
- Maintenance, pavement condition

Station Building:

- Overall condition
- Ticket booth hours, availability of maps and schedules
- Handicap accessibility, seating availability
- Lighting, climate control
- Security, maintenance
- Restrooms, cleanliness, absence of graffiti

Amenities:

- Phones
- News, magazine, concession stands
- Taxi stand
- Bus drop-off/pick-up
- Trash receptacles

Station Platform:

- Overall condition
- Handicap accessibility
- Shelters, lighting
- Cleanliness, maintenance
- Working condition of public address system

Of all the station elements mentioned, most received either ‘excellent’ or ‘good’ ratings. The results for each individual station and their rankings compared to overall performance are profiled in this the next chapter. Overall, the 5 highest ranked elements for all stations were:

- Absence of graffiti (89%)
- Platform overall condition (83%)
- Cleanliness of platforms (78%)
- Lighting on platforms (76%)
- Platform maintenance (76%)

As can be seen above, 4 of the 5 highest rated elements were platform conditions. On the other hand, the following 5 elements, based on the percentage of people who rated them ‘excellent’ or ‘good’, represent those elements that received the lowest ratings. They were:

- Taxi stand (35%)
- Parking Availability (39%)
- Ease of Car or Bus Passenger Drop-off (42%)
- Underpass (49%)
- Concession Stand (49%)

For the lowest rated elements, 4 of the 5 elements were parking conditions. As will be discussed later in the report, very few stations have underpasses, so the system-wide ratings of underpasses may not be significant.

The charts in this chapter show the percentage of survey respondents from each station that rated each condition either ‘good’ or ‘excellent’ as well as the percentage of people who noted improvement in the condition over the past two years.

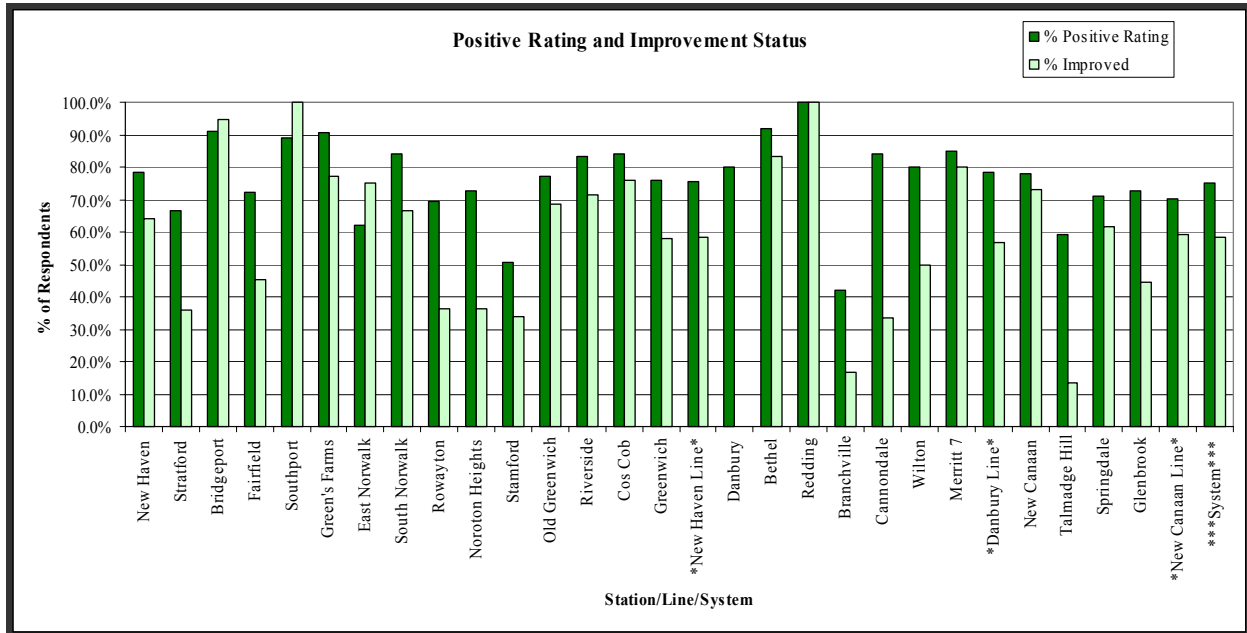
PARKING CHARACTERISTICS

Parking Entrances: Figure 14 describes the system-wide rating of parking entrances by station and line. Overall, parking entrances received positive ratings from 75% of respondents. Fifty-nine percent of system-wide respondents thought that the parking entrances had improved over the past two years. On the New Haven Line, parking entrances received 76% positive rating and 59% improvement from respondents. The Danbury Line parking entrances were rated positively by 78% of respondents and 57% of respondents noted improvement. Seventy percent of New Canaan Line respondents gave parking entrances a positive rating and 59% of respondents thought that the parking entrances had improved over the past two years.

Parking entrances received 100% positive ratings and 100% improvement rating at the Redding Station. The Southport Station respondents all noted that parking entrances had improved over the past two years and 95% of Bridgeport respondents noted improvement. Also, 91% of Bridgeport respondents rated parking entrances favorably as did 92% of Bethel respondents.

The only station without a majority of positive responses was Branchville. In terms of improvement, nine stations had a majority of respondents who thought that the parking entrances had worsened over the past 2 years. The station with the poorest parking entrance situation was Talmadge Hill with only 13% of respondents stating that the conditions had improved over the past 2 years.

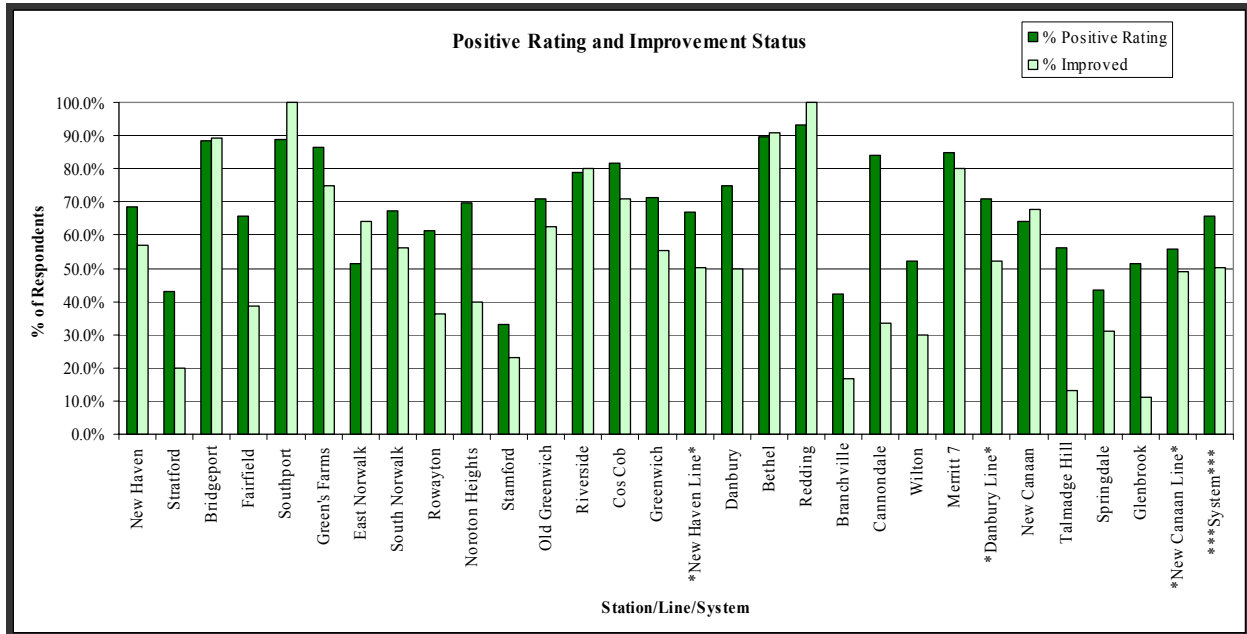
Figure 14: System-wide Rating of Parking Entrances by Station and Line



Parking Exits: Figure 15 details the system-wide rating of parking exits by station and line. Sixty-six percent of system-wide respondents thought that the parking exits were either in good or excellent condition. Half of system-wide respondents thought the parking exits had improved. Sixty-seven percent of New Haven Line respondents rated parking exits positively and half of the respondents noted improvement. Parking exits were rated favorably by 71% of Danbury Line respondents. Fifty-two percent of Danbury Line respondents noted improvement. On the New Canaan Line 56% of respondents exits positively where the majority (51%) of respondents said that the condition of the exits had worsened over the past two years.

Similar to parking entrances, parking exits were noted to have 100% improvement at both the Southport and Redding Stations. Additionally, the highest rated parking exits were found in Bridgeport, Southport, Bethel and Redding. The station with the lowest rating of parking exits with 33% positive rating was Stamford. Other stations with less than half of respondents rating parking exits positively were Stratford, Branchville and Springdale. Ten stations reported worsening of parking exits by the majority of respondents, with the worst case of worsening occurring at the Glenbrook Station with only 11% of respondents reporting improvement.

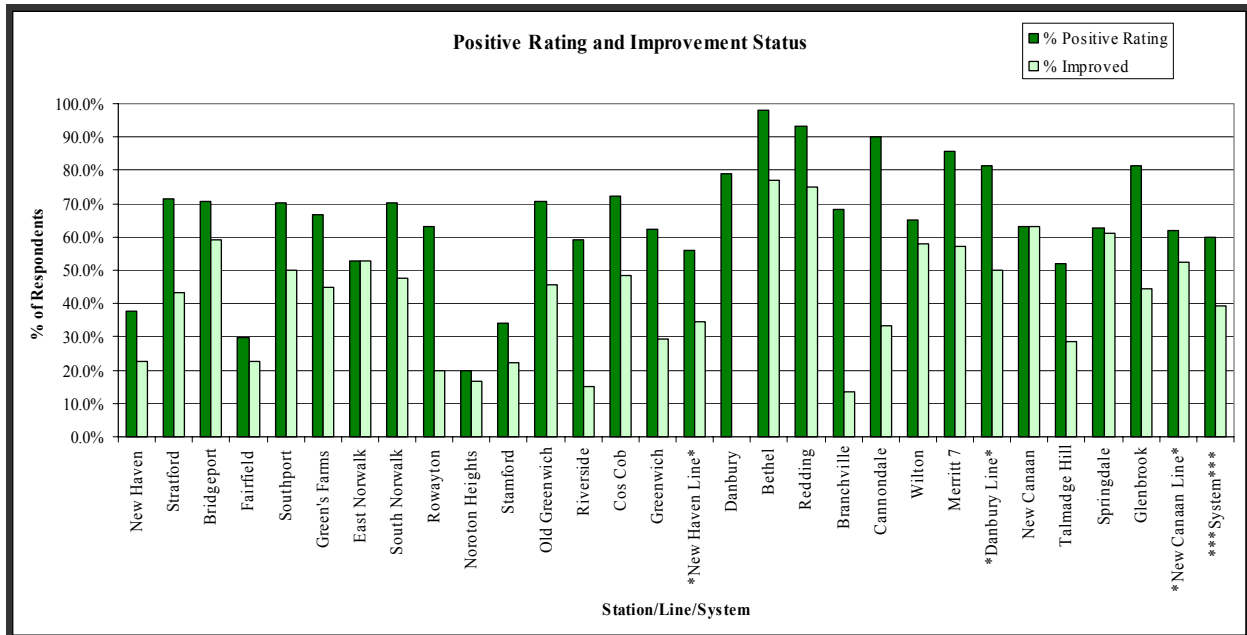
Figure 15: System-wide Rating of Parking Exits by Station and Line



Parking Availability: Figure 16 presents ratings of parking availability at each station. Just by glancing at the chart, it can be seen that Branch station respondents rated parking availability much more favorably than New Haven Line respondents. Overall, 60% of system-wide respondents rated parking availability positively and only 39% of system-wide respondents thought that parking availability had improved in the last 2 years. New Canaan Line respondents rated parking availability 62% favorably and 52% of respondents thought the availability had improved over the last 2 years. On the Danbury Line, 81% of respondents rated parking availability positively and half noted improvement. Lower than all of the other branches and less than the system average, 56% of New Haven Line respondents spoke favorably of parking availability and 65% of respondents said that parking availability had worsened over the past two years. At all of the stations the percentage of positive rating exceeded the percentage of improvement.

Twelve of the 15 New Haven Line Stations had a majority of respondents who said that parking availability had worsened over the previous two years. Overall, of the 26 stations surveyed, 17 stations had a majority of respondents indicating a decline in parking availability. The station with the highest percentage of respondents who thought that parking availability had worsened was Branchville with only 13% of respondents noting improvement. Several stations on the New Haven Line had only slightly lower percentages of respondents who indicated that parking availability had worsened. In regard to ratings of parking availability, the Noroton Heights Station had the lowest percentage of respondents who rated availability positively with only 20%. The Fairfield Station also rated poorly with only 30% favorable response. As with the previous two parking conditions (entrances and exits), the Bethel and Redding Stations rated the highest in parking availability. Cannondale also rated well with 90% positive response. On the New Haven Line, the highest rating of parking availability was 72% (Cos Cob), still noticeably lower than the stations on Branch lines.

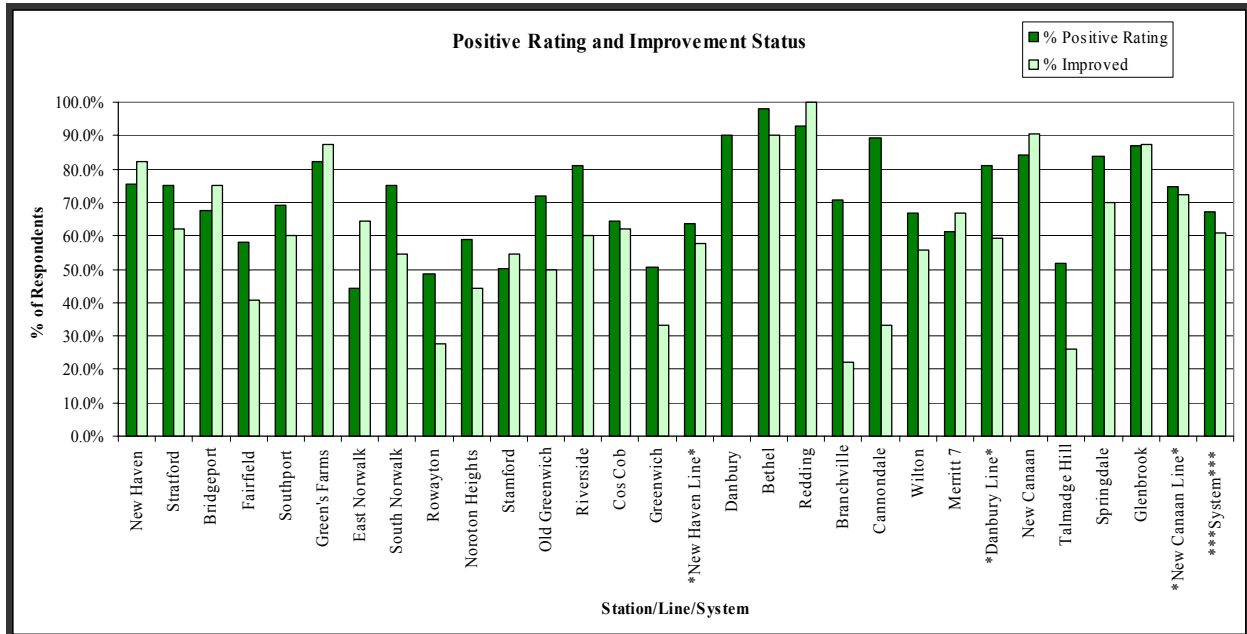
Figure 16: System-wide Rating of Parking Availability by Station and Line



Pathways to the Station: Figure 17 presents ratings of the condition of pathways to the station from the parking area. This condition is important to provide an understanding of attitudes towards pedestrian movements in the station. Overall the pathway condition rated much higher than parking availability. Sixty-seven percent of system-wide respondents rated pathways positively and 61% of respondents noted improvement over the past 2 years. On the New Haven Line, respondents rated pathways 64% favorably and 58% of respondents thought that pathways had improved. Although lacking the obvious discrepancy between the New Haven Line and the Branch lines found in the parking availability rating, the Danbury and New Canaan Branch stations still were rated higher and noticed more improvement in pathways to the station than New Haven Line stations. Eighty-one percent of Danbury Line respondents rated pathways positively and 60% thought that the pathways had improved. On the New Canaan Line, 75% of respondents rated pathways as either good or excellent and 72% said that the condition had improved.

The stations with the highest percentage of respondents insisting that the pathways to the stations had worsened were again Branchville (78%) and Talmadge Hill (74%). Also again, the Redding Station boasted 100% of survey respondents saying that pathways had improved. The New Canaan and Bethel Stations also reported very high levels of perceived improvement. Two stations (East Norwalk and Rowayton) had a majority (51% and 52%, respectively) of respondents who rated pathways unfavorably. Again, the Bethel and Redding Stations ranked highest in the positive rating of pathways. Danbury, Cannondale and Glenbrook also rated highly.

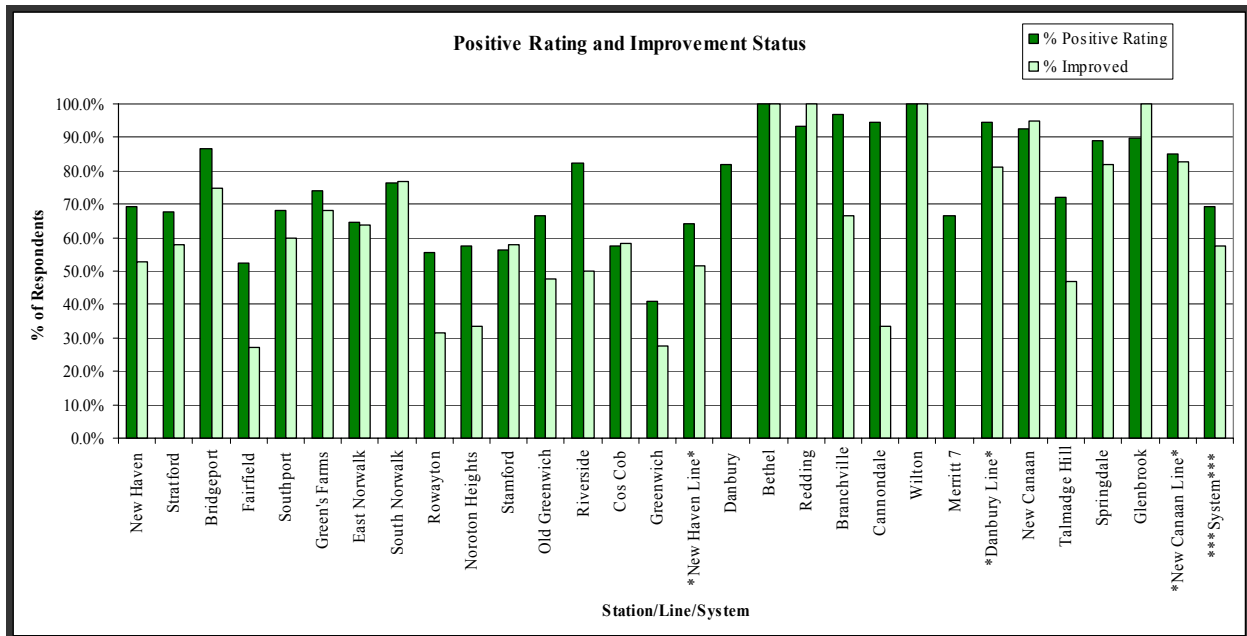
Figure 17: System-wide Rating of Pathway(s) to Station by Station and Line



Parking Stairways: Stairways were rated by survey respondents at every station and the results are presented in Figure 18. As with parking availability, stairways ranked noticeably lower at New Haven Line Stations than at Branch stations. Sixty-nine percent of system-wide respondents rated stairways positively and 57% thought that the condition of stairways had improved over the previous 2 years. The Danbury Line and the New Canaan Line performed very well in the stairway condition rating with 95% and 85%, respectively, of respondents rating stairways as either good or excellent. Additionally, 83% of New Canaan Line respondents and 81% of Danbury Line respondents reported improvement in the stairway situation. The New Haven Line brought the system average way down with only 64% of respondents rating stairways favorably and 52% of respondents noting improvement.

All of the Bethel and Wilton Station respondents rated stairways positively. Redding, Branchville, Cannondale, New Canaan and Glenbrook Stations all boasted 90% or higher favorable ratings. The only station to have a majority of unfavorable ratings was Greenwich with 59% unfavorable ratings of stairways. In terms of improvement, Bethel, Redding, Wilton and Glenbrook Station respondents all said that stairways had improved over the previous 2 years. Seven stations had a majority of respondents who thought that the condition of the stairways had worsened, with the worst situation occurring in Fairfield (27% improvement) and Greenwich (28% improvement).

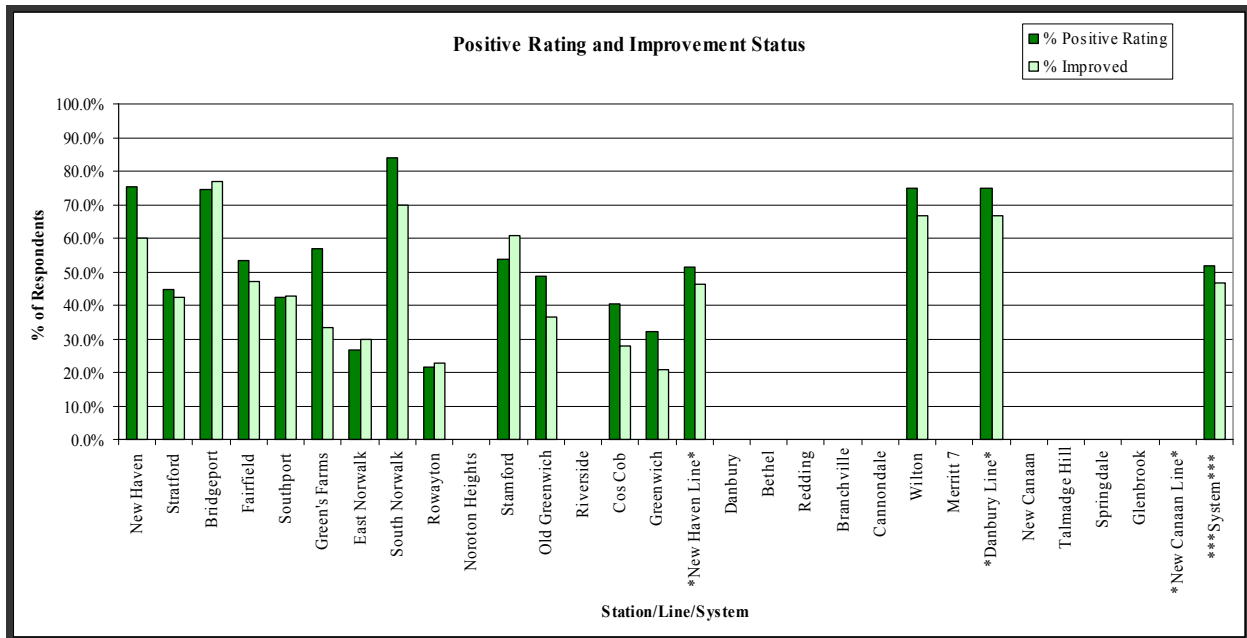
Figure 18: System-wide Rating of Stairways by Station and Line



Underpasses: Figure 19 illustrates the condition of underpasses on the New Haven, Danbury, and New Canaan Lines. Several stations do not have underpasses. Thus, despite the fact that several respondents rated the condition, the stations without underpasses have been removed from Figure 19. Overall, just over half of the respondents (52%) rated underpasses positively and less than half (47%) thought that underpasses had improved over the previous 2 years. The New Haven Line response was very similar to the system-wide response. Fifty-two percent of New Haven Line respondents rated underpasses favorably and less than half (46%) noted improvement. For the other 2 lines, only the Wilton Station had an underpass. Three-quarters of Wilton respondents were pleased with the condition of the underpass and two-thirds had noticed improvement.

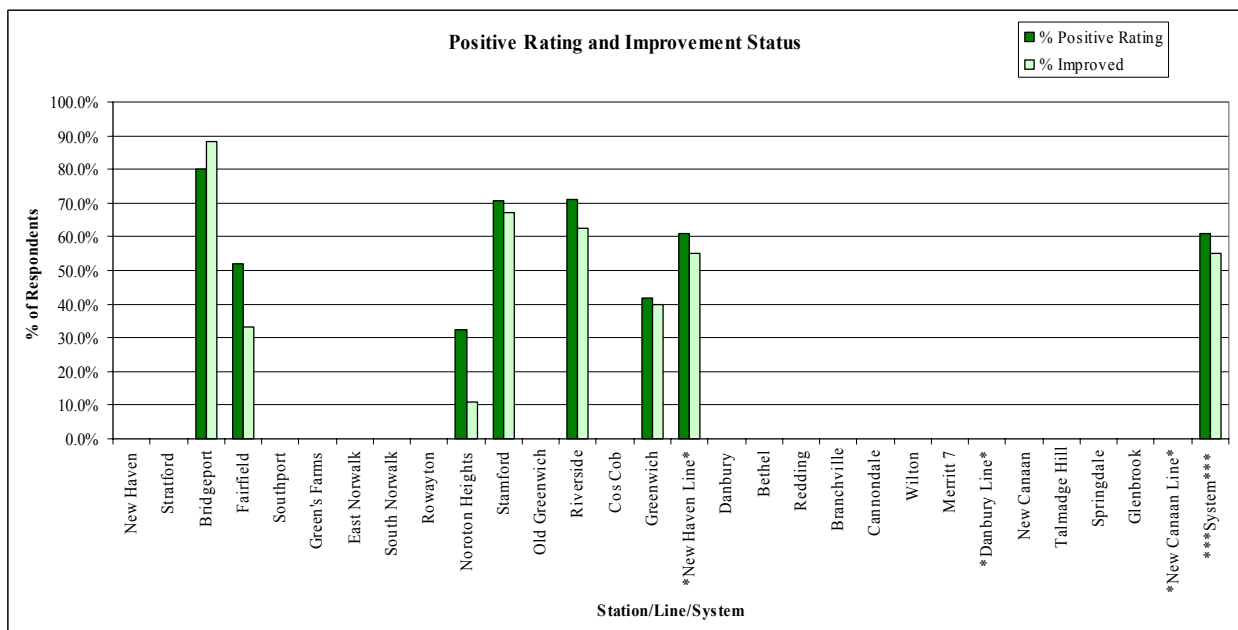
Rowayton's underpass received the smallest percentage of positive ratings, 21%, but the station right next to it, South Norwalk, had the highest percentage of favorable ratings, 84%. In terms of improvement, Greenwich respondents were least pleased with change in the underpass and 79% of respondents said the condition had worsened. Bridgeport respondents noticed the greatest change in the condition of the underpass with 77% improvement ratings.

Figure 19: System-wide Rating of Underpasses by Station and Line



Overpasses: System-wide ratings of overpasses are detailed in Figure 20. Even fewer stations had overpasses than underpasses (7 total). All of the stations with overpasses are located on the New Haven Line. So, system-wide, 61% of respondents were pleased with the condition of the overpasses and 55% had noticed an improvement over the past 2 years. Overpasses were not particularly highly rated. Bridgeport's overpasses were rated the highest (80%) and thought to have improved the most (89%) out of all the stations with overpasses. The overpasses in Noroton Heights were the lowest rated (32% positive) and the least improved (11% improved).

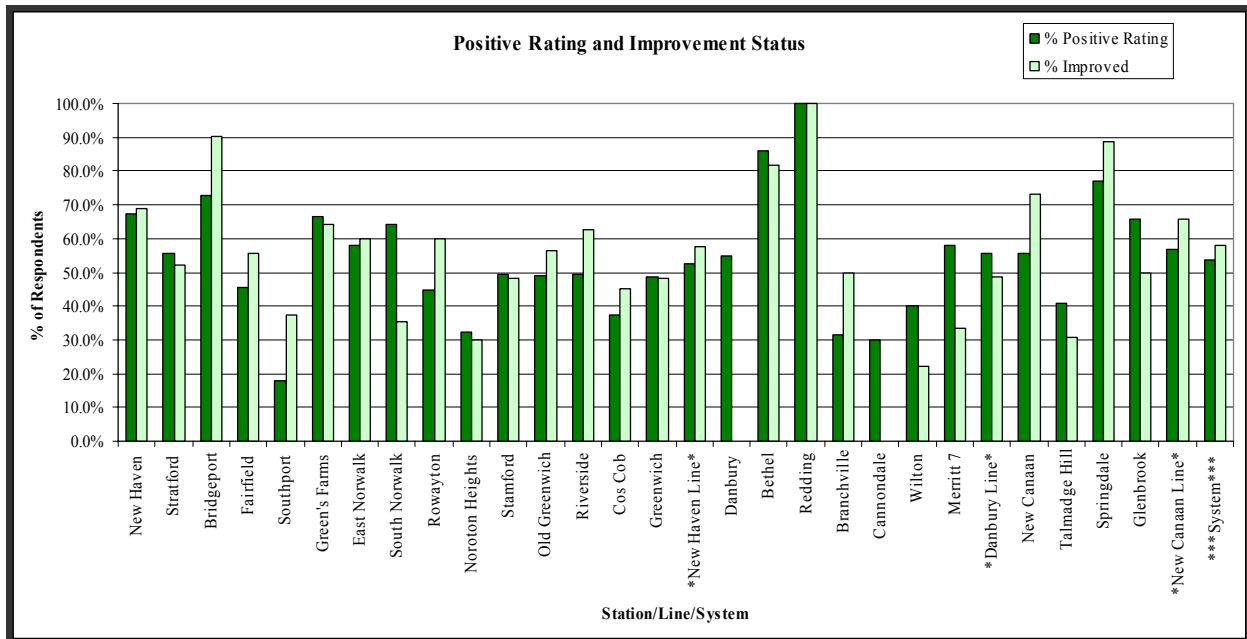
Figure 20: System-wide Rating of Overpasses by Station and Line



Parking Lighting: Parking lighting is ranked by station and line in Figure 21. The distribution of ratings is much more balanced between the New Haven Line and Branch Line stations than was the situation with overpasses, underpasses, stairways and parking availability. Overall, parking lighting was rated lower than other parking characteristics. System-wide 54% of respondents rated parking lighting positively and 58% of respondents noted improvement over the previous 2 years. The overall Line ratings did not stray far from the system-wide ratings. Very similar to the system-wide ratings, 53% of New Haven Line respondents rated parking lighting favorably and 58% thought that the condition of parking lighting had improved. Fifty-six percent of Danbury Line respondents rated parking lighting positively where less than half (49%) thought that there had been improvement in the lighting conditions. Similarly, New Canaan Line respondents rated lighting 57% positively, but unlike Danbury Line respondents, 66% of New Canaan Line respondents noted improvement in lighting over the past 2 years.

Again Redding Station had 100% of their respondents rate parking lighting positively and indicate improvement over the previous 2 years, as was the case with entrances and was nearly the case in all of the other parking conditions mentioned thus far. Bethel Station had the highest percentage of positive ratings after Redding with 86%. Respondents at the Bridgeport Station said that it was the most improved station in regard to parking lighting next to Redding with 90% improvement ratings. The Springdale Station also rated well. The lowest parking lighting rating was found at the Southport Station with only 18% of respondents rating it positively. The least improved station was Wilton with 78% of respondents saying that parking lighting had worsened over the previous 2 years. Noroton Heights, Cannondale and Talmadge Hill Stations also rated poorly in parking lighting.

Figure 21: System-wide Rating of Parking Lighting by Station and Line

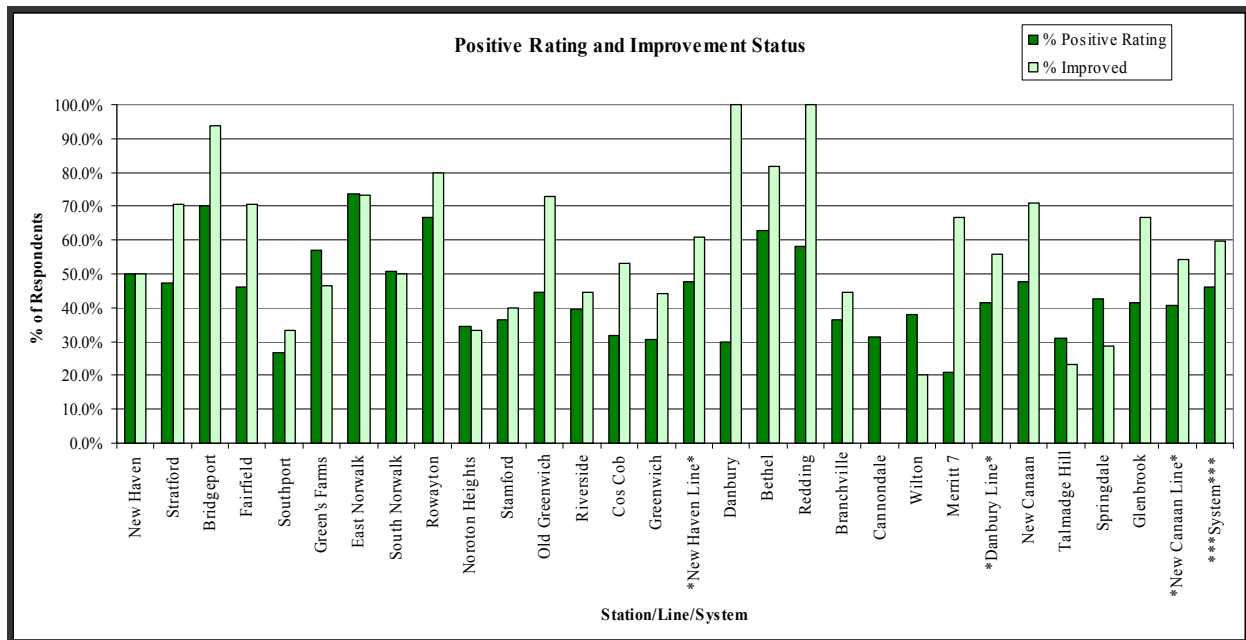


Parking Security: Figure 22 presents the rating of parking security at each station. Higher parking security ratings were skewed towards the New Haven Line for this condition. This is the

first condition analyzed so far where the system-wide response reported a minority of respondents (46%) who rated parking security positively. In turn, 60% of system-wide respondents thought that parking security had improved over the previous 2 years. Similarly, 48% of New Haven Line respondents rated security favorably and 61% noted improvement. Even worse, only 42% of Danbury Line and 41% of New Canaan Line respondents had positive opinions of parking security and 56% and 54%, respectively, felt that they had noticed an improvement in the past 2 years.

The stations receiving the lowest percentage of positive ratings for parking security were Merritt 7 with 21% and Southport with 27%. Only 7 stations had a majority of positive ratings for security (Bridgeport, Green’s Farms, East Norwalk, South Norwalk, Rowayton, Bethel and Redding). The highest rated station was East Norwalk with 74% positive ratings. In terms of improvement, two stations (Danbury and Redding), had 100% of their respondents who felt that the security conditions had improved over the previous 2 years. Bridgeport also had a high improvement rating (94%). Generally speaking, the improvement ratings were higher than the ratings of the current conditions. Improvement ratings of less than 30% occurred at the Wilton (20%), Springdale (23%), and Talmadge Hill (29%) Stations.

Figure 22: System-wide Rating of Parking Security by Station and Line

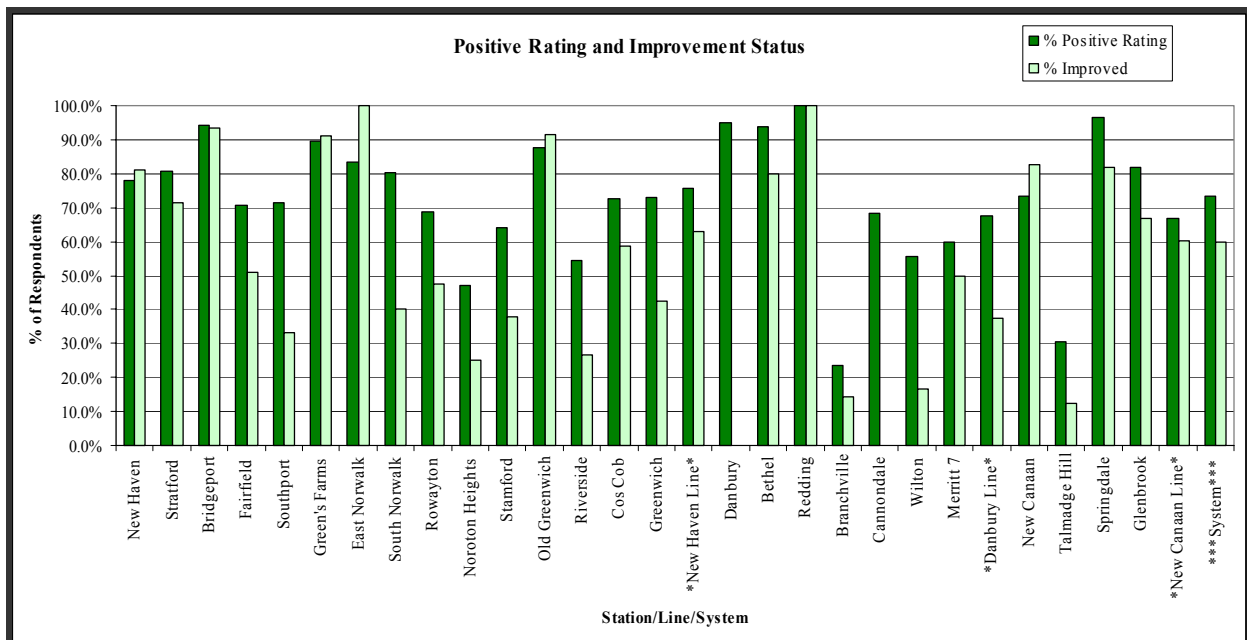


Parking Lot Pavement Condition: Figure 23 presents ratings of pavement conditions in the parking areas at each surveyed station. Parking lot pavement condition was one of the highest rated conditions overall with respect to all of the other parking conditions analyzed thus far. Positive ratings were again skewed towards the New Haven Line Stations. Generally speaking, actual ratings of the pavement condition exceeded improvement ratings. System-wide, 73% of respondents rated pavement condition positively and 60% noted improvement. Similarly, 76% of the New Haven Line respondents thought favorably of pavement conditions and 63% thought improvement had occurred over the previous 2 years. For the Branch Lines, 68% and 67% of

Danbury Line and New Canaan Line respondents, respectively, rated pavement positively. However, for the Danbury Line, the majority (62%) of respondents thought that the condition of the pavement had worsened over the past 2 years. The New Canaan Line respondents were closer to the system average with 60% of respondents indicating that an improvement had occurred.

The lowest positive rating for pavement condition occurred in Branchville with only 24% of respondents indicating approval of the current situation. The only New Haven Line station with less than a majority of positive ratings was Noroton Heights with 47% positive ratings. The two Branch Lines each had one station without a majority of positive ratings (Branchville and Talmadge Hill). However, with regard to improvement status, 11 stations had a majority of respondents who felt that the condition of the pavement had worsened over the previous 2 years, with the worst situation occurring in Talmadge Hill where 87% of respondents indicated a turn for the worse. The Redding Station again had 100% of respondents who gave pavement positive and improvement ratings. The Bridgeport, Danbury, Redding, Bethel, and Springdale Stations all had positive ratings over 90%. Bridgeport, Green’s Farms, East Norwalk, and Old Greenwich each had improvement ratings of greater than 90%.

Figure 23: System-wide Rating of Parking Lot Pavement Condition by Station and Line

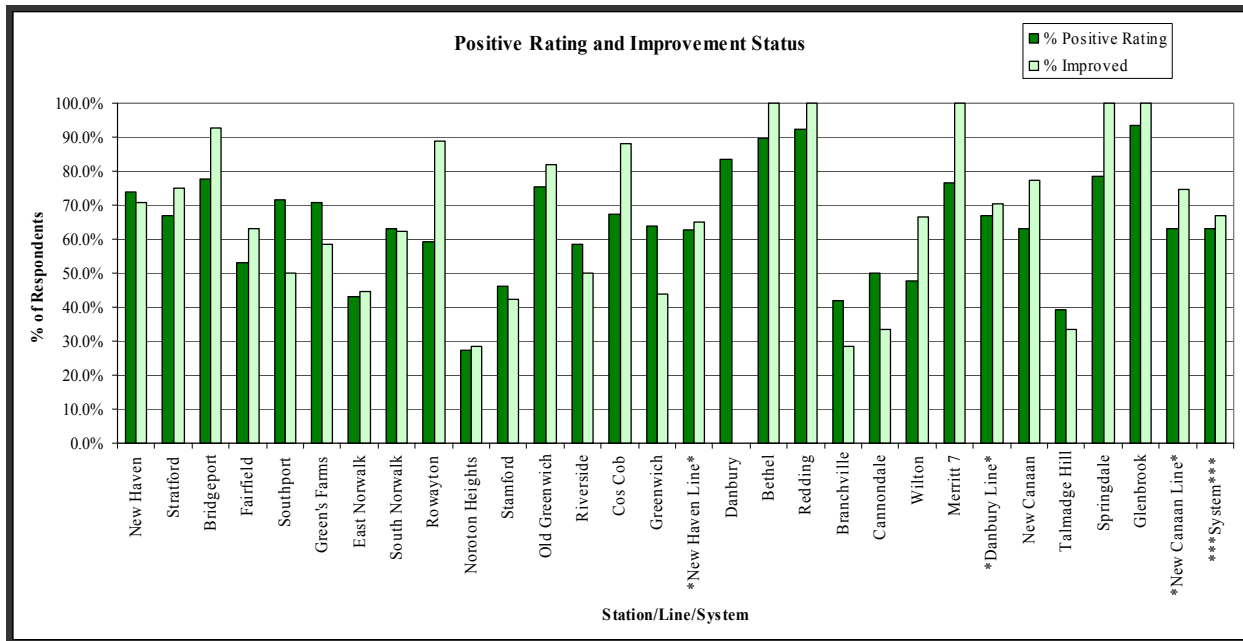


Parking Signage: Figure 24 details the parking signage situation at all of the stations, for each of the lines, and for the entire system. The positive ratings for parking signage were pretty evenly distributed between the New Haven Line and Branch Line stations. Sixty-three percent of system-wide respondents, New Haven Line respondents and New Canaan Line respondents rated parking signs positively. Sixty-seven percent of Danbury Line respondents did the same. Improvement ratings were also close between the System and Line ratings. The system-wide improvement rating was 67%. Sixty-five percent of New Haven Line respondents noted

improvement, as did 70% of Danbury respondents and 75% of New Canaan respondents. Parking signage did, however, experience a wide range of ratings by station.

The Noroton Heights Station had only 27% positive rating for parking signage by its respondents. Other stations without a majority of positive ratings were: East Norwalk, Stamford, Branchville, Cannondale, Wilton and Talmadge Hill. At the other end of the scale, the Glenbrook Station had 94% favorable ratings. The Bethel and Redding Stations also had positive ratings of 90% or higher. With regard to change over the past 2 years, 9 stations had half or more of their respondents who thought the condition of parking signs had worsened (Southport, East Norwalk, Noroton, Stamford, Riverside, Greenwich, Branchville, Cannondale, and Talmadge Hill). The worst cases were found at Noroton Heights and Branchville Stations where only 29% of respondents thought that parking signage conditions had improved. However, 5 stations had 100% of their respondents note improvement over the previous 2 years (Bethel, Redding, Merritt 7, Springdale and Glenbrook). Bridgeport and Rowayton ranked high in improvement terms as well with 93% and 89% of respondents noticing a positive change in the parking signage condition over the last couple of years.

Figure 24: System-wide Rating of Parking Signage by Station and Line

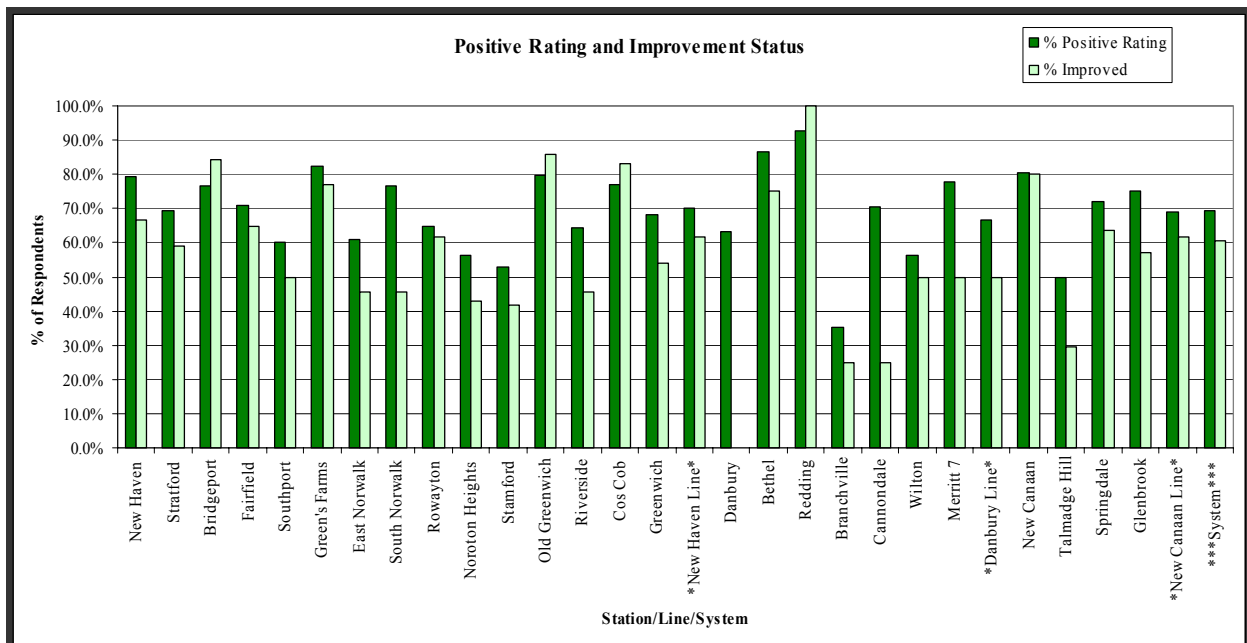


Parking Maintenance: System-wide rating of parking maintenance is presented in Figure 25. The distribution of positive ratings was again even between the New Haven Line and the Branch Line stations. The exception to that rule was the Danbury Line improvement rating. The percentages of positive ratings were reasonably high and almost always exceeded the improvement rating for the station, line, and for the system. Throughout the system, 69% of respondents rated parking maintenance favorably and 61% of respondents thought that the condition of parking maintenance had improved over the previous 2 years. Very similarly, 70% of New Haven Line respondents and 69% of New Canaan Line respondents rated parking maintenance positively and 62% of respondents at each station noted improvement. Similar with

regard to the overall rating, 67% of Danbury Line respondents rated parking maintenance highly. However, only half of Danbury Line respondents thought that the situation had improved.

Only 2 stations had half or fewer of their respondents who rated parking maintenance favorably; half of Talmadge Hill respondents and 35% of Branchville respondents rated the condition as either ‘good’ or ‘excellent.’ At the other end of the scale, only one station had a positive rating of 90% or higher (Redding with 93%). Seventy-seven percent of stations had positive ratings between 60% and 90%. In the improvement category, 100% of Redding respondents again thought that parking maintenance had improved in the past 2 years. Bridgeport, Old Greenwich, and Cos Cob all had improvement ratings over than 80%. Eight stations had a majority of respondents who thought that the condition of parking maintenance had actually worsened over the previous two years: East Norwalk, South Norwalk, Noroton Heights, Stamford, Riverside, Branchville, Cannondale, and Talmadge Hill. The worst situation was found at the Branchville and Cannondale Stations where 75% of respondents noted worsening in parking maintenance in the last 2 years.

Figure 25: System-wide Rating of Parking Maintenance by Station and Line

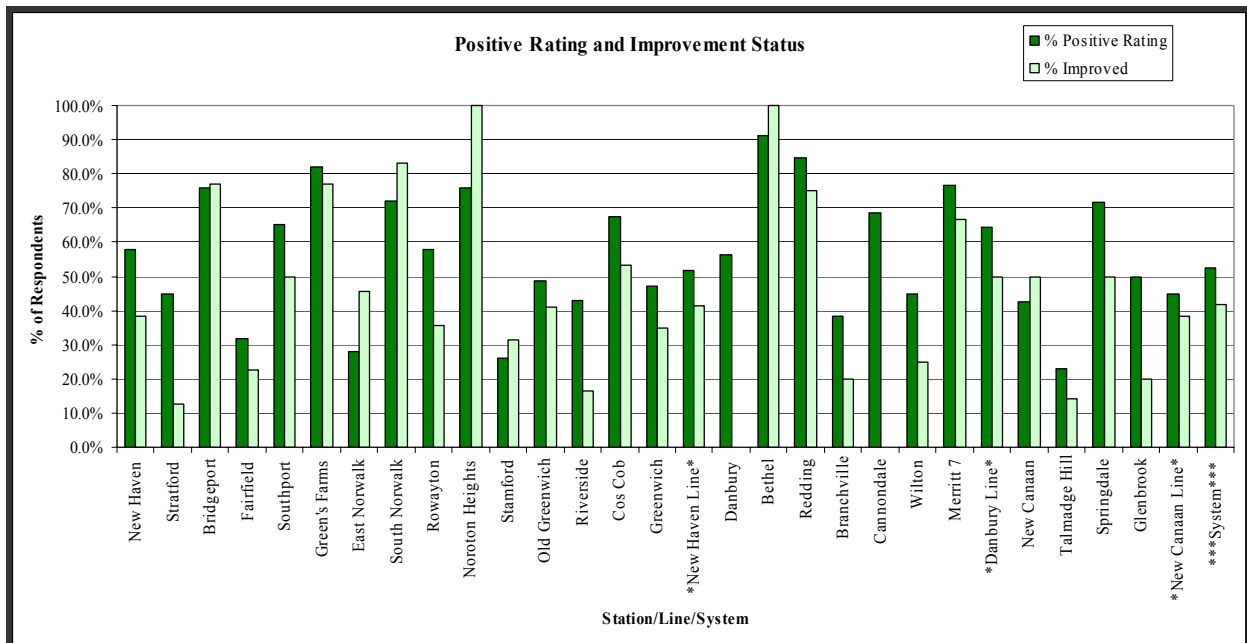


Ease of Car or Bus Passenger Drop-Off: Figure 26 displays the ease of car or bus passenger drop-off by station, line, and for the whole system. Overall, ease of passenger drop-off was rated poorly compared to the other parking conditions. Most station respondents rated ease of passenger drop-off negatively, with a few notable exceptions. Only 52% of system-wide respondents rated passenger drop-off positively. Even worse, a majority of respondents (58%) thought that ease of passenger drop-off had worsened during the previous 2 years. Similarly, 52% of New Haven Line respondents also rated drop-off favorably and less than half (41%) noted improvement. Danbury Line respondents had a better feeling about ease of passenger drop-off with 64% positive ratings and half of the respondents noting improvement. On the other hand, New Canaan Line respondents felt especially poorly about ease of passenger drop-off with

a majority of respondents rating the condition negatively (55%) and noting worsening over the previous 2 years (62%).

The lowest rated station in terms of passenger drop-off ease was Talmadge Hill where only 23% of respondents rated the condition positively. Ten of the 26 stations had a majority of respondents who rated ease of passenger drop-off negatively. Bethel Station had the highest rating of passenger drop-off with 91%. Only 2 other stations had positive ratings above 80%: Green's Farms and Redding. In terms of improvement ratings, 2 stations had 100% of their respondents claim improvement in ease of passenger drop-off. Other than those couple of stations, most of the other stations had a majority of respondents who actually noted worsening in ease of passenger drop-off. In fact, 16 stations had 50% or more of their respondents indicate that the situation had worsened over the previous 2 years.

Figure 26: System-wide Rating of Ease of Car or Bus Passenger Drop-Off by Station and Line



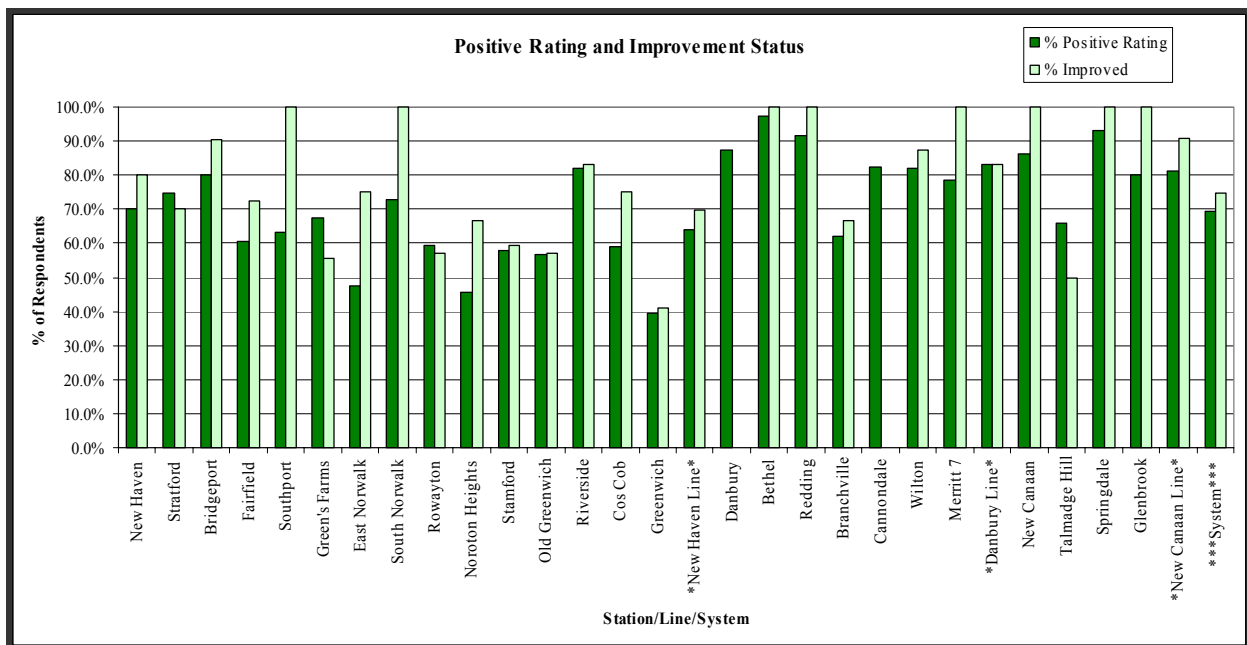
Parking Lot Handicap Accessibility: Parking lot handicap accessibility is detailed in Figure 27 for the system, lines and stations. The respondents rating handicap accessibility may or may not have been qualified to rate the condition of accessibility. The percentage of handicap respondents is not known. Handicap accessibility conditions for parking, building, and platform all received significantly fewer respondents than did the other conditions. The handicap accessibility ratings should be used solely as a guide and should not be used as conclusive evidence.

Handicap accessibility was relatively highly rated compared to the other parking conditions already analyzed. The distribution of positive ratings was also pretty consistent throughout the system. Overall, 70% of system-wide respondents rated handicap accessibility in the parking lots favorably. Additionally, 75% of all the survey respondents thought that handicap accessibility had improved in the past 2 years. The New Haven Line was the lowest rated of the lines with a

respectable 64% approval and 70% improvement. The Danbury Line had both 83% positive and improvement ratings. Finally, the New Canaan Line had 81% favorable ratings for parking lot handicap accessibility and an impressive 91% of respondents who noted improvement.

Ten stations had 80% or more of their respondents who thought that handicap accessibility was a positive feature at the station. The highest rated stations were Bethel with 97% and Springdale with 93% favorable ratings. At the other end of the spectrum, only 3 stations had less than 50% positive ratings: Greenwich (39%), Noroton Heights (46%) and East Norwalk (48%). Generally speaking, the percentages of improvement ratings exceeded the percentages of positive ratings. An impressive 8 stations had 100% of their respondents indicate that handicap accessibility had improved over the previous 2 years. Five other stations had 80% or higher improvement ratings. On the other end of the scale, the Greenwich Station also had the lowest improvement rating (41%) in addition to having the lowest overall rating. The only other station with 50% or fewer respondents who thought that handicap accessibility had improved over the previous two years was Talmadge Hill with exactly half of its respondents.

Figure 27: System-wide Rating of Handicap Accessibility to Parking by Station and Line



STATION BUILDING CHARACTERISTICS

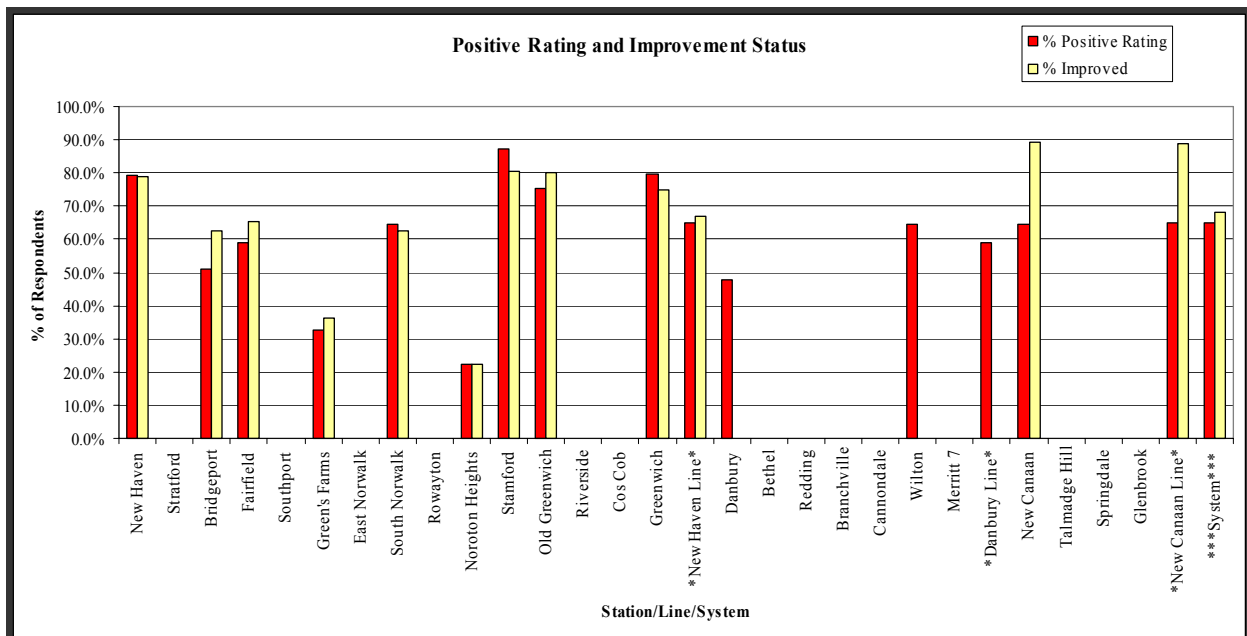
Ratings of station building characteristics are presented next. Not all of the stations surveyed had station buildings and all of the amenities listed. Thus, some stations had no respondents rate conditions because the station did not have the amenity in question. However, some respondents did rate the condition of some station building elements even when no station building existed. Ratings of station amenities where no building existed reflected the respondents' negative view of the station due to the lack of the element or the situation of a condition throughout the station as a whole. In this section, where a station building does not exist, the ratings (if any) are removed from the figure. However, ratings of graffiti, seating, and map and schedule availability

were included even for stations without buildings because these conditions were not rated in any of the other categories

Ticket Office Hours: Figure 28 presents ratings of ticket office hours at the survey locations. Many stations did not have any ratings of ticket offices because ticket offices did not exist at the surveyed stations. Overall, for the respondents who did rate ticket office hours, 65% of system-wide respondents rated the hours positively and 68% noted improvement in ticket office hours during the previous 2 years. The distribution of ratings was skewed between the lines because most of the New Haven Line stations had ticket offices where most Branch Line stations did not. On the New Haven Line and the New Canaan Line, ratings of ticket office hours were close to the system average. Sixty-five percent of New Haven Line and New Canaan Line respondents rated ticket office hours favorably. The New Canaan Station was the only station with a ticket office on the New Canaan Line. On the other hand, 59% of Danbury Line respondents rated office hours positively, most likely due to the lack of ticket offices at the stations (Danbury and Wilton were the only stations with ticket offices). None of the Danbury Line respondents thought the conditions had improved. However, 89% of New Canaan respondents and 67% of New Haven Line respondents thought that ticket office hours had improved.

The New Canaan Station had the most improved ticket office hours but Noroton Heights had the least improved hours (78% worsened). Stamford had the highest rated ticket office hours (87% positive), but again, Noroton Heights had the poorest rated hours (78% negative).

Figure 28: System-wide Rating of Ticket Office Hours by Station and Line

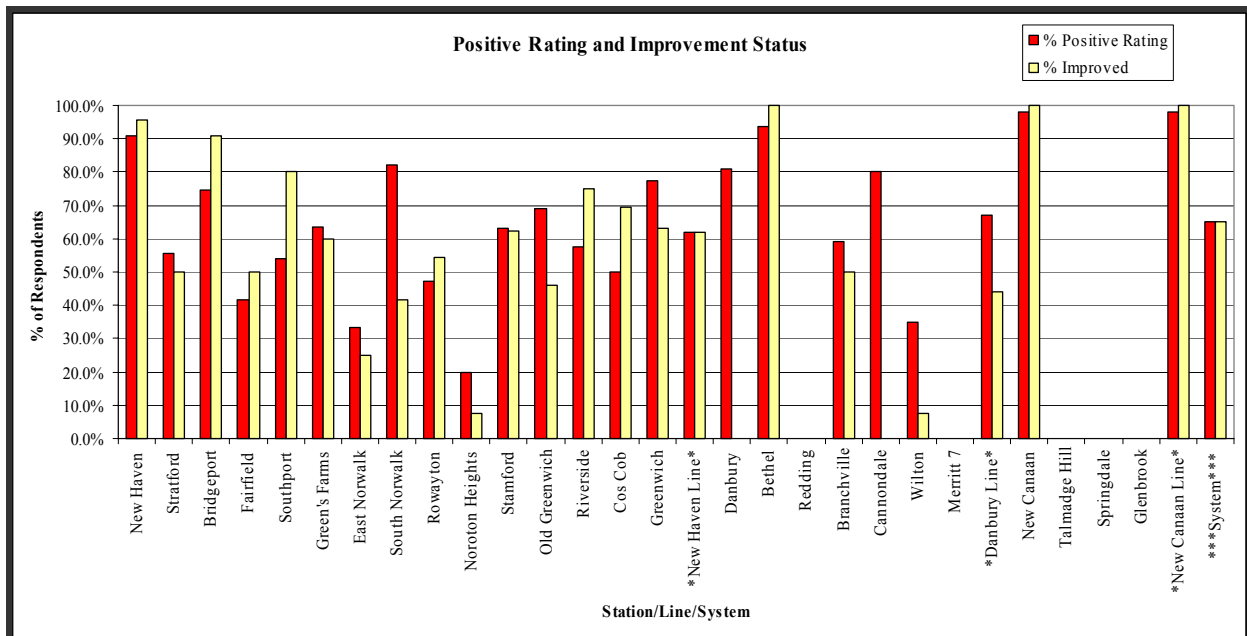


Station Building Overall Condition: Figure 29 presents ratings of the overall condition of the station building. Generally speaking, the customer opinion of the overall condition of station buildings was mediocre. System-wide, 65% of survey respondents rated the overall condition of the station buildings as either ‘good’ or ‘excellent.’ Also, 65% of respondents thought that the

overall condition of the station buildings had improved during the previous 2 years. The situation was similar on the New Haven Line where 62% of respondents indicated both positive and improvement ratings. Sixty-seven percent of Danbury Line respondents rated the overall condition favorably. However, a majority (56%) of Danbury Line respondents thought that the overall condition had worsened. On the other hand, New Canaan Line station buildings performed quite well. Ninety-eight percent of New Canaan Line respondents rated the overall condition favorably and 100% noted improvement. The New Canaan Station is the only station with a building on the New Canaan Line.

The majority of stations ranked between 40 and 80% positive ratings. Six stations had 50% or fewer positive ratings. The lowest rated station was Noroton Heights with only 20% approval. On the other side of the bar, New Haven, Bethel and New Canaan Stations all had 90% or higher positive ratings. Also, Bethel and New Canaan stations had 100% of respondents indicate improvement for the overall condition. These stations are all new, so this is not unexpected. New Haven and Bridgeport had improvement ratings above 90%. The Noroton Heights and Wilton Stations each had 92% of respondents who thought that the overall condition had worsened during the previous 2 years. Nine stations had improvement ratings of 50% or less.

Figure 29: System-wide Rating of Station Building Overall Condition by Station and Line

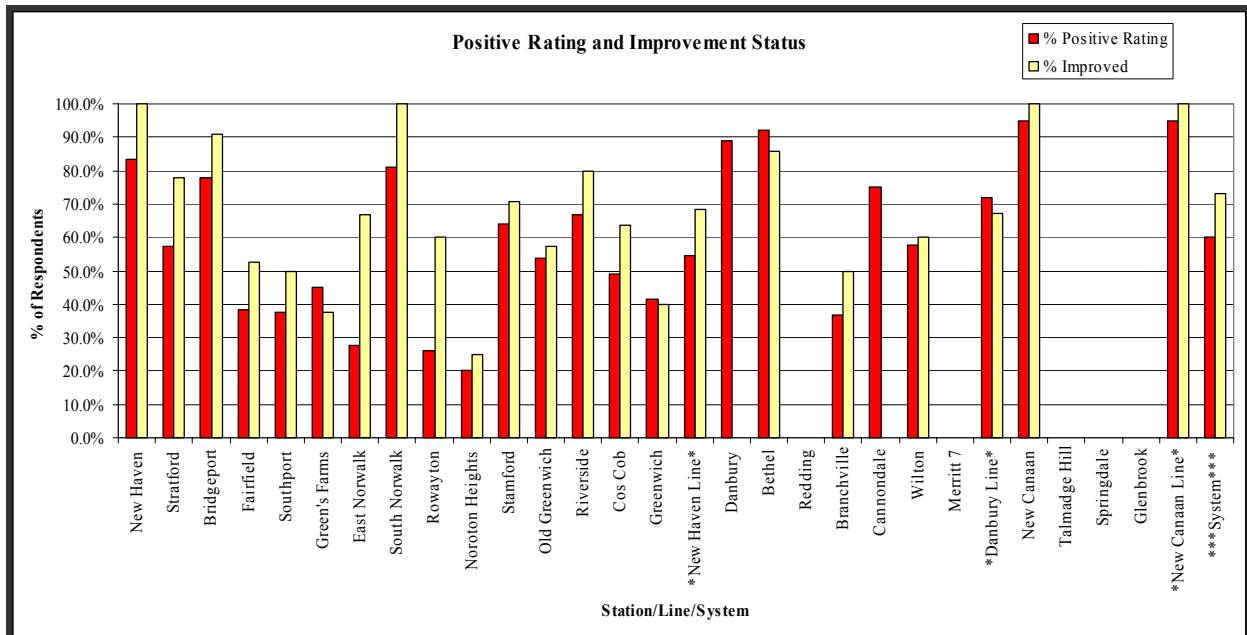


Building Handicap Accessibility: Handicap Accessibility is evaluated in Figure 30. As noted earlier, the respondents rating handicap accessibility may or may not have been qualified to rate the condition of accessibility. The percentage of handicap respondents is not known. Handicap accessibility conditions for parking, building, and platform all received significantly fewer respondents than did the other conditions. The handicap accessibility ratings should be used solely as a guide and should not be used as conclusive evidence.

The distribution of positive ratings for handicap accessibility varied widely from station to station. Throughout the system 60% of respondents rated accessibility positively and 73% noted improvement. The New Canaan Line ratings were very high because the New Canaan Station is the only station on the Line with a building. Ninety-five percent of survey respondents rated handicap accessibility to the building favorable and 100% thought that the situation had improved. Danbury Line response was also quite high 72% approval and 67% indicating improvement. The New Haven Line also had 68% of respondents who thought the condition of handicap accessibility had improved but had current condition ratings lower than the other lines with only 55% positive ratings.

At nearly all the stations the improvement ratings were higher than the current situation ratings. Nine stations had 50% or fewer positive ratings. The Noroton Heights Station had the lowest rating with only 20% favorable ratings. On the other hand, 5 stations had 80% or higher positive ratings. The highest rated station was Bethel with 92% favorable ratings. Improvement ratings were higher: 5 stations had improvement ratings of 80% or higher. Of those 5 stations, 3 had 100% of respondents who thought that handicap accessibility had improved over the previous 2 years. The Noroton Heights Station was also the lowest rated station in terms of improvement with only 25% of respondents thinking that handicap accessibility had improved. Five stations half or more of their respondents who thought that handicap accessibility had worsened.

Figure 30: System-wide Ratings of Handicap Accessibility to Station Building by Station and Line

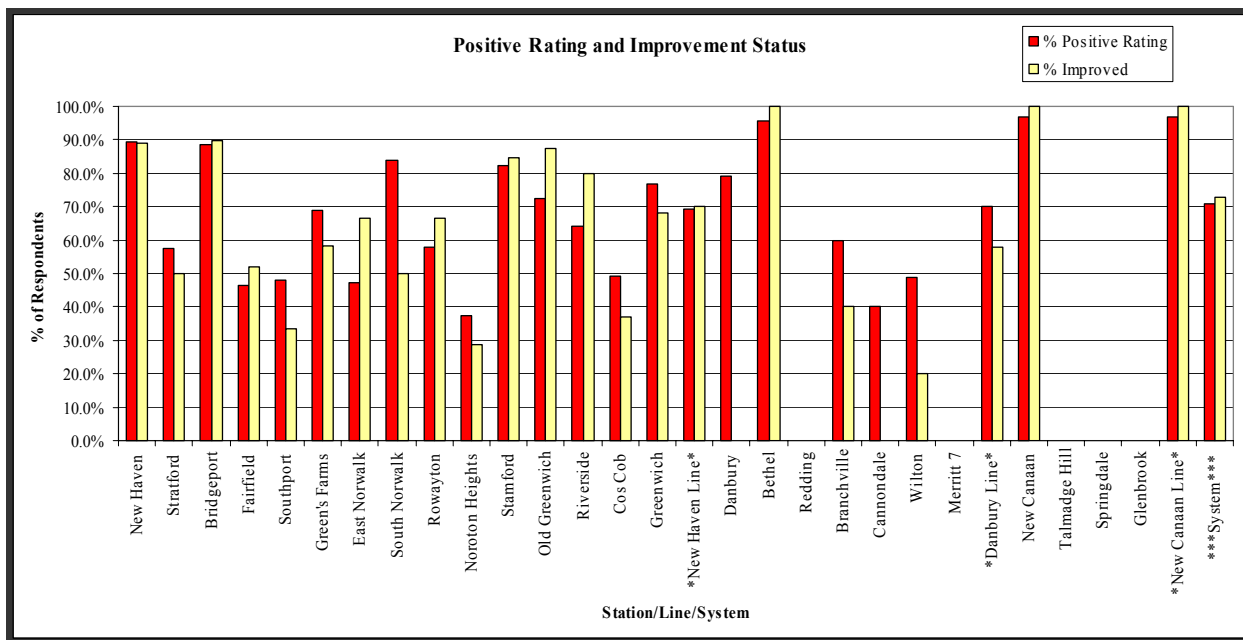


Building Lighting: Figure 31 presents ratings of building lighting for the entire system, for each line, and for each station. Lighting was a reasonably highly rated station condition with 71% of system-wide respondents rating it positively and 73% thinking it had improved over the previous 2 years. The New Haven Line respondents rated lighting similarly to the system-wide average. Sixty-nine percent of New Haven Line respondents rated lighting favorably and 70% noted improvement. Danbury Line respondents also rated lighting similarly to the system average with

70% approval, but the improvement rating was lower than the average with only 58%. New Canaan Line respondents (only from the New Canaan Station) were very happy with the lighting situation. Ninety-seven percent of respondents rated lighting positively and 100% thought that the condition had improved over the past 2 years.

Two stations had 90% or more of their respondents rate building lighting positively (Bethel and New Canaan) and four others had 80% or more of their respondents do the same (New Haven, Bridgeport, South Norwalk, Stamford). At the other end of the scale, 7 stations had half or fewer of their respondents rate lighting favorably. The Noroton Heights Station was the lowest rated station with only 38% approval in terms of station building lighting. Two stations (Bethel and New Canaan) had 100% of respondents who thought that building lighting had improved. New Haven, Bridgeport, Stamford, and Old Greenwich also had high improvement ratings. Lower improvement ratings occurred at the Wilton (20%) and Noroton Heights (29%). Overall, 5 stations had a majority of respondents who felt that the condition of station lighting had worsened over the previous 2 years.

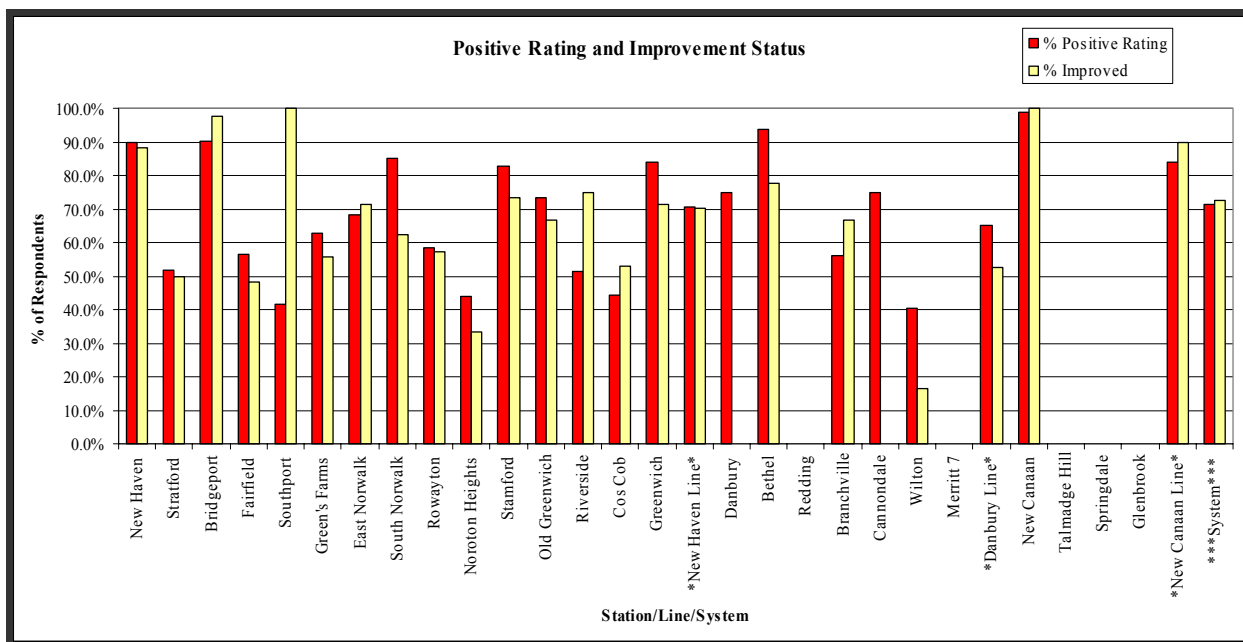
Figure 31: System-wide Rating of Station Building Lighting by Station and Line



Climate Control: Figure 32 presents rating comparisons for climate control in the station building. Climate control pertains to the heating and air conditioning conditions at the subject station. Climate control was also a reasonably highly rated station building condition. As with building lighting, climate control had 72% of system-wide respondents indicate satisfaction and 73% note improvement. As with lighting, the New Haven Line respondents were happier than Danbury line respondents, but less happy than New Canaan Line respondents. Seventy-one percent of New Have Line respondents rated climate control favorably and 70% noted improvement. Sixty-seven percent of Danbury Line respondents were satisfied with climate control and only 53% noted improvement. On the brighter side, 99% of New Canaan Station respondents rated climate control positively and 100% thought that the condition had improved.

New Haven, Bridgeport, Bethel and New Canaan all had 90% or more of their respondents who rated climate control favorably. Noroton Heights, Southport, Cos Cob Wilton all had low ratings (a majority of negative ratings). Two stations, Southport and New Canaan, had 100% of respondents indicate improvement for this condition over the past 2 years. It is interesting to note that only 25% of Southport respondents were happy with the current climate control situation, but 100% of them thought that the condition had actually improved over the previous 2 years. Eighty-three percent of Wilton respondents thought that the climate control condition had worsened over the previous 2 years. Noroton Heights respondents also rated improvement quite poorly. The Danbury and Cannondale stations had no respondents rate improvement with climate control conditions at that location.

Figure 32: System-wide Rating of Station Building Climate Control by Station and Line

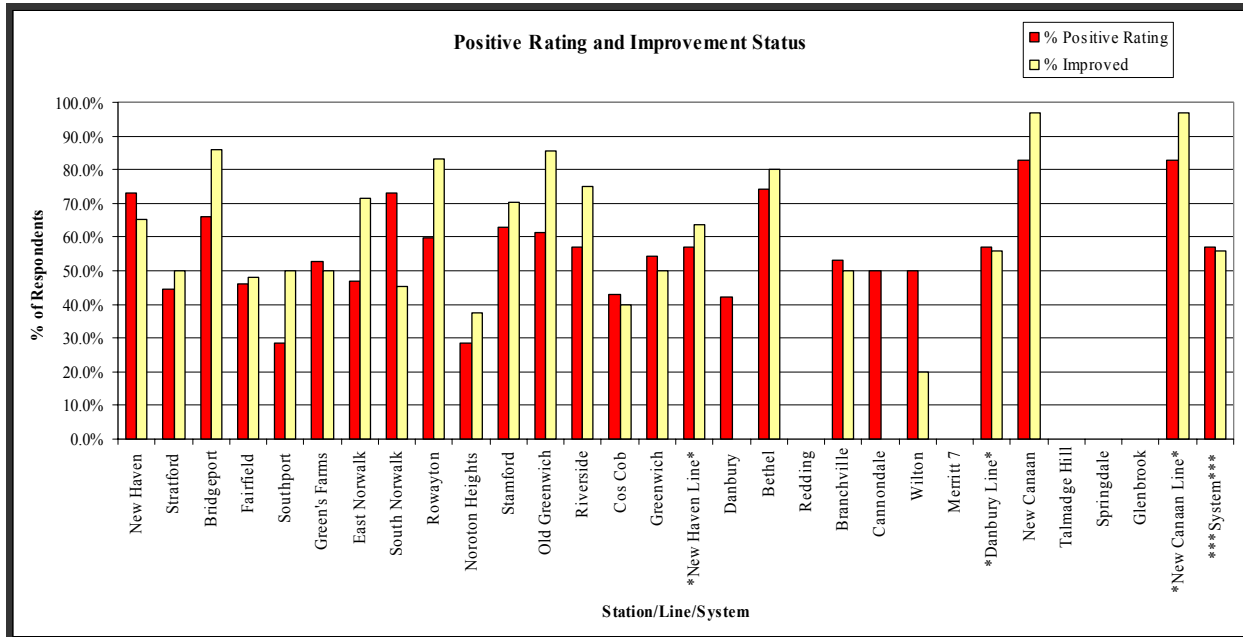


Building Security: Station building security is rated in Figure 33. Security is not particularly highly rated. System-wide only 59% of the respondents were happy with current state of security and 67% thought that the condition had improved over the previous 2 years. As with lighting and climate control, the New Canaan Line (1 station) respondents again were the most satisfied with building security with 83% satisfaction ratings and 97% improvement ratings. The New Haven and Danbury Line stations had ratings very similar to the system average each with 57% positive ratings. Sixty-four percent of New Haven Line respondents noticed improvement in building security over the previous 2 years yet only 56% of Danbury Line respondents reported an improvement.

Consistent with the overall line results, New Canaan was the station with the highest rating of building security with 83%. No other stations had ratings over 80%. Most of the ratings fell between 30 and 70% positive ratings. Southport and Noroton Heights had the lowest ratings with only 29% positive ratings. In terms of improvement, Wilton was the lowest rated station with

80% of respondents thinking that the condition of security had worsened over the past 2 years. Ninety-seven percent of New Canaan Station respondents thought that building security had improved recently. Other stations reported to have improved building security were: Bridgeport, Rowayton, Old Greenwich and Bethel.

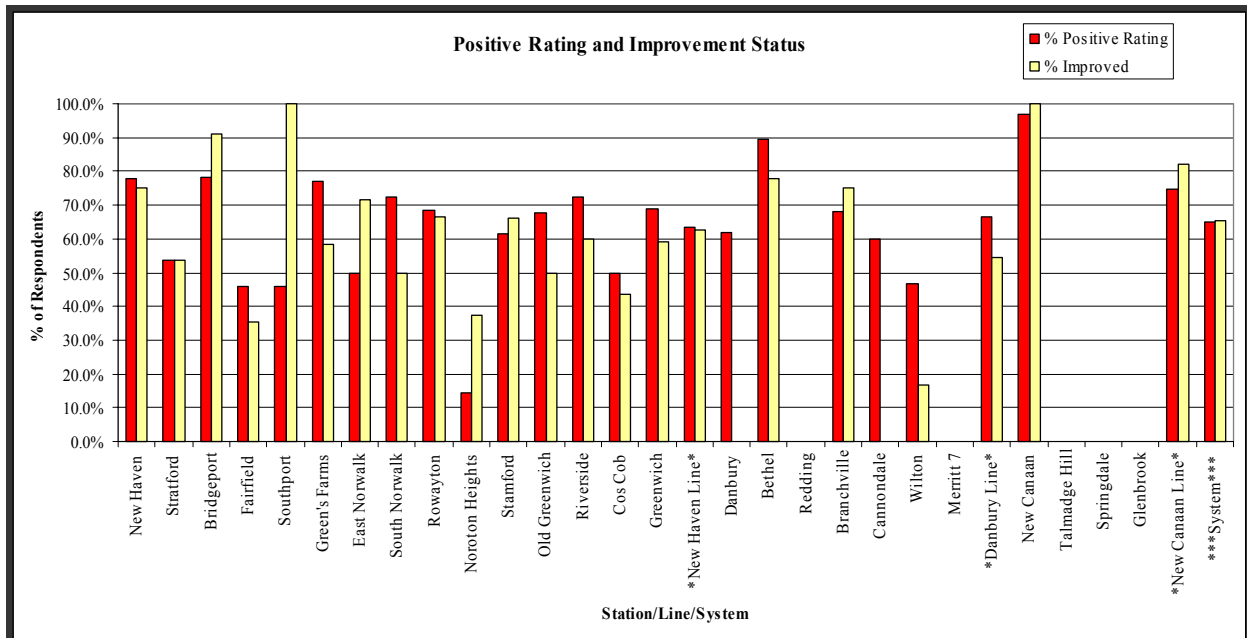
Figure 33: System-wide Rating of Station Building Security by Station and Line



Building Cleanliness: Figure 34 presents ratings of station cleanliness at the surveyed stations. Throughout the system, 66% of respondents rated cleanliness positively and 67% noted improvement in the condition over the past 2 years. Similarly, 64% of New Haven Line respondents were satisfied with the current condition of cleanliness and 63% had noticed improvement. Sixty-seven percent of Danbury Line respondents rated cleanliness favorably; however, only 55% of respondents thought that the condition had improved. Again the New Canaan Line had the largest percentage of satisfied customers. Ninety-seven percent of respondents were pleased with the present condition and 100% noted improvement. The New Canaan Station is the only station with a building on the Line.

The majority of stations ranged from 50% and 80% of respondents indicating satisfaction with station cleanliness. New Canaan had 97% satisfaction. The only other station to rate above 80% positive was Bethel. Noroton Heights (14%) was the lowest rated stations. Overall, 6 stations had 50% or fewer positive ratings. Two stations, however, Southport and New Canaan, had all respondents indicate that they had noticed an improvement in cleanliness. Bridgeport also had a high improvement rating. The Danbury and Cannondale stations had no respondents for the improvement question. Wilton had the lowest improvement rating resulting in 83% of respondents thinking that the condition of cleanliness had worsened over the previous 2 years. Noroton Heights and Fairfield also had low improvement ratings.

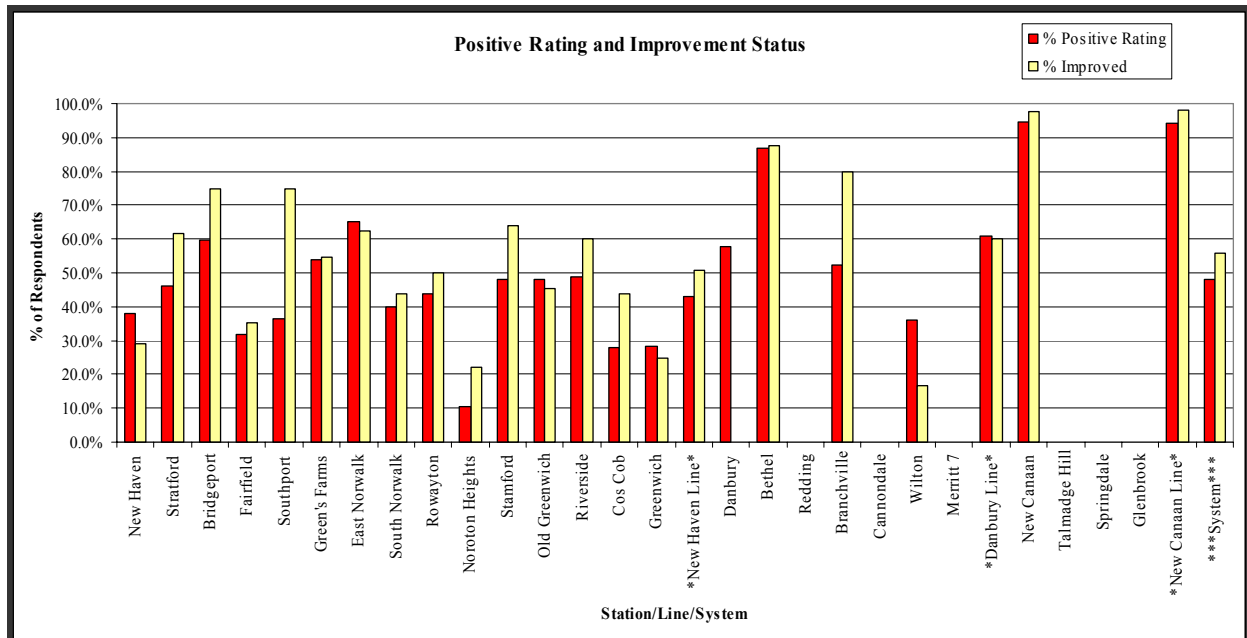
Figure 34: System-wide Rating of Station Building Cleanliness by Station and Line



Restrooms: Figure 35 presents ratings of restroom condition at the surveyed station. Restrooms were the lowest rated condition of all the station building conditions evaluated. System-wide less than half (48%) of survey respondents were satisfied with the current restroom condition. Fifty-six percent of system-wide respondents thought that the bathroom condition had improved over the previous 2 years. The New Haven Line response was even worse than the system average: 43% of respondents rated restrooms positively and 51% noted improvement. Sixty-one percent of Danbury Line respondents rated the current condition positively and 60% rated the system improved. The New Canaan Line again rated the restrooms higher than the system average. Ninety-four percent of New Canaan Station survey respondents were pleased with the current condition of the restrooms and 98% had seen noticeable improvement over the previous 2 years.

As expected, the highest rating was at the New Canaan station, where nearly all of respondents indicated that restroom condition was either ‘good’ or ‘excellent.’ Bethel also rated very highly. Noroton Heights (11%) rated poorly in the restrooms category. Danbury and Cannondale had no respondents rate improvement of this condition. In terms of improvement, Wilton (17%) ranked the lowest out of stations that had respondents, with Noroton Heights (22%) just slightly higher. New Canaan (98%) and Bethel (89%) Stations had the largest percentages of respondents who thought the condition had improved over the previous 2 years.

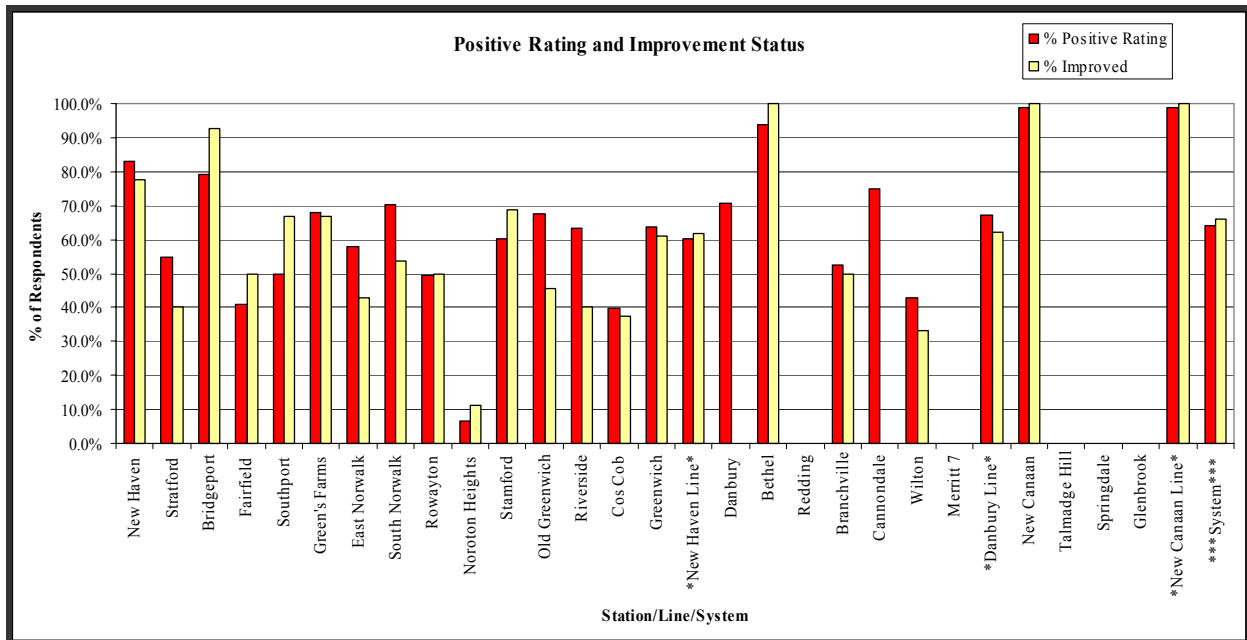
Figure 35: System-wide Rating of Restrooms by Station and Line



Building Maintenance: Figure 36 presents ratings of building maintenance at each of the locations. Building maintenance was not particularly highly rated compared to the other station building conditions. Sixty-four percent of system-wide respondents were satisfied with the current condition of building maintenance and 66% said they had noticed improvement over the past 2 years. The New Canaan Line again had the highest rated building maintenance condition because the New Canaan Station is the only station with a building on the Line. Ninety-nine percent of New Canaan Line respondents were satisfied with building maintenance and 100% had noticed improvement. Next, 67% of Danbury Line respondents and 60% of New Haven Line respondents rated building maintenance positively. Sixty-two percent of both New Haven Line respondents and Danbury Line respondents thought that building maintenance had improved recently.

The majority of stations had between 40 and 80% positive ratings for this condition. As expected, the New Canaan Station again the highest rated station with 99% approval. The New Haven and Bethel Stations were also highly rated. Noroton Heights respondents rated building maintenance extremely poorly with only 7% positive ratings. Two stations, Bethel and New Canaan, had all respondents indicate that they viewed building maintenance as improved. Again, Noroton Heights was the least improved station with 89% of respondents saying that building maintenance had worsened during the previous 2 years.

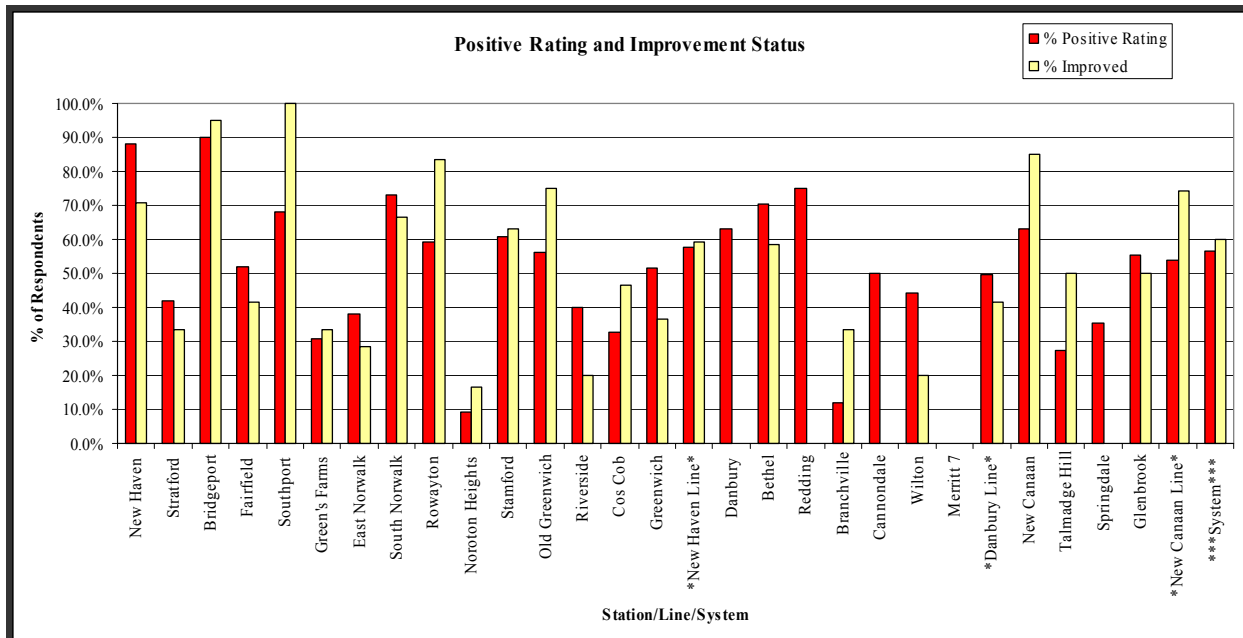
Figure 36: System-wide Rating of Station Building Maintenance by Station and Line



Seating Availability: Seating availability is described via survey respondent rating in Figure 37. Seating availability was not particularly highly rated and the perception of the survey respondents was pretty consistent across all of the Lines. Stations without buildings are included in this discussion and figure because seating was not rated in any of the other categories. It has to be assumed that respondents at stations without buildings were either rating the lack of seating or the condition of seating at the station as a whole. Fifty-seven percent of system-wide respondents rated seating availability positively. The same was true for 58% of New Haven Line respondents, 50% of Danbury Line respondents, and 54% of New Canaan respondents. Sixty percent of system-wide respondents thought that seating availability had improved over the previous 2 years as did 59% of New Haven Line respondents, a large 74% of New Canaan Line respondents, and only 42% of Danbury Line respondents.

Bridgeport (90%) and New Haven (88%) Stations were the highest rated stations for seating availability and were the only stations with greater than 80% favorable ratings. Noroton Heights (9%) and Branchville (12%) had the lowest ratings of seating availability. Overall, 11 stations had half or more of their respondents who were unsatisfied with the availability of seating. In terms of change over the past 2 years, 100% of Southport respondents, 95% of Bridgeport respondents, 85% of New Canaan respondents, and 83% of Rowayton respondents thought that seating availability had improved. However, 83% of Noroton Heights respondents, 80% of Wilton respondents, and 80% of Riverside respondents felt that the condition had worsened over the previous 2 years.

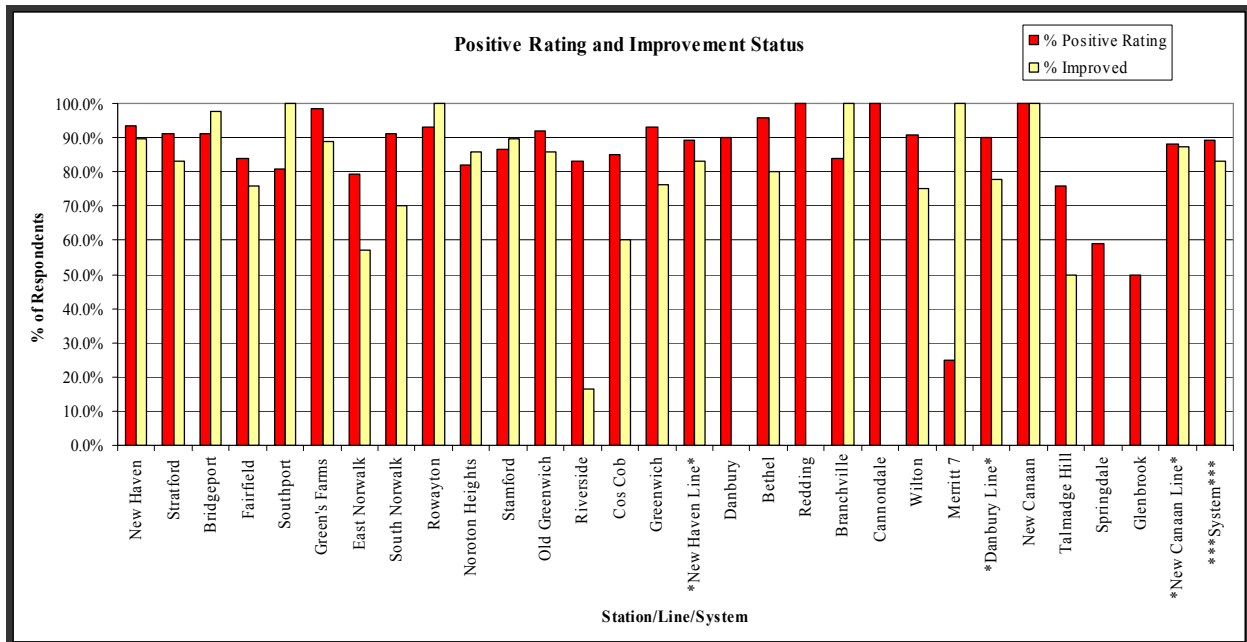
Figure 37: System-wide Rating of Seating Availability by Station and Line



Absence of Graffiti: Figure 38 lists the ratings of the absence of graffiti by station, line and for the whole system. Absence of graffiti was the highest rated condition out of all the conditions listed on the survey. Ratings for graffiti absence at stations without buildings are retained in this discussion and figure because graffiti was not rated in any of the other categories. Respondents at stations without buildings were most likely rating absence of graffiti throughout the station. System-wide, 89% of respondents were happy with the absence of graffiti. Also, 83% had noticed an improvement in graffiti absence over the previous 2 years. The same was true on the New Haven Line. Ninety percent of Danbury Line respondents approved of the absence of graffiti but only 78% had noticed an improvement. Finally, 88% of New Canaan Line respondents rated graffiti absence favorably and 87% noted improvement.

The vast majority of stations (21) had positive ratings of 80% or more. Of those 21 stations, 14 stations had positive ratings of 90% or more. Redding, Cannondale and New Canaan had 100% approval of graffiti absence. Merritt 7 (25%) and Glenbrook (50%) were the only stations with half or fewer respondents rating absence of graffiti positively. Even though Merritt 7 was not highly rated in terms of graffiti absence, 100% of respondents said they had noticed an improvement over the past 2 years. Southport, Rowayton, Branchville, and New Canaan also had 100% of respondents who felt that the condition had improved. Riverside (17%) and Talmadge Hill (50%) were the only stations with half or less of their respondents noticing improvement in the absence of graffiti.

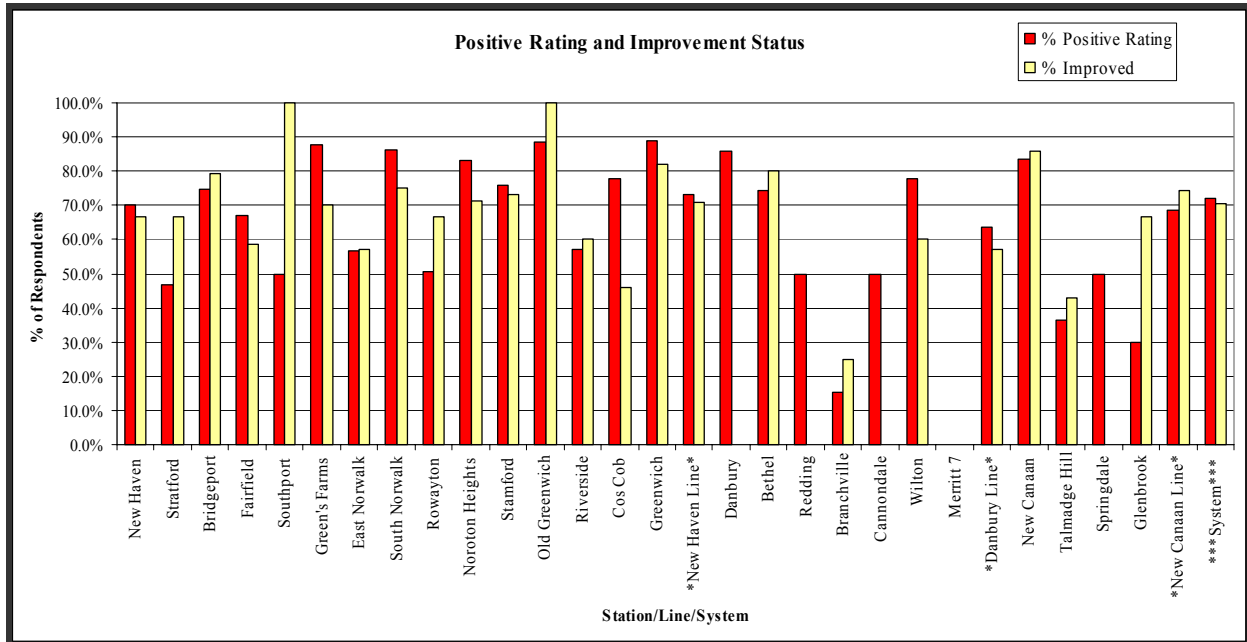
Figure 38: System-wide Rating of Graffiti Absence by Station and Line



Map and Schedule Availability: Map and schedule availability ratings are shown in Figure 39. Map and schedule availability was also a reasonably highly rated condition. As with seating and graffiti, map and schedule availability was not rated in any other category so even stations without buildings are included in this section. Seventy-two percent of system-wide respondents were content with the current availability of maps and schedules. Additionally, 70% of system-wide respondents thought that availability had improved over the previous 2 years. Positive ratings and improvement ratings were not as consistent for the rating of map and schedule availability as they were for the rating of graffiti absence. The New Haven Line stations had the highest ratings for map and schedule availability. Seventy-three percent of New Haven Line respondents rated map and schedule availability positively and 71% said they had noticed improvement. Sixty-nine percent of New Canaan Line respondents rated availability favorably as did 64% of Danbury Line respondents. The New Canaan Line had the highest improvement ratings with 74% and the Danbury Line had the lowest with 57%.

None of the stations had positive ratings of map and schedule availability above 90%. The highest rated stations were Old Greenwich and Green's Farms with 89% and 88% approval, respectively. Most stations had positive ratings that fell between 60% and 90%. The lowest rated station was Branchville with only 15% of respondents happy with the current situation of map and schedule availability. Glenbrook and Talmadge Hill also had low positive ratings. Southport and Old Greenwich had 100% of their respondents who felt that map and schedule availability had improved over the previous 2 years. New Canaan, Bethel, and Bridgeport also had high improvement ratings. In addition to having the lowest rating of the current situation, Branchville also had the lowest rating of the changed situation. Only 25% of Branchville respondents felt that the availability of maps and schedules had improved. Cos Cob and Talmadge Hill also had low improvement ratings.

Figure 39: System-wide Rating of Map and Schedule Availability by Station and Line



STATION AMENITIES

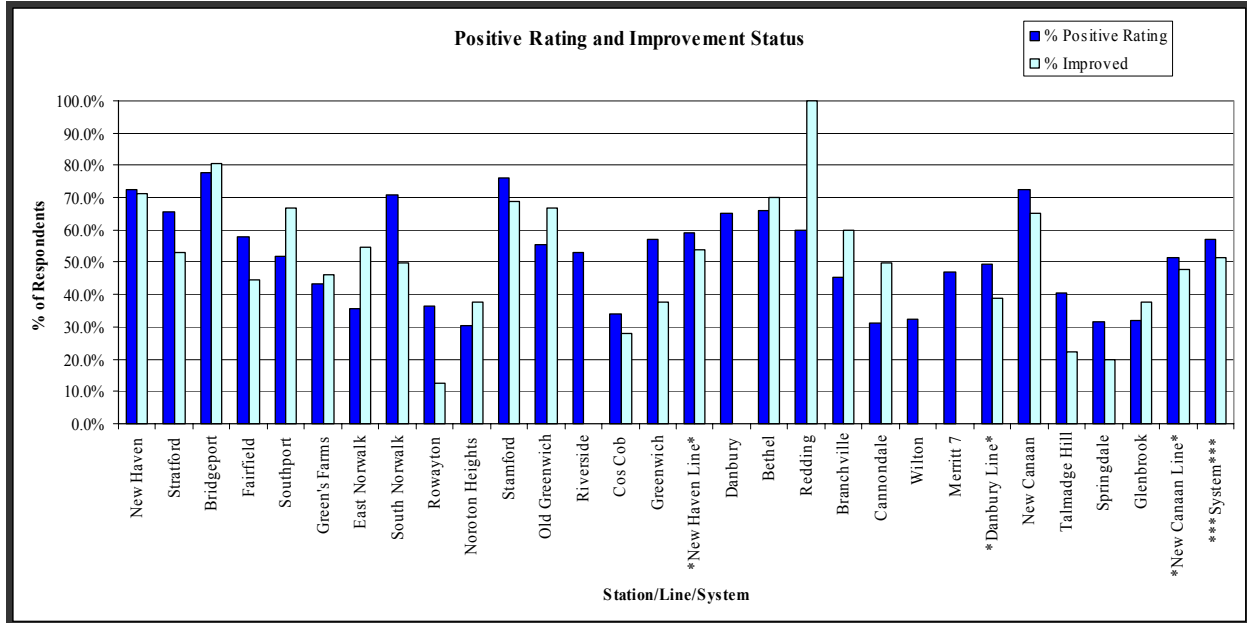
As with the station building elements, not all of the stations surveyed have all of the amenities rated in this section. Sometimes respondents rated amenities that do not exist at their stations in order to voice their opinion about the lack of that particular amenity at that particular station. Overall station amenities were not particularly highly rated compared to platform, building, and parking conditions.

Phones: Figure 40 presents phone ratings for comparison purposes. Phone ratings were relatively consistent between lines. Overall, 57% of system-wide respondents rated phones positively and 52% of system-wide respondents felt that the condition had improved over the previous 2 years. New Haven Line respondents rated phones similarly to the system average. Fifty-nine percent of New Haven Line respondents were content with the current phone situation and 54% said they had noticed improvement. The worst phone situation occurred on the Danbury Line where only half of the respondents rated phones as either ‘good’ or ‘excellent’ and far less than half (39%) of the respondents felt that the condition had improved. Fifty-two percent of New Canaan Line respondents were content with the present phone situation and less than half (48%) of the New Canaan Line respondents felt that the condition had improved.

None of the stations surveyed had positive ratings of phones over 80%. The highest rated stations were Bridgeport with 78% and Stamford with 76% approval. The lowest rated station was Noroton Heights with only 30% positive ratings for the phone situation. However, several other stations had positive ratings between 30 and 40%: East Norwalk, Rowayton, Cos Cob, Cannondale, Wilton, Talmadge Hill, Springdale and Glenbrook. In terms of improvement, only 2 stations had 80% or more of their respondents who thought that the phone situation had improved over the previous 2 years: Redding (100%) and Bridgeport (81%). Rowayton had the

largest percentage of respondents who thought that the phone situation had actually worsened (87%). Other stations with low improvement ratings included Springdale with only 20% improvement, Talmadge Hill with 22% and Cos Cob with 28%.

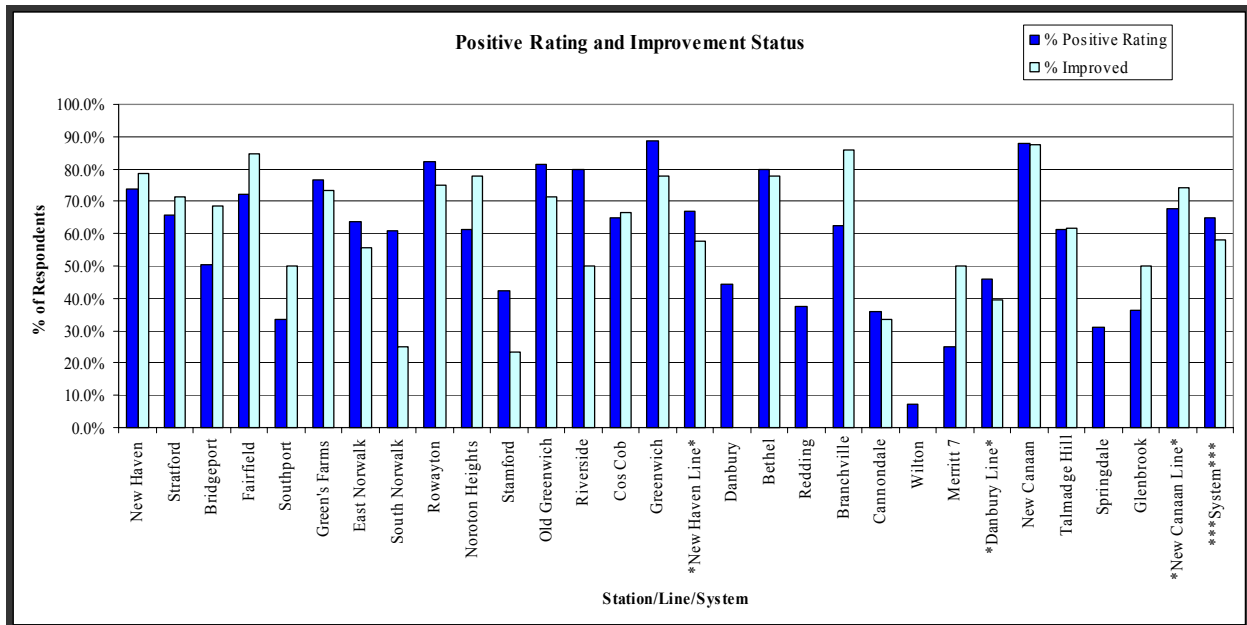
Figure 40: System-wide Rating of Phones by Station and Line



Newspaper and Magazine Stands: Newspaper and magazine stand rating results are presented for each station, line and for the whole system in Figure 41. Newspaper and magazine stands were rated highly compared to the other amenities' conditions ratings. Not all of the stations surveyed have newspaper and magazine stands so some stations have no respondents and some stations that do not have newspaper and magazine stands have respondents who were rating the lack of a stand. System-wide, 65% of respondents rated newspaper and magazine stands positively and 58% had noticed an improvement in the stands. The New Canaan Line had the highest rated newspaper and magazine stands with 68% favorable ratings and 74% ratings of improvement. The New Haven Line also had 67% positive ratings but had only 58% improvement ratings. Even worse, the Danbury Line had only 46% of respondents content with the current newspaper and magazine situation and only 40% of respondents who had noticed improvement.

No stations had positive ratings higher than 90%. The highest rated stations in terms of newspaper and magazine stands were Greenwich with 89% approval and New Canaan with 88% positive ratings. Wilton was the lowest rated station with only 7% positive ratings. Merritt 7, Southport, Redding, Springdale, Cannondale and Glenbrook also had low positive ratings of newspaper and magazine stands. Fairfield, Branchville and New Canaan were noted as stations whose newspaper and magazine stands had improved over the previous 2 years. Stamford was reported to have the lowest level of improvement in newspaper and magazine stands with only 23% improvement ratings. South Norwalk and Cannondale also had low improvement ratings.

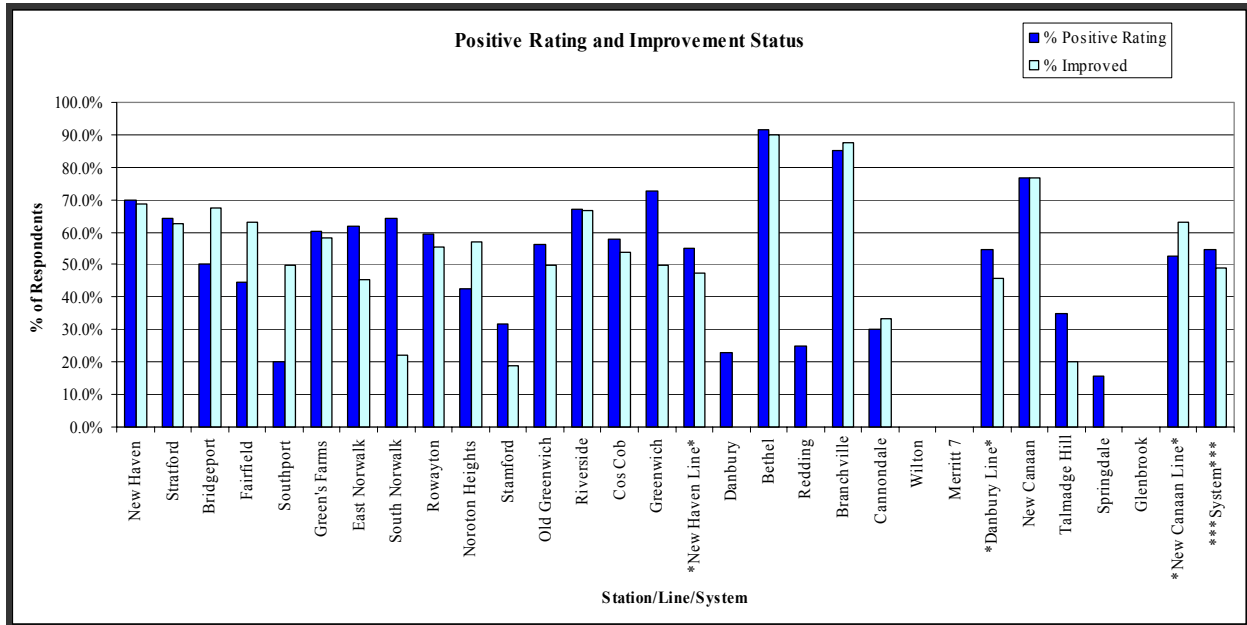
Figure 41: System-wide Rating of News/Magazine Stands by Station and Line



Concession Stands: Figure 42 displays the positive ratings and improvement ratings for concession stands by station, line and for the entire system. Again, not all stations surveyed had concession stands so some stations had no respondents for this condition. Also, some stations that do not have concession stands still had respondents because respondents were probably rating the lack of a concession stand. Concession stands were not very highly rated. Fifty-five percent of system-wide respondents were content with the current concession stand situation and less than half (49%) of the system-wide respondents had noticed improvement in concession stands. Ratings between lines were very consistent. Fifty-five percent of respondents on the New Haven and Danbury Lines rated concession stands positively. Fifty-three percent of New Canaan Line respondents did the same. In terms of improvement, again the New Haven and Danbury Lines had similar ratings with 48% and 46%, respectively. The New Canaan Line actually had an improvement rating higher than the rating of the current condition with 63%.

Only 2 stations had positive ratings over 80%: Bethel (92%) and Branchville (85%). Most of the positive ratings fell between 40% and 70%. The lowest rating occurred in Springdale with only 16% positive ratings. Southport, Danbury, Redding and Cannondale also had low percentages of positive ratings. On the improvement end, the same two high rated stations (Bethel and Branchville) had the highest improvement ratings. Only one other station (New Canaan) even had an improvement rating above 70%. The lowest improvement rating was found in Stamford with only 19% of respondents who thought that the condition of the concession stand had improved over the past 2 years. Other low improvement ratings occurred in South Norwalk and Talmadge Hill.

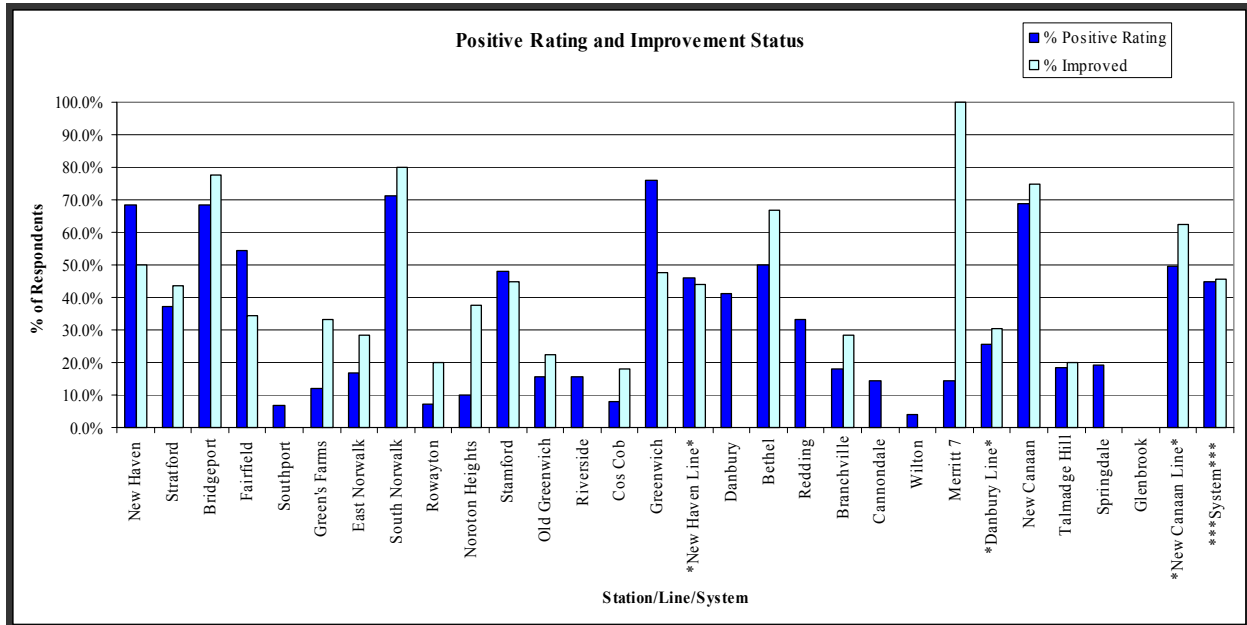
Figure 42: System-wide Rating of Concession Stands by Station and Line



Taxi Stands: The ratings for taxi stands are presented in Figure 43 by station, line, and for the system. Again, not all stations have taxi stands so some stations have no ratings and some stations that do not have taxi stands do have ratings because respondents were probably referring to the lack of taxi stands. The taxi stand condition was the lowest rated condition of all the amenities conditions. A majority of system-wide respondents actually rated taxi stands negatively (55%) and thought that the condition of taxi stands had worsened over the previous 2 years (54%). Percentages of positive ratings varied greatly between Lines for this condition. The worst case was the Danbury Line where only 26% of respondents were content with the current situation and only 30% of respondents thought that the situation had improved. The Danbury Line was rated highest for taxi stands with 50% approval and 62% improvement ratings. The New Haven Line was very similar to the system average with 46% favorable ratings and 44% improvement ratings.

For the first time in all of the conditions analyzed so far the majority of the percentages of positive ratings were between 0% and 20%. The taxi stand situation is extremely poor. Only 2 stations had positive ratings above 70%: Greenwich (76%) and South Norwalk (71%). The lowest rated station was Wilton with only 4% approval. Of all the stations that received ratings, 5 stations had positive ratings of 10% or less. In terms of change, Merritt 7 had 100% of respondents who thought that the condition of the taxi stand had improved over the previous 2 years. The next most improved station was South Norwalk with 80% of respondents noticing improvement. The lowest improvement ratings were found in Cos Cob (18%), Rowayton (20%), and Talmadge Hill (20%).

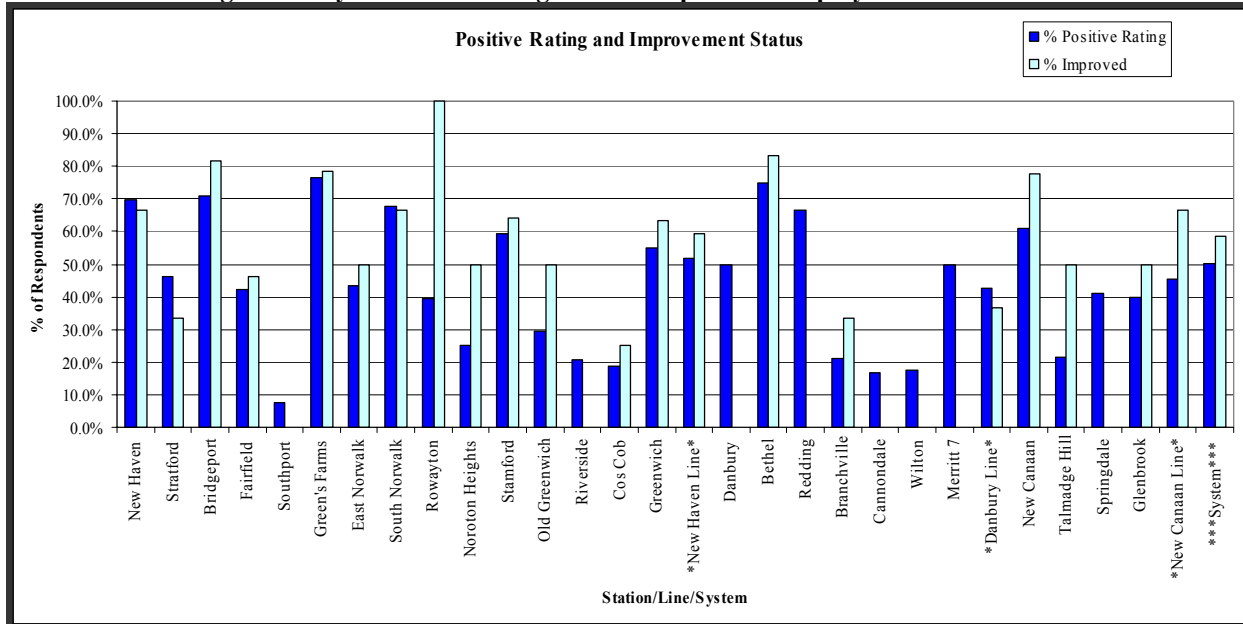
Figure 43: System-wide Rating of Taxi Stand by Station and Line



Bus Drop-off/Pick-up: Figure 44 portrays the current and changed condition of bus drop-off and pick-up for each station, line, and for the whole system. Most of the survey respondents drove to the station and parked so some of the response to this question could be based on assumptions or the aesthetic qualities of the bus drop-off/pick-up situation. Overall, half of the system-wide survey respondents were happy with the present bus drop-off and pick-up situation. Fifty-eight percent of survey respondents thought that the condition had improved over the past 2 years. The positive ratings of bus drop-off and pick-up did not vary too greatly between the different lines. Fifty-two percent of New Haven Line respondents rated the condition favorably and 59% of respondents noted improvement. The other two lines had lower ratings for the bus drop-off/pick-up situation. Forty-three percent of Danbury Line respondents and 46% of New Canaan Line respondents were content with the current bus drop-off/pick-up situation. At opposite ends of the scale, 37% of Danbury Line respondents and 67% of New Canaan Line respondents felt that the condition had improved.

No stations had more than 80% positive ratings for the current bus drop-off/pick-up situation. The best stations for bus drop-off/pick-up were Green's Farms with 76% positive ratings and Bethel with 75% approval. The majority of the stations had half or fewer of their respondents rate bus drop-off/pick-up favorably.

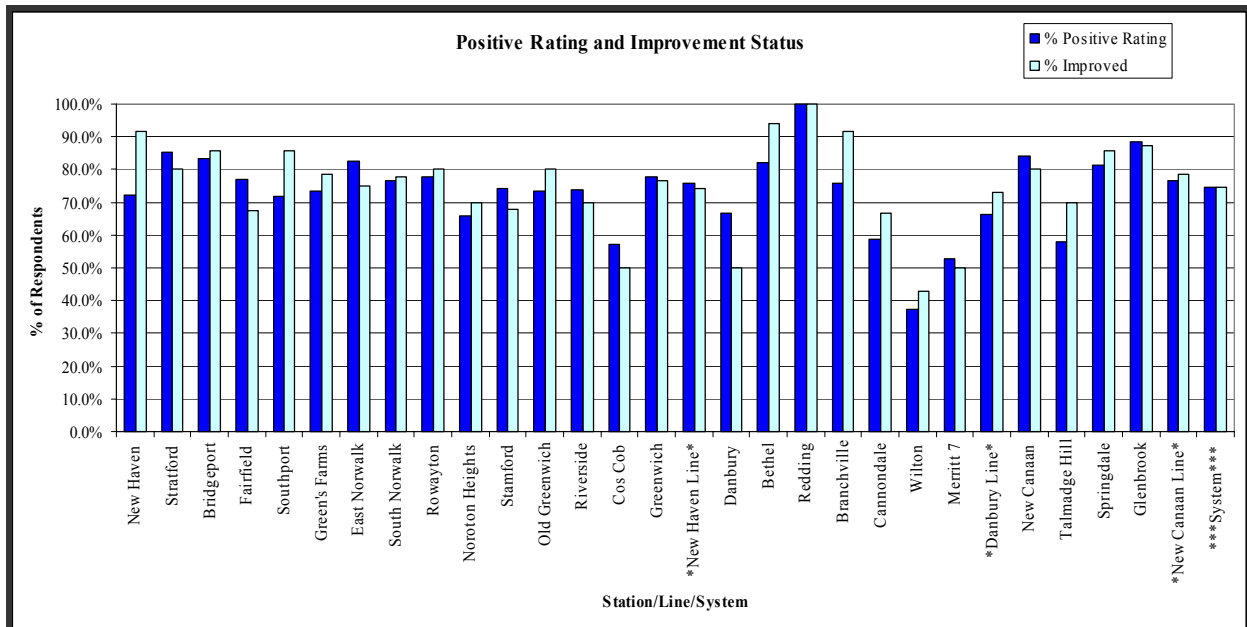
Figure 44: System-wide Rating of Bus Drop-off/Pick-up by Station and Line



Availability of Trash Containers: Trash container availability was rated by survey respondents and the results are outlined in Figure 45. Availability of trash containers was the highest rated condition of all the amenities conditions surveyed. Seventy-five percent of system-wide respondents rated availability of trash containers positively and thought that the condition had improved during the past two years. Similarly, 76% of New Haven respondents rated availability of trash cans favorably and 74% had noticed improvement. The Danbury Line did not perform as well in terms of overall rating of trash containers with only 66% positive ratings, but the improvement ratings were 73%. New Canaan Line stations had the highest percentage of positive ratings and improvement ratings with 77% and 79%, respectively.

Ratings of trash container availability were very consistent from station to station. All of Redding's respondents rated trash container availability favorably. Seven other stations had positive ratings of 80% or higher. The lowest rating of trash container availability was found at the Wilton Station where 38% of respondents rated the condition positively. The Wilton Station was the only station that did not have a majority of positive ratings. Improvement ratings were also very consistent from station to station. As with the overall rating, 100% of Redding respondents thought that trash container availability had improved over the previous 2 years. Also the same as the overall rating, the lowest improvement rating was found at the Wilton Station where 43% of respondents thought that the condition had improved.

Figure 45: System-wide Rating of Trash Container Availability by Station and Line



PLATFORM CHARACTERISTICS

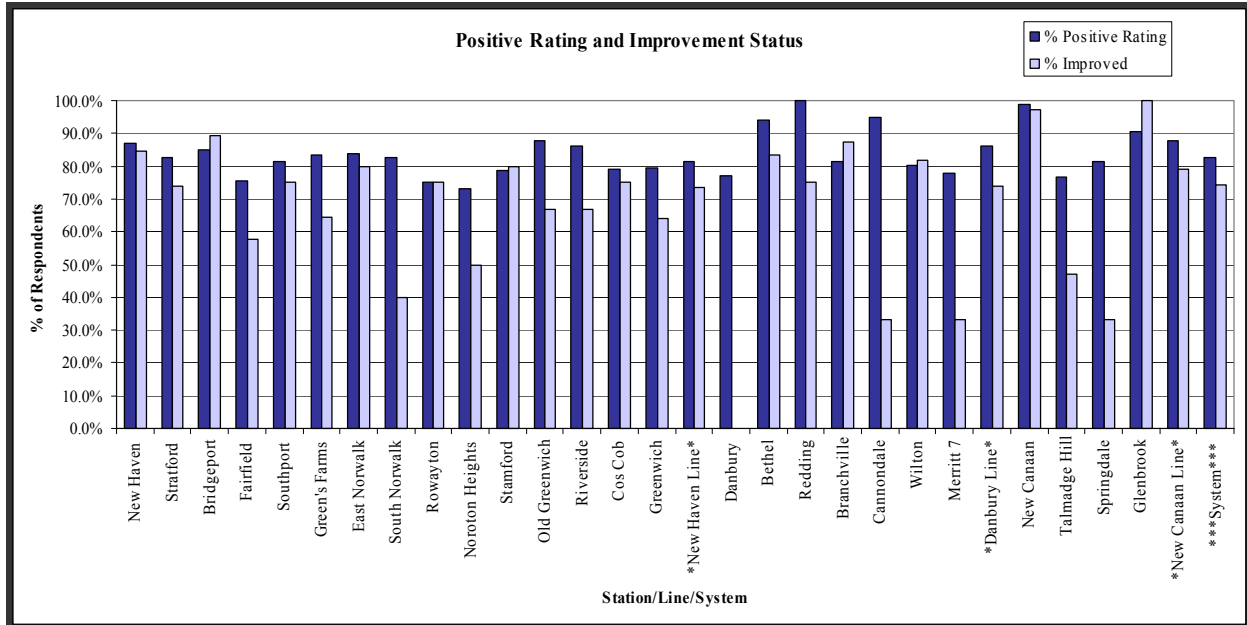
As the final section of question 8, survey respondents were asked to rate certain platform conditions. Overall, platform conditions were highly rated compared to the parking, building, and amenities conditions.

Overall Platform Condition: Figure 46 presents ratings of the overall condition of the station platform. The majority of stations had a rank of above 80% positive votes for this category. Ratings of the current platform situation generally exceeded ratings of improvement. Overall, 83% of system-wide respondents rated the overall platform condition positively. Seventy-five percent of system-wide respondents thought that the overall condition of the platform had improved over the previous 2 years. The Danbury and New Canaan Lines rated even higher with 86% and 88% positive ratings, respectively. Eighty-one percent of New Haven Line respondents were content with the overall condition of the platforms. In terms of improvement, 74% of each New Haven Line and Danbury Line respondents noticed improvement as did 79% of New Canaan Line respondents.

Only New Canaan Line and Danbury Line stations had 90% positive ratings or higher. The New Haven Line stations were rated slightly lower. Redding had a 100% positive rating for overall platform condition. New Canaan, which was recently rehabilitated, had 99% of respondents rate the platform positively. Ninety-five percent of Cannondale respondents, 94% of Bethel respondents, and 91% of Glenbrook respondents rated the overall platform condition favorably. The lowest ranking stations in terms of improvement were Springdale, Merritt 7, and Cannondale, all of which had only 1/3 of their respondents who thought that the overall condition of the platform had improved over the previous 2 years. Interestingly, the three stations with the lowest improvement ratings all had greater than 75% positive ratings of the current

situation. The highest improvement ratings were found in Glenbrook (100%) and New Canaan (97%).

Figure 46: System-wide Rating of Overall Platform Condition by Station and Line



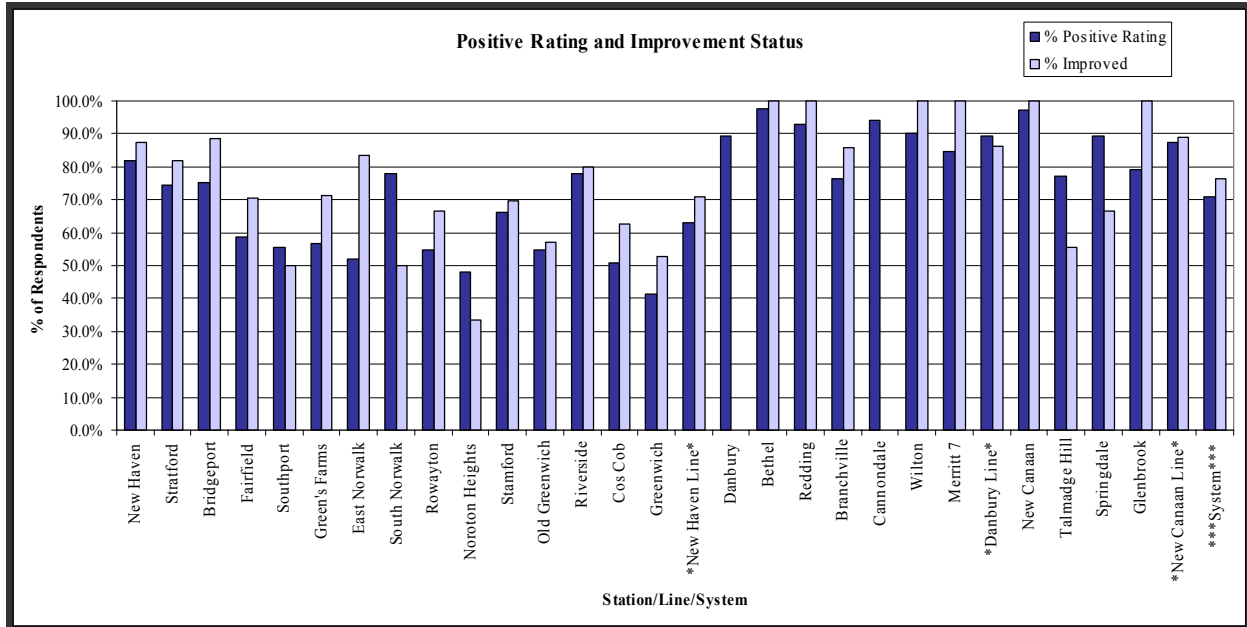
Platform Handicap Accessibility: Handicap accessibility is again evaluated in Figure 47, this time for accessibility on the platform. As noted, the respondents rating handicap accessibility may or may not have been qualified to rate the condition of accessibility. The percentage of handicap respondents is not known. Handicap accessibility conditions for parking, building, and platform all received significantly fewer respondents than did the other conditions. The handicap accessibility ratings should be used solely as a guide and should not be used as conclusive evidence.

Platform handicap accessibility was rated particularly highly on the Branch Lines and reasonably highly on the New Haven Line and over the system. System-wide, 71% of respondents rated the platform positively. Generally speaking, improvement ratings were higher than ratings of the current situation. Seventy-six percent of system-wide respondents felt that the condition of handicap accessibility to the platform had improved over the previous 2 years. On the New Haven Line, 63% of the survey respondents were content with the current accessibility situation and 71% of the respondents had noticed an improvement. Danbury Line respondents rated handicap accessibility to the platform the highest with 89% approval. New Canaan Line respondents thought that accessibility had improved the most on that line with 89% improvement ratings. Also highly rated, 87% of New Canaan Line respondents rated handicap accessibility positively and 86% of Danbury Line respondents thought that the condition had improved.

As expected, the highest ratings of handicap accessibility occurred at some of the Branch stations. Bethel respondents rated it as the best station in terms of platform handicap accessibility with 98% positive ratings. Redding, Cannondale, Wilton, and New Canaan all had 90% positive

ratings or more. Only 1 New Haven Line station (New Haven) had positive ratings greater than 80%. However, only 2 stations had less than 50% positive ratings: Greenwich (41%) and Noroton Heights (48%). Six Branch stations had 100% of their respondents think that the condition of handicap accessibility to the platform had improved over the past 2 years. The lowest improvement rating was given at Noroton, one of two lowest rated stations for the current situation too. Other low improvement ratings were found at Southport and South Norwalk (50%).

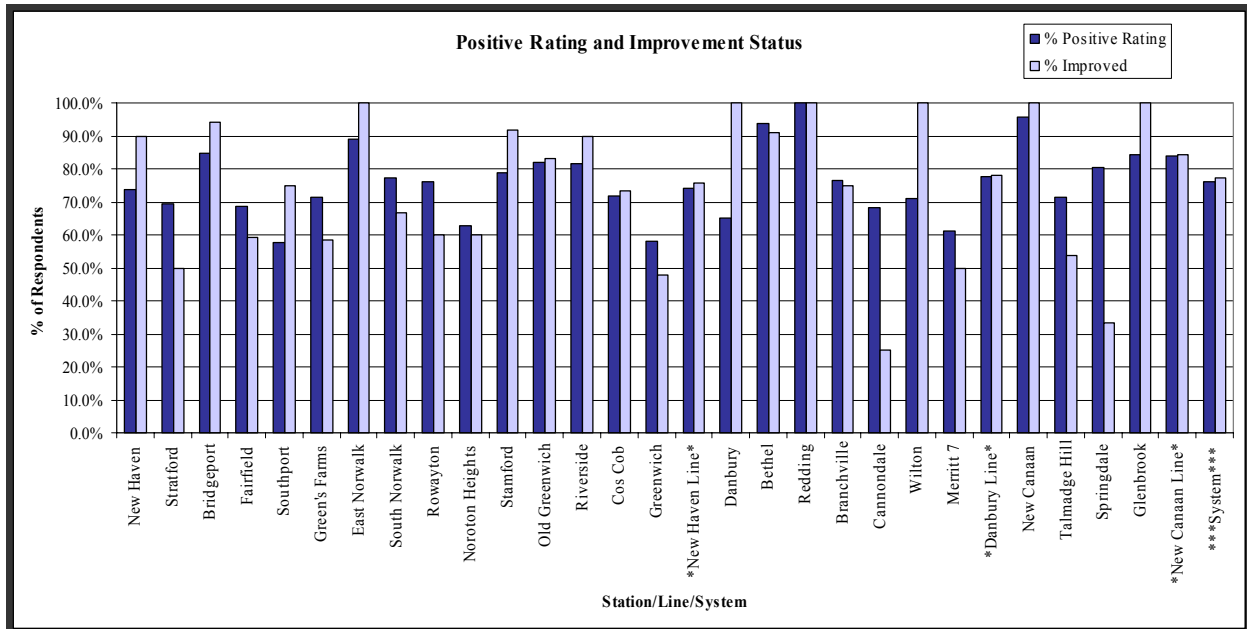
Figure 47: System-wide Rating of Platform Handicap Accessibility by Station and Line



Platform Lighting: Figure 48 looks at respondent ratings of platform lighting by station and line. Platform lighting was also highly rated, especially on the New Canaan Line. Throughout the system, 76% of respondents rated platform lighting positively. Seventy-seven percent of system-wide respondents thought that platform lighting had improved during the past 2 years. On the New Canaan Line, 84% of respondents rated lighting favorably and thought that the condition had improved. Seventy-eight percent of Danbury Line respondents thought the same. Seventy-four percent of New Haven Line respondents rated platform lighting positively and 76% thought that it had improved.

Every respondent at the Redding Station was content with the current platform lighting situation. Bethel (94%) and New Canaan (96%) also had very high percentages of positive ratings. Nine stations had 80% or more favorable ratings. No stations had less than 50% positive ratings. The lowest rated stations were Southport and Greenwich, but they each still had 58% favorable ratings. Improvement ratings created a slightly different picture. Five stations had half or fewer of their respondents who thought that the condition of platform lighting had improved. The least improved station was Cannondale, which had only 25% of their respondents who thought that platform lighting had improved. At the other end of the scale, 6 stations had 100% improvement ratings.

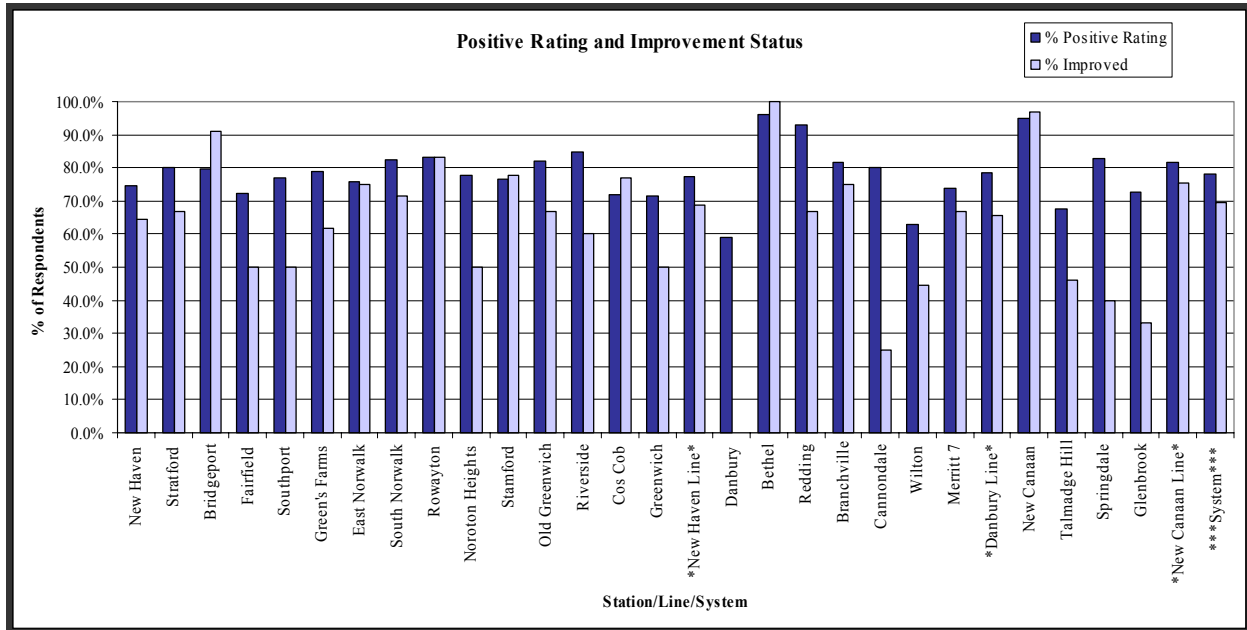
Figure 48: System-wide Rating of Platform Lighting by Station and Line



Platform Cleanliness: Ratings for the cleanliness of the platform are presented in Figure 49 for the system, lines, and each station. Cleanliness was rated well. Seventy-eight percent of system-wide respondents felt content with the present state of cleanliness on platforms. Seventy percent of system-wide respondents said they had noticed an improvement in cleanliness during the past 2 years. Cleanliness on the platform was rated highest on the New Canaan Line. Eighty-two percent of New Canaan Line respondents rated platform cleanliness positively and 76% noted improvement. On the Danbury Line, 79% of respondents rated cleanliness favorably and 66% thought the condition had improved. Seventy-seven percent of New Haven Line rated platform cleanliness as either ‘good’ or ‘excellent’ and 69% noticed an improvement.

Bethel, New Canaan and Redding stations all had positive ratings greater than 90%. The majority of the ratings were between 70 and 85% positive. Danbury was the lowest rated station with 59% approval. No station had less than half of their respondents rate cleanliness positively. After Danbury, the lowest rated station was Wilton, which still had 63% favorable ratings. Generally speaking, the changed condition over time was rated lower than the current situation. Cannondale had the worst case scenario with 75% of their respondents thinking that cleanliness had actually worsened during the prior 2 years. All of Bethel’s respondents and 97% of New Canaan respondents thought that the condition had improved, as did 91% of Bridgeport respondents.

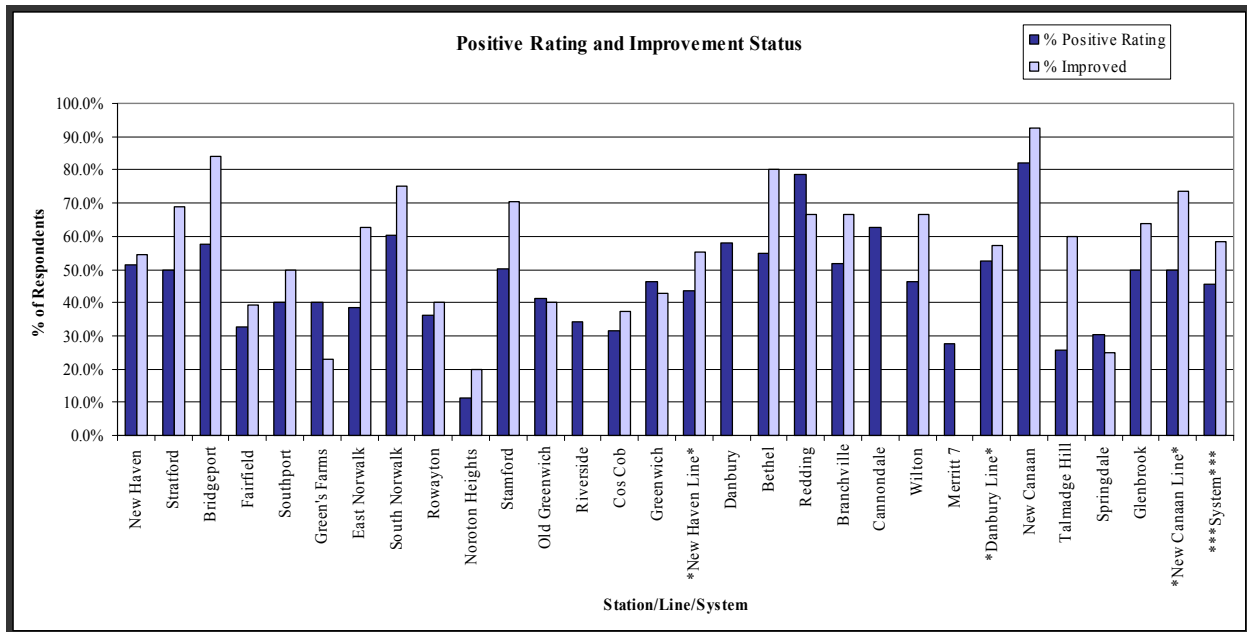
Figure 49: System-wide Rating of Platform Cleanliness by Station and Line



Platform Shelters: Figure 50 presents ratings of platform shelters at the stations surveyed. The condition of the platform varied based on station configuration, age, and location. Platform shelters were the lowest rated of all the platform conditions surveyed. Less than half (46%) of system-wide respondents were satisfied with the platform shelters. However, 59% of respondents thought that shelters had improved over the previous 2 years. New Haven Line respondents were even less happy with 44% positive ratings 55% improvement ratings. Slightly better, half of New Canaan Line respondents and 53% of Danbury Line respondents rated platform shelters favorably. Seventy-four percent of New Canaan Line respondents and 57% of Danbury Line respondents noticed an improvement in the shelters recently. The majority of stations ranged from 30% to 60% satisfaction.

Shelters were not rated very well. New Canaan, a recently rehabilitated station, had the highest rating for this platform condition, with 82% positive ratings. No other stations had ratings of 80% or higher. After New Canaan, Redding was the only station with positive ratings greater than 70%. Noroton Heights was the lowest rated station with only 11% approval. Fifteen stations had half or fewer of their respondents who rated shelters positively. New Canaan was also the most improved station in terms of platform shelters with 93% of respondents noticing improvement. Bridgeport and Bethel followed this station in the highest ranking category. Four stations had no respondents. Of the stations that did receive responses, Noroton Heights (20%), Green's Farms (23%), and Springdale (25%) had the lowest improvement ratings.

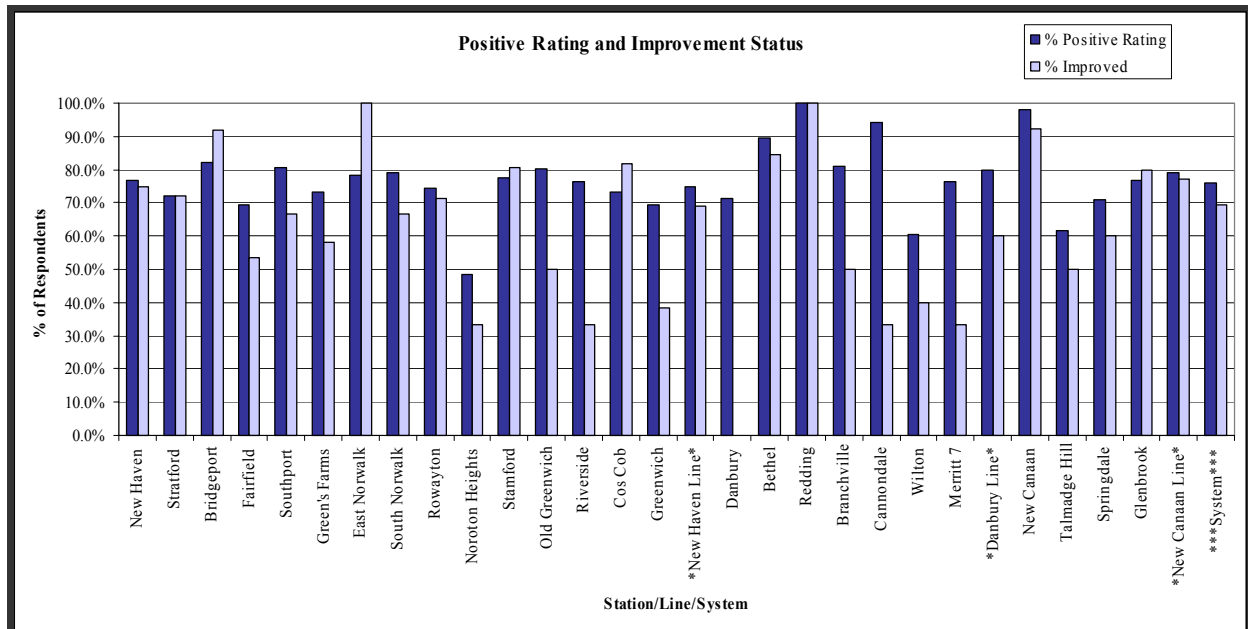
Figure 50: System-wide Rating of Platform Shelters by Station and Line



Platform Maintenance: Platform maintenance ratings are described in Figure 51 for each station, each line, and for the entire system. Ratings of maintenance were reasonably high. Seventy-six percent of system-wide respondents rated platform maintenance positively. Sixty-nine percent of system-wide respondents noticed that platform maintenance had improved over the previous 2 years. Similarly, 75% of New Haven Line respondents were content with the current maintenance situation and 69% noted improvement. At the higher end, 80% of Danbury Line respondents and 79% of New Canaan Line respondents rated platform maintenance favorably. Seventy-seven percent of New Canaan Line respondents felt the situation had improved, as did 60% of Danbury Line respondents.

One hundred percent of Redding respondents rated platform maintenance positively. Other stations with high positive ratings of platform maintenance were: New Canaan (98%) and Cannondale (94%). The lowest rated station was Noroton Heights with 49% approval. No other stations had less than 50% favorable ratings. East Norwalk and Redding each had 100% of their respondents who said that parking maintenance had improved. Other high improvement ratings came from Bridgeport and New Canaan. Noroton Heights, Cannondale, Riverside, and Merritt 7 had the lowest improvement ratings with only 1/3 of their respondents noticing improvement. Additionally, Old Greenwich, Greenwich, Branchville, Wilton and Talmadge Hill all had 50% or fewer of their respondents who thought that platform maintenance had improved.

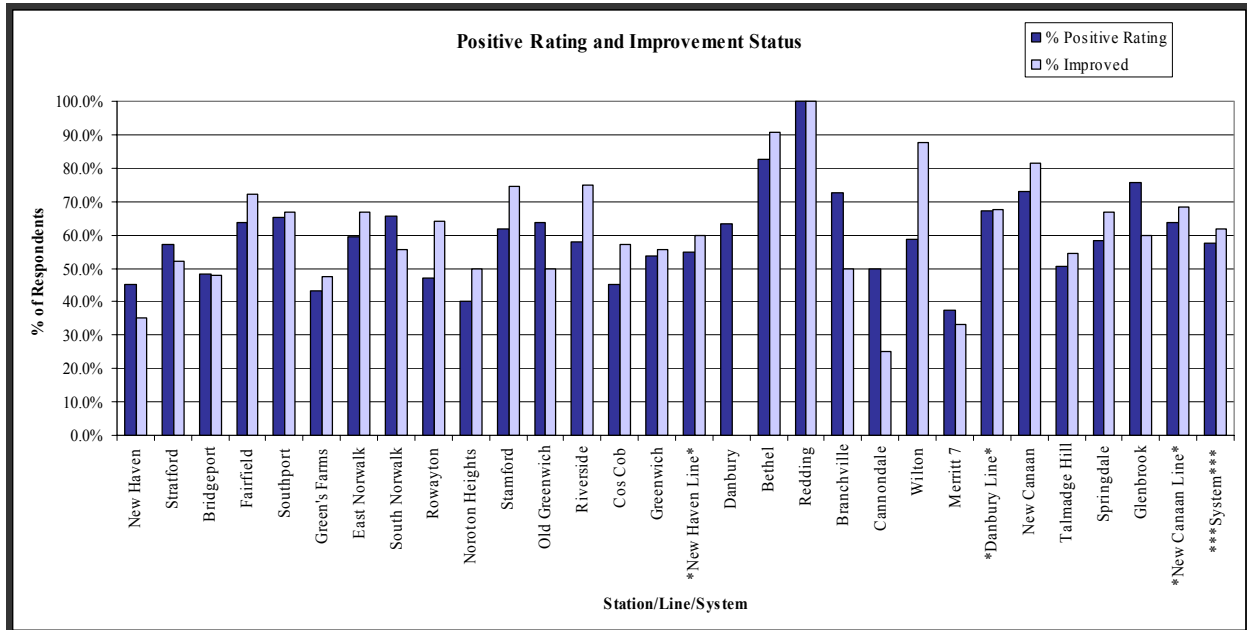
Figure 51: System-wide Rating of Platform Maintenance by Station and Line



Working Condition of Public Address System: Figure 52 presents rating of the working condition of the public address system at the surveyed stations. The working condition of the public address system was not particularly highly rated compared to the other platform conditions. Fifty-eight percent of system-wide respondents were content with the current working condition of the public address systems. Sixty-two percent of system-wide respondents had noticed an improvement in the public address system. The Danbury Line had the highest ratings with 67% positive ratings and 68% improvement ratings. New Canaan Line stations had 64% positive ratings, as did 55% of New Haven Line stations. Sixty percent of New Haven Line respondents thought that the public address system had improved. On the New Canaan Line, 68% of respondents noticed improvement.

Redding Station ranked the highest, with all respondents indicating either a 'good' or 'excellent' rating for the public address system condition. The only other station with a positive rating above 80% was Bethel with 83%. Most stations ranked between 40% and 70% favorable ratings. Merritt 7 had the worst public address system where only 38% of their respondents were content. Noroton Heights was the next lowest rated station with 40% approval. It is interesting to note that the 4 highest ranking stations were on Branch lines, with the top 3 on the Danbury line. Redding also had 100% improvement ratings. Bethel, Wilton, and New Canaan respondents also had high percentage of respondents who thought that the public address systems had improved during the past 2 years. Cannondale had the lowest change rating at 25% improvement. Merritt 7 and New Haven also had low improvement ratings.

Figure 52: System-wide Rating of Overall Working Condition of Public Address Systems by Station and Line



System-wide Ratings of all Elements: After looking at each how each station condition was rated by survey respondents, the system-wide percentage of positive ratings of each condition are now compared. Figure 53 shows how each condition performed relative to the other conditions in its category and in all categories together. Over all of the categories, the percentage of positive ratings for graffiti absence was the highest with 89% of system-wide respondents content with the present situation. Taxi stands (45%), platform shelters (46%) and parking security (45%) received the fewest positive ratings of all the conditions.

For the parking conditions, entrances were rated the highest rated with 75% approval. Pavement condition was also highly rated (73%). Parking security was the lowest rated parking condition with less than half (46%) of system-wide respondents indicating that they were satisfied with the current situation. For the station building conditions, the absence of graffiti was by far the highest rated condition. Restrooms were the lowest rated of all the station building conditions with only 48% of system-wide respondents rating restrooms positively. Concerning the amenities conditions, the availability of trash containers was the highest rated condition with 75% satisfaction and taxi stands were the lowest rated. On the platform, 83% of respondents made the overall condition rating the highest and 46% of respondents made platform shelters the lowest.

System-wide Change Ratings of all Elements: When comparing the current situation to the trend over the past 2 years, many of the conditions fared similarly. For example, in the building category, restrooms were rated both worst in current situation, and least improved. The same went for taxi stands in the amenities category and shelters in the platform category. Similar patterns were also found in the highest rated conditions. Absence of graffiti was rated both highest in the current situation ratings and most improved in the change ratings for the building category. The same was true for the availability of trash containers in the amenities category and the overall platform condition in the platform category. A notable exception to this pattern

occurred in the parking category. Entrances were the highest rated condition for the current situation ratings and handicap accessibility was rated as the most improved condition. At the other end of the scale, parking security was the lowest rated current condition and parking availability was rated as least improved. Parking availability, for example, had 60% positive ratings for the current situation and only 39% improvement ratings. Parking entrances had only 59% improvement ratings, but 75% approval ratings. The parking security and handicap accessibility conditions had far smaller discrepancies between the current situation rating and the trend rating.

Figure 53: System-wide Positive Rating of Each Condition

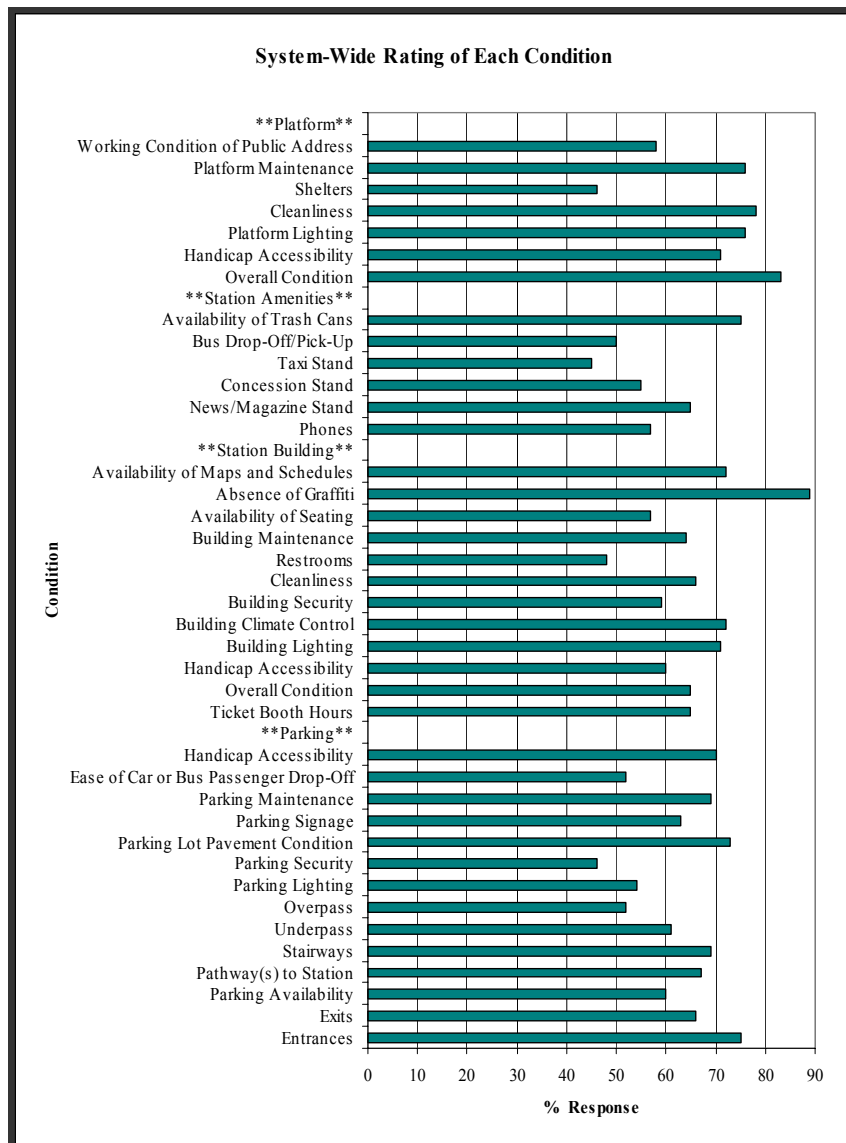
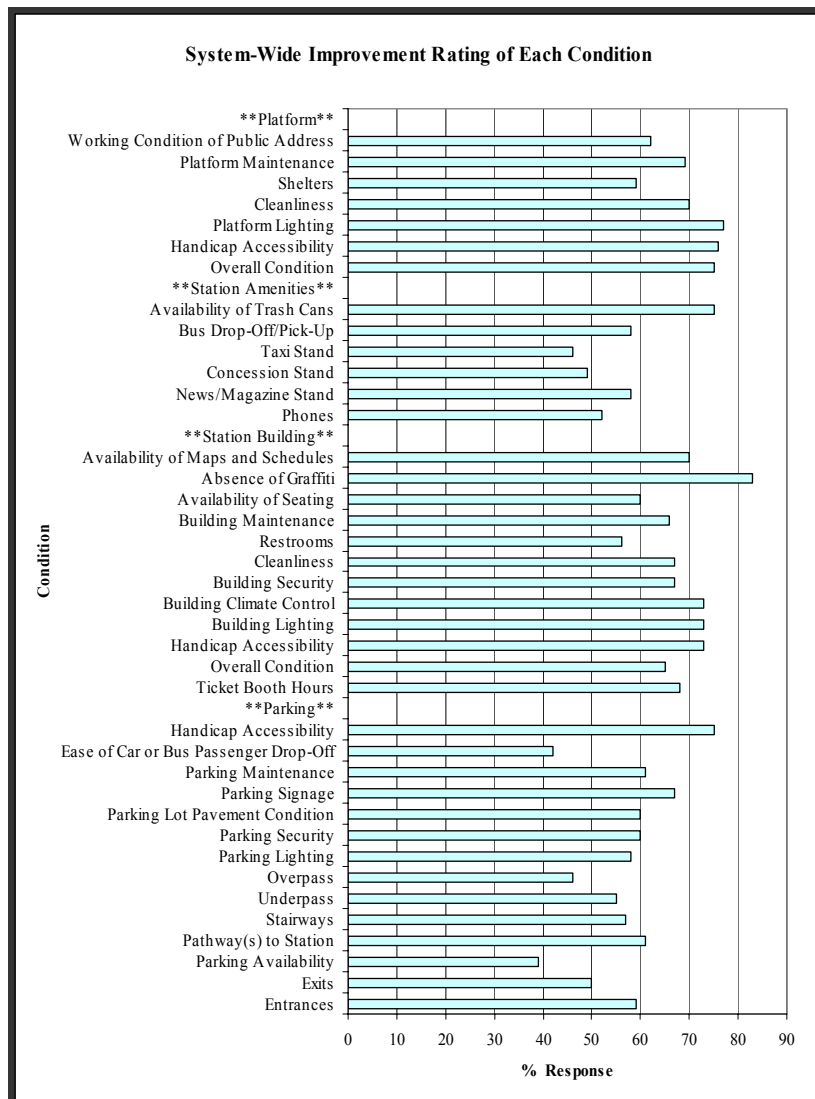


Figure 54 details the trend in each condition during the past 2 years based on system-wide percentages of improvement ratings. As with the positive ratings, graffiti absence was rated as the most improved condition out of all categories; 83% of system-wide respondents indicated

that the condition had improved. Throughout the entire system and all categories, the least improved condition was parking availability where only 39% of respondents thought that the condition had improved, which means that 61% of system-wide respondents felt that parking availability had worsened over the previous 2 years.

For the parking category, handicap accessibility was rated as most improved (75%) and parking availability was thought to have worsened most. In the station building category, restrooms were least improved (56%), and absence of graffiti was most improved. In the station amenities change ratings, availability of trash cans was rated as most improved (75%) and taxi stands were in the most noticeable downward trend (46% improvement ratings). Platform change analysis resulted in platform lighting (77%), handicap accessibility (76%), and overall platform condition (75%) as the most improved conditions. Platform shelters were the least improved with only 59% of system-wide respondents indicating that they had noticed an improvement.

Figure 54: System-wide Improvement Rating for Each Condition



System-wide Analysis of Survey Question 9

Survey respondents were asked which agencies they thought were responsible for which aspects of their station. Respondents were asked to choose between Connecticut Department of Transportation (ConnDOT), Metro-North and the local municipality for the following:

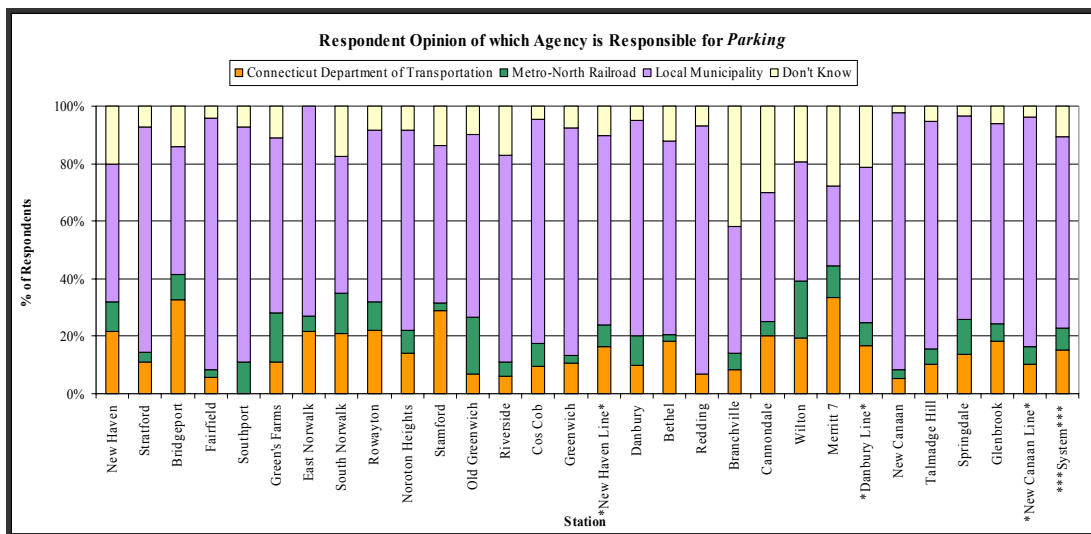
- Parking
- Station Building
- Platform
- Lighting
- Security
- Availability of Maps and Schedules

It was also possible for respondents to answer ‘did not know.’ System-wide, survey respondents most frequently thought that the local municipality was responsible for parking and security (38% response) and Metro-North was most frequently cited as responsible for all other areas. Connecticut DOT was not the most frequently cited agency for any area.

PARKING

Figure 55 shows the system-wide respondent opinion on the agency responsible for parking. From looking at the figure, it can be seen that the majority of survey respondents thought that the local municipality was responsible for parking. System-wide, 67% of respondents thought that the local municipality was in charge of parking, 15% thought that ConnDOT was in charge, 11% did not know, and 7% thought that Metro-North was in charge. All but 2 stations had at least one respondent think that each agency was responsible for parking. No one in Southport thought that ConnDOT was responsible for parking and no one in Redding thought that Metro-North was responsible for parking.

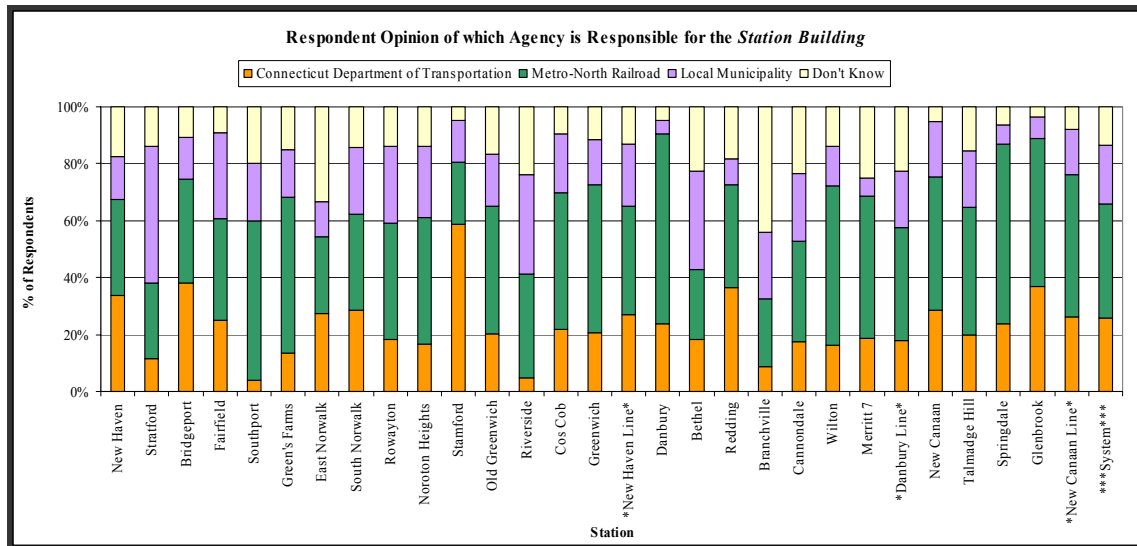
Figure 55: System-wide Respondent Opinion of which Agency is Responsible for Parking by Station and Line



STATION BUILDING

Figure 56 details who respondents at each station thought was responsible for the station building. Unlike with parking where it was obvious that a majority of respondents thought the local municipality was in charge of parking, no such majority existed for the station building condition. System-wide, 40% of respondents thought that Metro-North was in charge of the station buildings, 26% thought that ConnDOT was, 21% thought that the local municipality was, and 13% did not know. Who the respondents thought was responsible was split pretty evenly between the 3 agencies and the “do not know” choice. Every station had at least one respondent who thought that each of the agencies was responsible for the station building.

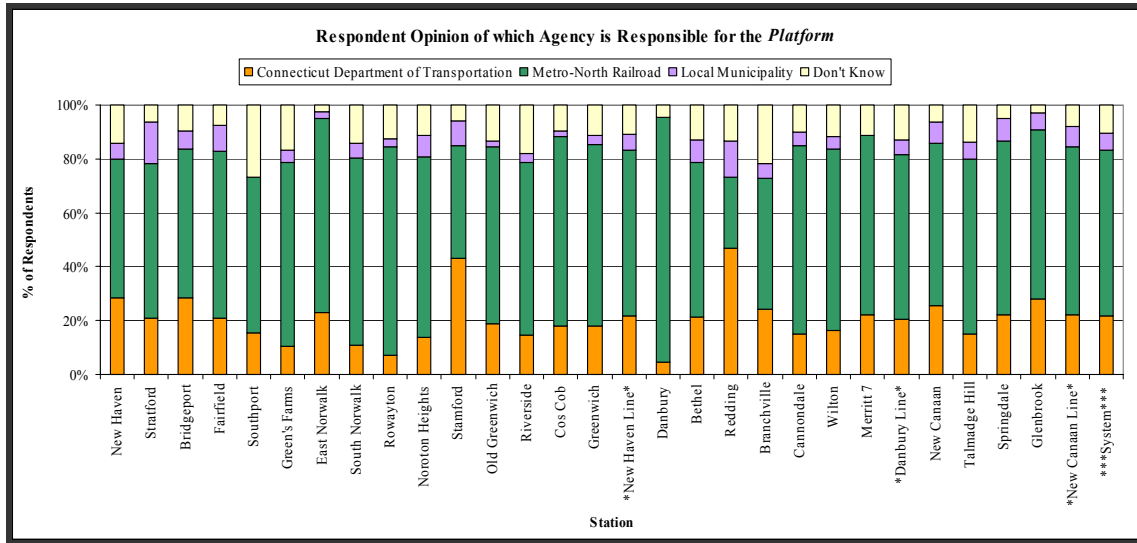
Figure 56: System-wide Respondent Opinion of which Agency is Responsible for the Station Building by Station and Line



PLATFORM

Figure 57 explains which agency survey respondents thought was responsible for the platform. In the case of the platform, it was obvious the majority of the survey respondents thought that Metro-North was responsible for the condition of the platform. System-wide 61% of respondents thought that Metro-North was in charge of the platform. Another 22% of respondents thought that ConnDOT was responsible, 6% thought that the local municipality was responsible, and 11% did not know. All but 3 stations had at least one respondent who thought that each of the agencies was responsible for the platform. None of the respondents at the Southport, Danbury, and Merritt 7 Stations thought that the local municipality was responsible for the platform.

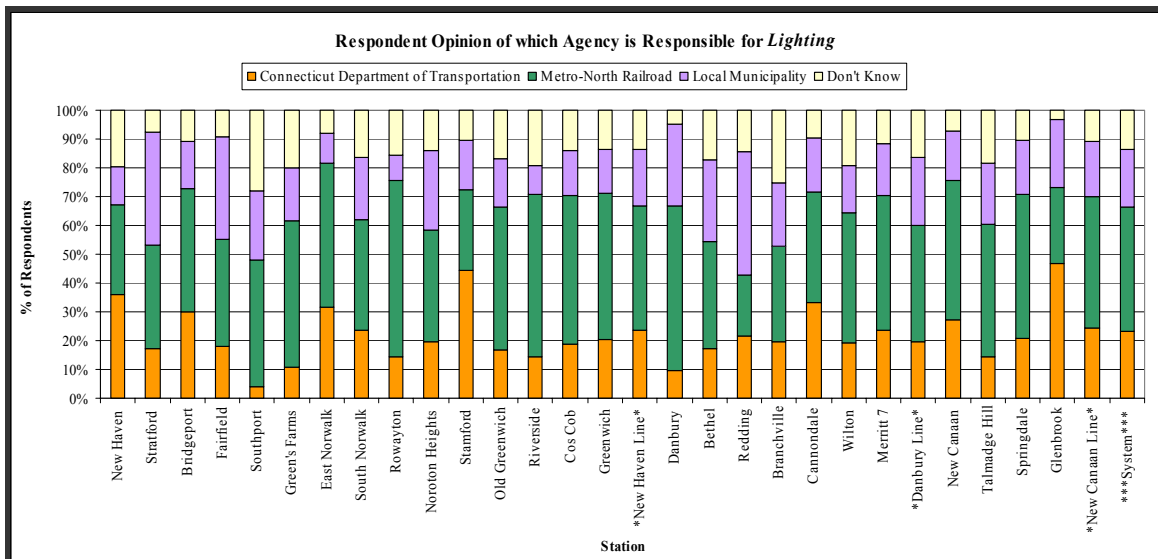
Figure 57: System-wide Respondent Opinion of which Agency is Responsible for the Platform by Station and Line



LIGHTING

Similar to the situation found in the consideration of the station building, the respondent thought as to who was responsible for lighting was again split pretty evenly between the 3 agencies and the “do not know” choice. Most of the respondents thought that Metro-North was in charge of lighting. System-wide, 13% of the survey respondents did not know who was in charge of lighting, 20% thought that the local municipality was in charge, 23% thought ConnDOT was in charge, and 43% said it was Metro-North that was responsible for lighting. All of the stations had at least one respondent thought that each of the agencies was responsible for lighting.

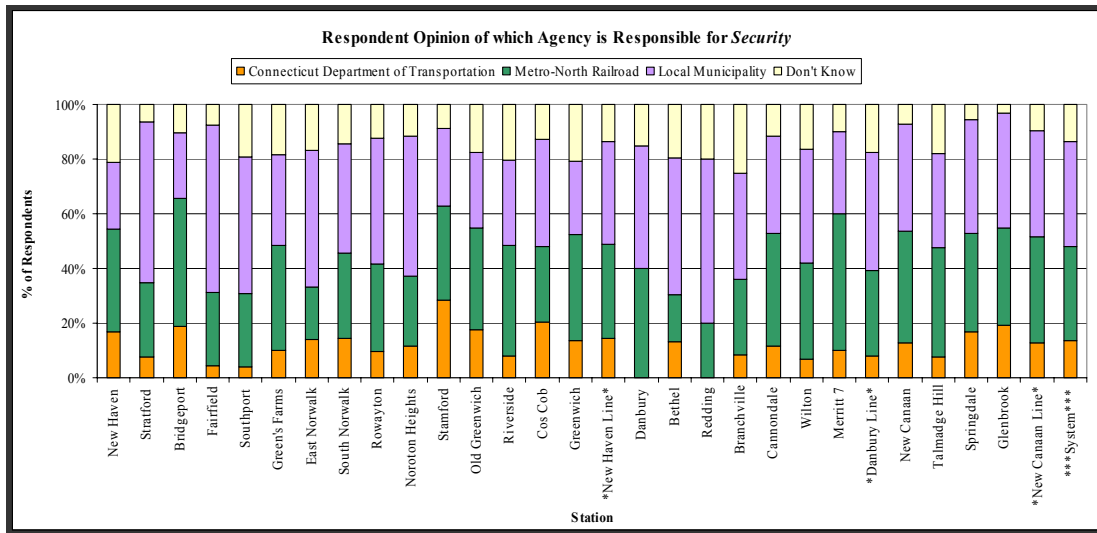
Figure 58: System-wide Respondent Opinion of which Agency is Responsible for Lighting by Station and Line



SECURITY

Figure 59 describes the opinion of respondents on which agency is responsible for security by station and by line. As can be seen in the chart, all stations had respondents who thought that each of the agencies (Connecticut DOT, Metro-North and the local municipality) was responsible for security. All stations also had respondents who admitted not knowing who was in charge of security. Overall, the majority of respondents at each station were split between thinking that Metro-North was in charge of security and thinking that the local municipality was in charge of security. System-wide, the highest percentage (38%) of respondents thought that the local municipality was in charge of security. Running a close second, 35% of respondents thought that Metro-North was in charge of security. Fourteen percent said that Connecticut DOT was in charge and 13% did not know who was in charge.

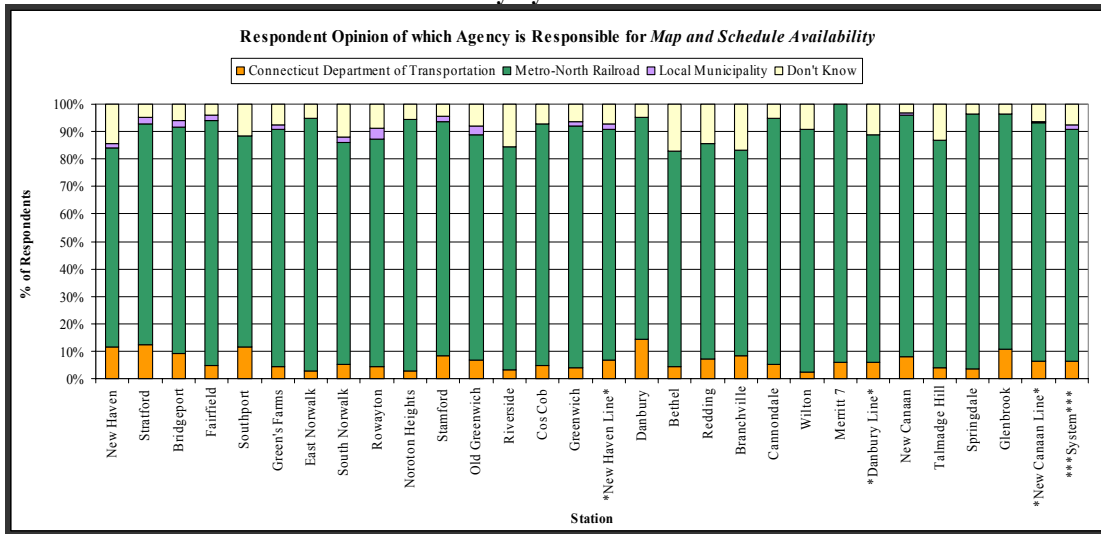
Figure 59: System-wide Respondent Opinion of which Agency is Responsible for Security by Station and Line



MAP AND SCHEDULE AVAILABILITY

Figure 60 breaks down the perceived authority on maps and schedule availability by station and line for the whole system. As can be seen in the chart, the vast majority of people at every station thought that Metro-North was responsible for availability of maps and schedules. Some respondents at every station thought that ConnDOT was responsible for map and schedule availability, and very few respondents at some stations thought that it was the responsibility of the local municipality. At all the stations but Merritt 7, at least one respondent did not know who was in charge of map and schedule availability. System-wide, 85% of respondents thought that Metro-North was in charge, 6% thought ConnDOT was, 1% thought the local municipality was and 8% did not know.

Figure 60: System-wide Respondent Opinion of which Agency is Responsible for Map and Schedule Availability by Station and Line



System-wide Analysis of Survey Question 10

Question 10 gave survey respondents the chance to write in their own comments about the stations. The comments were grouped by substance in order to analyze the overall character of the comments. Table 5 lists all of the comments written in by 10 or more respondents. Overall, 82% of the comments had at least 10 respondents who mentioned them.

As can be seen in Table 5, the biggest issue identified by the written-in comments was the need for more parking areas (16%). Other problems identified were: lighting, number of trains (cars), number of shelters and benches, and the difficulty of entrances and exits. On the positive side, 6% of respondents wrote in overall good comments.

Table 5: System-wide Written-In Customer Comments with More than 10 Responses

Comment Code	Comment	# Responses	%
18	Need more parking areas	185	15.8%
10	Lighting needs improvement	74	6.3%
49	Overall good comments	71	6.1%
65	More trains (cars) needed	56	4.8%
12	Could use benches & protected shelters from rain/snow with heat/air	49	4.2%
8	Entrances/Exits very difficult	48	4.1%
19	Construction project very slow	31	2.7%
68	Cleaner restrooms on trains and in stations	31	2.7%
1	Another over/underpass needed	29	2.5%
44	Parking too expensive	29	2.5%
33	Need security at parking areas	26	2.2%
61	Better public address system needed	26	2.2%
7	Long wait on parking list	25	2.1%
24	Cleaner platforms	25	2.1%
13	Need ticket machines	19	1.6%
17	Longer station platforms	19	1.6%
71	Better service	18	1.5%
21	Traffic officers needed during rush hours	17	1.5%
27	Trash cans needed	17	1.5%
83	Station needs improvements	17	1.5%
22	Cleaner trains	15	1.3%
35	Train schedules usually inaccurate	15	1.3%
66	Lot needs to be paved	15	1.3%
62	Need better security company	14	1.2%
59	Trains in terrible condition	13	1.1%
14	Drop-off and pick-up areas need to be changed	12	1.0%
32	Many parking permit spaces empty	12	1.0%
63	Snow removal on stairs & walkways	12	1.0%
28	Attitude of personnel needs improvement	11	0.9%
43	Need express service	11	0.9%
85	Only residents should be allowed parking permits	11	0.9%
42	Traffic signal not pedestrian friendly	10	0.9%
	<i>Total Comments</i>	<i>963</i>	<i>82.4%</i>

Chapter Three: Individual Rail Station Results

This chapter presents the survey findings from each individual rail station grouped by rail line (New Haven, Danbury, New Canaan). The number of surveys returned is provided in addition to the response rate (percentage), which varied significantly from station to station. Responses to each survey question are also analyzed by station.

New Haven Line

New Haven

The New Haven station, terminus of the New Haven Line, had a survey distribution of 515 surveys. A total of 83 surveys were completed, representing a response rate of 16%. The majority of surveyed customers at New Haven indicated that they used the train on a daily basis (51%), while less frequent users were fairly evenly distributed. Twenty-three percent used the train at least once a week, 13% at least once a month, and 12% less often than once a month.

Following overall trends throughout the system, the majority of users rode the train to commute to work or school, although it is the lowest of all stations. At New Haven, 65% of surveyed customers commuted to work or school while an additional 20% used the train for business purposes other than their daily commute. Nonetheless, 9% traveled for recreation and 6% traveled for other reasons. Customer travel times corresponded to reported trip purposes: 84% traveled during the peak periods and 16% traveled outside the peaks.

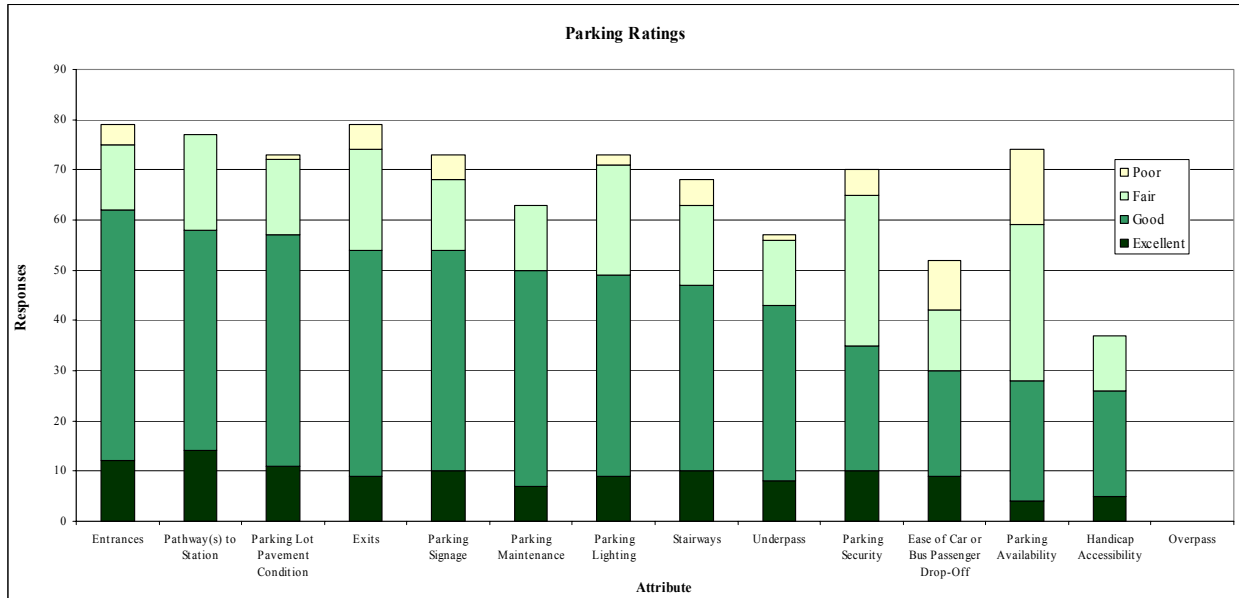
Roughly two thirds of respondents at New Haven were men and 93% of all respondents were between the ages of 25 and 64 years. As with many stations throughout the system, average customer incomes were high. Fifty three percent indicated annual incomes exceeding \$100,000 (including 14% with incomes exceeding \$200,000). Only one respondent (1%) reported an annual income below \$25,000 while the middle income ranges were fairly evenly distributed: 7% between \$25k and \$50k, 20% between \$50k and \$75k, and 18% between \$75k and \$100k.

The most important survey component for each station is the customer rating for the various station elements in the following categories: parking, station building, amenities, and platform. To generalize the ratings for the various elements at New Haven, it could be said that the nearly all elements were considered good or excellent by a majority of survey respondents. Only three elements (parking availability, station restrooms, and the working condition of the public address system) received combined 'fair' or 'poor' ratings from more than 50% of respondents. Furthermore, all but four station elements (the three elements already listed as being rated 'fair' or 'poor' as well as ease of car or bus passenger drop-off) were considered to have improved in recent years by a majority of the customers surveyed.

Figure 61 presents the ratings of the parking elements at the New Haven Station. Elements were rated as 'excellent,' 'good,' 'fair,' or 'poor' by the survey respondents. The elements are shown in the figure in descending order by the sum of 'excellent' and 'good' ratings. Parking lot maintenance received the highest percentage (79%) of favorable ratings but parking entrances

received the highest number of actual positive ratings (62). Parking availability received the lowest percentage of positive ratings (38%) but handicap accessibility received the lowest number of positive ratings (26). Pathways to the station and handicap accessibility received zero ‘poor’ ratings. New Haven does not have an overpass.

Figure 61: New Haven Station Parking Ratings



While the overall impression appears to be favorable, it is important to note that many of the elements were rated ‘fair’ or ‘poor’ (combined) by at least 25% of the respondents. Among the parking categories, all but three scored worse than 25% fair/poor. The exceptions in this case were entrances, parking lot pavement condition, and parking lot maintenance. Pathways to the station and underpasses each had exactly 25% fair/poor ratings. The station building elements were rated more favorably.

In contrast to parking elements, all but three station categories were rated 75% or higher in the ‘good’ and ‘excellent’ combined categories. Figure 62 details the building ratings by element for the New Haven Station. The restrooms element was rated the worst in number (28 favorable ratings) and worst in percentage with only 38% favorable ratings. Building security and the availability of maps and schedules also had 25% or more ‘fair’ and ‘poor’ combined ratings. Building climate control and absence of graffiti each received the highest actual number of favorable ratings (70), but absence of graffiti had the highest percentage of positive ratings (93%). The station building at New Haven was perceived to be in overall good condition by 91% of survey respondents.

Figure 62: New Haven Station Building Ratings

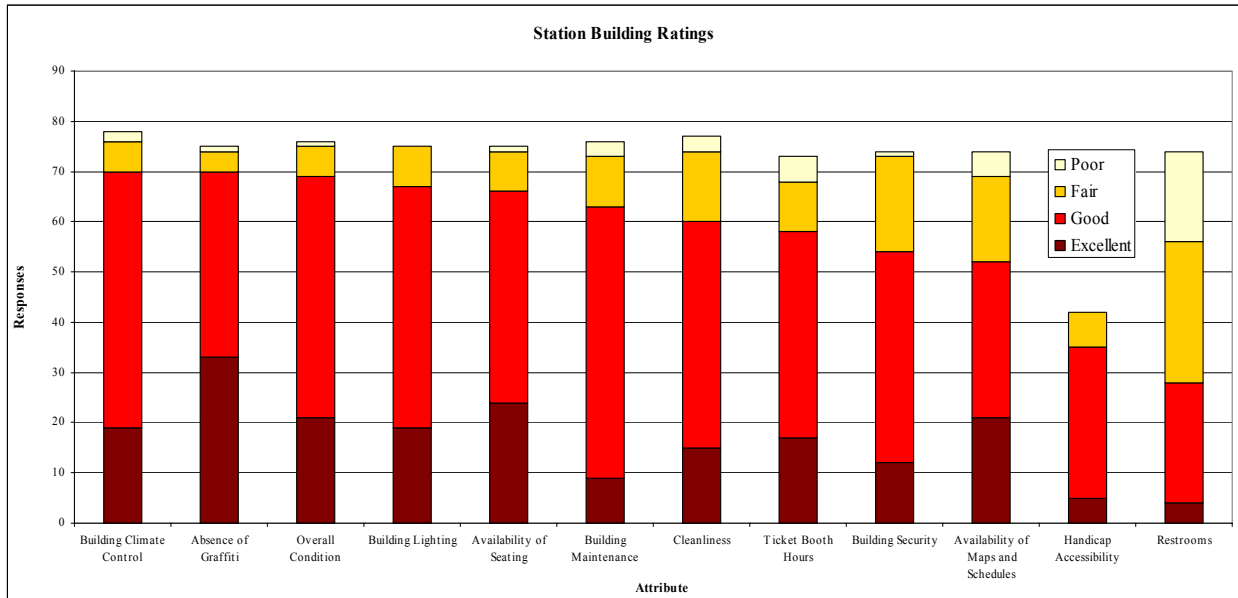
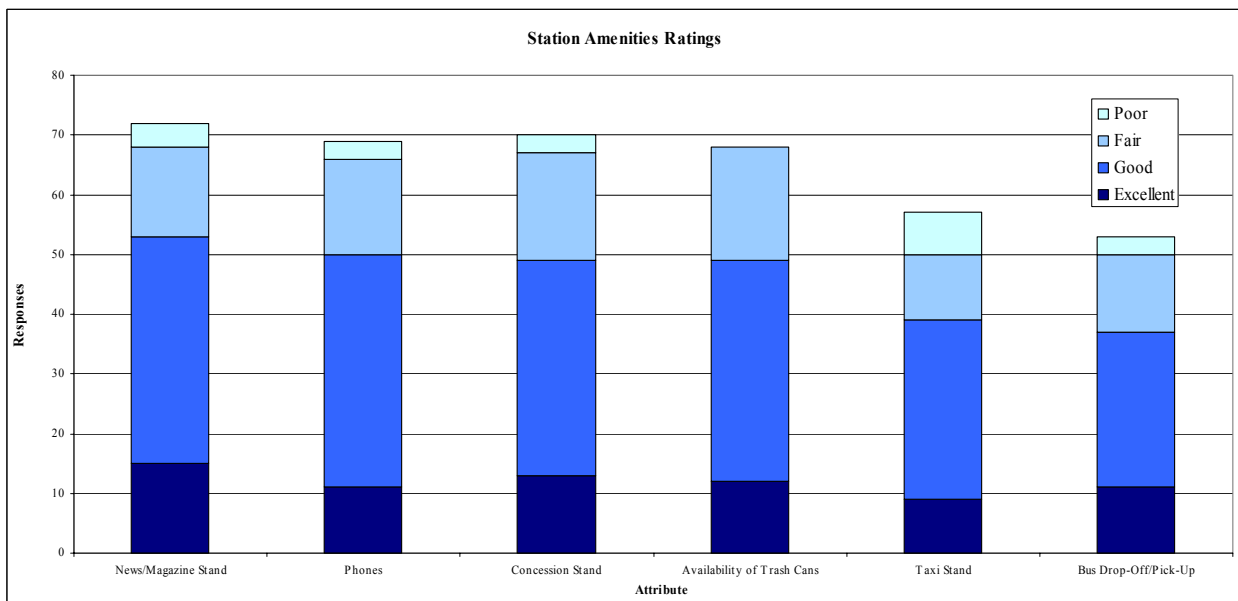


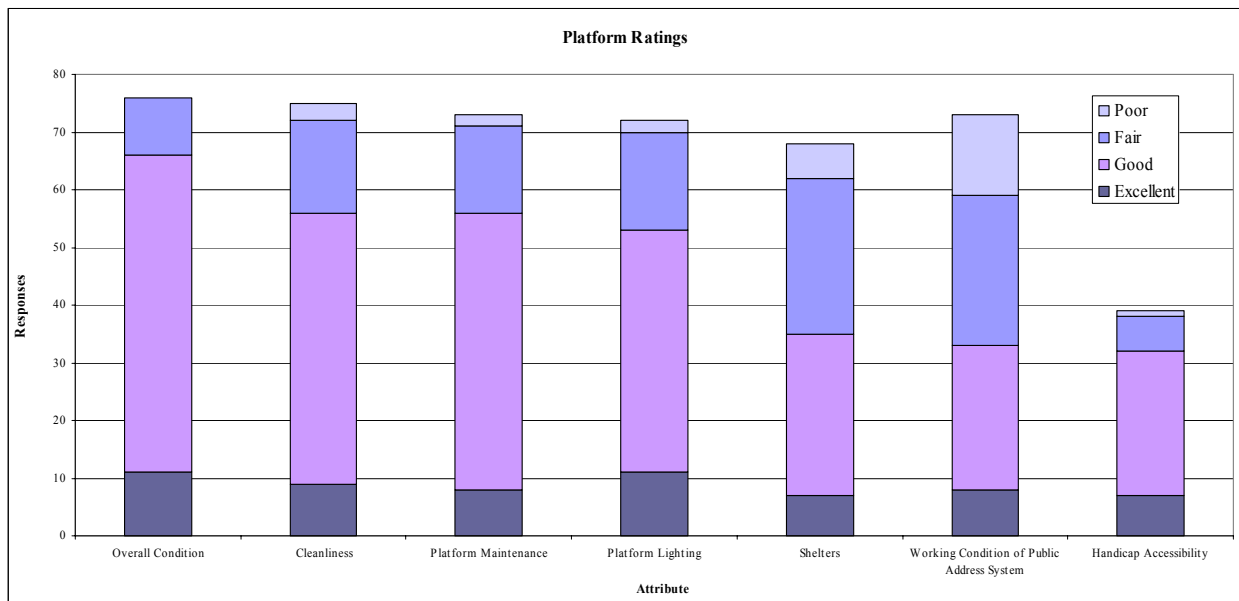
Figure 63 shows the number and type of ratings received for station amenities in New Haven. Concerning station amenities, every category received less than 75% positive ratings from respondents. However, the lowest rated amenity still received 68% favorable ratings. The taxi stand received the lowest percentage of positive ratings (68%) and bus drop-off/pick-up received the fewest number of ‘good’ and ‘excellent’ combined ratings (37). The newspaper and magazine stand at New Haven received the highest number of positive ratings (53) and the highest percentage of positive ratings (74%). Overall, it can be said that ratings for the station amenities were predominantly positive.

Figure 63: New Haven Station Amenities Ratings



The platform elements received mostly positive ratings as well, with three exceptions. First, 49% of respondents rated the shelters as ‘fair’ or ‘poor;’ second, 55% of those surveyed rated the public address system as ‘fair’ or ‘poor;’ and third, and much less severe, 26% of respondents rated platform lighting unfavorably. Figure 64 outlines the ratings received for the platform in New Haven. Handicap accessibility received the lowest number of positive ratings (32), but the working condition of the public address system received the lowest percentage of favorable ratings (45%). Overall, the condition of the platform was rated very well with 66 people (87% of respondents) rating it positively.

Figure 64: New Haven Station Platform Ratings



The most notable of all the ratings of the various station elements were the concerns regarding the safety of the parking lot, parking availability, and the condition of the restrooms and the public address system. The overall condition of the station building and the absence of graffiti were the notable highly rated elements.

The current survey results were compared to the most recent Metro-North survey effort, which tended to show similar results. The results of both survey efforts rated the overall condition and cleanliness of the building and the platform area satisfactorily. In terms of parking availability, only 38% of respondents to this survey indicated satisfaction, as compared to 72% of Metro-North respondents. The public address ratings also varied, with 45% of current survey respondents indicating satisfaction as compared to 80% of Metro-North survey respondents.

Change

In addition to rating station characteristics, respondents were asked to indicate whether they felt each element had improved or worsened over the previous 2 years. Improvement ratings are again broken into 4 categories: parking, station building, amenities, and platform. The ‘change’ figures show the elements in descending order by percentage of improved (over worsened) ratings.

Figure 65 shows the improvement ratings for the parking conditions in New Haven. Pathways to the station (82%) and parking lot pavement (81%) conditions were thought to have improved the most over the past 2 years. Parking availability was perceived to have worsened the most with 77% of respondents indicating that the condition had worsened. Ease of car or bus passenger drop-off was also thought to have worsened significantly with 62% of respondents indicating a worsening trend. However, the other 12 of 14 parking elements rated had 50% or more of respondents indicating that the element had improved.

Figure 65: New Haven Station Change in Parking Conditions

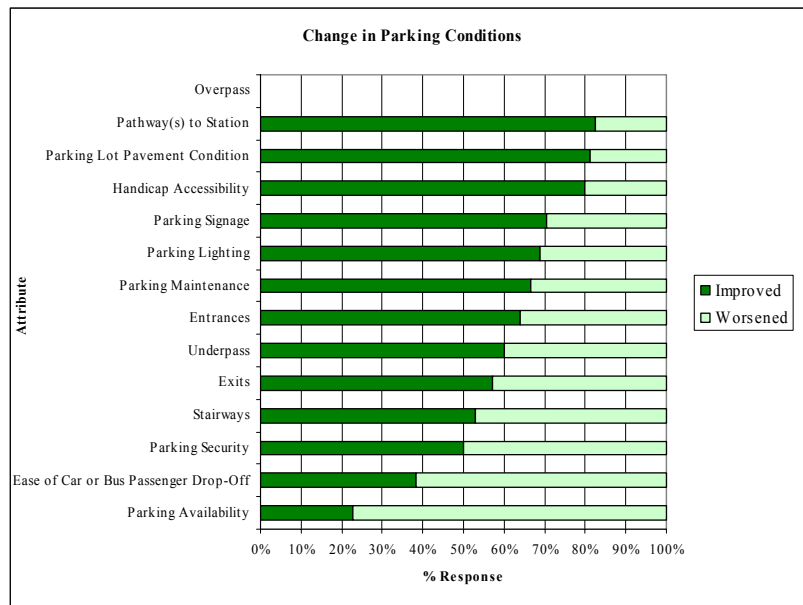
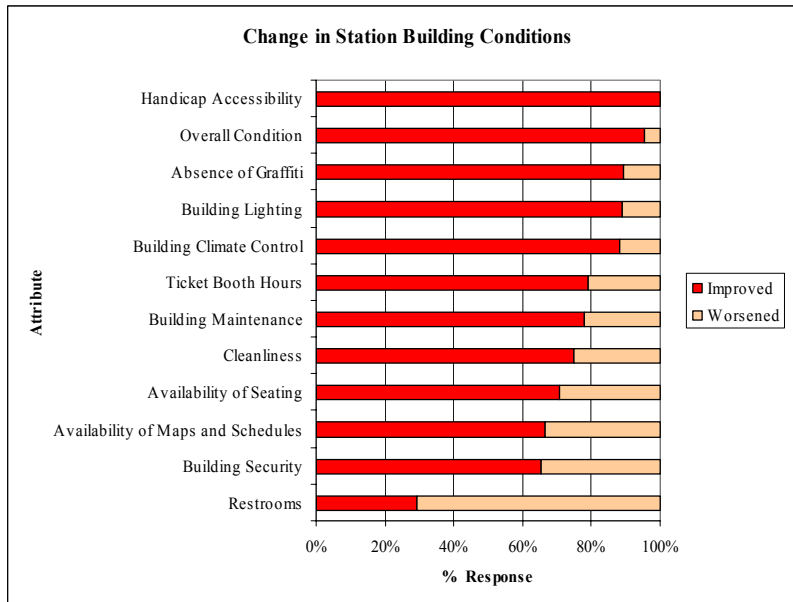


Figure 66 shows the improvement ratings for the building at the New Haven Station. The majority of respondents did indicate that building security and the availability of schedule information have improved, although the same cannot be said for the station restrooms. Seventy-one percent indicated that the restroom conditions have worsened over time. Despite its low current status rating, handicap accessibility received 100% improvement ratings. All but one of the building elements boasted 65% or higher ratings of improvement.

Figure 66: New Haven Station Change in Building Conditions



At least half of the New Haven respondents indicated improvement for each amenity surveyed. The lowest improvement rating (50%) was given to the taxi stand and the highest improvement rating (92%) was given to the availability of trash cans in New Haven. Figure 67 shows the change status of each amenity in New Haven.

Figure 67: New Haven Station Change in Amenities Conditions

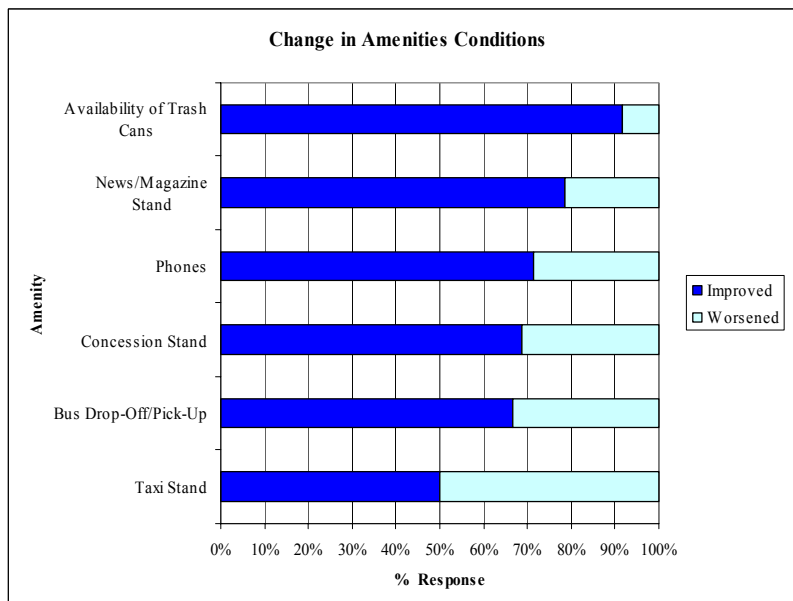
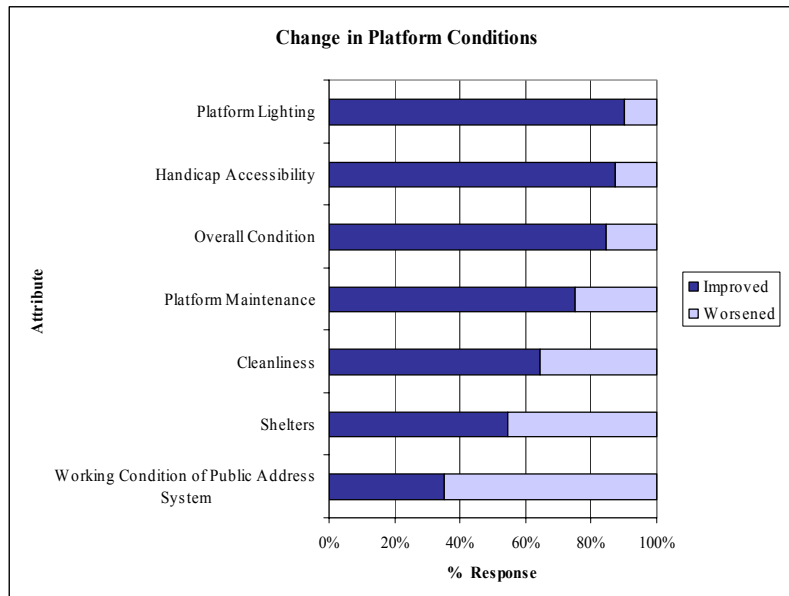


Figure 68 shows how respondents thought that the platform conditions had improved or worsened during the past 2 years. Sixty-five percent of New Haven respondents thought that the working condition of the public address system had worsened. This poor change rating stands in

addition to the poor ratings of its current condition. However, a majority of respondents thought that all of the other conditions had improved. Platform lighting was perceived to have improved the most with 90% of respondents noticing improvement.

Figure 68: New Haven Station Change in Platform Conditions



Overall, notable areas where improvement is needed in New Haven are: parking availability, passenger drop-off, restrooms, and the public address system. Conditions where improvement in the past has been high are: handicap accessibility to the building, availability of trash cans, and platform lighting.

Responsible Agencies

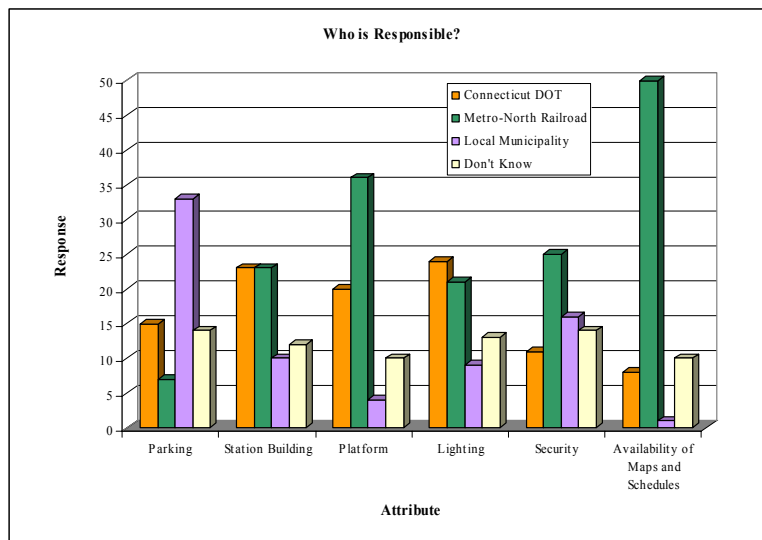
New Haven respondents were also asked who they thought was responsible for six station conditions: parking, station building, platform, lighting, security, and availability of maps and schedules.

- Approximately half (48%) of New Haven respondents thought that the local municipality was in charge of parking at the station. Another 22% thought that Connecticut DOT was responsible for parking and 20% did not know.
- For the station building, roughly a third (34%) of respondents each thought that Connecticut DOT and Metro-North were in charge of the building. Eighteen percent did not know.
- A majority (51%) of New Haven respondents thought that Metro-North was in charge of the platform and another 28% thought that it was Connecticut DOT in charge.
- Lighting was again split between Connecticut DOT and Metro-North, as was the case with the station building and platform. Thirty-six percent of respondents thought that Connecticut DOT was responsible for lighting and 31% thought that Metro-North was.

- Thirty-eight percent of New Haven respondents thought that Metro-North was in charge of security. An additional 24% thought that the local municipality was in charge of security and 21% did not know who was responsible.
- A full 72% of New Haven respondents thought that Metro-North was responsible for the availability of maps and schedules. The next highest percentage of respondents were those who did not know who was in charge.

Figure 69 describes how New Haven respondents view the duties of the agencies responsible for station conditions.

Figure 69: New Haven Station – Responsible Agencies



Written-In Customer Comments

New Haven respondents were finally given a chance to write in their own comments. Comments were grouped into major categories to allow comparison between stations and to get a general feel for the nature of the comments at individual stations. The highest percentage of New Haven respondents (17%) wrote in overall good comments in question 10. Eleven percent of respondents reiterated the need for more parking areas. Six percent thought that each the entrances and exits were difficult, security needed improvement, and cleaner restrooms were in order. Several other comments were also written in by 1 or 2 New Haven respondents. Table 6 lists all of the comments written-in by New Haven respondents.

Table 6: New Haven Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
49	Overall good comments	9	16.7%
18	Need more parking areas	6	11.1%
8	Entrances/Exits very difficult	3	5.6%
62	Need better security company	3	5.6%
68	Cleaner restrooms on trains and in stations	3	5.6%
22	Cleaner trains	2	3.7%
33	Need security at parking areas	2	3.7%
35	Train schedules usually inaccurate	2	3.7%
43	Need express service	2	3.7%
44	Parking too expensive	2	3.7%
61	Better public address system needed	2	3.7%
65	More trains (cars) needed	2	3.7%
71	Better service	2	3.7%
28	Attitude of personnel needs improvement	2	3.7%
12	Could use benches & protected shelters from rain/snow with heat/air	1	1.9%
16	parking garage needed	1	1.9%
21	Traffic officers needed during rush hours	1	1.9%
26	Limited disabled access	1	1.9%
34	Option to purchase tickets monthly via credit card	1	1.9%
40	Coliseum attendant is very efficient	1	1.9%
50	Parking stripes need to be painted on	1	1.9%
56	Escalators need repair	1	1.9%
72	Different restraints with seating	1	1.9%
81	Concession stands to open early	1	1.9%
83	Station needs improvements	1	1.9%
51	No smoking area on platform	1	1.9%
<i>Total Comments</i>		<i>54</i>	<i>100.0%</i>

Milford

No surveys were distributed because the station was under construction for ADA rehabilitation. Therefore, customer opinions would have been significantly different; they would have reflected the situation prior to the major reconstruction and not the situation expected after the completion of the construction.

Stratford

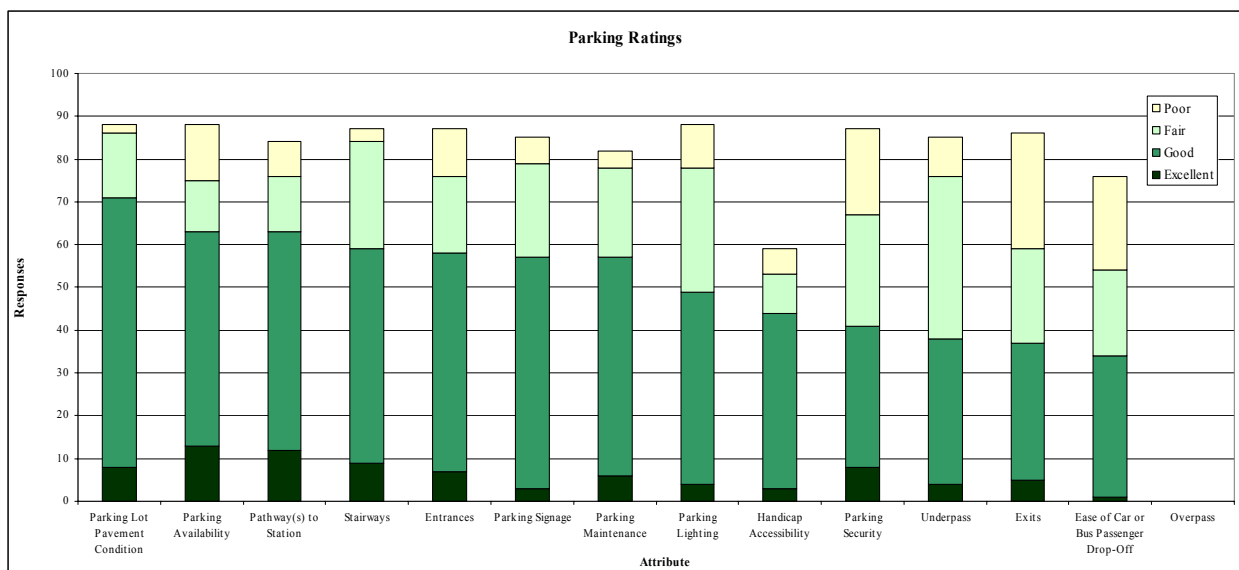
Stratford's survey distribution totaled 270 with 89 responses, or a 33% response rate. Stratford's surveyed customers follow the pattern of being predominantly business/school commuters and traveling daily by train. Eighty-five percent use the train daily while 6% travel at least once a week. Four percent travel at least once a month and the final 4% travel less often than once a month. The vast majority commutes to work or school (89%), and an additional 8% travel for business purposes other than commuting. Only 1% indicated travel for recreational purposes and 2% for other reasons. It follows that 97% of those surveyed travel during the peak periods. In a

slight reversal from overall system trends, the majority of Stratford's surveyed customers were women (54%). As with the overall system trend, 97% of respondents were between the ages of 25 and 64. However, incomes were more evenly distributed among Stratford's respondents than was found at other stations. The majority still earned high annual incomes (35% over \$100,000). However, the middle ranges shared similar percentages: 18% between \$25k and \$50k, 23% between \$50k and \$75k, and 22% between \$75k and \$100k. Only 1% (one respondent) reported an annual income below \$25,000.

Similar to the New Haven Station, Stratford customers' ratings of station elements were more favorable than not. However, all but five elements received combined 'fair' and 'poor' ratings exceeding 25%. More importantly, the number of elements that were rated 'fair' or 'poor' by over 50% of respondents was notably higher: twelve elements (31% of elements) were rated 'fair' or 'poor' by a majority of customers.

Figure 70 shows the parking ratings by element. All but one of the parking elements received at least 25% fair or poor ratings. The exception was parking lot pavement condition, which received 81% positive marks. Other elements rated favorably were handicap accessibility and pathways to the station (75%). Parking availability was also rated reasonably high with 72% satisfaction. The elements for which a majority of those polled indicated as either 'fair' or 'poor' conditions were: exits, underpass, parking security, and ease of car/bus drop-off. There is no overpass in Stratford. Stratford's exit to Main Street has been cited as one with poor visibility to traffic. As always, the concerns about security are of particular importance, although 70% of those surveyed consider the parking security to have improved in recent years. The same cannot be said of the other elements listed above, for which a majority of respondents indicated worsening conditions.

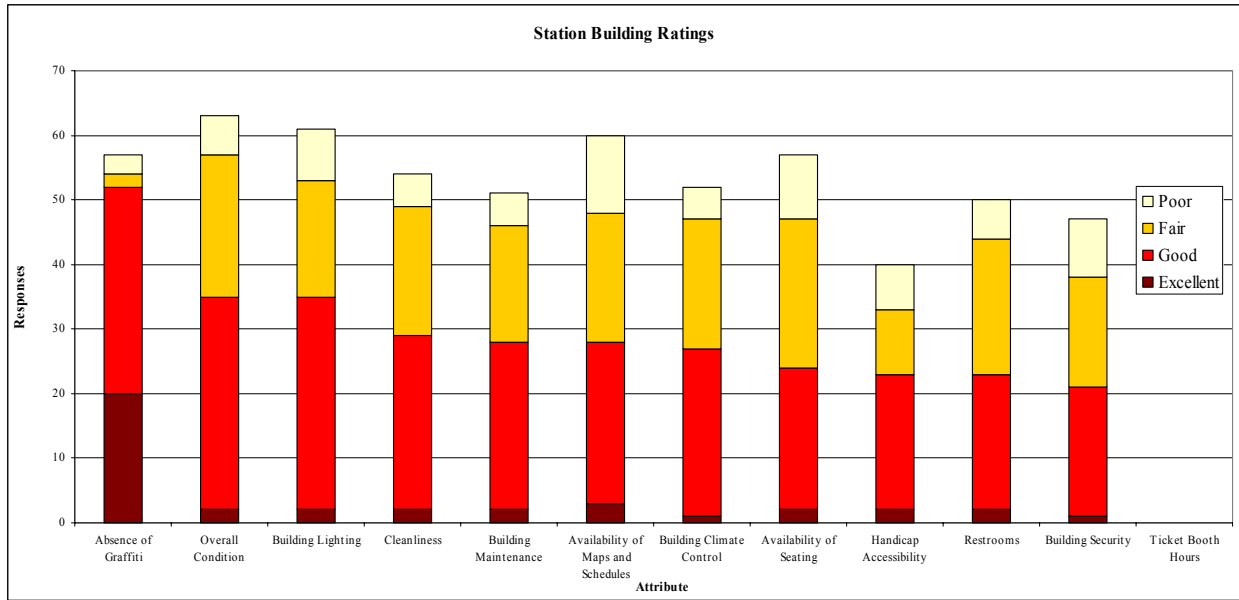
Figure 70: Stratford Station Parking Ratings



All but one of the station building categories received at least 25% combined 'fair' or 'poor' ratings; the absence of graffiti was rated very favorably with 91% 'good' or 'excellent' marks.

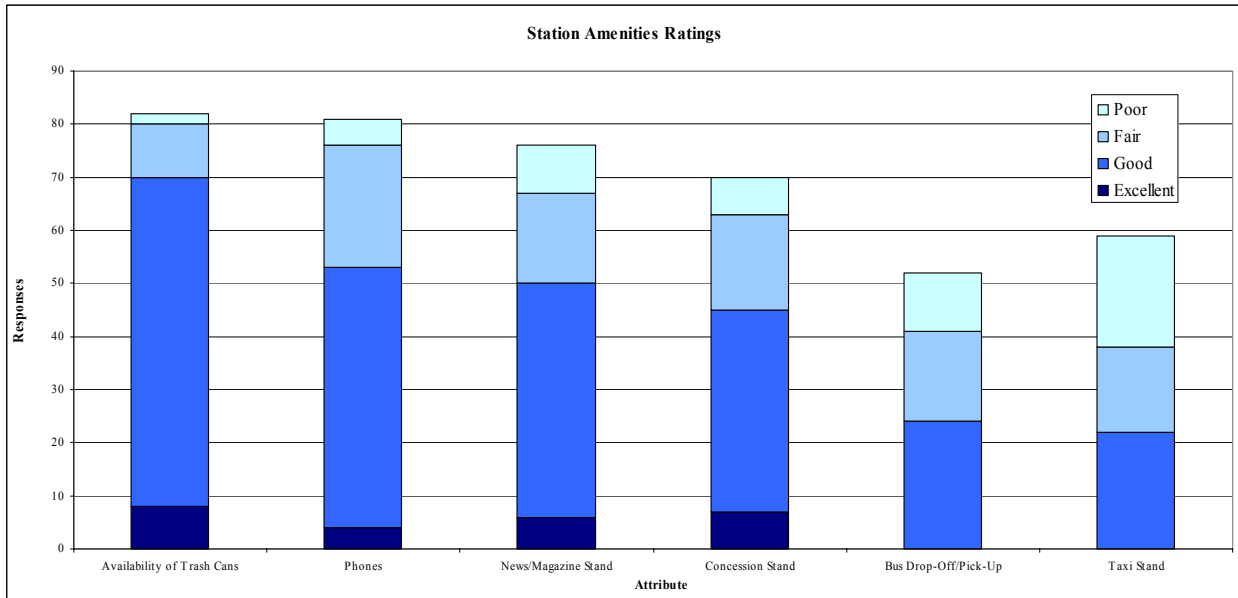
Figure 71 shows the breakdown of customer ratings by building element. Most elements received a slight majority of favorable ratings. The Stratford Station does not have a ticket office. Fifty-five percent rated building security as ‘fair’ or ‘poor,’ making it the lowest rated element. Other areas of customer concern with the station building were restrooms, availability of seating, and availability of maps and schedules.

Figure 71: Stratford Station Building Ratings



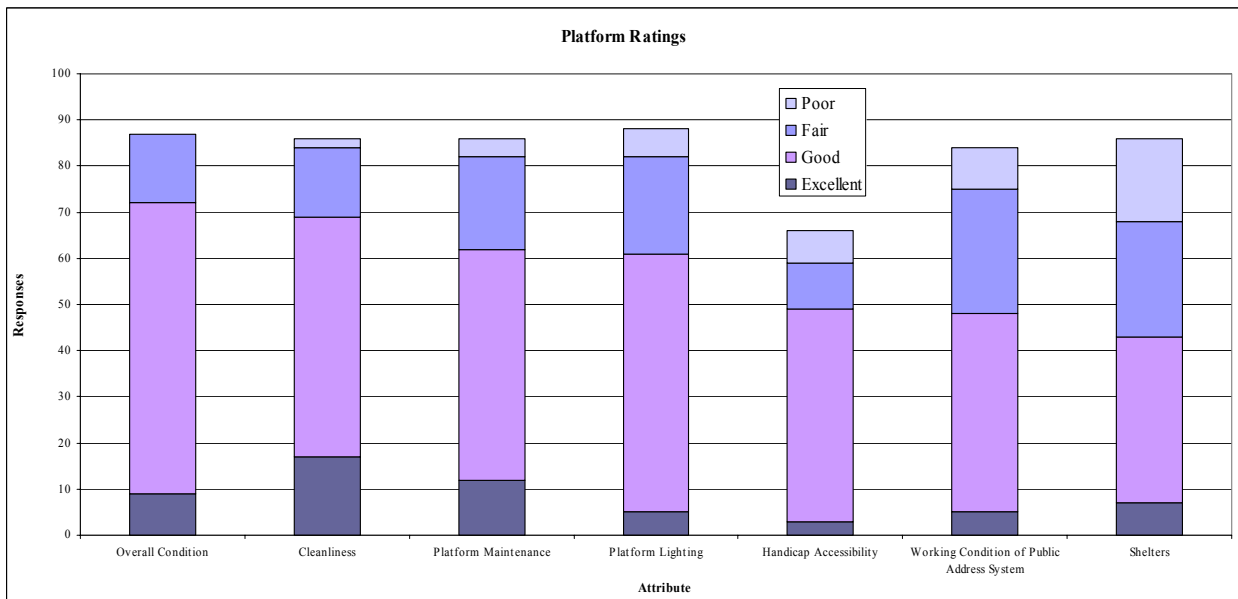
Station amenities at Stratford received favorable ratings, with the exception of the taxi-stand (63% unfavorable) and bus drop-off/pick-up (54%). Figure 72 shows the ratings of amenities by element. As with New Haven, availability of trash cans was the highest rated amenity (85% positive). The other 3 amenities all received at least 64% or higher positive ratings.

Figure 72: Stratford Station Amenities Ratings



The Stratford platform elements were also rated favorably for the most part. Figure 73 outlines the platform ratings by element. The lowest rated elements were shelters. Still, only 50% of respondents rated the shelters unfavorably. Eighty-three percent of Stratford respondents were satisfied with the overall condition of the platform.

Figure 73: Stratford Station Platform Ratings



When compared to ratings given on the most recent Metro-North survey effort, results for the Stratford station were similar. The overall condition of the station as rated on the Metro-North survey received 77% satisfaction. Metro-North respondents reported 74% satisfaction with the condition of the station building, platform, and stairs. With the split between building and

platform on this survey, 83% of respondents were satisfied with the overall condition of the platform and 56% were happy with the overall condition of the building. In terms of cleanliness, 76% of Metro-North respondents were satisfied with both the cleanliness of the station and of the track area. However, in this survey only 54% of respondents were happy with building cleanliness, but 80% were pleased with the cleanliness of the platform. The Metro-North respondents rated the public address higher than the respondents to this survey – 71% versus 57%. The opposite was true for parking availability – 72% of respondents to this survey were satisfied and only 63% of Metro-North respondents were pleased.

Change

When asked whether certain conditions had improved or worsened over the previous 2 years, Stratford respondents were generally split in opinion depending on the element. Figure 74 shows the improvement ratings for the parking elements at the Stratford Station. Five elements received half or fewer ratings of improvement. The element noted as most worsened was the ease of car or bus passenger drop-off where 87% of respondents thought that the condition had worsened. Exits and entrances as well as underpasses and parking availability were also noted to have worsened by at least half of the respondents. Handicap accessibility, parking security, lot pavement condition and signage were all thought to have improved over the previous 2 years in Stratford by at least 70% of respondents. Three-quarters of respondents noted parking signage to have improved, making it the most improved of all the parking elements.

Figure 74: Stratford Station Change in Parking Conditions

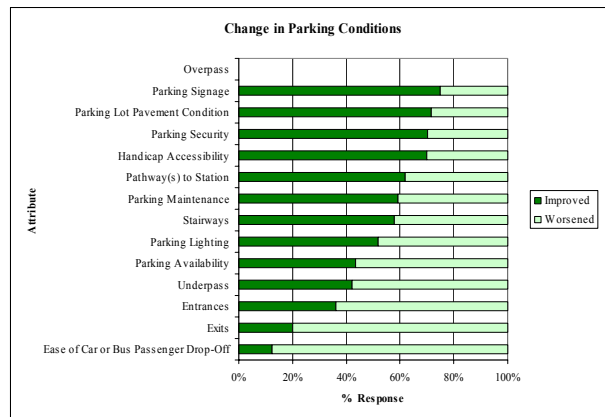
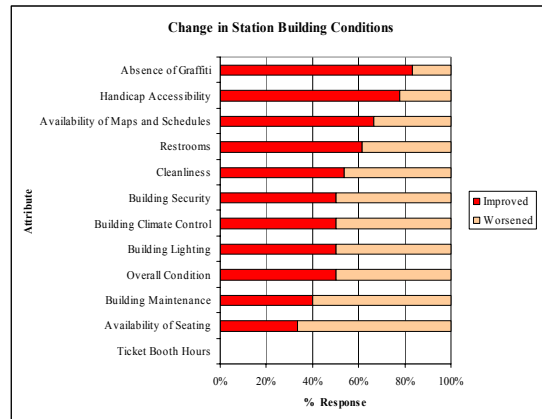


Figure 75 shows how Stratford respondents felt about the changed condition of station building elements. Respondents were really split on their opinion on whether building conditions had improved or worsened – 4 elements received exactly half improvement and 4 worsened ratings. Ticket booth hours were noted to have worsened the most out of all the building elements. Eighty-six percent of Stratford respondents said that ticket booth hours had worsened. Availability of seating and building maintenance were also noted to have worsened by at least half of the respondents. On the other end of the scale, 83% of Stratford respondents thought that the absence of graffiti had improved and 78% of respondents thought that handicap accessibility had improved during the previous 2 years.

Figure 75: Stratford Station Change in Building Conditions



Amenities were reported to have improved by between 30% and 80% of Stratford respondents. In fact, one amenity was rated in each 10% interval between 30% and 80% without duplication. Figure 76 shows the range of improvement ratings for each amenity at the Stratford Station. The lowest improvement rating was given to the bus drop-off/pick-up situation at 33%. On the other hand, 80% of respondents thought that the availability of trash cans had improved in the past 2 years.

Figure 76: Stratford Station Change in Amenities Conditions

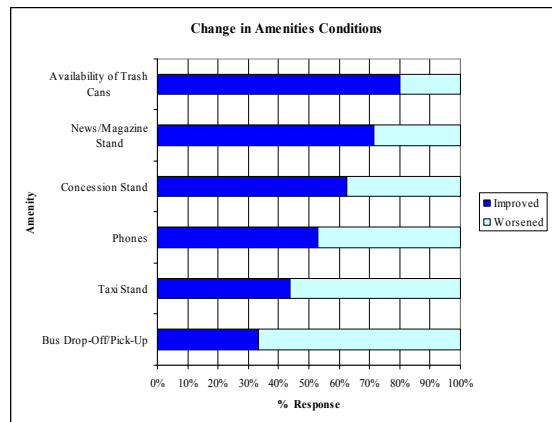
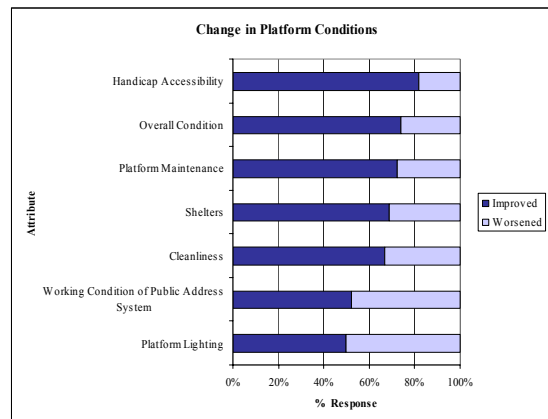


Figure 77 displays how Stratford respondents felt about the changed condition of the platform. The platform was perceived to have improved much more than the other categories of elements in Stratford. The lowest improvement rating was 50% of respondents indicating improvement in platform lighting. The most improved element was handicap accessibility (82% improvement ratings).

Figure 77: Stratford Station Change in Platform Conditions



Overall, the parking and building elements were thought to have worsened much more drastically than the amenities and platform elements in Stratford.

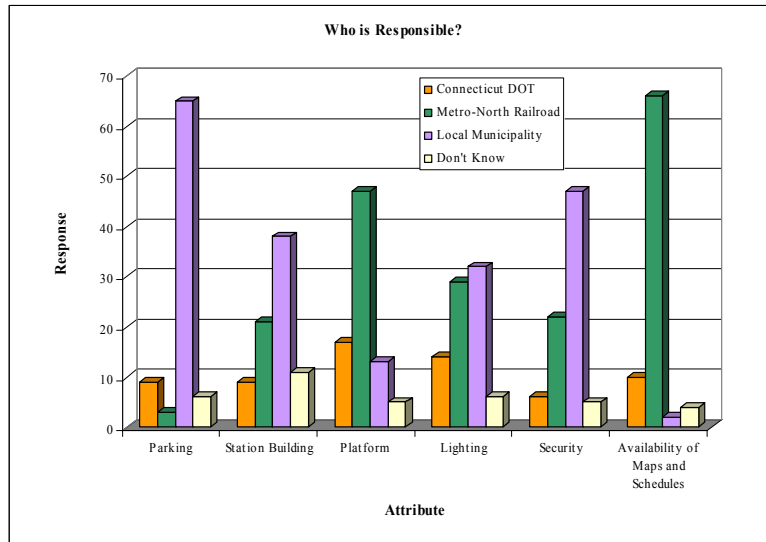
Responsible Agencies

When asked who they thought was responsible for 6 station elements, Stratford respondents were certain about who was in charge of 4 of the elements. Four of the 6 elements had a majority of respondents who thought that a certain agency was in charge of that element. Those 4 elements were:

- Parking: 78% of Stratford respondents thought that the local municipality was in charge
- Platform: 57% of respondents thought that Metro-North was responsible
- Security: 59% thought that the local municipality had responsibility
- Availability of maps and schedules: 80% of respondents thought Metro-North was in charge

In regard to the other two elements, one element was split between two agencies in the eyes of the respondents and one had nearly half of respondents who thought that a particular agency was in charge. Thirty-six percent of Stratford respondents thought that Metro-North was in charge of lighting, but 40% of respondents thought that the local municipality was in charge of lighting. In terms of the station building, 48% of Stratford respondents thought that local municipality was in charge. Figure 78 details how Stratford respondents viewed the responsibilities of Connecticut DOT, Metro-North, and the local municipality.

Figure 78: Stratford Station – Responsible Agencies



Written-In Customer Comments

When given the opportunity to write in their comments, Stratford respondents were most concerned with the difficulty of entrances and exits. Fifteen percent of respondents noted the exit/entrance problem. Many (11%) Stratford respondents were also concerned with the need for more parking. Eight percent of respondents thought that each lighting and the length of the platform needed adjustment. Six percent thought that benches and protected shelters were needed in order to be comfortable during inclement weather. Several other comments were written in by 1, 2, and 3 respondents. Table 7 describes the written-in customer comments at the Stratford Station.

Table 7: Stratford Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
8	Entrances/Exits very difficult	10	15.4%
18	Need more parking areas	7	10.8%
10	Lighting needs improvement	5	7.7%
17	Longer station platforms	5	7.7%
12	Could use benches & protected shelters from rain/snow with heat/air	4	6.2%
1	Another over/underpass needed	3	4.6%
13	Need ticket machines	3	4.6%
21	Traffic officers needed during rush hours	3	4.6%
7	Long wait on parking list	2	3.1%
14	Drop-off and pick-up areas need to be changed	2	3.1%
27	Trash cans needed	2	3.1%
32	Many parking permit spaces empty	2	3.1%
61	Better public address system needed	2	3.1%
63	Snow removal on stairs & walkways	2	3.1%
65	More trains (cars) needed	2	3.1%
4	Fluid & debris fall from train onto walkway	1	1.5%
22	Cleaner trains	1	1.5%
33	Need security at parking areas	1	1.5%
37	Keep token & vending machines in good working order	1	1.5%
43	Need express service	1	1.5%
44	Parking too expensive	1	1.5%
62	Need better security company	1	1.5%
68	Cleaner restrooms on trains and in stations	1	1.5%
71	Better service	1	1.5%
73	Better ticket window hours	1	1.5%
74	Dangerous crossover	1	1.5%
	<i>Total Comments</i>	65	100.0%

Bridgeport

Bridgeport's survey distribution was more extensive due to the larger station size. A total of 614 surveys were distributed with a response rate of 27% (163 surveys returned). Of those surveyed, the vast majority followed the pattern of the regular commuter. Ninety-five percent used the train daily, while the remaining 5% traveled at least once per week. Only one respondent indicated that he/she used the train for recreational purposes and during off-peak times.

Customer ratings for parking, the station building, amenities, and the platform at Bridgeport were quite favorable. For most station features, roughly 60% of customers gave a rating of 'good.' When 'excellent' ratings are added to the 'good' ratings to consider favorable ratings, the percentage of satisfied customers increases the percentage. Few elements received high percentages of 'fair' or 'poor' ratings, although several did receive combined fair/poor ratings

exceeding 25%. Only one element (the working condition of the public address system) had half or fewer respondents indicate a favorable rating. The majority of elements had favorable ratings exceeding 75% of respondents.

Bridgeport's parking facilities received a majority of 'good' or 'excellent' ratings. The Bridgeport Station had the highest rated parking conditions of all the New Haven Line Stations. In particular, high marks were given to parking lot condition (94% favorable) and entrances (91% positive). Exits and stairways also performed at higher than 85% satisfaction. However, notable percentages (25% or higher) of 'fair' or 'poor' ratings were provided for the following elements: parking availability, pathways to the station, underpass, parking lighting and security, and the ease of car or bus passenger drop-off. Still, the lowest rated element (pathways to the station) had 68% of respondents (104 people) indicate satisfaction. Overpasses received the lowest actual number of positive ratings with 76. Figure 79 details how Bridgeport respondents felt about the parking conditions.

Figure 79: Bridgeport Station Parking Ratings

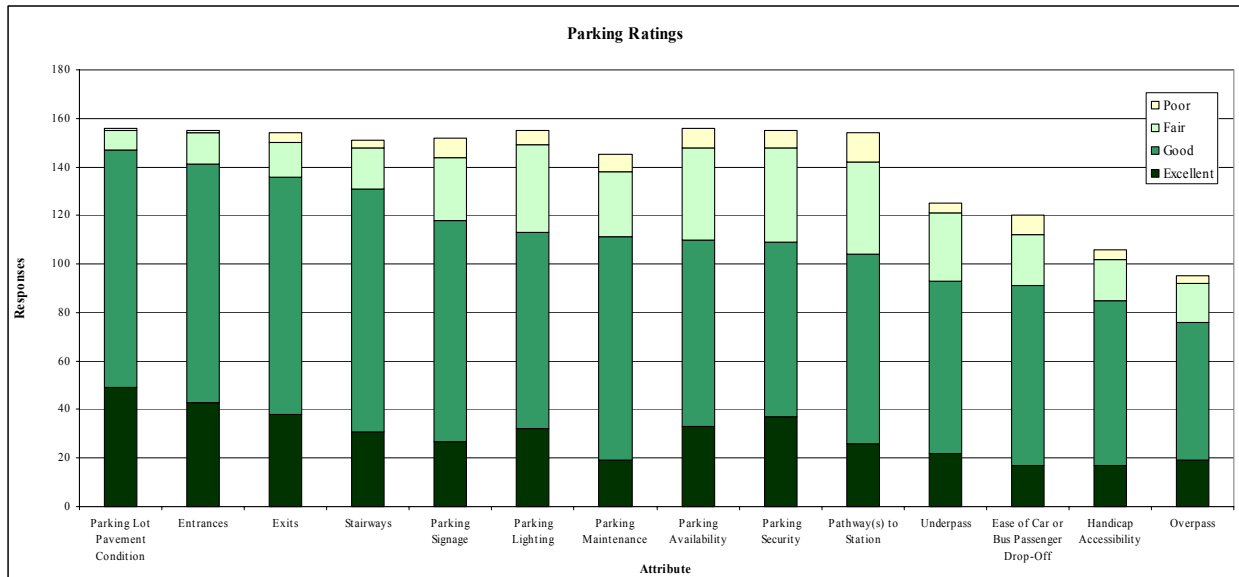
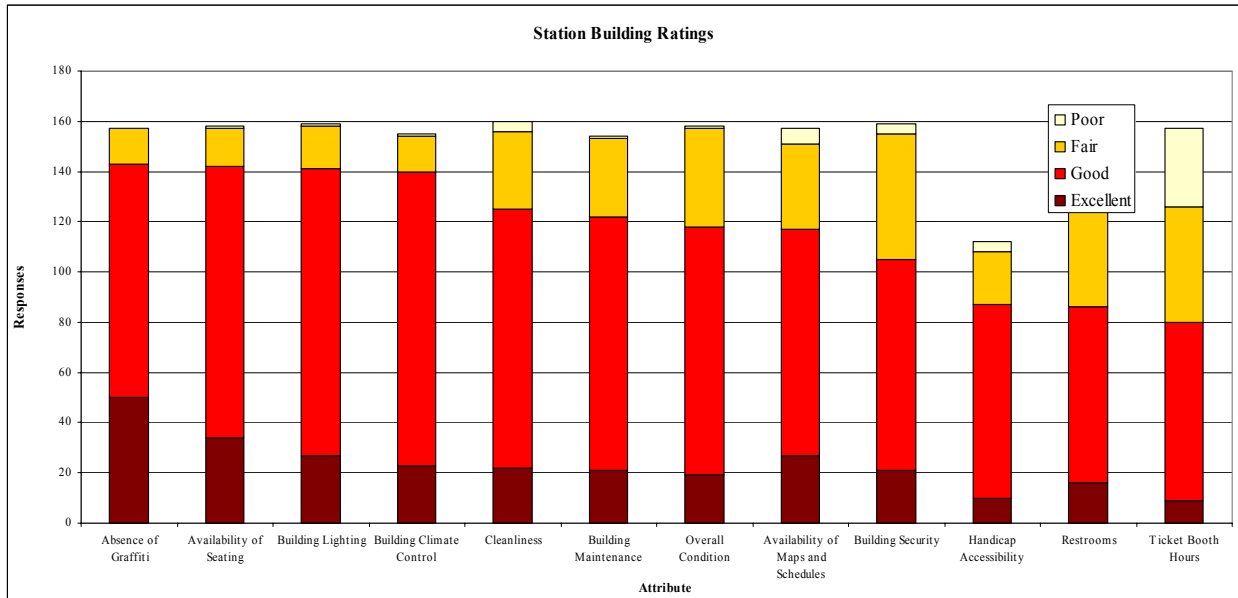


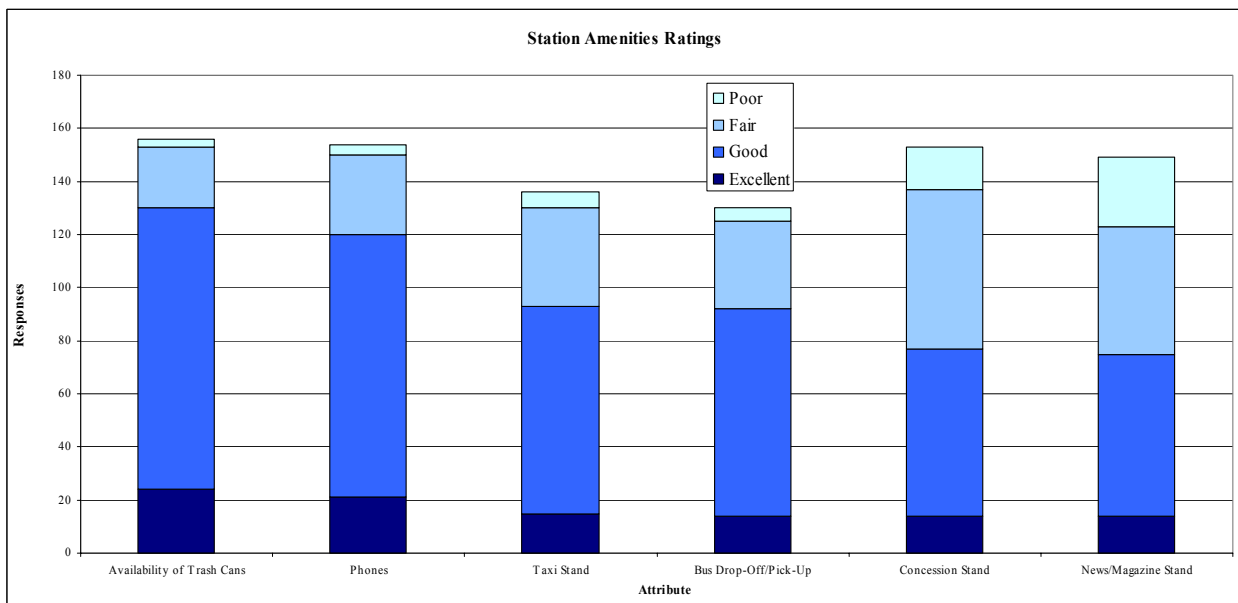
Figure 80 shows the ratings for station building elements in Bridgeport. All building elements were rated positively by a majority of respondents. The lowest level of satisfaction was with ticket office hours where 51% of respondents rated hours positively. Restrooms were the second worst rated building element with 60% satisfaction. The only other element that received less than 75% positive ratings was building security, which had only 66% satisfaction, but actually had 105 people rate it favorably. On the other hand, as with most stations, absence of graffiti was the highest rated building element with 91% satisfied customers. Climate control, availability of seating, and lighting all received 89% or 90% positive ratings. As with parking, Bridgeport respondents were quite satisfied with the present condition of the building.

Figure 80: Bridgeport Station Building Ratings



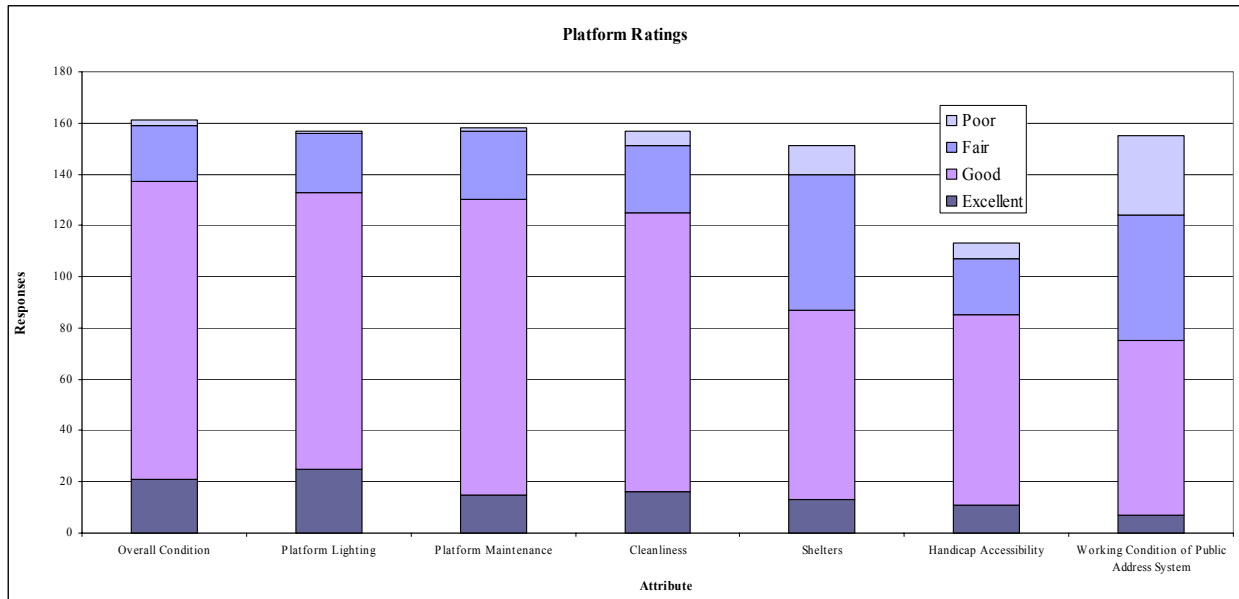
When asked their opinion of the amenities at the Bridgeport Station, at least half of the respondents indicated satisfaction with the current situation of each amenity. Figure 81 shows the level of satisfaction reported by Bridgeport respondents for each amenity. For 2 elements (concession stand and news/magazine stand), exactly half of the Bridgeport respondents gave positive ratings. As with most stations, availability of trash cans was the highest rated amenity with 83% approval. Amenities in Bridgeport were rated generally less favorably than the parking conditions, the building elements, and the platform.

Figure 81: Bridgeport Station Amenities Ratings



Finally, the platforms at Bridgeport were also rated favorably by most customers, particularly concerning overall condition and platform lighting, where 85% of respondents gave favorable ratings. Only the working condition of the public address system was rated ‘fair’ or ‘poor’ by more than half (52%) of respondents. Figure 82 describes how Bridgeport respondents felt about all of the platform elements.

Figure 82: Bridgeport Station Platform Ratings



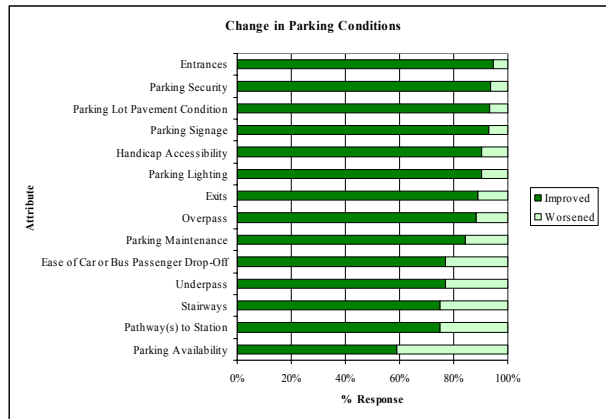
The results of this survey were also compared to the results of the most recent Metro-North survey. The factors of station and platform condition and cleanliness were between 75% and 85% satisfaction in this survey and very comparable at either 71% or 79% for the Metro-North respondents. Parking availability ratings were also close with Metro-North respondents rating it higher. However, the public address system ratings were disparate. Metro-North respondents rated the public address system 20% higher than the respondents to this survey.

Change

As with the ratings of the current situation in Bridgeport, the ratings of change over the previous 2 years were also quite positive. Again, the working condition of the public address system was the only element out of every category that received a majority of negative ratings (‘worsened’ in this case).

With regard to the parking conditions, only 1 element received less than 75% improvement ratings. Parking availability only received 59% improvement ratings. Bridgeport had the highest percentage of improvement in parking ratings of all the New Haven Line Stations. Six of the 14 parking elements received improvement ratings over 90%. Figure 83 shows the change in parking conditions in the past 2 years in Bridgeport.

Figure 83: Bridgeport Station Change in Parking Conditions



Bridgeport respondents were even more impressed with the improvement in building conditions than they were with the parking conditions. Bridgeport also had the highest percentage of improvement ratings in station building elements of all the New Haven Line Stations. Figure 84 outlines the change ratings of building elements. Eight of the 12 building elements received improvement ratings of 90% or higher. In fact, 98% percent of respondents noted an improvement in the absence of graffiti. Only one element, ticket booth hours, had less than 75% improvement ratings with 63%.

Figure 84: Bridgeport Station Change in Building Conditions

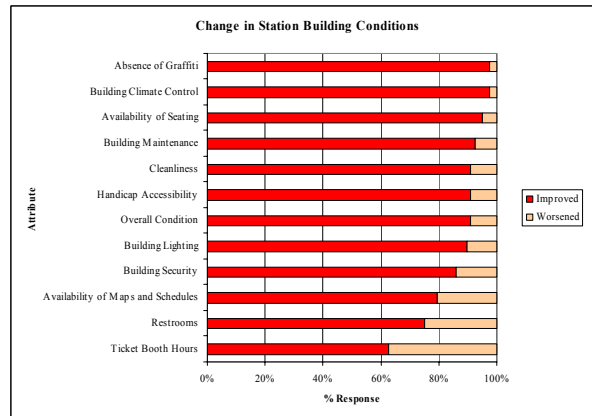


Figure 85 details how Bridgeport respondents thought the condition in amenities had changed. As with ratings of the current situation, amenities received generally lower percentages of improvement ratings than the other 3 categories. However, Bridgeport received the highest percentage of improvement ratings for amenities of any New Haven Line Stations. Similar to the ratings of the current situation, only 2 amenities received less than 75% improvement ratings: concession stand (68%) and news/magazine stands (68%). Also similar to the current condition ratings, availability of trash cans was rated the most improved amenity.

Figure 85: Bridgeport Station Change in Amenities Conditions

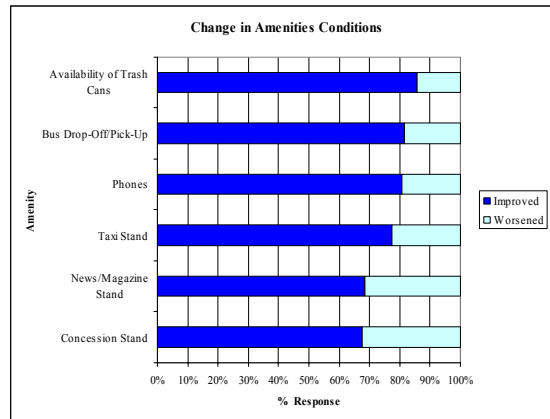
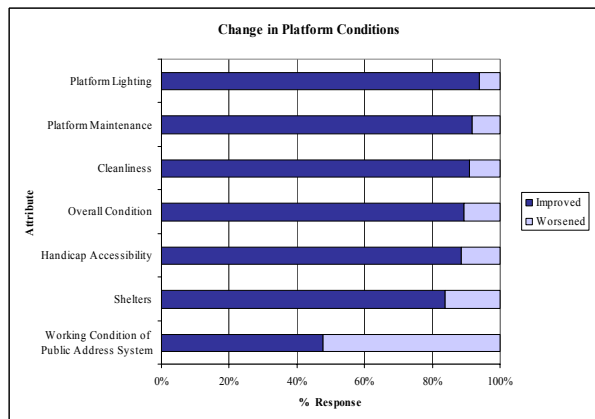


Figure 86 displays the change ratings of platform elements in Bridgeport. As with the other 3 categories, Bridgeport platform conditions received the highest improvement ratings of all the stations on the New Haven Line. Three of the 7 platform elements had improvement ratings higher than 90%. As was the case in the current ratings, the working condition of the public address system received the fewest improvement ratings with only 48%.

Figure 86: Bridgeport Station Change in Platform Conditions



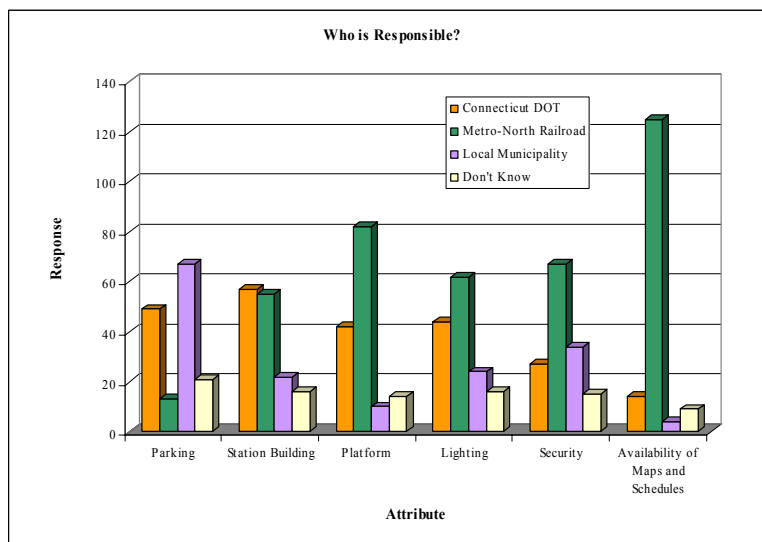
Overall, all four categories of elements in Bridgeport received the highest percentage of improvement ratings of all the stations on the New Haven Line. Bridgeport respondents have seen noticeable improvement in all but one element (public address system) over the previous 2 years.

Responsible Agencies

A significant proportion of Bridgeport respondents thought that some combination of Metro-North and Connecticut DOT was in charge of all of the conditions except for parking. Figure 87 graphs how Bridgeport respondents viewed agency responsibility at the station. Respondents thought that the following was true with regard to agency responsibility:

- Forty-five percent of Bridgeport respondents said that the local municipality was in charge of parking. Another 33% thought that Connecticut DOT was responsible for parking.
- Respondents were fairly evenly split between Connecticut DOT and Metro-North with regard to who they thought was responsible for the station building
- The majority of Bridgeport respondents (55%) thought that Metro-North was in charge of the platform. Another 28% said that Connecticut DOT was.
- The highest percentage of respondents (42%) again thought Metro-North was responsible for lighting. Also again, 30% thought that Connecticut DOT was in charge of lighting.
- Very similarly, 47% of Bridgeport respondents named Metro-North as the responsible agency for security. Another 19% of respondents thought that Connecticut DOT was in charge of security.
- The vast majority (82%) of respondents said that Metro-North was responsible for the availability of maps and schedules.

Figure 87: Bridgeport Station – Responsible Agencies



Written-In Customer Comments

Some Bridgeport respondents (11%) felt compelled to write in that more parking areas were needed despite the fact that Bridgeport had the best parking and parking improvement ratings on the New Haven Line. As was noted in the current and improvement ratings, and as is noted in the written-in customer comments (7% response), a better public address system is clearly needed in Bridgeport. Seven people (6%) wrote in overall good comments. Six people (6%) felt that the traffic signal was not friendly to pedestrians and 5 people (5%) thought that the attitude of station personnel was in need of improvement. Many other comments were written in by 4 or fewer people and are listed in Table 8.

Table 8: Bridgeport Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
18	Need more parking areas	12	11.0%
61	Better public address system needed	8	7.3%
49	Overall good comments	7	6.4%
42	Traffic signal not pedestrian friendly	6	5.5%
28	Attitude of personnel needs improvement	5	4.6%
10	Lighting needs improvement	4	3.7%
33	Need security at parking areas	4	3.7%
52	Need more free parking spaces	4	3.7%
74	Dangerous crossover	4	3.7%
1	Another over/underpass needed	3	2.8%
12	Could use benches & protected shelters from rain/snow with heat/air	3	2.8%
13	Need ticket machines	3	2.8%
22	Cleaner trains	3	2.8%
27	Trash cans needed	3	2.8%
35	Train schedules usually inaccurate	3	2.8%
46	Free lot has many vagrants	3	2.8%
59	Trains in terrible condition	3	2.8%
65	More trains (cars) needed	3	2.8%
68	Cleaner restrooms on trains and in stations	3	2.8%
73	Better ticket window hours	3	2.8%
8	Entrances/Exits very difficult	2	1.8%
19	Construction project very slow	2	1.8%
43	Need express service	2	1.8%
57	Free shuttle	2	1.8%
71	Better service	2	1.8%
11	Desperately need another station	1	0.9%
16	Parking garage needed	1	0.9%
17	Longer station platforms	1	0.9%
21	Traffic officers needed during rush hours	1	0.9%
24	Cleaner platforms	1	0.9%
45	Public address system needed on trains	1	0.9%
51	No smoking area on platform	1	0.9%
55	Extend station hours	1	0.9%
62	Need better security company	1	0.9%
64	Single overpass not adequate	1	0.9%
81	Concession stands to open early	1	0.9%
82	Bring back coffee stands	1	0.9%
<i>Total Comments</i>		<i>109</i>	<i>100.0%</i>

Fairfield

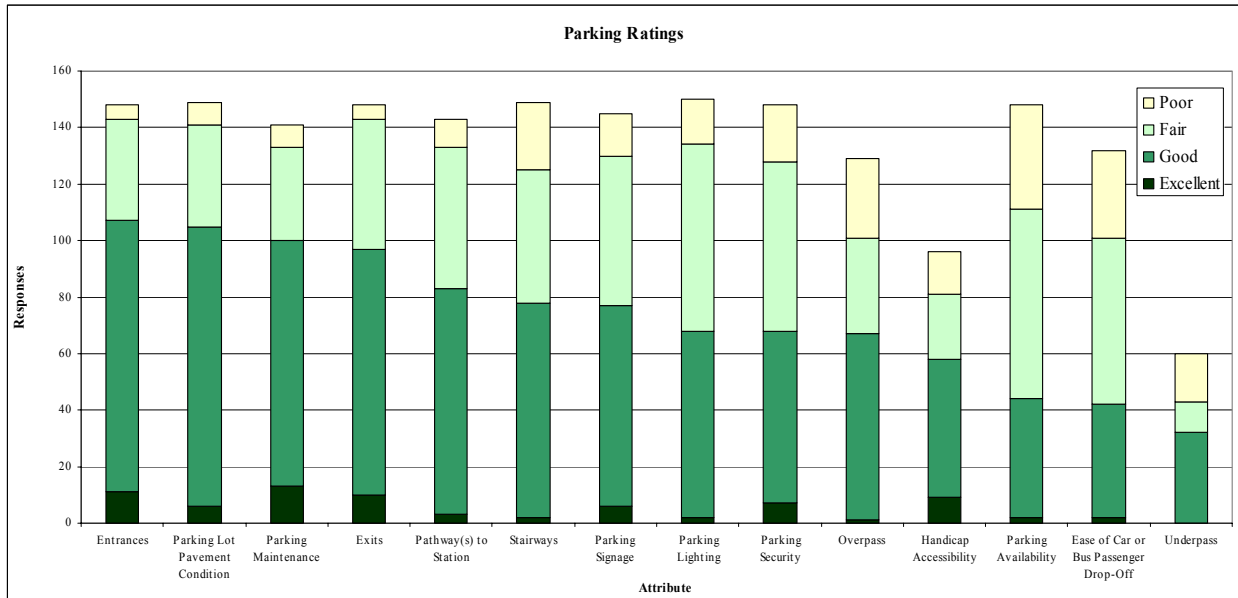
Five hundred surveys were distributed at Fairfield station, 151 of which were returned, for a response rate of 30%. A typical commuter pattern emerged once again, as 93% of customers

surveyed traveled by train on a daily basis. Five percent traveled at least once a week, 1% indicated travel at least once a month, and 1% said they traveled less than once a month. Similarly, 95% used the train to commute to work or school, roughly 5% traveled for business purposes other than commuting, and 1 passenger indicated travel for recreational purposes. Not surprisingly, 97% of survey respondents traveled during peak periods. The surveyed population at Fairfield was predominantly male (76%), between the ages of 25 and 64, and earned high annual incomes. Seventy-four percent of respondents earned in excess of \$100K, while none reported incomes less than \$25K per year. The remaining 24% earned between \$25K and \$100K.

Results of the customer ratings for various station elements at Fairfield were mixed. As a whole, the majority of ratings for the different categories fell between 'good' and 'fair.' Relatively few elements received notable percentages of either extreme rating of 'excellent' or 'poor.' While the overall picture was relatively positive, it was not overwhelmingly so, and the number of negative ratings is worthy of discussion. In fact, all but 3 elements received combined 'fair' and 'poor' ratings from at least one quarter of surveyed respondents. In fact, 14 of the 39 elements surveyed were rated 'fair' or 'poor' by a majority of customers.

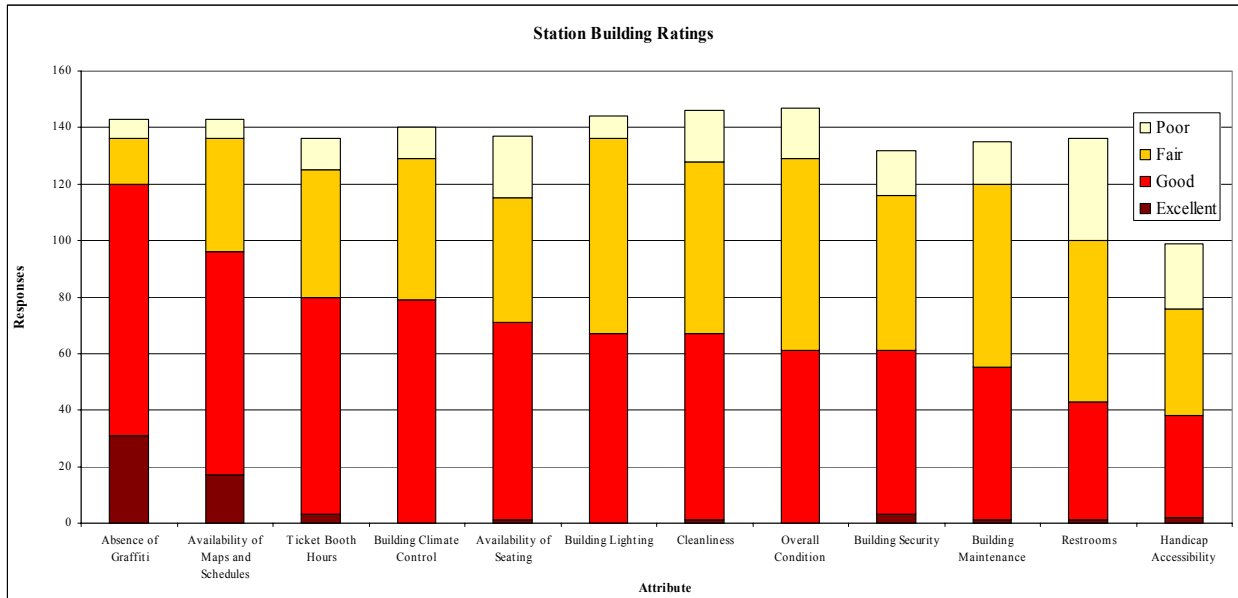
Four of the parking elements surveyed received 'good' or 'excellent' ratings from at least two-thirds of survey respondents. These elements were: parking entrances, pavement condition, parking lot maintenance, and parking exits. Handicap accessibility also received a high percentage of positive ratings (60%), but comparatively few actual ratings (58). Among elements with less favorable ratings, the following were rated 'fair' or 'poor' by over 50% of respondents: parking availability, lighting, security, and the ease of car or bus passenger drop-off. Again, security represents perhaps one of the principal concerns of surveyed passengers. Parking availability was rated positively by only 30% of respondents. Similarly, only 32% of respondents rated ease of passenger drop-off favorably. Underpasses had a majority of positive ratings but only 32 people rating the element. Figure 88 displays the opinions of Fairfield respondents with regard to each individual parking element.

Figure 88: Fairfield Station Parking Ratings



The greatest concentration of less favorable responses came with questions regarding aspects of the station building. Only 41% of respondents rated the overall condition of the building positively. Figure 89 details the building ratings in Fairfield. Seven of the 12 station elements received at least 50% combined ‘fair’ or ‘poor’ ratings. The physical condition of the building did not receive favorable ratings. Aspects such as overall condition, lighting, safety, restrooms, cleanliness, and building maintenance all received a majority of negative ratings. Restrooms had the lowest percentage of positive ratings, but handicap accessibility had the fewest number of people (38) who were satisfied. On the positive side, the absence of graffiti and the availability of maps and schedules were rated favorably with 84% positive ratings. After the absence of graffiti, the next best performing element, availability of maps and schedules, only received 67% ratings of satisfaction.

Figure 89: Fairfield Station Building Ratings



Ratings for the station amenities and the platform elements were generally favorable. Figure 90 details how Fairfield respondents felt about the current amenities situation. The 2 elements that received a majority of negative ratings were the concession stand and bus drop-off/pick-up, which had 55% and 58% negative ratings, respectively. On the other hand, the availability of trash cans was again the highest rated amenity. The newspaper and magazine stand was also highly rated with 72% satisfaction.

Figure 90: Fairfield Station Amenities Ratings

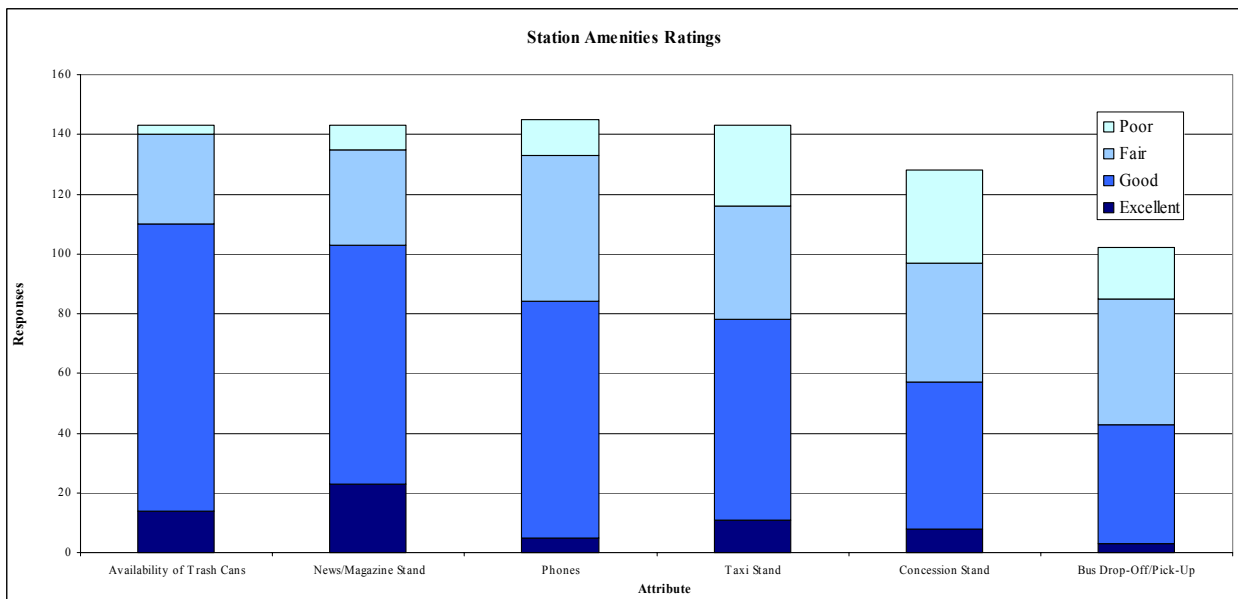
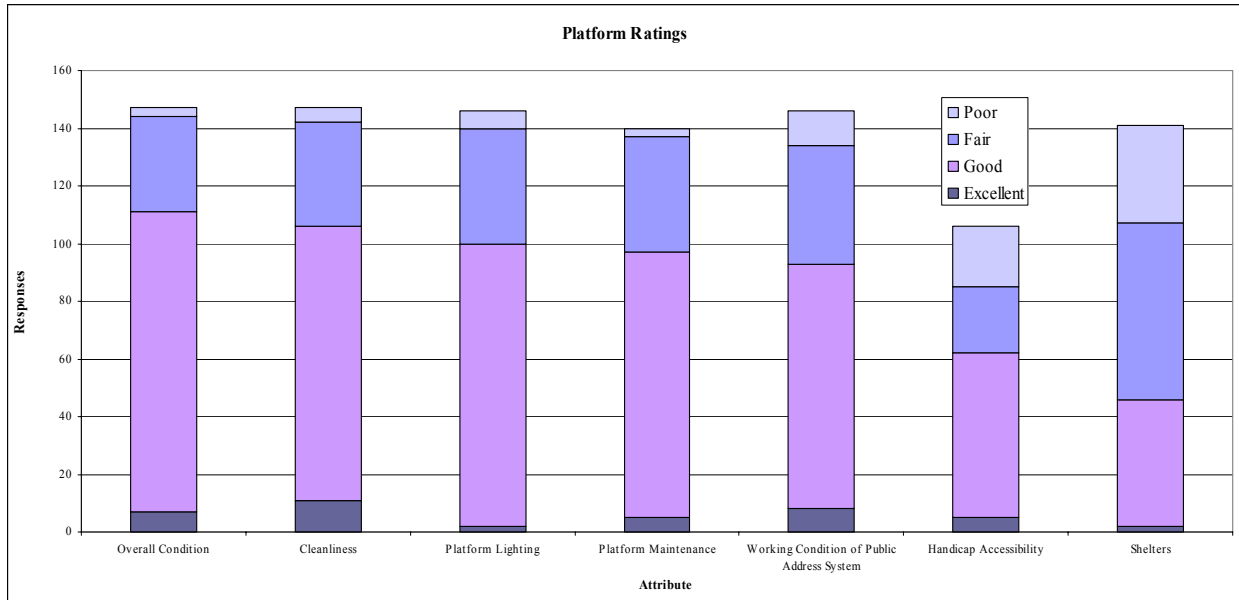


Figure 91 graphs the ratings of platform elements in Fairfield. More than three quarters (76%) of Fairfield respondents rated the overall condition of the platform positively. Respondents were also pleased with the cleanliness of the platform (72% positive ratings). The only platform element without a majority of positive ratings was the shelter. Shelters received only 33% positive ratings.

Figure 91: Fairfield Station Platform Ratings



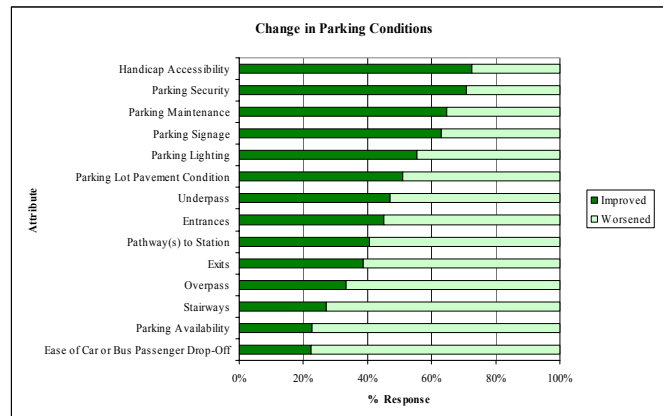
The ratings of the Fairfield station were compared to ratings for similar questions in the most recent Metro-North survey effort. A lot of disparity arose between the two survey efforts. In terms of station condition, 70% of Metro-North respondents were pleased with the overall condition as compared to only 41% of respondents to this survey. Regarding platform condition, respondents to this survey (76%) actually rated the condition higher than Metro-North respondents (62%). The same reverse situation occurred with the cleanliness ratings as well. Station cleanliness received 46% positive ratings from respondents to this survey and 64% positive ratings from the Metro-North survey. Conversely, platform cleanliness was rated positively by 72% of respondents to this survey and by 68% of Metro-North respondents. Platform cleanliness was the condition where there was the closest correlation between surveys. Parking availability was rated very low by respondents to both surveys: 44% positive ratings from Metro-North respondents and 30% from respondents to this survey. The public address system was rated higher by Metro-North respondents (70% positive ratings versus 64%).

Change

When asked to rate the same elements based on whether or not they thought that the condition had improved or worsened over the previous 2 years, respondents rated more than half of the elements as having worsened by at least 50%.

Fairfield respondents were especially dissatisfied with the level of improvement found in the parking elements. Eight of the 14 parking elements received more than 50% ratings of worsening. The elements thought to have worsened the most were ease of drop-off and parking availability, each of which received a 77% worsened rating. The most improved element was handicap accessibility, which still only received 72% improvement ratings. Figure 92 gives the change ratings for all of the parking elements in Fairfield.

Figure 92: Fairfield Station Change in Parking Conditions



Fairfield respondents were mostly split on their ratings of worsening or improving for the station building. Figure 93 describes how Fairfield respondents rated the changed building conditions over the past 2 years. Restrooms and cleanliness were thought to be the least improved building elements, each of which produced 65% worsened ratings. Absence of graffiti was again voted the most improved element, but by a smaller percentage of respondents (76%) than most of the other stations.

Figure 93: Fairfield Station Change in Building Conditions

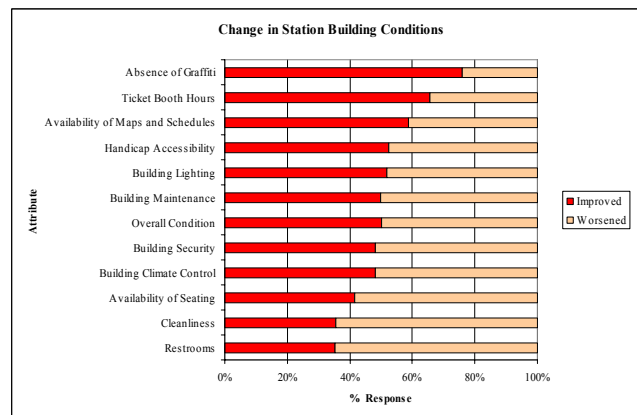
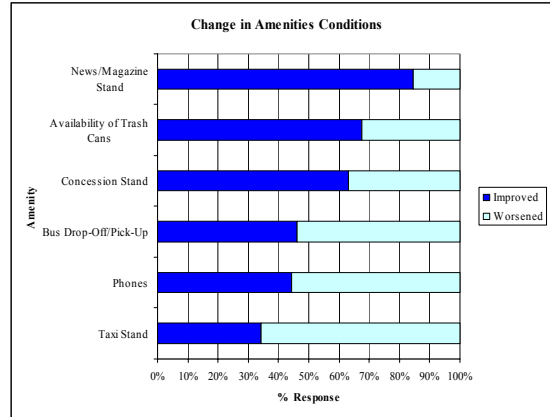


Figure 94 shows how Fairfield respondents felt about the changed condition of amenities. Amenities were generally thought to have improved more than parking and the building. Eighty-five percent of Fairfield respondents had noticed improvement in the newspaper and magazine stand over the past 2 years. At the other end of the scale, 66% of respondents felt that the

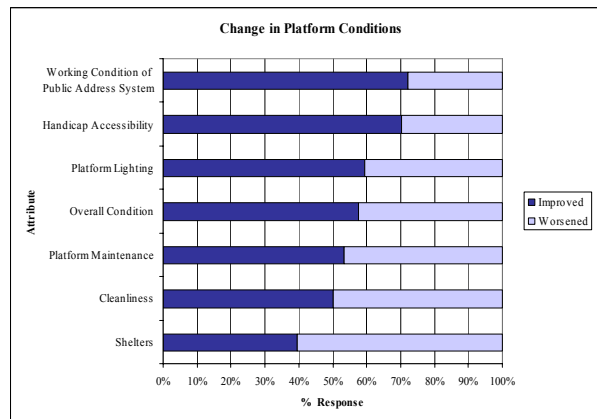
condition of the taxi stand had worsened. Half of the amenities received a majority of worsened ratings and half received a majority of improvement ratings.

Figure 94: Fairfield Station Change in Amenities Conditions



Change ratings for platform elements in Fairfield were mediocre. Only 58% of the respondents said they had noticed improvement in the overall condition of the platform in the past 2 years. Figure 95 shows the improvement ratings by element in Fairfield. Four of the 7 platform elements received more than half improvement ratings. However, the most improved element, the working condition of the public address system, still only received 72% improvement ratings. As with the current situation ratings, platform shelters were considered to have worsened the most. Sixty-one percent of Fairfield respondents said that the conditions of the shelters had worsened during the previous 2 years.

Figure 95: Fairfield Station Change in Platform Conditions



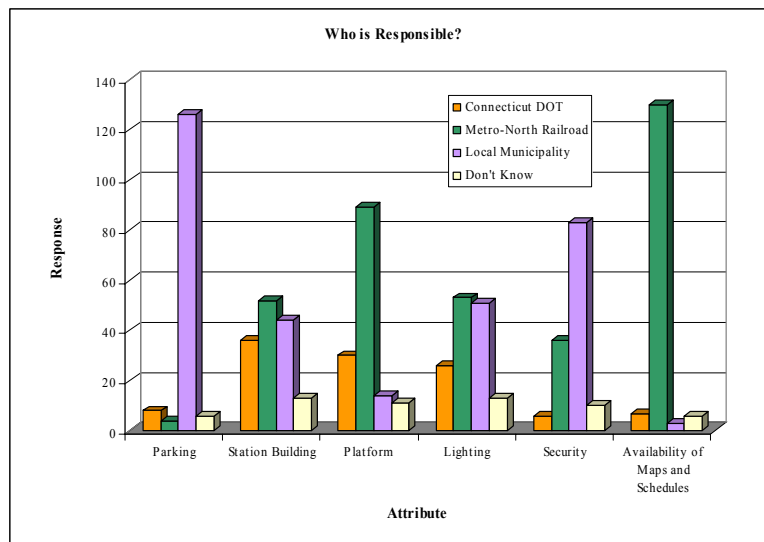
Quite a few elements in Fairfield are in need of attention. The elements voted as least (35% or fewer improvement ratings) improved were: stairways, parking availability, ease of passenger drop-off, overpasses, restrooms, building cleanliness, and the taxi stand. Additionally, 10 other elements were rated as worsened by a majority of Fairfield respondents.

Responsible Agencies

Respondents in Fairfield mostly thought that a mixture of the local municipality and Metro-North were responsible for the conditions listed in question 9. Figure 96 describes who Fairfield respondents thought were responsible for the station conditions. The following conclusions can be drawn from the respondents’ view of which agency is responsible for which elements:

- The vast majority of respondents thought that the local municipality was responsible for parking in Fairfield (88%).
- Respondents were generally split between Metro-North (36%), the local municipality (30%), and Connecticut DOT (25%) as to who was in charge of the building.
- Sixty-two percent of respondents thought that Metro-North was responsible for the platform.
- Respondents were generally split between Metro-North (37%) and the local municipality (36%) with regard to who was responsible for lighting.
- Sixty-one percent of Fairfield respondents said that the local municipality was responsible for security.
- Again, the vast majority of respondents (89%) thought that Metro-North was responsible for the availability of maps and schedules.

Figure 96: Fairfield Station – Responsible Agencies



Written-In Customer Comments

Fairfield respondents were not happy with the parking situation at the station. Seventy percent of respondents rated parking availability negatively, 77% of respondents said that parking availability had worsened, and 22% of respondents (the highest percentage) said that more parking areas were necessary when they were given the opportunity to write in comments. Nine people (9%) noted that another over or underpass was necessary, 6 people (6%) wrote in that Fairfield needed a third station, and 5 people (5%) said that longer platforms were necessary.

Several other comments were written in by 4 or fewer people. All of the written-in customer comments for Fairfield are presented in Table 9.

Table 9: Fairfield Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
18	Need more parking areas	22	22.2%
1	Another over/underpass needed	9	9.1%
38	Fairfield needs a 3rd station	6	6.1%
17	Longer station platforms	5	5.1%
10	Lighting needs improvement	4	4.0%
16	Parking garage needed	4	4.0%
24	Cleaner platforms	4	4.0%
12	Could use benches & protected shelters from rain/snow with heat/air	3	3.0%
14	Drop-off and pick-up areas need to be changed	3	3.0%
65	More trains (cars) needed	3	3.0%
68	Cleaner restrooms on trains and in stations	3	3.0%
7	Long wait on parking list	2	2.0%
15	Need handicap elevators	2	2.0%
26	Limited disabled access	2	2.0%
33	Need security at parking areas	2	2.0%
44	Parking too expensive	2	2.0%
51	No smoking area on platform	2	2.0%
67	Parking lot gets flooded	2	2.0%
83	Station needs improvements	2	2.0%
8	Entrances/Exits very difficult	1	1.0%
11	Desperately need another station	1	1.0%
13	Need ticket machines	1	1.0%
20	Better pathways to train platform	1	1.0%
21	Traffic officers needed during rush hours	1	1.0%
22	Cleaner trains	1	1.0%
28	Attitude of personnel needs improvement	1	1.0%
29	Cell phone use is annoying	1	1.0%
31	Narrow parking slots	1	1.0%
34	Option to purchase tickets monthly via credit card	1	1.0%
49	Overall good comments	1	1.0%
52	Need more free parking spaces	1	1.0%
57	Free shuttle	1	1.0%
63	Snow removal on stairs & walkways	1	1.0%
64	Single overpass not adequate	1	1.0%
66	Lot needs to be paved	1	1.0%
85	Only residents should be allowed parking permits	1	1.0%
	<i>Total Comments</i>	<i>99</i>	<i>100.0%</i>

Southport

Twenty-nine of 111 surveys distributed were returned at Southport, representing a 26% response rate. Southport survey respondents once again followed the pattern of the daily commuter, although a slightly higher percentage used the train less frequently. In total, 82% used the train on a daily basis, 4% at least once a week, 4% at least once a month, and 10% less than once a month. Typically, however, 89% commuted to work or school by train and an additional 7% used the train for other business trips. Only 4% used the train for recreational purposes. The vast majority (96%) used the train during peak periods. Seventy-nine percent possessed parking permits at the time of the survey, and of those who did not, only one respondent was on the permit waiting list.

The survey population was again predominantly male (71%), and 93% were between the ages of 25 and 64. Customers' annual incomes were once again high, with 64% exceeding \$100,000 and the remaining 36% falling between \$25,000 and \$100,000.

Ratings for the various station elements varied considerably. Many elements received a higher percentage of excellent ratings than at other stations, yet, at the same time, 16 of the 39 elements received combined 'fair' and 'poor' ratings exceeding 50%.

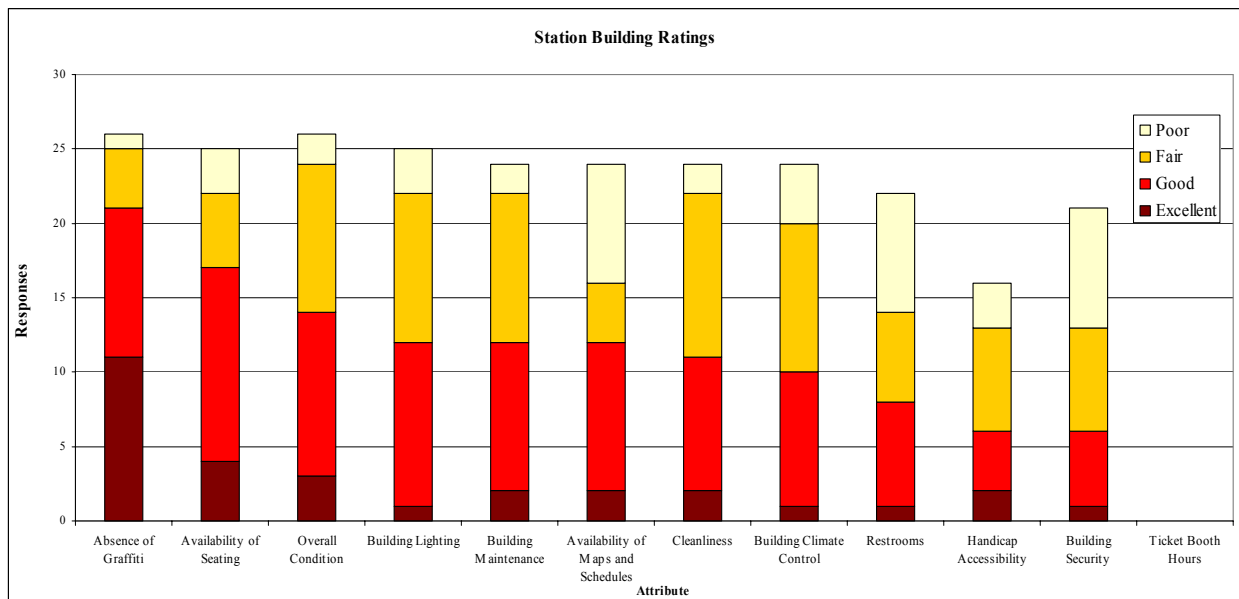
Figure 97 displays the ratings of parking elements at the Southport Station. The two primary areas of concern among the parking elements were lighting and security, each of which was rated 'fair' or 'poor' by the majority of respondents. In fact, 82% of respondents rated lighting negatively and 73% of respondents rated security negatively. The underpass had 58% unfavorable ratings. Conversely, entrances and exits were rated quite positively with 89% satisfaction. Parking lot pavement condition, parking signage and parking availability all rated above 70% positive.

Figure 97: Southport Station Parking Ratings



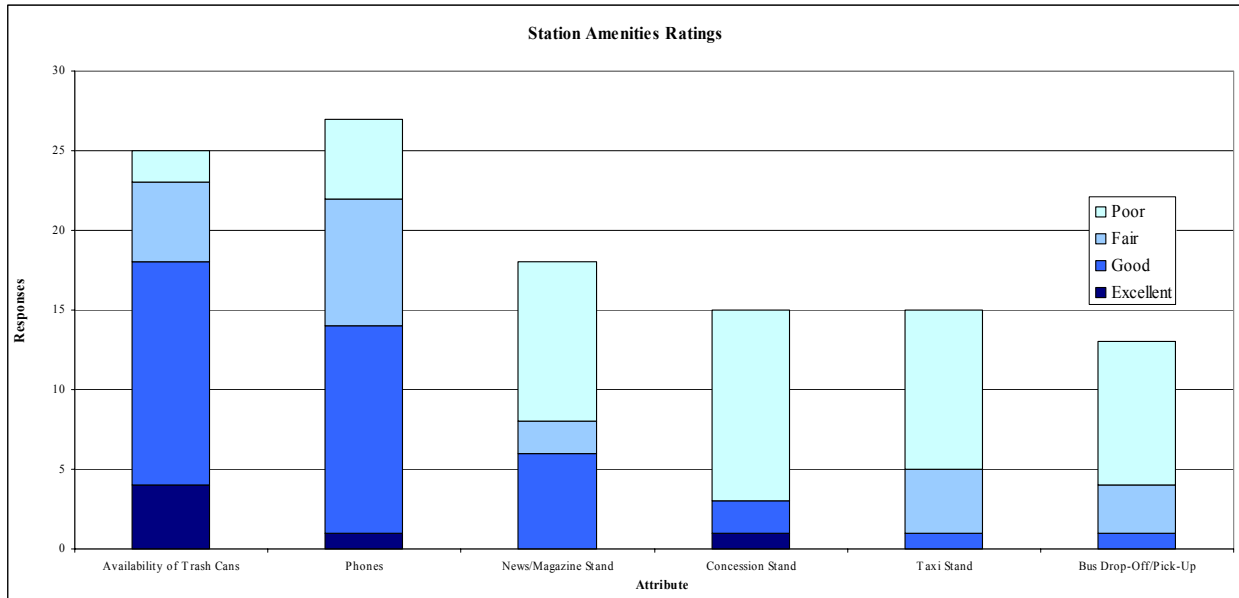
Ratings for the station building were overall more negative than for the parking facilities. Eight of the eleven station categories received at least 50% fair or poor responses. Southport does not have a ticket booth. Only 54% of Southport respondents rated the overall condition of the building favorably. Building security and restrooms were very poorly rated with only 29% and 36% positive ratings, respectively. The only element that received a reasonably high rating was absence of graffiti (81%). The second highest rating was given to the availability of seating (68%). Figure 98 displays how Southport respondents rated the building conditions.

Figure 98: Southport Station Building Ratings



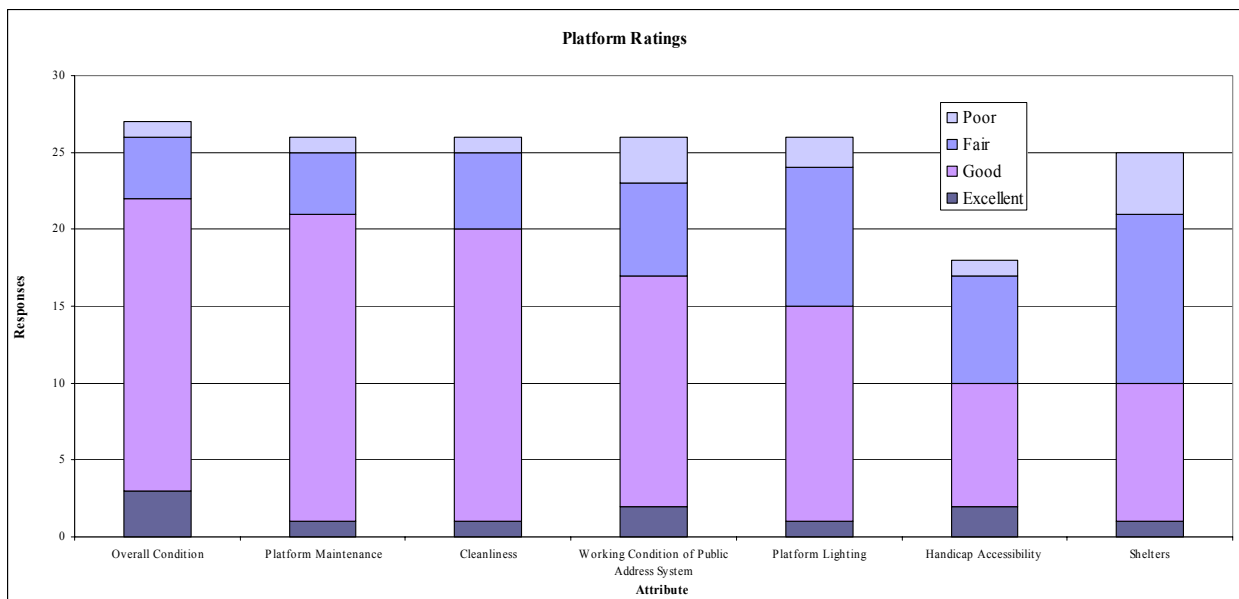
Amenities in Southport received the lowest ratings of all the stations on the New Haven Line. Figure 99 portrays the amenity situation in Southport. Four of the 6 amenities received less than half positive ratings. Two amenities even had less than 10% favorable ratings: taxi-stand and bus drop-off/pick-up. These low ratings were probably a result of the fact that Southport does not have a bus drop-off area or a taxi stand. People who rated the conditions of these elements were probably commenting on the lack of the element. The only element that received an even relatively positive rating was, as usual, the availability of trash cans with 72%.

Figure 99: Southport Station Amenities Ratings



Finally, the platform elements were generally ranked more highly, with the exception of the shelters, continuing a trend seen at numerous stations surveyed. Figure 100 shows how Southport respondents rated the platform elements. As noted, shelters were the lowest rated platform elements and were the only elements to receive a majority of negative ratings (60%). Eighty-one percent of Southport respondents were satisfied with the overall condition of the platform. Platform maintenance was also highly rated with 81% approval.

Figure 100: Southport Station Platform Ratings



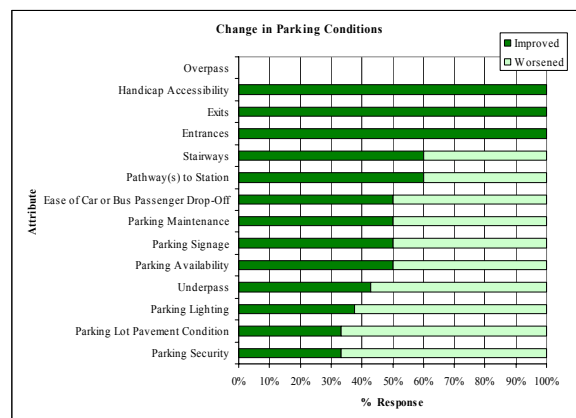
When comparing the results of this survey to the results of the most recent Metro-North survey in Southport, only two elements, public address system and platform cleanliness, produced even remotely similar results. Seventy percent of Metro-North respondents were satisfied with the public address system and only 65% of respondents to this survey were satisfied. Platform cleanliness was also more highly rated by Metro-North respondents (80%) than by respondents to this survey (77%). With regard to overall condition and cleanliness ratings, Metro-North respondents rated building condition and cleanliness higher and the platform condition lower. For the overall condition of the station, Metro-North respondents reported 75% satisfaction and respondents to this survey were only 54% satisfied. Similarly, the cleanliness of the station created 70% happiness for Metro-North respondents and 46% satisfaction for respondents to this survey. The opposite situation resulted for the condition of the platform where 81% of respondents to this survey were satisfied and only 40% of Metro-North respondents approved of the present situation. For parking availability a similar situation also resulted. Forty percent of Metro-North respondents were happy with the availability and 70% of respondents to this survey were satisfied.

Change

For the parking elements and the platform elements, the change ratings were worse than the current ratings. The opposite was true for the building and amenity elements where overall improvement was noted.

Figure 101 shows the change ratings for parking in Southport. Respondents were generally split between improvement and worsening ratings for the parking elements. Three elements had less than 50% improvement ratings. Parking lot pavement condition and parking security were ranked as the parking elements that worsened the most over the previous 2 years. Four elements also had exactly half of the respondents rate them as improved. Three elements (entrances, exits, and handicap accessibility) were rated as improved by 100% of Southport respondents. Handicap accessibility had only 1 respondent total. Southport does not have an overpass.

Figure 101: Southport Station Change in Parking Conditions



Building elements received higher improvement ratings than parking elements did in Southport. Five of the 12 elements received 100% improvement ratings. However, these elements only

received ratings from 1, 2, or 3 people. Five people (the highest number of respondents for all of the building elements) commented on the overall condition of the station, 4 of which noted improvement (80%). Southport does not have a ticket office. Figure 102 outlines the change ratings for building conditions by Southport respondents.

Figure 102: Southport Station Change in Building Conditions

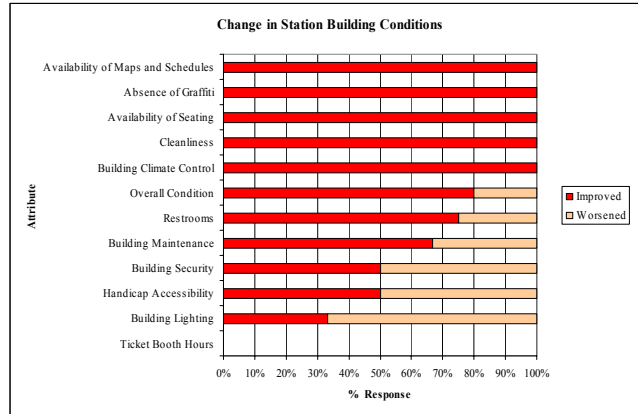
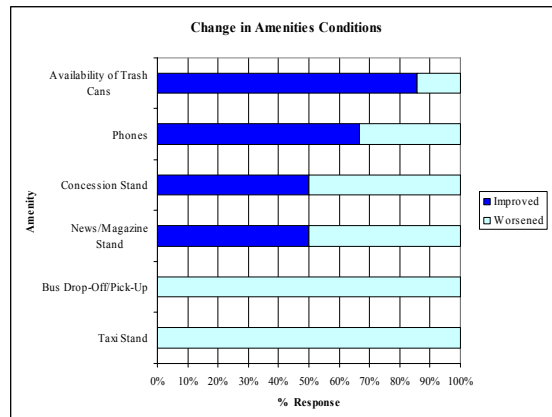


Figure 103 shows the change ratings for amenities in Southport. Improvement ratings were generally higher than current ratings for amenities. One person (100%) commented that each the bus drop-off/pick-up situation and the taxi stand had worsened during the previous 2 years, most likely commenting on the lack of either of these elements. Eight-six percent of Southport respondents felt that the availability of trash cans had improved, as did 67% of respondents with regard to telephones. Two people each commented on the concession stand and the newsstand and the ratings were split: 1 improved, 1 worsened.

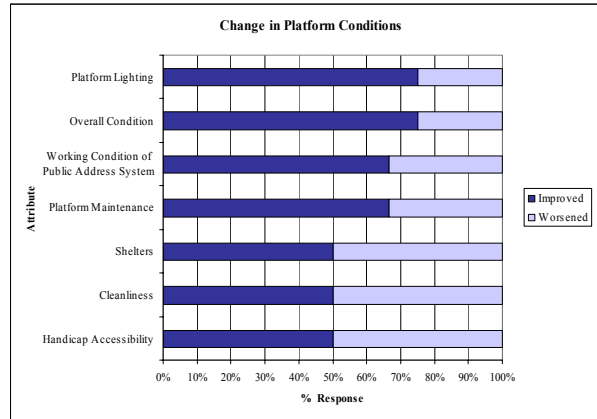
Figure 103: Southport Station Change in Amenities Conditions



Overall, the platform change ratings were quite similar to ratings of the current situation. Three quarters of Southport respondents were pleased with the overall condition of the platform. Figure 104 portrays the changed situation of the Southport platform. The lowest improvement rating was 50%. Respondents were split evenly on the changed condition of handicap accessibility, cleanliness, and shelters. Seventy-five percent of respondents noted improvement

in platform lighting during the previous 2 years. The highest number of respondents for any of the platform change questions was 6 (public address system) and the lowest was 2 (handicap accessibility and shelters).

Figure 104: Southport Station Change in Platform Conditions



Due to the small number of surveys returned at the Southport Station and the ratings of elements that do not exist, it is hard to gage the actual changed condition of elements. From the few returned surveys and excluding the elements that do not exist, building lighting, parking lighting, parking security, parking lot pavement condition, and the underpass are the elements most in need of improvement.

Responsible Agencies

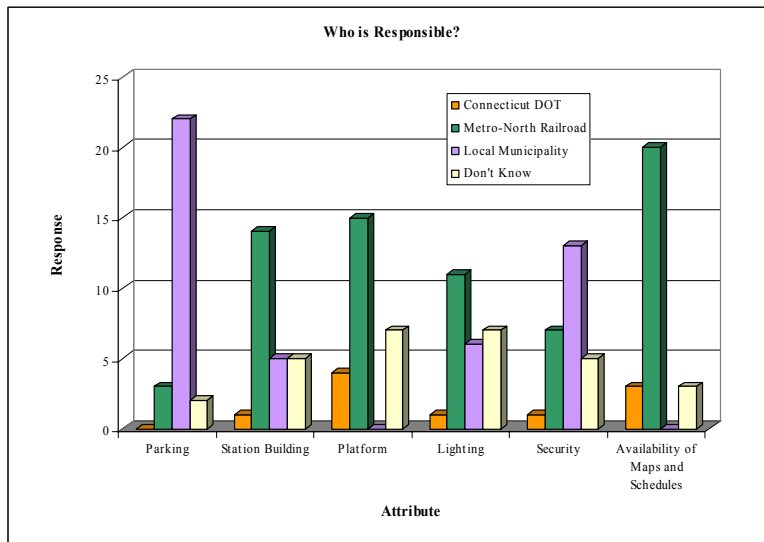
Southport respondents generally felt that either Metro-North or the local municipality was responsible for most of the elements. Quite a large percentage of Southport respondents reported that they did not know who was responsible for the conditions in question. Southport thought the following was true with regard to responsible agencies:

- Eighty-two percent of respondents said that the local municipality was responsible for parking.
- The majority (56%) of respondents said that Metro-North was in charge of the station building. Twenty percent thought the local municipality was responsible and another 20% did not know.
- Again, the majority (58%) of respondents thought that Metro-North was responsible for the platform. However, 27% of respondents reported not knowing who was in charge.
- With regard to lighting, Southport respondents were split between Metro-North (44%), the local municipality (24%) and not knowing (28%) who was responsible
- Half of the respondents said that the local municipality was responsible for security. Another 27% of respondents thought that Metro-North was in charge of security.

- The vast majority (77%) of Southport respondents thought that Metro-North was responsible for the availability of maps and schedules.

Figure 105 shows the breakdown of who Southport respondents thought was responsible for each station element.

Figure 105: Southport Station – Responsible Agencies



Written-In Customer Comments

When asked to write in their comments, Southport respondents were most concerned with the need for improved lighting (37% response). These people must be referring to building lighting where only 67% of respondents indicated a change for the worse over the previous 2 years. Three quarters of respondents said that platform lighting had improved during the same time period. Several other comments were made by 1 or 2 people. All of the comments written in for the Southport Station are listed in Table 10.

Table 10: Southport Station Written-In Customer Comments

Comment Code	Comment	# Responses	%
10	Lighting needs improvement	7	36.8%
12	Could use benches & protected shelters from rain/snow with heat/air	2	10.5%
18	Need more parking areas	2	10.5%
65	More trains (cars) needed	2	10.5%
1	Another over/underpass needed	1	5.3%
7	Long wait on parking list	1	5.3%
24	Cleaner platforms	1	5.3%
35	Train schedules usually inaccurate	1	5.3%
43	Need express service	1	5.3%
71	Better service	1	5.3%
<i>Total Comments</i>		<i>19</i>	<i>100.0%</i>

Green's Farms

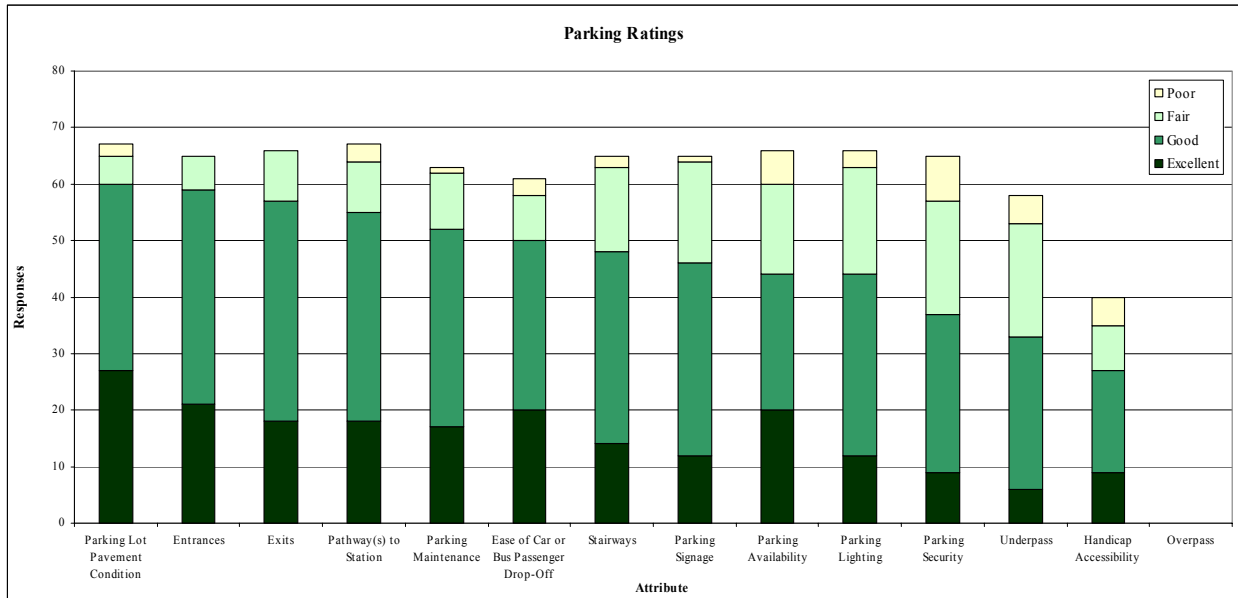
Survey distribution at Green's Farms totaled 288 with 67 returned for a 23% response rate. Ninety-six percent traveled daily, 96% commuted to work or school (4% for other business purposes), and all respondents traveled during the peak periods. The demographics of the Green's Farms station respondents were similar to those at Southport. Eighty-three percent were male, 97% between the ages of 25 and 64, and 86% reported annual incomes exceeding \$100,000.

Of those surveyed, 64% respondents held a parking permit at the time of the survey, and among those without a permit, 68% were on a waiting list. Several of those respondents were on waiting lists for the Westport and Fairfield stations.

Ratings for station elements at Green's Farms were notably more favorable, with a greater proportion of respondents rating elements as 'good' or 'excellent.' Particular aspects of the station and facilities did receive a majority of 'fair' or 'poor' ratings, although these were less pronounced than at some other stations.

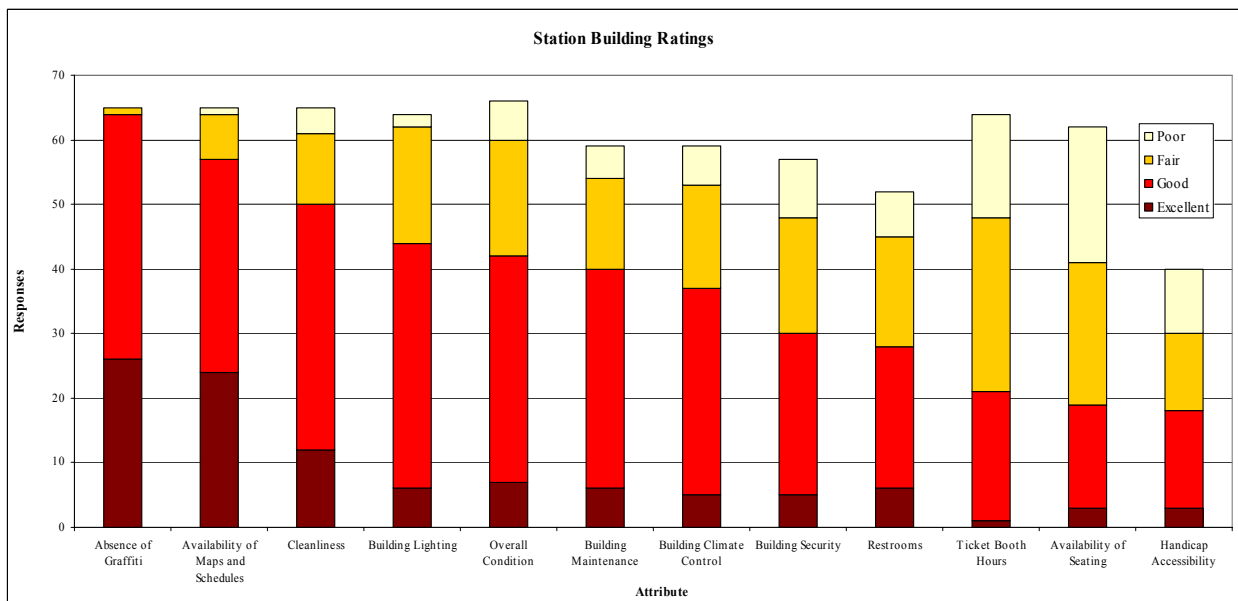
Concerning parking facilities, the best rated elements were entrances, exits, and pavement condition. Areas that might require improvement were the underpass and security. None of these elements received a majority of 'fair' or 'poor' ratings. Figure 106 details how Green's Farms respondents rated the parking conditions. Entrances had the highest percentage of positive marks (91%), but pavement condition had the highest number of actual positive ratings (60). Similarly, at the other end of the scale, parking lot security and underpasses received the lowest percentage of positive ratings (57%), but handicap accessibility received the smallest actual number (19) of positive ratings. Green's Farms does not have an overpass.

Figure 106: Green’s Farms Station Parking Ratings



While still mostly positive, ratings for the station building were more critical than for the parking facilities. Sixty-four percent of respondents were pleased with the overall condition of the station building. Figure 107 shows how Green’s Farms respondents rated building conditions. The primary areas of concern among respondents were handicap accessibility, ticket booth hours, and availability of seating. These three elements received a majority of negative (‘fair’ or ‘poor’) ratings. Ticket booth hours were the lowest rated elements with 67% negative ratings. Green’s Farms customers rated the absence of graffiti and the availability of maps and schedules more favorably. In fact, 98% of respondents rated absence of graffiti positively.

Figure 107: Green’s Farms Station Building Ratings



Among station amenities, the news/magazine stand, bus drop-off/pick-up, and availability of trash cans were rated highly (between 73% and 77%), while less satisfaction was noted for the phones and taxi stand, which each received combined ‘fair’ and ‘poor’ ratings exceeding 50%. Taxi-stands were rated negatively by 88% of respondents. Fifty-seven percent of respondents were not satisfied with the condition of the phones. Figure 108 displays the ratings of amenities at Green’s Farms.

Figure 108: Green’s Farms Station Amenities Ratings

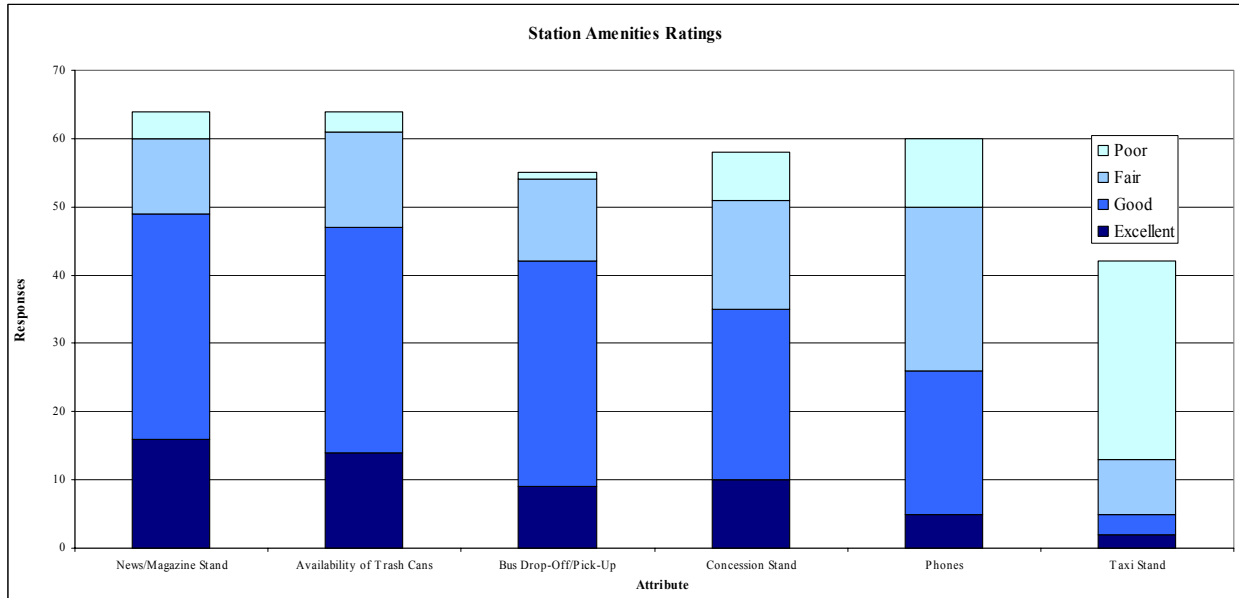
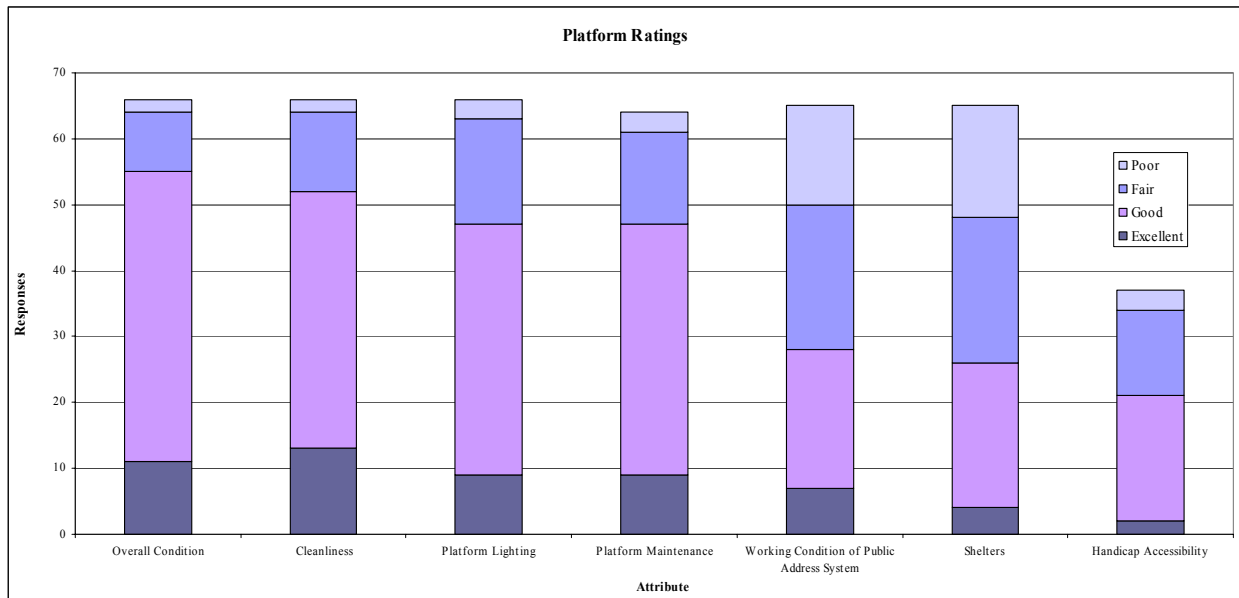


Figure 109 outlines how Green’s Farms respondents felt about the platform situation. Eighty-three percent of respondents were pleased with the overall condition of the platform. Platform cleanliness also received good marks (79% positive) from most respondents, while the shelters and public address system each received a majority of ‘fair’ or ‘poor’ ratings. Sixty percent of respondents were dissatisfied with the platform situation in Green’s Farms. Also, 57% of respondents rated the working condition of the public address system negatively.

Figure 109: Green’s Farms Station Platform Ratings



The survey results for Green’s Farms varied by category when compared to the most recent Metro-North survey effort. Rating of overall condition was similar for both surveys in terms of the station building (73% from Metro-North and 64% from this survey), but the positive rating of platform overall condition was a lot higher in this effort (83%) as compared to the Metro-North survey (63%). The ratings were also similar for building (Metro-North 73%, this survey 77%) and platform (Metro-North 62%, this survey 79%) cleanliness. Satisfaction with parking availability was higher in the Metro-North survey effort, with 72% of respondents indicating satisfaction as compared to 67% of respondents in this effort. Ratings of the public address system were low in both surveys: 51% of Metro-North respondents and 43% of respondents to this survey were satisfied.

Change

The ratings of change in Green’s Farms were lower than the ratings of the current situation for three of the four categories of elements (the amenities category was the exception). Overall, the change ratings were mediocre. Some elements performed very well, some performed okay, and others performed quite poorly.

Figure 110 describes how Green’s Farms respondents felt about the changed parking conditions over the past 2 years. Three elements received a majority of ‘worsened’ ratings: underpass, parking availability and parking security. The least improved element was the underpass with 67% of respondents thinking that the condition had worsened. These elements were noted as problem areas at numerous other stations as well. Parking lot pavement condition was thought to have improved greatly with 91% satisfaction with the change. The pathways to the station were also thought to have improved by 88% of respondents.

Figure 110: Green’s Farms Station Change in Parking Conditions

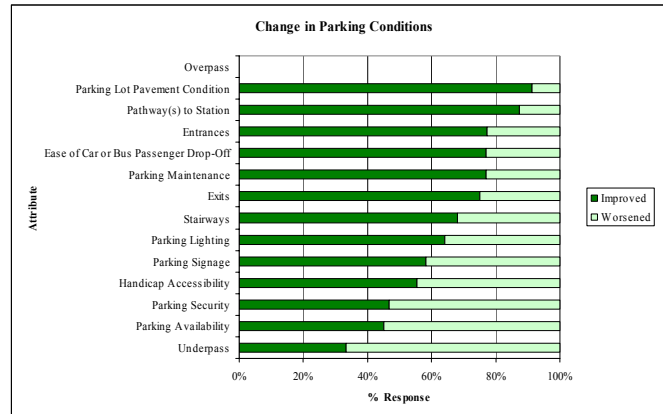
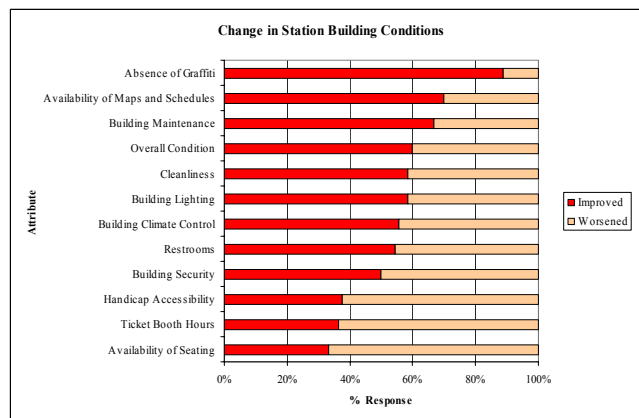


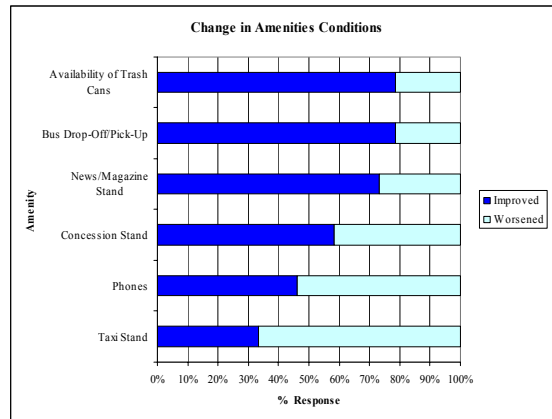
Figure 111 describes how Green’s Farms respondents felt about the changes in the building conditions during the previous 2 years. Sixty percent of the respondents said they had noticed improvement in the overall condition of the station building. Respondents were less satisfied with the changes to the building than they were with the changes to the parking. As with most other stations, the absence of graffiti was the most improved element with 89% improvement ratings. Three elements had a majority of respondents who felt that they had worsened during the previous 2 years: availability of seating, ticket office hours, and handicap accessibility.

Figure 111: Green’s Farms Station Change in Building Conditions



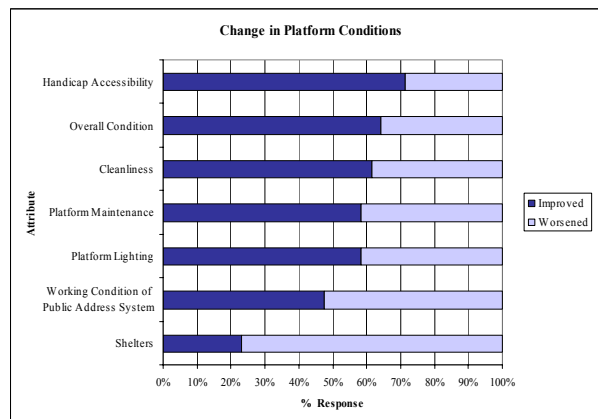
Green’s Farms respondents were generally pleased with the improvement of the amenities over the past couple of years. Figure 112 details the opinions of the respondents. Two amenities received ‘worsened’ ratings by a majority of respondents. Sixty-seven percent of Green’s Farms respondents felt that the taxi stand had worsened during the previous 2 years. On the other hand, as with most other stations, 79% of respondents thought that the availability of trash cans had improved, making it the most improved amenity.

Figure 112: Green’s Farms Station Change in Amenities Conditions



Green’s Farms respondents were not really very happy at all with the improvement of platform conditions. Figure 113 displays the change ratings for platform elements in Green’s Farms. Despite the poor overall change rating, only two elements had a majority of respondents who thought they had worsened in the past 2 years. Seventy-seven percent of respondents said that the shelters had worsened, making shelters the least improved element. The most improved element was handicap accessibility, but it still only had 71% improvement ratings. Sixty-four percent of respondents felt that the overall condition of the platform had improved during the previous couple of years.

Figure 113: Green’s Farms Station Change in Platform Conditions



Overall, Green’s Farms respondents were not particularly impressed with the improvement in the station elements during the past 2 years. The elements most in need of attention (33% or fewer improvement ratings) were: underpasses from the parking lot, availability of seating in the station, the taxi stand, and platform shelters.

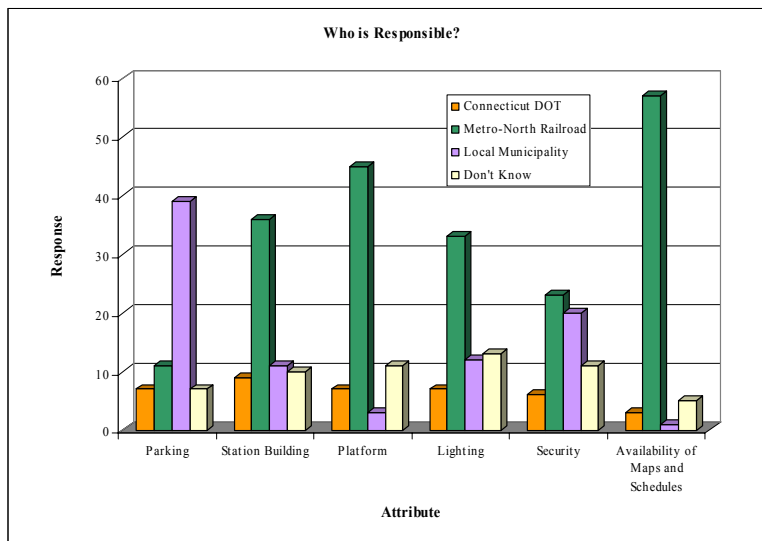
Responsible Agencies

Green’s Farms survey respondents generally thought that Metro-North was responsible for all of the station conditions in question except for parking. Figure 114 graphs how respondents viewed

the responsibility of agencies with regard to the Green’s Farms Station. The following statements sum up who respondents thought was responsible for what:

- The majority (61%) of respondents thought that the local municipality was responsible for parking. Another 18% said that Metro-North was responsible.
- A slight majority (55%) of respondents felt that Metro-North had responsibility for the station building. The rest of the respondents were split pretty evenly between thinking that the local municipality was in charge, that Connecticut DOT was responsible, and not knowing.
- Sixty-eight percent of respondents were sure that Metro-North was responsible for the platform. The next highest percentage (17%) was that of the respondents who did not know who was responsible for the platform.
- Again a slight majority (51%) said that Metro-North was responsible for lighting. Another 20% did not know, 18% said it was the local municipality, and 11% said it was Connecticut DOT.
- Green’s Farms respondents were generally split between Metro-North (38%) and the local municipality (33%) with regard to who they thought was in charge of security.
- As with most stations, the vast majority (86%) of respondents thought that Metro-North was responsible for the availability of maps and schedules.

Figure 114: Green’s Farms Station – Responsible Agencies



Written-In Customer Comments

Table 11 lists all of the comments written in by customers at the Green’s farms Station. Respondents wrote that they were generally pleased with the station as evidenced by the 25% overall good comments received. As with several other stations on the New Haven Line, many (13%) respondents wrote in that more parking areas were necessary. Eight percent of respondents felt the need to write in that that the public address system was not adequate. This

comment was backed up by the 57% of respondents who rated the working condition of the public address system negatively in question 8.

Table 11: Green’s Farms Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
49	Overall good comments	10	25.0%
18	Need more parking areas	5	12.5%
61	Better public address system needed	3	7.5%
32	Many parking permit spaces empty	2	5.0%
34	Option to purchase tickets monthly via credit card	2	5.0%
43	Need express service	2	5.0%
65	More trains (cars) needed	2	5.0%
1	Another over/underpass needed	1	2.5%
2	Do away with parking permits - use vouchers	1	2.5%
7	Long wait on parking list	1	2.5%
13	Need ticket machines	1	2.5%
14	Drop-off and pick-up areas need to be changed	1	2.5%
17	Longer station platforms	1	2.5%
24	Cleaner platforms	1	2.5%
26	Limited disabled access	1	2.5%
44	Parking too expensive	1	2.5%
51	No smoking area on platform	1	2.5%
55	Extend station hours	1	2.5%
68	Cleaner restrooms on trains and in stations	1	2.5%
73	Better ticket window hours	1	2.5%
89	Monthly parking passes	1	2.5%
<i>Total Comments</i>		<i>40</i>	<i>100.0%</i>

Westport

No surveys were distributed because the station was scheduled for construction for ADA rehabilitation. Therefore, customer opinions would have been significantly different; they would have reflected the situation prior to the major reconstruction and not the situation expected after the completion of the construction.

East Norwalk

The response rate among surveyed customers was relatively low at East Norwalk station; 40 out of 288 surveys distributed were returned, representing a 14% response rate. The established pattern of commuters continued at East Norwalk, as 93% of respondents traveled by train daily, 93% used the train for work or school (additional 3% for other business), and 98% traveled during the peak periods. Seventy-two percent of East Norwalk respondents were male, and 98% were between the ages of 25 and 64. Income levels were somewhat more distributed relative to other stations yet remained high at East Norwalk. Sixty-seven percent of customers surveyed

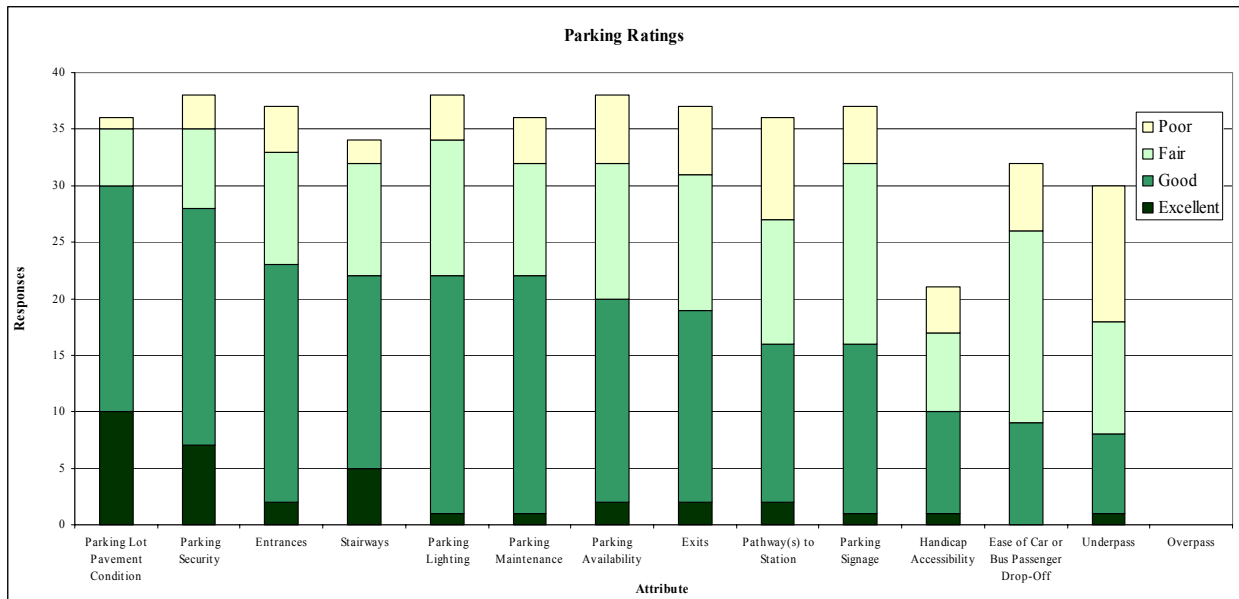
reported annual incomes of \$100,000 or more, 31% were between \$25,000 and \$100,000, and 3% were below \$25,000.

Of those surveyed, 95% possessed a parking permit at the time of the survey, and among those without a permit none were on a waiting list.

Ratings for the station elements at East Norwalk were similar to those at numerous other stations, i.e., the majority of responses were for ratings of ‘good’ or ‘fair.’ Overall the response was sufficiently positive; however, several areas of concern were highlighted by combined ‘fair’ and ‘poor’ responses exceeding 50%.

Figure 115 describes the opinions of East Norwalk respondents with regard to parking elements. Five of the thirteen parking elements surveyed were rated negatively by a majority of respondents. However, unlike other stations where security was the focus of negative ratings, East Norwalk’s parking facilities were rated poorly for such physical features as the pathways to station, underpass, signage, as well as the ease of passenger drop-off and handicap accessibility. Security was actually quite highly rated with 74% satisfaction ratings. The highest rated parking element was parking lot pavement condition with 83% positive ratings. East Norwalk does not have an overpass.

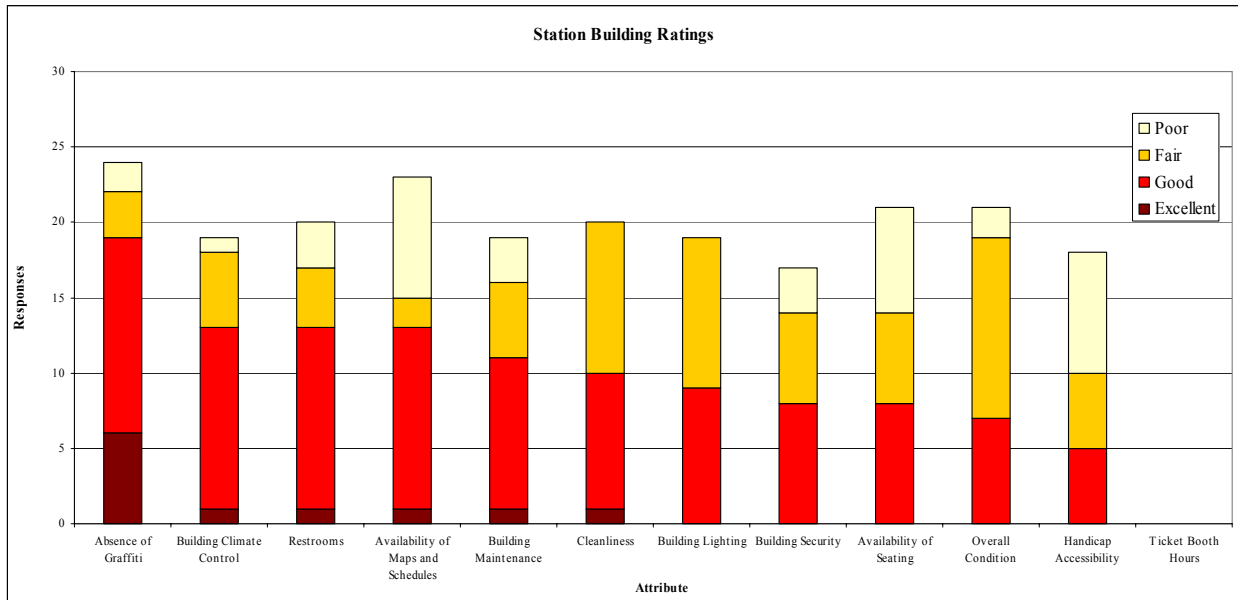
Figure 115: East Norwalk Station Parking Ratings



Half of the building elements were rated negatively by a majority of respondents. Figure 116 describes how East Norwalk respondents perceived the condition of the station building. Overall, aspects of the station building at East Norwalk were rated less favorably than parking, this time with an increase in negative ratings for safety and overall condition. Only one-third of respondents were pleased with the overall condition of the station building. However, some elements were rated even more poorly. Seventy-two percent of respondents were not pleased with handicap accessibility. As usual, the highest rated building element was the absence of

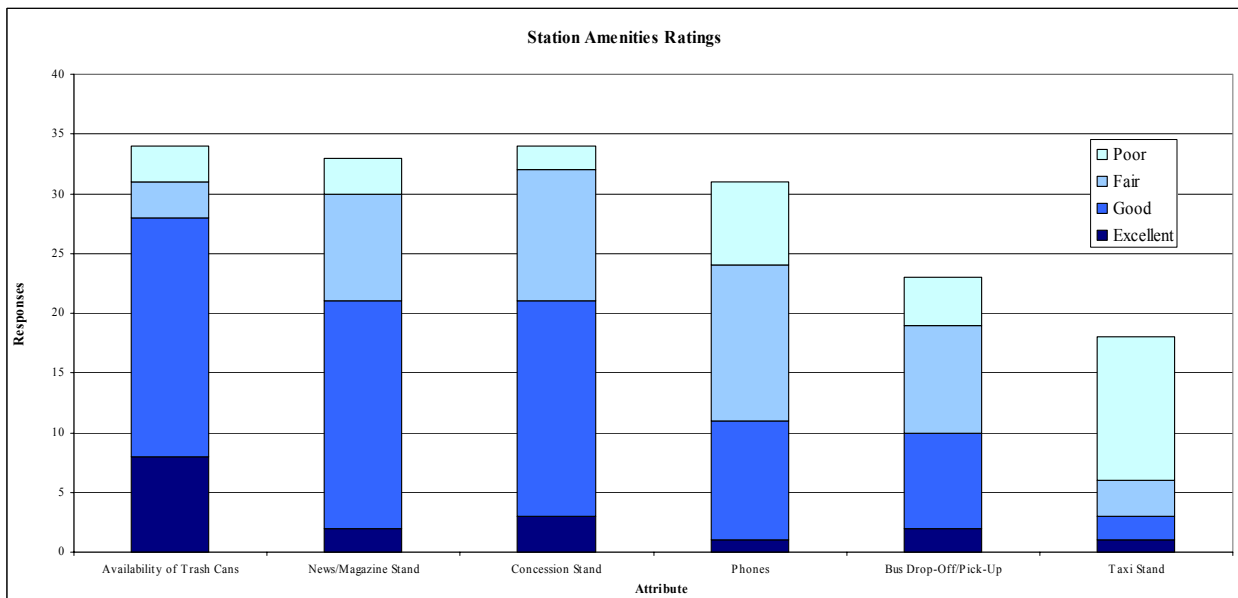
graffiti with 79% positive ratings. Absence of graffiti was the only element with less than 25% of respondents labeling it 'fair' or 'poor.' The East Norwalk Station does not have a ticket office.

Figure 116: East Norwalk Station Building Ratings



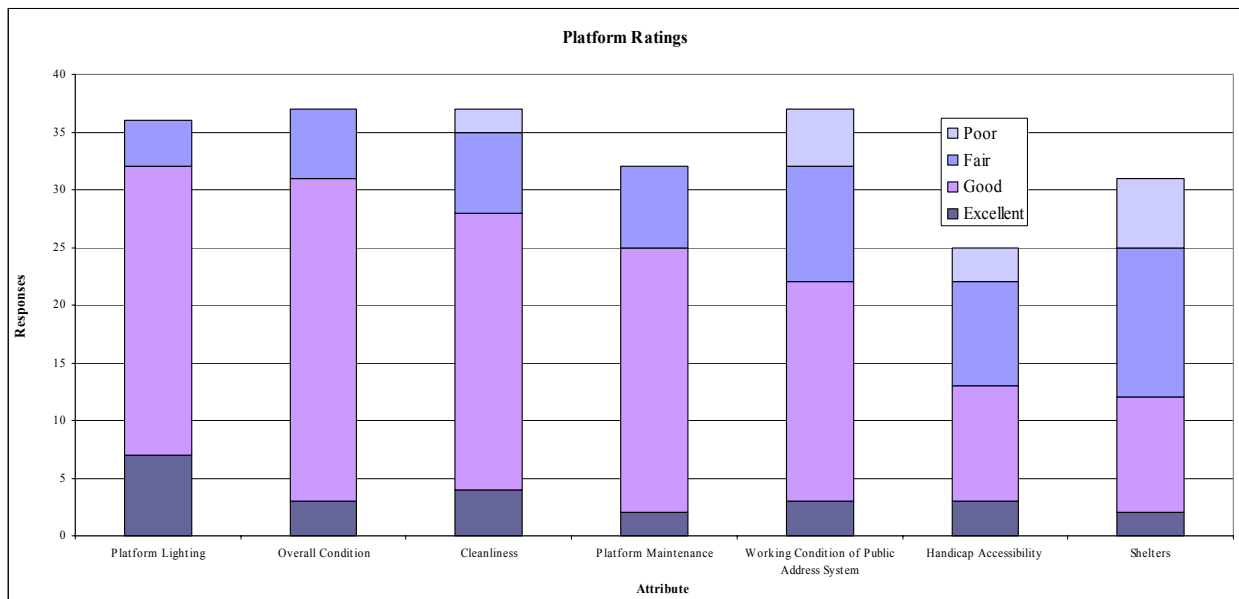
Station amenities received mixed ratings, although three of the principal amenities (phones, taxi stand, and bus pick-up/drop-off) received 'fair' or 'poor' ratings from over half of all respondents. The taxi stand was the lowest rated amenity with 83% negative ratings. With the exception of the availability of trash containers (82% positive marks), none of the amenities included in the survey received overwhelmingly positive ratings. Figure 117 shows the ratings of station amenities in East Norwalk.

Figure 117: East Norwalk Station Amenities Ratings



The station platform, however, did receive more favorable ratings, relative to other aspects of the East Norwalk station as well as relative to other stations surveyed. Eighty-four percent of respondents were satisfied with the overall condition of the platform. Figure 118 describes the opinions of East Norwalk respondents with regard to the condition of the platform. The only notable area of dissatisfaction, as was the case at numerous stations, was the platform shelter. Shelters only received 39% approval. The highest rated element was platform lighting, which experienced 89% positive ratings.

Figure 118: East Norwalk Station Platform Ratings



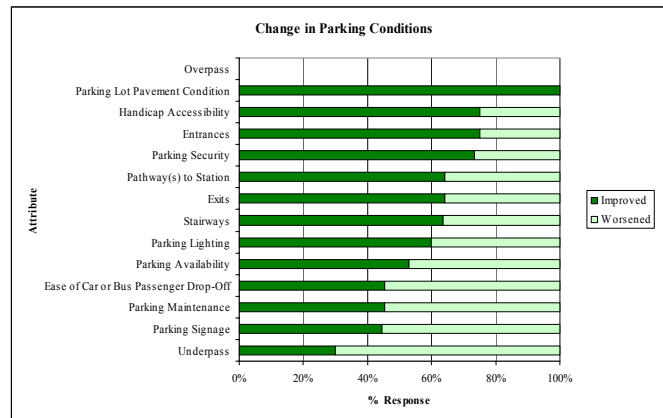
Half of the elements rated in both this survey and the most recent Metro-North survey were higher and half were lower than the other survey. The rating of the overall station condition was the most disparate of all the elements. Sixty-eight percent of Metro-North respondents were content with the overall condition, but only 33% of respondents to this survey were content. Platform condition was rated by 84% of respondents in this survey as satisfactory, as compared to 65% of Metro-North respondents. There were 50% of respondents in this survey satisfied with station cleanliness, as compared to 68% of Metro-North respondents. Platform cleanliness was rated satisfactorily by 76% of respondents to this survey, but by only 59% of Metro-North respondents. Parking availability ratings also varied greatly; 68% of Metro-North respondents were satisfied with availability compared to 53% of respondents to this survey. The ratings for the public address system were the closest between the two surveys. Metro-North had 56% of respondents indicate satisfaction, where respondents to this survey rated it slightly higher at 59% approval.

Change

Change ratings in East Norwalk were generally higher than ratings of the current situation. However, amenities change ratings were slightly lower but very close to current ratings.

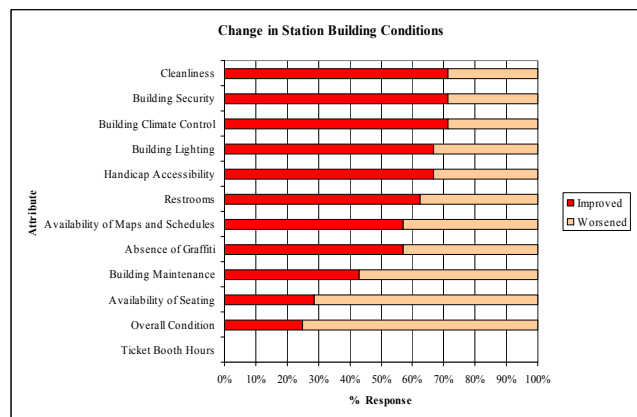
Figure 119 describes the change in parking conditions experienced in East Norwalk over the past few years. Improvement ratings ranged from 30% to 100%. Four elements had a majority of respondent who said that they had worsened over the previous 2 years. The least improved elements were underpasses, with 70% ratings of ‘worsened.’ All 17 respondents (100%) rated the parking lot pavement condition as improved.

Figure 119: East Norwalk Station Change in Parking Conditions



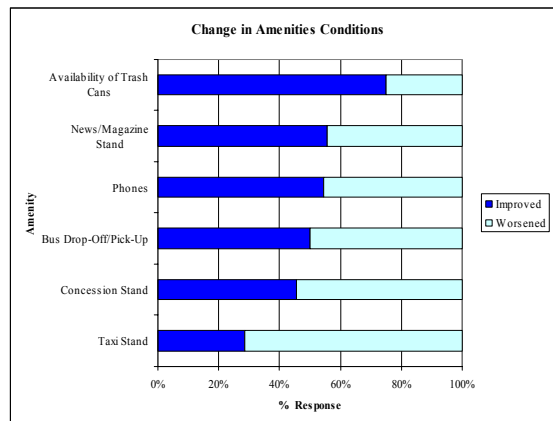
Building change ratings were generally lower than the parking change ratings. Still, 3 elements had a majority of respondents who said that they had worsened. The most improved elements, cleanliness, security, and climate control had only 71% improvement ratings. Figure 120 portrays the changed building situation in East Norwalk. Again, the East Norwalk Station has no ticket office.

Figure 120: East Norwalk Station Change in Building Conditions



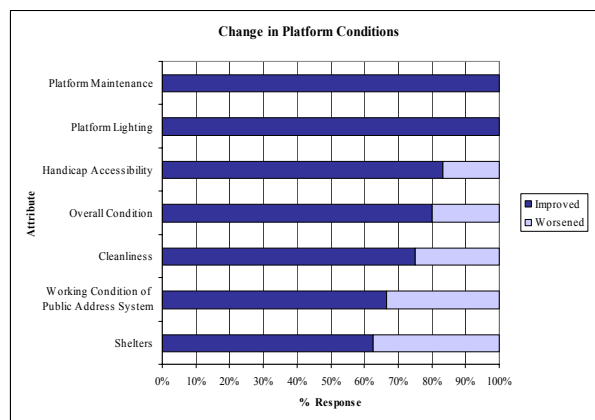
Ratings of the changes to amenities over the previous 2 years were not particularly positive either. Figure 121 outlines how East Norwalk respondents felt about the changed amenity situation. As usual the availability of trash cans was rated as the most improved amenity with 75% improvement ratings. The least improved amenity was the taxi stand, which was also singled out in the ratings of the current situation.

Figure 121: East Norwalk Station Change in Amenities Conditions



The change ratings for the platform were significantly better than change ratings for the other 3 categories of elements. Figure 122 details the platform change situation in East Norwalk. All of the respondents said they had noticed improvement in platform lighting and platform maintenance over the previous 2 years. None of the platforms had less than half of the respondents rate it as improved. The least improved platform elements were, as with many other stations, the shelters. However, shelters still received 63% improvement ratings.

Figure 122: East Norwalk Station Change in Platform Conditions



The change ratings highlight areas that are great need of improvement at the East Norwalk Station. The elements most in need of change (40% of fewer improvement ratings) were: underpasses, availability of seating, overall condition of the station building, ticket office hours, and the taxi stand.

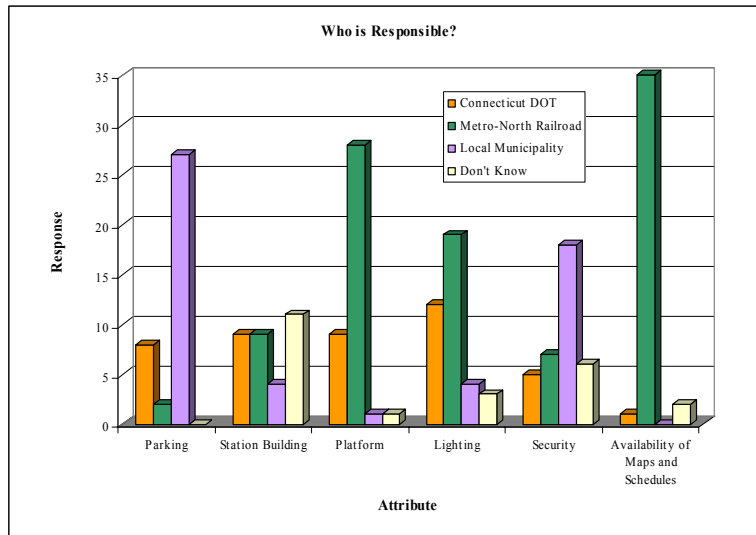
Responsible Agencies

East Norwalk Station respondent spread the responsibility of station elements more widely between the agencies than respondents to other stations. For 3 of the conditions respondents were pretty much in agreement with who was in charge of that condition. For the other 3 conditions the respondents were less sure who was responsible for the conditions. Figure 123

graphs the opinions of East Norwalk respondents on who was responsible for certain conditions. Generally, respondents thought that:

- The local municipality was responsible for parking (73%).
- Metro-North was responsible for the platform (72%).
- Metro-North was in charge of map and schedule availability (92%).
- Respondents did not know who was responsible for the station building (33%), but many thought that it was either Connecticut DOT (27%) or Metro-North (27%).
- Lighting was probably the responsibility of Metro-North (50%), but it could have been the responsibility of Connecticut DOT (32%).
- East Norwalk respondents were reasonably certain that the local municipality was responsible for security (50%), but many did not know or thought that Metro-North or Connecticut DOT was in charge.

Figure 123: East Norwalk Station – Responsible Agencies



Written-In Customer Comments

When asked to write in their comments, East Norwalk respondents were primarily concerned with adding security to parking areas, and making stripes more visible in parking areas (15% each). The second most important concerns to customers were the need for shelters to have protection from inclement weather and for improvement of the public address system (11% each). Other comments were written in by 1 or 2 respondents. Table 12 lists all of the comments mentioned by customers in East Norwalk.

Table 12: East Norwalk Station Written-In Customer Comments

Comment Code	Comment	# Responses	%
33	Need security at parking areas	4	14.8%
50	Parking stripes need to be painted on	4	14.8%
12	Could use benches & protected shelters from rain/snow with heat/air	3	11.1%
61	Better public address system needed	3	11.1%
18	Need more parking areas	2	7.4%
27	Trash cans needed	2	7.4%
63	Snow removal on stairs & walkways	2	7.4%
10	Lighting needs improvement	1	3.7%
13	Need ticket machines	1	3.7%
17	Longer station platforms	1	3.7%
20	Better pathways to train platform	1	3.7%
49	Overall good comments	1	3.7%
62	Need better security company	1	3.7%
64	Single overpass not adequate	1	3.7%
<i>Total Comments</i>		27	100.0%

South Norwalk

Survey distribution at South Norwalk was nearly twice that of East Norwalk (500 vs. 288). Due to surveys being placed at the coffee shop for pick-up by commuters, the response rate was low. Sixty-four of the 500 surveys were returned for a response rate of 13%. The normal commuter profile was somewhat less pronounced at South Norwalk.

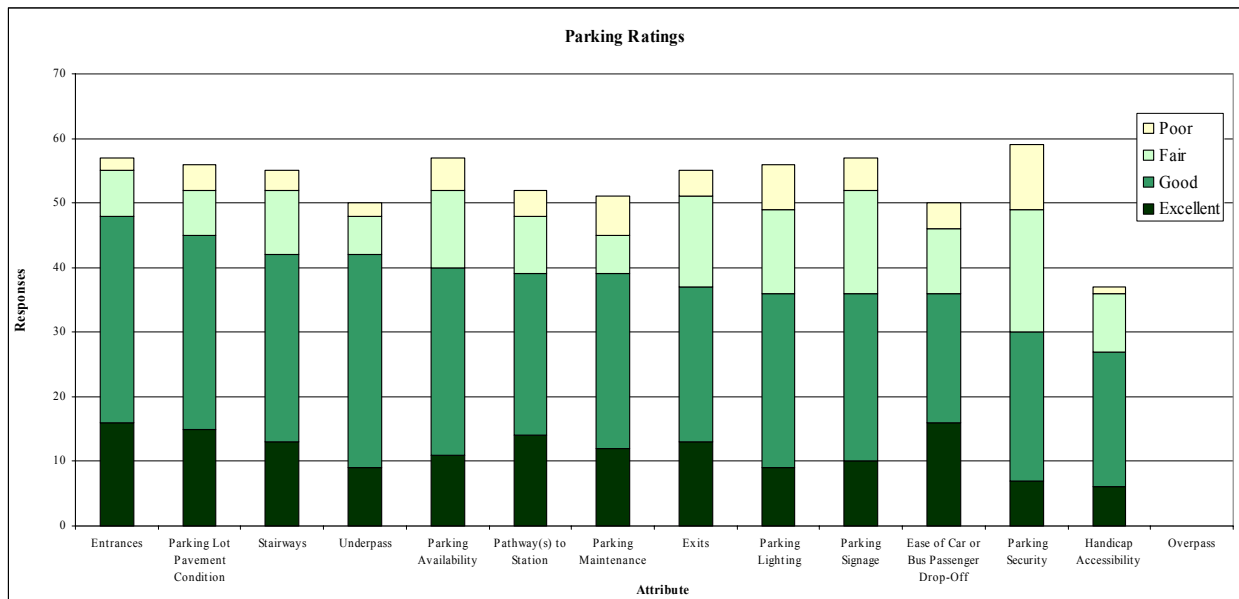
While a majority of respondents still indicated daily travel from the station, only 66% of South Norwalk customers surveyed rode the train daily as opposed to 90% or higher at most stations. Nineteen percent traveled at least once a week, 10% at least once a month, and 5% even less frequently. Correspondingly, a somewhat lower percentage of 79% traveled for work or school, although 16% did indicate travel for other business purposes. The fact that 90% of customers surveyed normally traveled during the peak periods is more in line with other stations, though still somewhat lower. Only 31% of customers surveyed held a parking permit, and of those who did not, only 21% indicated they were on a waiting list.

The gender balance was closer at South Norwalk as well, with 55% male customers surveyed and 45% female. Ninety-three percent of respondents were between the ages of 25 and 64, and though average incomes were relatively high, the income distribution was more varied at South Norwalk. The middle income brackets (\$25k-50k, \$50k-75k, \$75-100k) represented a greater proportion of respondents than at many other stations (51% combined). Nonetheless, a high percentage (approximately 49%) of customers continued to report incomes greater than \$100,000.

South Norwalk, refurbished and reconstructed in 1994 and 1996 respectively, rated considerably higher for the various station elements than other older stations.

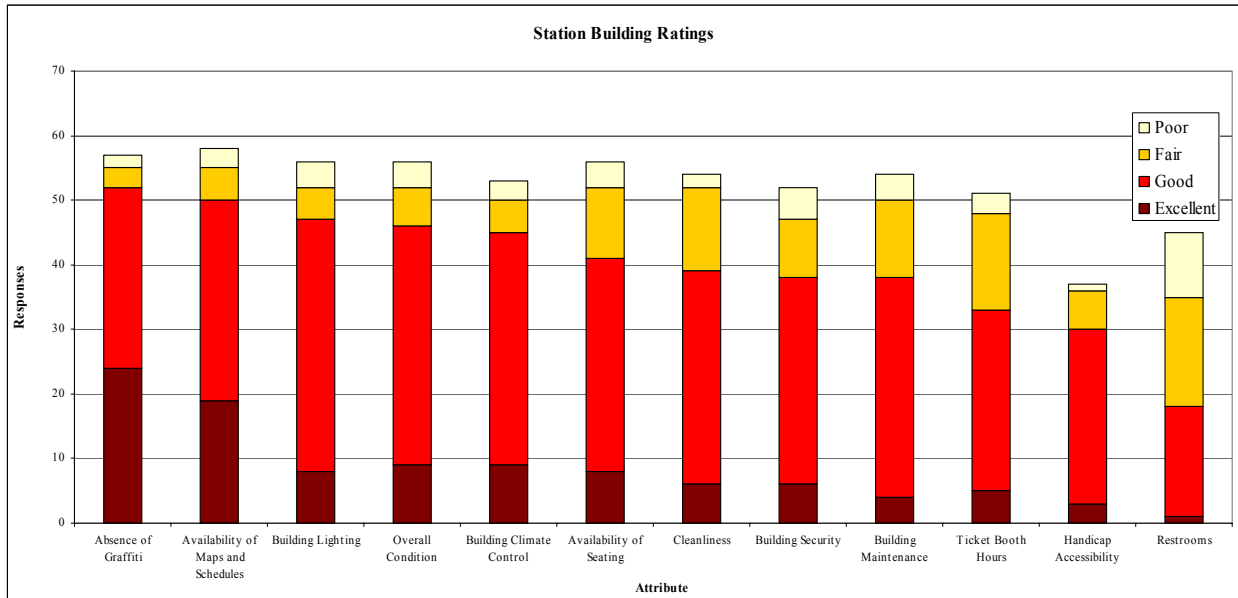
The parking elements of the station were generally rated favorably; the majority of respondents rated all parking elements ‘good’ or ‘excellent.’ Nevertheless, over half the parking elements did receive combined ‘fair’ and ‘poor’ ratings from at least one quarter of respondents. Figure 124 shows how South Norwalk respondents felt about the parking situation. The three lowest ranked parking elements were lighting, signage, and security (security being the lowest with 49% ‘fair’ or ‘poor’ ratings). Thus, no parking elements had a majority of negative ratings. South Norwalk does not have an overpass. Highly rated parking elements included the underpass, pavement condition, and entrances. The entrances were the highest rated element with 84% satisfaction.

Figure 124: South Norwalk Station Parking Ratings



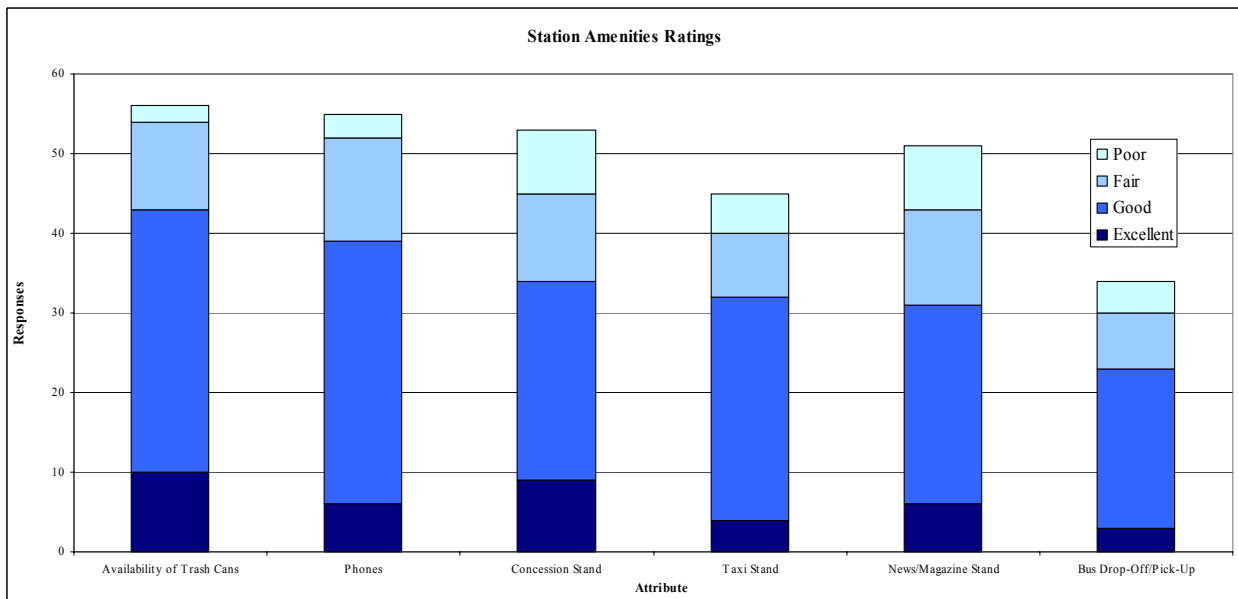
The station building was also rated favorably in most categories, although security once again received some negative ratings (27% ‘fair’ or ‘poor’). The lowest ranked element in the station building was restrooms with 60% negative ratings, the only element with a majority of unsatisfactory marks. Handicap accessibility had 81% positive ratings, but only 30 people who rated the condition favorably. Conversely, the absence of graffiti was the most appreciated by respondents (52 respondents for 91%). The availability of maps and schedules, building lighting, building climate control, and the overall station condition all received positive ratings in the 80% to 90% range. Eighty-two percent of respondents were satisfied with the present overall condition of the station building. The high ratings at South Norwalk are no doubt due to the newer station building. Figure 125 details how South Norwalk respondents perceived the condition of the station building elements.

Figure 125: South Norwalk Station Building Ratings



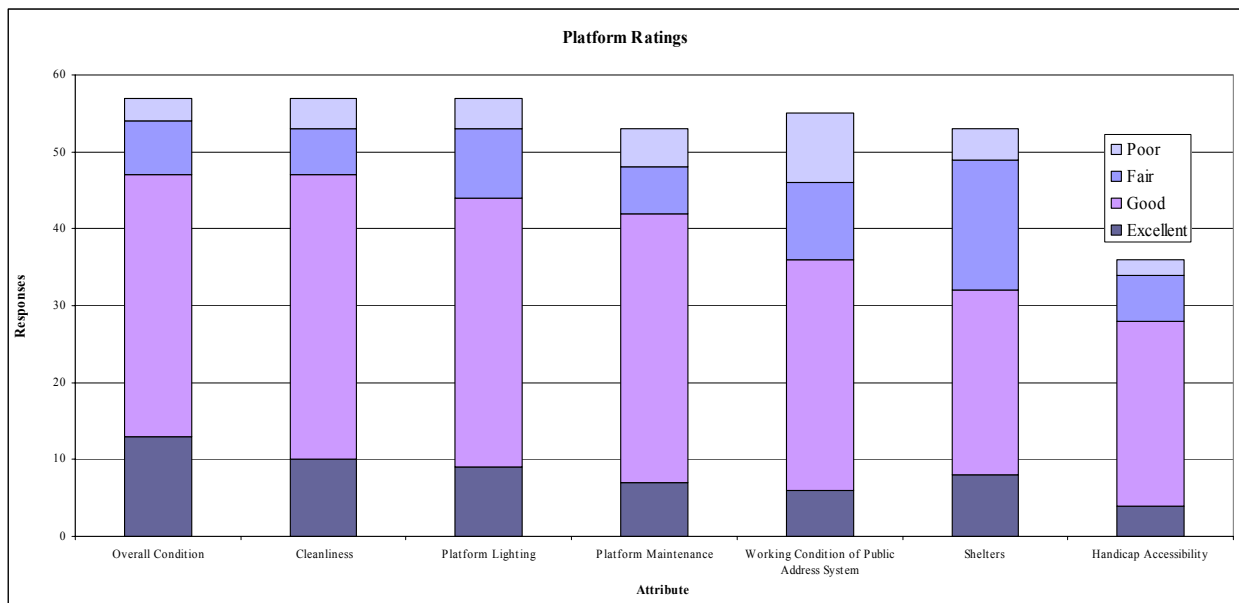
Although all but one of the station amenities listed received at least 25% ‘fair’ or ‘poor’ ratings, none was negatively rated by an overwhelming number of customers. Figure 126 shows the amenity situation in South Norwalk. The best rankings were given to the availability of trash containers (77%) and to the phones (71%). The lowest ranked amenity was the news/magazine stand. Although the bus drop-off/pick-up amenity had a higher percentage of positive ratings (68%), it did have fewer respondents rate it favorably (23) as compared to the 31 people rating the news/magazine stand favorably.

Figure 126: South Norwalk Station Amenities Ratings



Finally, the platform elements were all rated ‘good’ or ‘excellent’ by most survey respondents. South Norwalk had the highest percentage of positive ratings for platform elements of all the stations on the New Haven Line. Ratings were all between 60% and 80% positive. Figure 127 describes the platform situation in South Norwalk. The only two elements that received a notable percentage of ‘fair’ or ‘poor’ ratings were the shelter (40% unsatisfied) and the working condition of the public address system (35% negative), although each of these was comparatively lower than other stations. Handicap accessibility had a higher percentage of positive marks (77%) than shelters did, but handicap accessibility had fewer actual respondents rate them favorably (28 as compared to 32). Eighty-two percent of respondents were satisfied with the overall condition of the platform. The same can be said for platform cleanliness.

Figure 127: South Norwalk Station Platform Ratings



The results of this survey for South Norwalk were compared to those of the most recent Metro-North survey effort. Results were generally similar for comparable factors in both survey efforts. The condition and cleanliness of the station and platform were between 70% and 85% for all factors, and comparable for both surveys with respondents to this survey rating elements slightly higher. The condition of the public address system was rated lower in this survey effort, with 65% satisfied as compared to 68% in the Metro-North survey. The rating of parking availability was the same (70%) for both surveys.

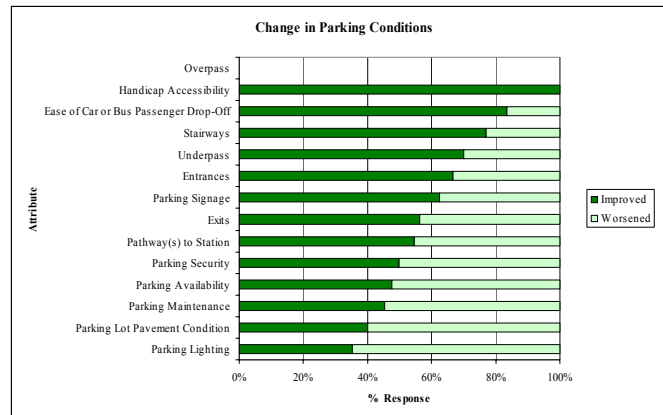
Change

With reasonably high ratings for the current conditions at the South Norwalk Station due to recent refurbishing and reconstructing, it can be understood why change ratings were lower for all 4 categories of elements.

Figure 128 shows the change in the parking situation over the previous 2 years at South Norwalk. Improvement ratings for parking ranged from 100% improvement to only 35%

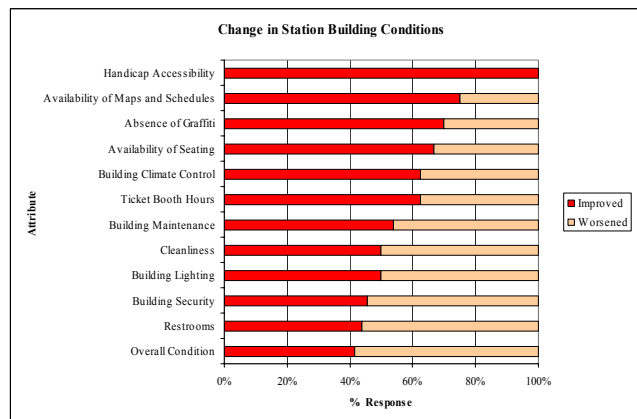
improvement. All South Norwalk respondents (3 people) were completely satisfied with improvement in handicap accessibility. The element with the highest number of respondents (17), parking lighting, had the highest percentage of ‘worsened’ ratings (65%). South Norwalk does not have an overpass

Figure 128: South Norwalk Station Change in Parking Conditions



South Norwalk respondents rated change to the station building very similarly to how they rated change in parking. Only 42% of respondents noticed improvement in the overall condition of the station building during the previous 2 years, making overall condition the least improved condition. All 5 respondents to the handicap accessibility question said that it had improved completely (100% improvement). Three quarters of respondents thought that availability of maps and schedules had improved over the past 2 years. Figure 129 lists the change ratings of building elements in South Norwalk.

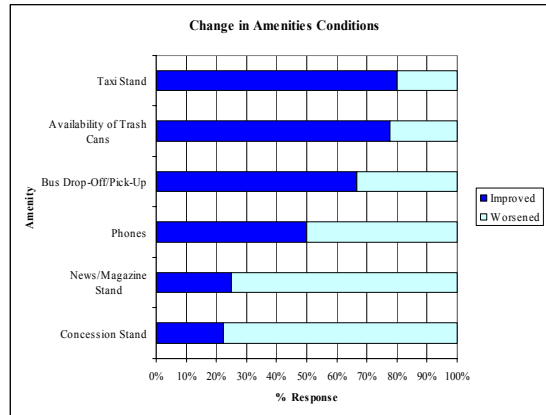
Figure 129: South Norwalk Station Change in Building Conditions



Amenities were perceived as the least improved of the station element categories. Figure 130 describes how South Norwalk respondents thought that amenities had changed during the previous 2 years. The concession stand and the news/magazine stand were both rated as ‘worsened’ by a majority of respondents (78% and 75%, respectively). The taxi stand was thought to have improved by 80% of South Norwalk respondents, making it the most improved

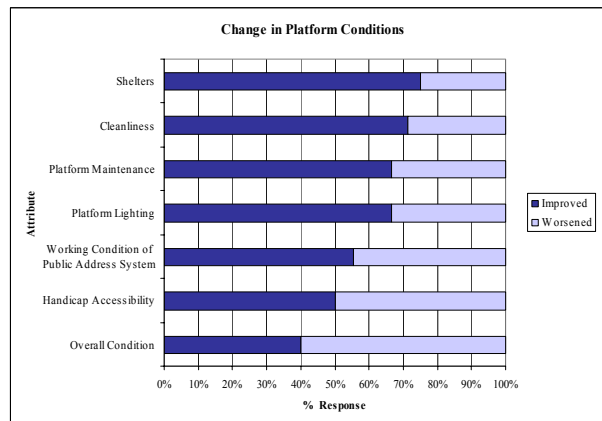
amenity. As with most other stations, the availability of trash cans was also noted to have improved (by 78% of respondents).

Figure 130: South Norwalk Station Change in Amenities Conditions



Opposite to the amenities, the platform elements in South Norwalk were the most improved of the conditions in question. As with the rest of the change conditions, the platform ratings were still not particularly robust despite being the highest for the station. Figure 131 describes the opinions of the changed condition of the platform in South Norwalk. Ironically, the element rated as least improved was the overall condition of the platform. The overall condition of the platform was rated thought to have worsened by 60% of respondents, making it the only platform element with a majority of ‘worsened’ ratings. Platform shelters were the most improved elements with 75% improvement ratings. Cleanliness was also thought to have improved by 71% of respondents.

Figure 131: South Norwalk Station Change in Platform Conditions



As noted, the change ratings in South Norwalk were considerably lower than the ratings of the current situation because the station had already gone through refurbishing and reconstructing prior to the survey term in question. The most notable elements requiring attention (less than 50% improvement ratings) were pointed out to be: parking availability, parking maintenance,

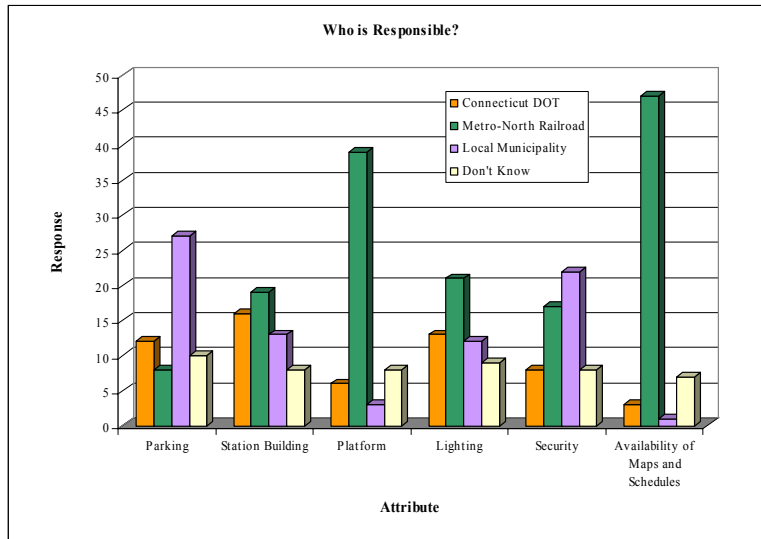
parking lot pavement condition, parking lighting, building security, restrooms, building overall condition, news/magazine stand, concession stand, and platform overall condition.

Responsible Agencies

Figure 132 shows who South Norwalk respondents thought was responsible for these elements: parking, station building, platform, lighting, security, and availability of maps and schedules. Respondents were generally not positive who was responsible for each element. Only 2 elements had a majority of respondents who thought that a particular agency was in charge of a particular element. The following describes how South Norwalk respondents thought that responsibility was divided among agencies at the station:

- Most (47%) South Norwalk respondents thought that the local municipality was responsible for parking. Another 21% thought it was Connecticut DOT, and 18% did not know who was responsible
- For the station building, most (34%) respondents thought that Metro-North was responsible. The remaining respondents were split between thinking that Connecticut DOT (29%) or the local municipality (23%) was in charge of the station building.
- The majority (70%) of respondents thought that Metro-North had responsibility for the platform.
- With regard to lighting, most (38%) South Norwalk respondents thought that Metro-North had responsibility. The remaining percentage of respondents was fairly evenly split between those people who thought that Connecticut DOT was responsible (24%) and those people who thought the local municipality (22%) was in charge.
- The view of security responsibility was mainly split between the local municipality (40%) and Metro-North (31%). The remaining 29% of respondents was split evenly between thinking that Connecticut DOT was responsible and not knowing who was in charge.
- The vast majority (81%) of respondents thought that Metro-North was responsible for the availability of maps and schedules. The next highest percentage of respondents (12%) represented those respondents who did not know who was in charge of map and schedule availability.

Figure 132: South Norwalk Station – Responsible Agencies



Written-In Customer Comments

When asked to write in their comments, the largest percentage of South Norwalk respondents wrote in overall good comments. The good comments were probably attributable to the improvements made to the station before the survey. Another 11% thought that more trains or train cars were necessary in South Norwalk. Still another 11% requested cleaner restrooms on trains and in stations. Several other comments were written-in by either 1 or 2 people. All of the comments listed are presented in Table 13.

Table 13: South Norwalk Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
49	Overall good comments	5	14.3%
65	More trains (cars) needed	4	11.4%
68	Cleaner restrooms on trains and in stations	4	11.4%
10	Lighting needs improvement	2	5.7%
18	Need more parking areas	2	5.7%
33	Need security at parking areas	2	5.7%
44	Parking too expensive	2	5.7%
62	Need better security company	2	5.7%
7	Long wait on parking list	1	2.9%
12	Could use benches & protected shelters from rain/snow with heat/air	1	2.9%
21	Traffic officers needed during rush hours	1	2.9%
22	Cleaner trains	1	2.9%
24	Cleaner platforms	1	2.9%
25	Elevators need work	1	2.9%
28	Attitude of personnel needs improvement	1	2.9%
35	Train schedules usually inaccurate	1	2.9%
43	Need express service	1	2.9%
59	Trains in terrible condition	1	2.9%
81	Concession stands to open early	1	2.9%
84	Discount tickets for 10 trips	1	2.9%
<i>Total Comments</i>		35	100.0%

Rowayton

A total of 300 surveys were distributed in Rowayton and yielded a response rate of 25%. Consistent with the commuter profile at rail stations overall, Rowayton exhibited similar commuting patterns with business commuters riding the train on a daily basis and during peak periods. Of those who responded, 89% held parking permits at the time of the survey. Of those without a permit, 86% reported they were on a waiting list.

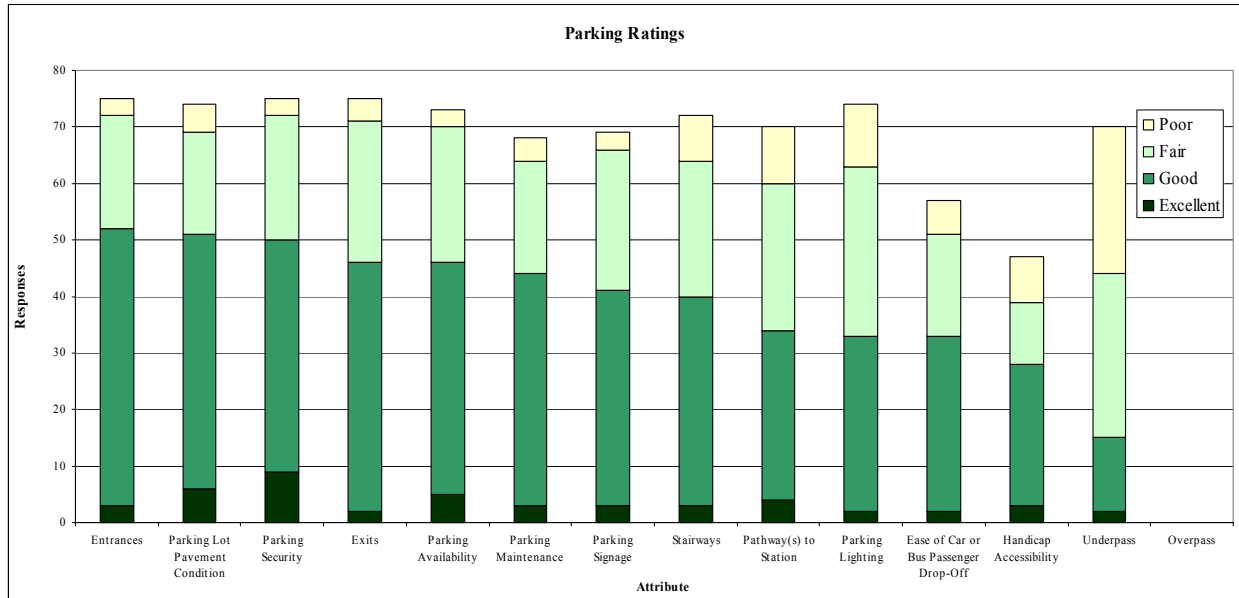
Men accounted for three-quarters of the respondents at Rowayton, and nearly all customers surveyed were within 25 and 64 years of age. Seven percent of respondents were 65 or older, representing a slightly higher proportion than at most stations. Incomes were once again high; over two-thirds of respondents indicated annual incomes exceeding \$100,000.

Customer ratings for the various elements of the Rowayton station were overall more negative compared to other stations on the New Haven line. Combined ‘fair’ or ‘poor’ ratings exceeded 25% for 34 of the 39 elements, and 13 elements received a majority of negative ratings.

Beginning with the parking at Rowayton, the most critical ratings were given to the underpass (19% negative), pathways to the station (51% negative), and parking lighting (55% negative), the only elements to have a majority of negative ratings. Rowayton does not have an overpass. Interestingly, while not given outstanding ratings, security in the parking areas was not as great a

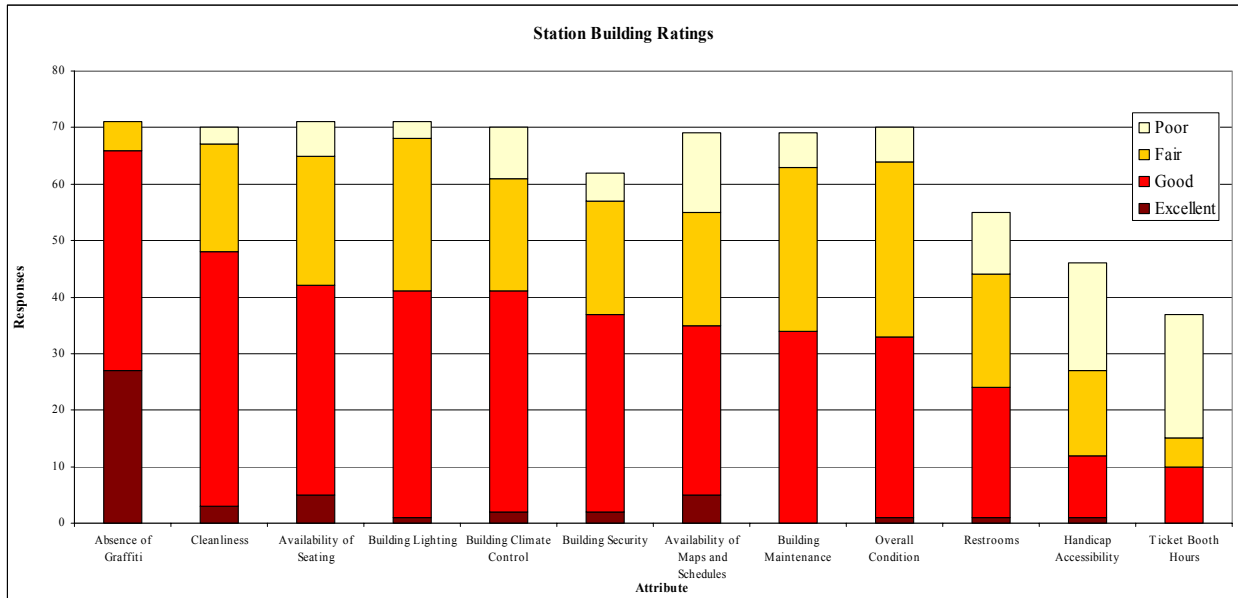
concern at Rowayton as other elements, or relative to other stations. Figure 133 describes the parking ratings applied at the Rowayton Station. As noted, the ratings for parking were not stellar and the highest rating was only 69% satisfaction. The highest rated parking elements were entrances and parking lot pavement condition.

Figure 133: Rowayton Station Parking Ratings



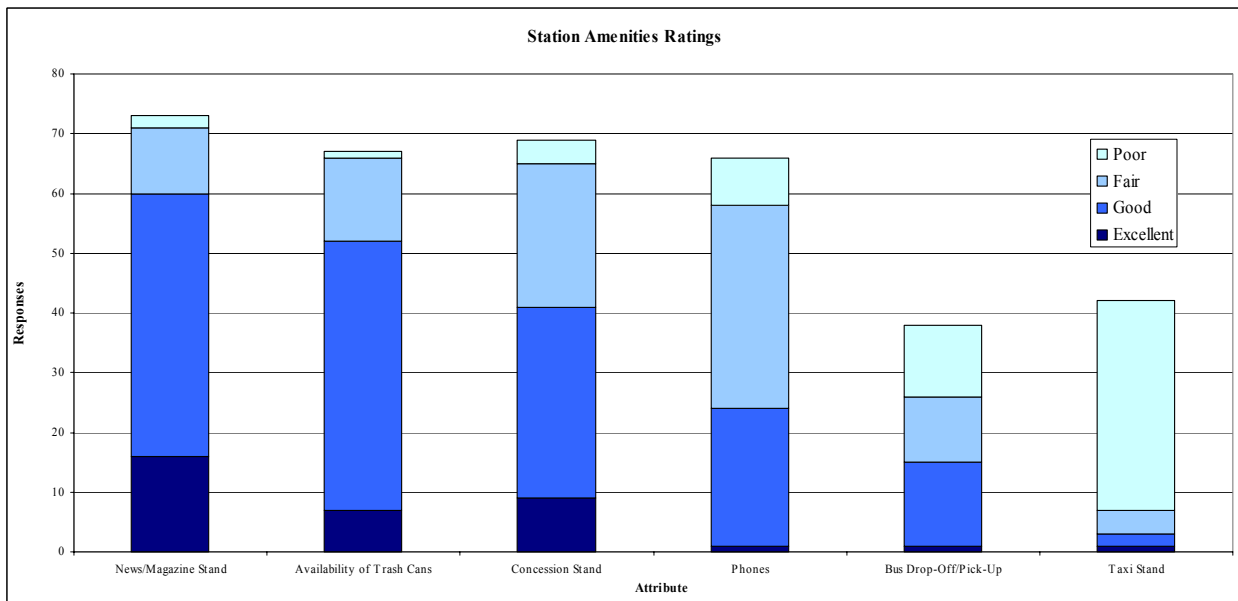
Principal areas of customer concern pertaining to the station building were as follows: handicap accessibility, restrooms, overall condition, and building maintenance. Only 47% of respondents were satisfied with the overall condition of the station building in Rowayton. Again, although still rated less favorably by 40% of respondents, security in the station building was not a primary concern. As was typical at most stations, most (93%) customers surveyed appreciated the absence of graffiti in the station building. After the highly rated absence of graffiti element, the next highest rating was only 69% (cleanliness). Figure 134 describes the perception of the station building condition in Rowayton. The Rowayton Station does not have a ticket office.

Figure 134: Rowayton Station Building Ratings



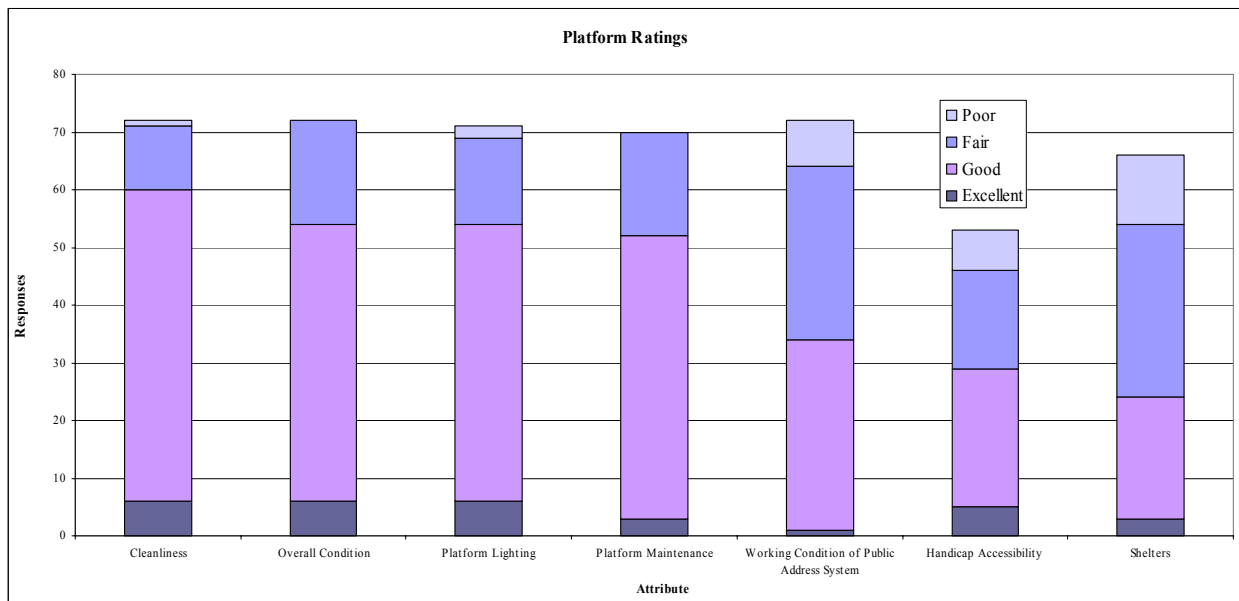
Among station amenities, the phones, taxi stand and bus pick-up/drop-off were the primary concerns of respondents, each receiving over 50% 'fair' and 'poor' responses. The taxi stand was the worst off with 93% negative ratings. Conversely, the news and magazine stand and the availability of trash containers were rated quite favorably. Rowayton was only one of a couple of stations where another element beat out availability of trash cans for the highest rated amenity. Eighty-two percent of respondents were pleased with the condition of the news/magazine stand, making it the highest rated amenity. Figure 135 lists the amenities ratings in Rowayton.

Figure 135: Rowayton Station Amenities Ratings



Finally, concerning the station platform, the two areas of greatest concern were the same as at most stations: the shelters and the working condition of the public address system. Otherwise, the overall condition of the platforms, platform lighting, and cleanliness were rated more positively. As with most other stations, the platform conditions were in general rated higher than the other station elements. Figure 136 portrays the platform situation in Rowayton. The only elements to receive a majority of negative ratings were shelters (64% negative). Three-quarters of respondents were pleased with the overall condition of the platform. However, the highest rated platform element was cleanliness with 83% satisfactory ratings.

Figure 136: Rowayton Station Platform Ratings



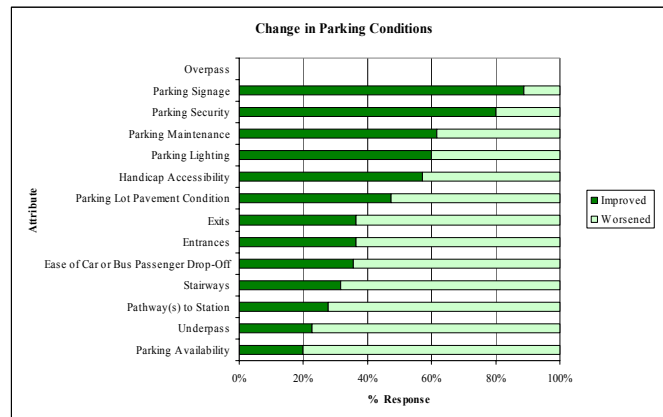
The rating of comparable factors in this survey was compared for Rowayton to the results of the most recent Metro-North survey effort. The rating of building and platform condition and cleanliness tended to be higher in the Metro-North results. The overall station condition factor had the greatest discrepancy – 81% satisfaction for Metro-North and 47% for this survey. The condition of the platform ratings were closer – 83% for Metro-North and 75% for this survey. The closest ratings were for platform cleanliness, where Metro-North respondents (88%) rated cleanliness 5 percentage points higher than the respondents to this survey (83%). Interestingly, the rating of parking availability was much higher in the Metro-North survey, which had an 80% satisfaction rate as compared to 63% satisfaction in this survey. The same was the case with the public address system where 69% of Metro-North respondents were satisfied and only 47% of respondents to this survey were satisfied.

Change

When comparing the change ratings to the ratings of the current situation in Rowayton, no real trend emerged. For some types of elements the current ratings were higher, for some the change ratings were higher, and for some others the ratings for change and current were quite similar.

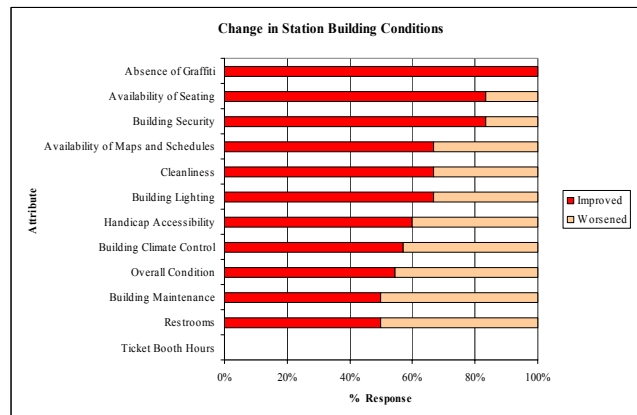
Figure 137 describes how Rowayton respondents felt about the changed parking situation over the previous 2 years. Eight of the 13 parking elements were rated as ‘worsened’ by a majority of respondents. Parking availability was voted as the least improved parking element with only 20% improvement ratings. Underpasses, exits, entrances, ease of passenger drop-off, pathways and stairways were also all thought to have worsened during the past 2 years. Parking signage was the most improved parking element with 89% improvement ratings. Parking security was also thought to have improved by 80% of respondents. As noted, Rowayton does not have an overpass.

Figure 137: Rowayton Station Change in Parking Conditions



Change ratings for the station building were much better than the change ratings for the parking elements in Rowayton. All 7 people who rated the absence of graffiti thought that it had improved during the previous 2 years. No station elements received a majority of ‘worsened’ ratings. Restrooms and building maintenance, the least improved elements, left people on the fence over whether or not they had improved recently. Rowayton does not have a ticket office. Availability of seating and building security were thought to have improved by 83% of respondents. Figure 138 describes how Rowayton respondents perceived changes in the station building over the past 2 years.

Figure 138: Rowayton Station Change in Building Conditions



Overall the change ratings were quite similar to the ratings of the current situation for amenities in Rowayton. Figure 139 outlines the change ratings for amenities. Two elements were thought to have worsened by a majority of respondents. Eighty-seven percent of respondents thought that the condition of the phones had worsened during the previous 2 years. On the other hand, both people who rated the bus drop-off/pick-up situation thought that it had improved. Availability of trash cans was also thought to have improved by 80% of respondents.

Figure 139: Rowayton Station Change in Amenities Conditions

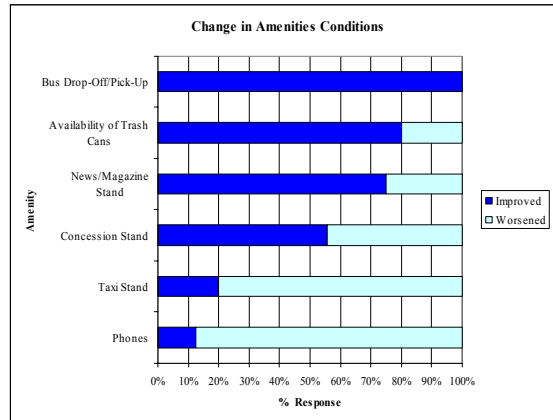
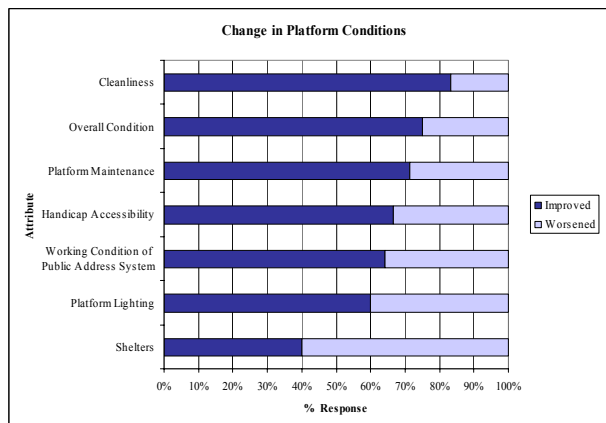


Figure 140 describes how the platform elements changed in Rowayton. As usual, the platform change ratings were the highest of the four categories of elements in question. Three quarters of respondents were pleased with the overall condition of the platform. Cleanliness was the most improved element with 83% improvement ratings. Also similar to many other stations, the shelters were the least improved platform elements. Sixty percent of respondents thought that the shelters had worsened during the previous 2 years.

Figure 140: Rowayton Station Change in Platform Conditions



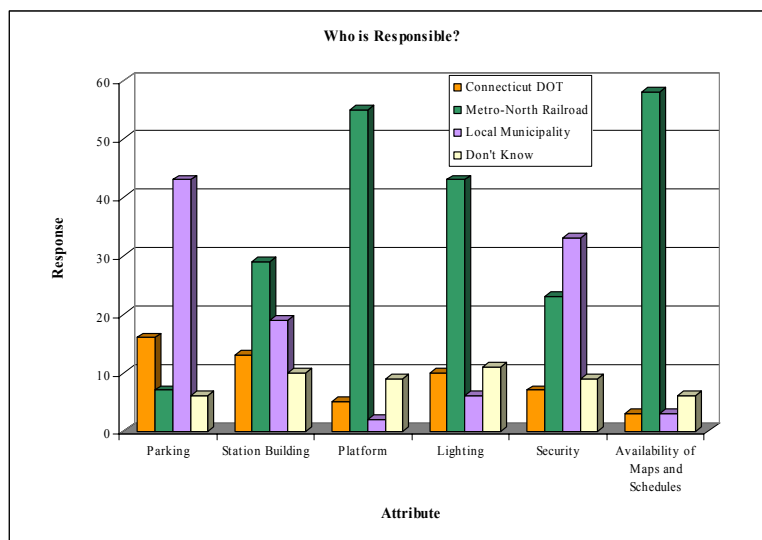
Several areas that are in immediate need of change were identified through this change analysis. The areas that need most attention (40% or lower improvement ratings) are: parking availability, underpasses, pathways to the station, stairways, ease of passenger drop-off, entrances, exits, taxi stand, phones, and shelters.

Responsible Agencies

When asked who they thought was responsible for station conditions, most Rowayton respondents answered either the local municipality or Metro-North. Figure 141 provides detailed information on who survey respondents thought was responsible for which elements. The following statements can be made about how Rowayton respondents saw agency responsibility:

- The majority (60%) of respondents thought that the local municipality was responsible for parking. An additional 22% said the same of Connecticut DOT.
- Rowayton respondents were generally split between thinking that Metro-North (41%) was responsible for the station building and thinking that the local municipality (27%) was in charge.
- Seventy-seven percent of respondents said that Metro-North was responsible for the platform.
- Sixty-one percent said that Metro-North was also in charge of lighting. The next highest percentage (15%) of respondents was the one that corresponded with the people who did not know who was responsible for lighting.
- Respondents were again split mainly between the two most common agencies with regard to responsibility for security. Forty-six percent of respondents said that the local municipality was responsible for security. Thirty-two percent of respondents thought that Metro-North was in charge of security.
- As with all other stations, the vast majority (83%) of respondents thought that Metro-North was responsible for map and schedule availability.

Figure 141: Rowayton Station – Responsible Agencies



Written-In Customer Comments

As was the case with several other New Haven Line Stations, the highest percentage of respondents wrote in that more parking areas were necessary when they were asked to physically write in their comments. Ten percent of the respondents requested more parking. Another 6% thought that lighting needed improvement and yet another 6% wanted cleaner platforms. Looking back, 83% of respondents said they were satisfied with platform cleanliness and had noticed improvement during the previous 2 years, so these written-in comments do not really make sense. The people who wrote in the comments must have been in the small group who rated platform cleanliness negatively. Many other comments were written in by 2 or fewer respondents. Table 14 lists all of the comments made at the Rowayton Station.

Table 14: Rowayton Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
18	Need more parking areas	5	10.4%
10	Lighting needs improvement	3	6.3%
24	Cleaner platforms	3	6.3%
1	Another over/underpass needed	2	4.2%
8	Entrances/Exits very difficult	2	4.2%
12	Could use benches & protected shelters from rain/snow with heat/air	2	4.2%
13	Need ticket machines	2	4.2%
26	Limited disabled access	2	4.2%
34	Option to purchase tickets monthly via credit card	2	4.2%
59	Trains in terrible condition	2	4.2%
64	Single overpass not adequate	2	4.2%
83	Station needs improvements	2	4.2%
85	Only residents should be allowed parking permits	2	4.2%
7	Long wait on parking list	1	2.1%
14	Drop-off and pick-up areas need to be changed	1	2.1%
17	Longer station platforms	1	2.1%
19	Construction project very slow	1	2.1%
20	Better pathways to train platform	1	2.1%
22	Cleaner trains	1	2.1%
27	Trash cans needed	1	2.1%
32	Many parking permit spaces empty	1	2.1%
49	Overall good comments	1	2.1%
55	Extend station hours	1	2.1%
61	Better public address system needed	1	2.1%
62	Need better security company	1	2.1%
66	Lot needs to be paved	1	2.1%
74	Dangerous crossover	1	2.1%
77	Improve landscaping	1	2.1%
78	Free parking for handicap	1	2.1%
81	Concession stands to open early	1	2.1%
	<i>Total Comments</i>	<i>48</i>	<i>100.0%</i>

Darien

No surveys were distributed because the station was under construction for ADA rehabilitation. Therefore, customer opinions would have been significantly different; they would have reflected the situation prior to the major reconstruction and not the situation expected after the completion of the construction.

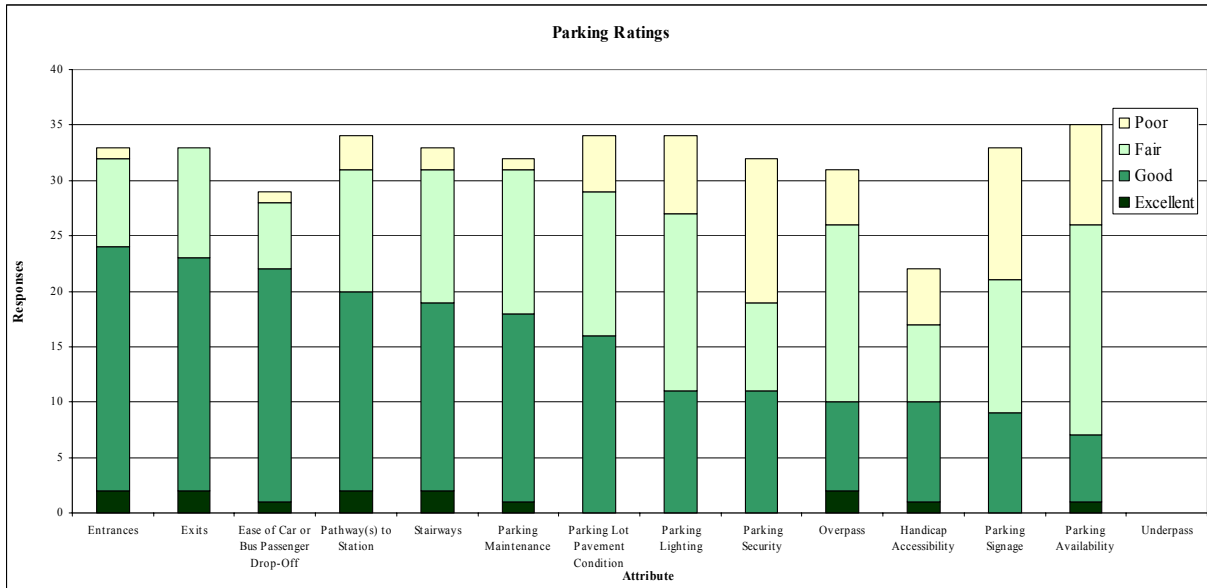
Noroton Heights

Survey distribution totaled 187 at Noroton Heights and had a response rate of 20%. Nearly all customers surveyed traveled by train daily for their commute to work or school, and traveled during the peak periods. None of the respondents held a parking permit at the time of the survey, although 89% were on a waiting list. The majority of respondents (70%) were male, as at most stations, and the reported incomes among those surveyed were quite high. A full 88% of respondents indicated annual incomes over \$100,000, the largest percentage of which (53%) was over \$200,000. No respondents at Noroton Heights listed incomes below \$50,000.

Overall, customer ratings for the various parking and station elements at Noroton Heights were more negative than positive. Noroton Heights had the lowest overall ratings on the New Haven Line for the elements in the parking category, the station building category, and the platform category. Of the 39 elements rated, only 4 received favorable ratings from 75% or more of respondents. More importantly, 25 of these elements were rated 'fair' or 'poor' by over half of those surveyed. Furthermore, there did not appear to be a notable sense of improvement for those elements that were rated 'fair' or 'poor.'

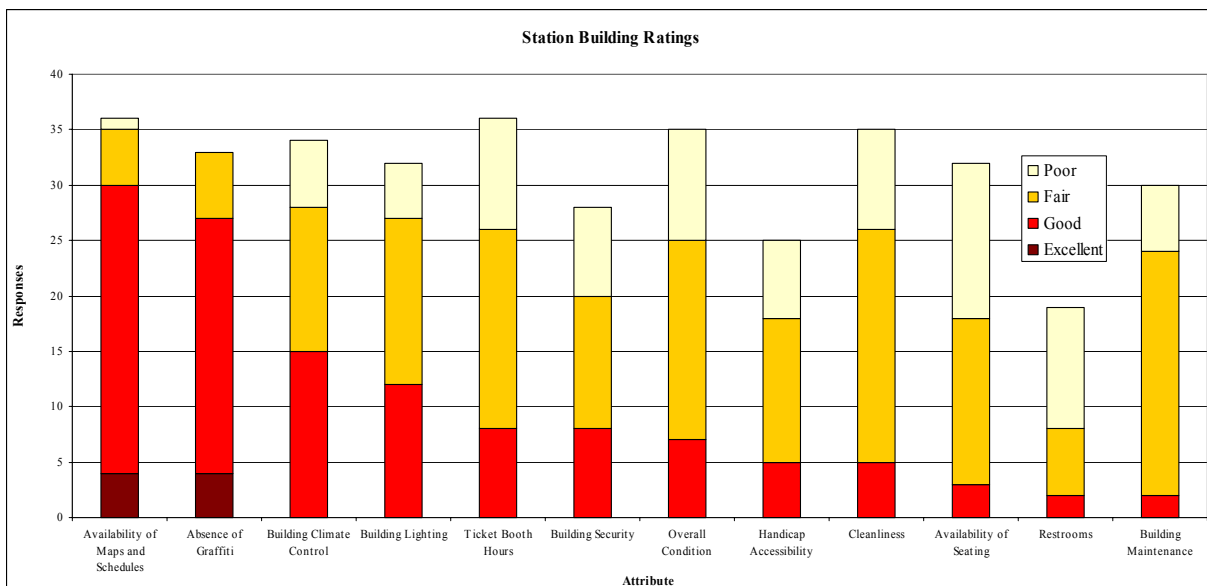
Beginning with the parking elements, the highest rated aspect was the ease of car or bus passenger drop-off, for which 76% of respondents gave 'good' or 'excellent' ratings. Conversely, the primary areas of concern were parking availability, the overpass, lighting, security, lot pavement condition, signage, and handicap accessibility. All of these elements were rated 'fair' or 'poor' by over 50% of those surveyed. Noroton Heights has no underpass. The absolute lowest rated parking element was parking availability, which received 80% negative ratings. As noted, parking in Noroton Heights was the lowest rated on the New Haven Line (tied with Stamford). Figure 142 displays the parking ratings in Noroton Heights.

Figure 142: Noroton Heights Station Parking Ratings



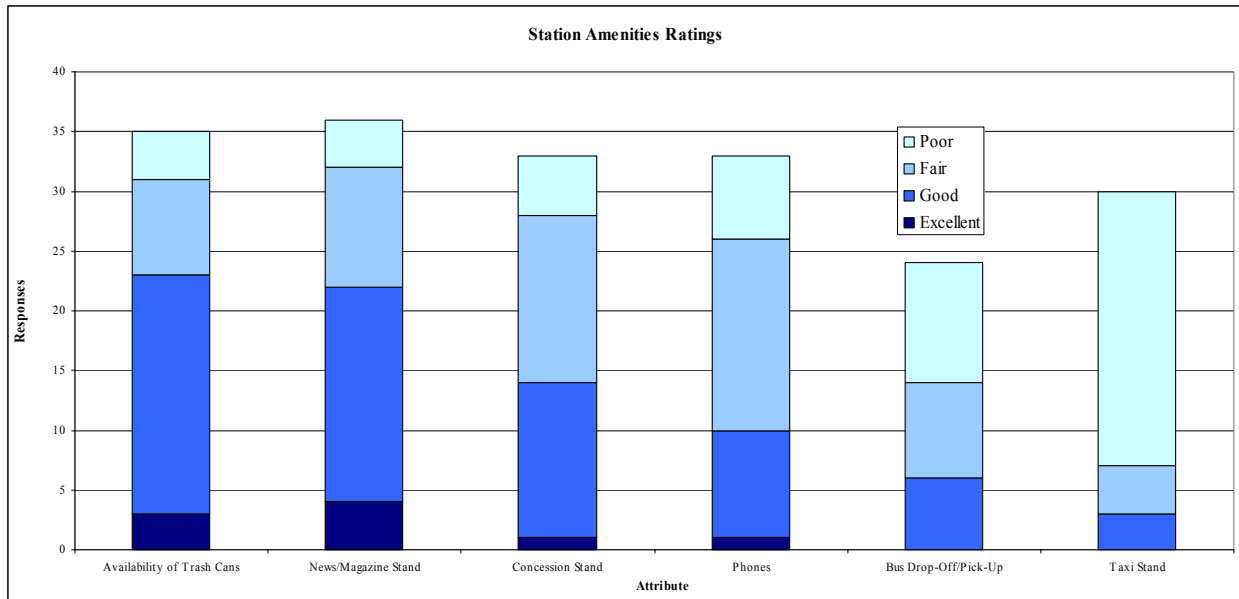
Noroton Heights also had the lowest station building ratings of all the stations on the New Haven Line. An unbelievable 80% of respondents were dissatisfied with the overall condition of the building. Figure 143 shows the station building situation in Noroton Heights. Nearly all aspects of the station building at Noroton Heights were rated ‘fair’ or ‘poor’ by over half of respondents, excluding the absence of graffiti and the availability of maps and schedules. These 2 well-performing elements both had higher than 80% satisfaction ratings. The worst case scenario was said to be building maintenance, which was granted a disturbing 93% negative ratings. Also among elements rated extremely less favorably were: the availability of seating, restrooms, and cleanliness. Security in the station building was also poorly rated with only 29% approval.

Figure 143: Noroton Heights Station Building Ratings



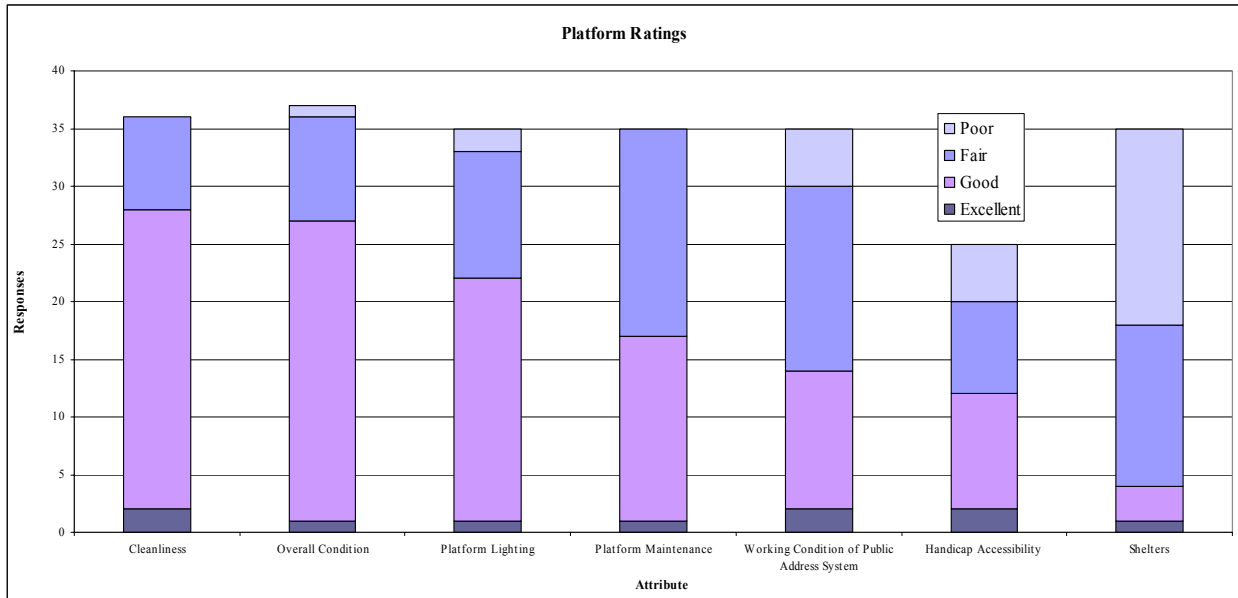
Amenities were the only category where the Noroton Heights Station did not have the lowest ratings on the New Haven Line. But, Noroton Heights and Southport were very close in the competition for last place. Figure 144 describes how amenities were rated in Noroton Heights. Each of the six amenities included in the survey was rated ‘fair’ or ‘poor’ by at least 25% of respondents, and four were rated negatively by over 50%. These four amenities were: phones, concession stand, taxi stand, and bus drop-off/pick-up, the lowest rated of these being the taxi stand, which was rated ‘fair’ or ‘poor’ by 90% of respondents. As with most other stations, the availability of trash cans was the highest rated amenity. Sixty-six percent of respondents were pleased with the trash can situation.

Figure 144: Noroton Heights Station Amenities Ratings



The Noroton Heights Station had the lowest rated platform conditions on the New Haven Line. However, in comparison to the other elements in Norton, the platform elements were more highly rated. Figure 145 portrays the platform situation in Noroton Heights. Respondents were most impressed with the cleanliness of the platform (78% satisfaction). Four of the 7 platform elements had a majority of respondents rate them negatively. As with many other stations, the platform shelters were the lowest rated elements with 89% unfavorable ratings.

Figure 145: Noroton Heights Station Platform Ratings



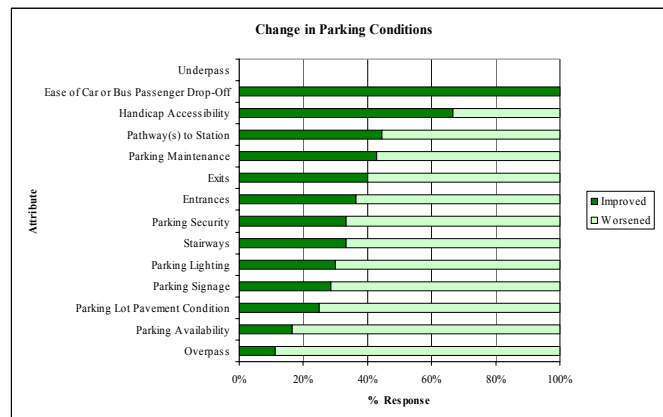
Noroton Heights survey results were compared to survey results for the most recent Metro-North survey effort. Results were compared for the percentage of respondents that rated comparable factors satisfactory or above. Results varied greatly between the 2 surveys. The only remotely close ratings were for the cleanliness of the platform. Seventy-percent of Metro-North respondents, as compared to 78% of respondents to this survey, rated platform cleanliness satisfactorily. Speaking of cleanliness, the greatest discrepancy between the 2 surveys had to do with the station cleanliness factor. Sixty-seven percent of Metro-North respondents were pleased with the cleanliness of the station. The same could be said for only 14% of respondents to this survey. With regard to overall condition, Metro-North (68% compared to 20%) had higher ratings for the station overall condition but this survey (73% versus 59%) had higher ratings for the platform overall condition. This discrepancy between the 2 surveys with regard to overall station condition was great. The ratings for both parking availability and the public address system were higher for the Metro-North survey. Forty-eight percent of respondents to Metro-North's survey were pleased with parking availability, as compared to 20% of respondents to this survey. For the public address system, it was 66% from Metro-North and 40% from this survey. What both of these surveys point to is the great need for change in Noroton.

Change

Noroton Heights has not improved in recent years. The change ratings are similar to those for the current situation. The only element category to have higher change ratings than current ratings was amenities. Additionally, Norton had the worst change ratings on the New Haven Line for the three categories that had lower change ratings than current ratings.

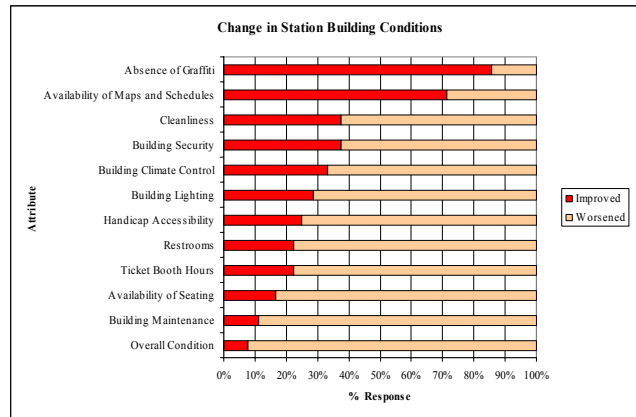
So, for parking, Noroton Heights had the poorest change ratings on the New Haven Line. Eleven of the 13 parking elements had a majority of respondents who said that they had worsened during the previous 2 years. The least improved parking element was the overpass, which had 89% ratings of ‘worsened.’ The only parking elements with a majority of improvement ratings were handicap accessibility and ease of passenger drop-off, each of which had only 3 respondents (most other elements had at least 7 respondents). Figure 146 describes the changed situation for parking in Noroton Heights.

Figure 146: Noroton Heights Station Change in Parking Conditions



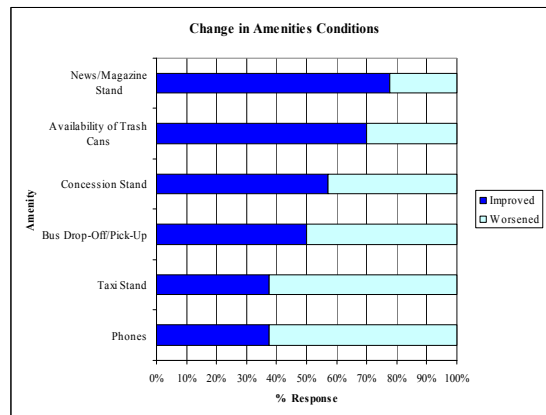
The station building change ratings were surprisingly even worse than the parking change ratings. As with parking, all but 2 elements had a majority of respondents who rated them negatively. Figure 147 shows the change ratings for the station building in Noroton Heights. Consistent with most all stations, the most improved element was absence of graffiti with 86% improvement ratings. The availability of maps and schedules was also thought to have improved during the previous 2 years. The least improved element was the overall condition of the station building. A huge 92% of Noroton Heights respondents felt that the condition of the station building had worsened in recent years.

Figure 147: Noroton Heights Station Change in Building Conditions



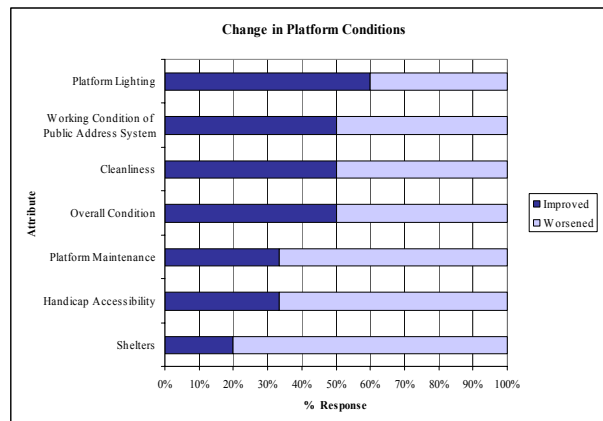
Amenities were the only elements where Noroton Heights did not rank last in change on the New Haven Line. Noroton’s amenities were thought to have improved more than other stations elements, but the change ratings were still not stellar. Two of the 6 amenities rated had a majority of respondents who thought they had worsened during the previous 2 years. Phones and the taxi stand each had 62% ‘worsened’ ratings. The highest rated amenity was the news/magazine stand with 78% improvement ratings. As usual, availability of trash cans also received a high rating with 70% improvement ratings. Figure 148 shows the amenity change situation in Noroton Heights.

Figure 148: Noroton Heights Station Change in Amenities Conditions



Again, the platform change ratings in Noroton Heights were the lowest on the New Haven Line. Figure 149 shows the platform change situation. Three elements had respondents split down the middle on whether the conditions improved or worsened. Platform lighting was the most improved element with only 60% improvement ratings. Consistent with the trend, shelters were the least improved elements with 80% of respondents indicating that they had worsened during the past 2 years.

Figure 149: Noroton Heights Station Change in Platform Conditions



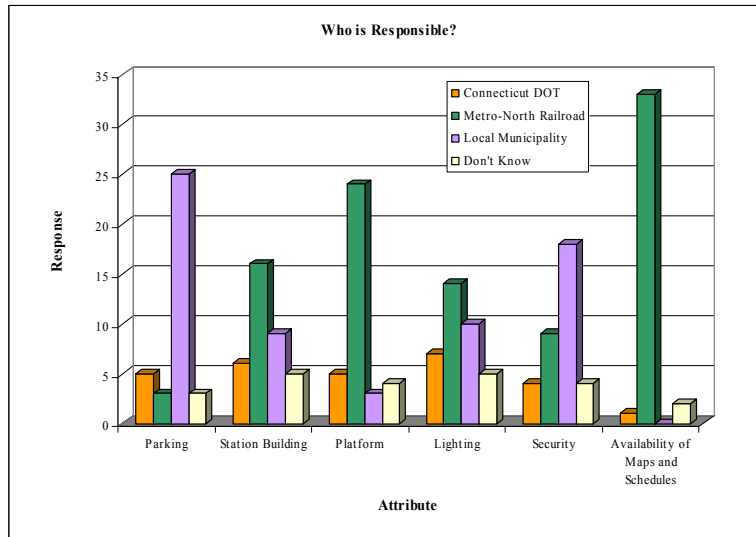
This look at change ratings in Noroton Heights shed light on some serious problems. The elements in most need of improvement (25% or fewer improvement ratings) were: parking lot pavement condition, parking availability, overpasses, handicap accessibility to the building, restrooms, ticket office hours, availability of seating, building maintenance, overall condition of the building, and platform shelters. The station building is the obvious focus for improvement effort. Parking is a secondary focus.

Responsible Agencies

Noroton Heights respondents were reasonably positive which agency was responsible for which station characteristics. Four of the 6 characteristics in question had a majority of respondents list 1 agency as the responsible agency. Figure 150 shows how Noroton Heights respondents viewed the responsibility structure.

- The majority of respondents thought that:
 - The local municipality was in charge of parking (69%)
 - Metro-North was in charge of the platform (67%)
 - The local municipality was responsible for security (51%), and
 - Metro-North was responsible for the availability of maps and schedules (92%).
- Twenty-six percent of respondents also thought that Metro-North was responsible for security.
- Respondents were split between Metro-North (44%) and the local municipality (25%) when trying decide who had responsibility for that station building.
- Thirty-nine percent of Noroton Heights respondents thought that Metro-North was in charge of lighting. The same could be said of 28% for the local municipality and 19% for Connecticut DOT.

Figure 150: Noroton Heights Station – Responsible Agencies



Written-In Customer Comments

Consistent with the trend in several other stations, when asked to write in their concerns, Noroton Heights respondents were most concerned with lighting and the need for more parking areas. Respondents also wrote in comments about how the station needs to be improved in general. Table 15 lists all of the written-in customer comments in Noroton Heights.

Table 15: Noroton Heights Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
10	Lighting needs improvement	5	21.7%
18	Need more parking areas	4	17.4%
83	Station needs improvements	3	13.0%
7	Long wait on parking list	2	8.7%
32	Many parking permit spaces empty	2	8.7%
55	Extend station hours	2	8.7%
2	Do away with parking permits - use vouchers	1	4.3%
12	Could use benches & protected shelters from rain/snow with heat/air	1	4.3%
34	Option to purchase tickets monthly via credit card	1	4.3%
44	Parking too expensive	1	4.3%
85	Only residents should be allowed parking permits	1	4.3%
<i>Total Comments</i>		23	100.0%

Stamford

Stamford is a large station on the New Haven Line, and accordingly 587 surveys were distributed at the station. From these, 165 surveys were returned for a response rate of 28%.

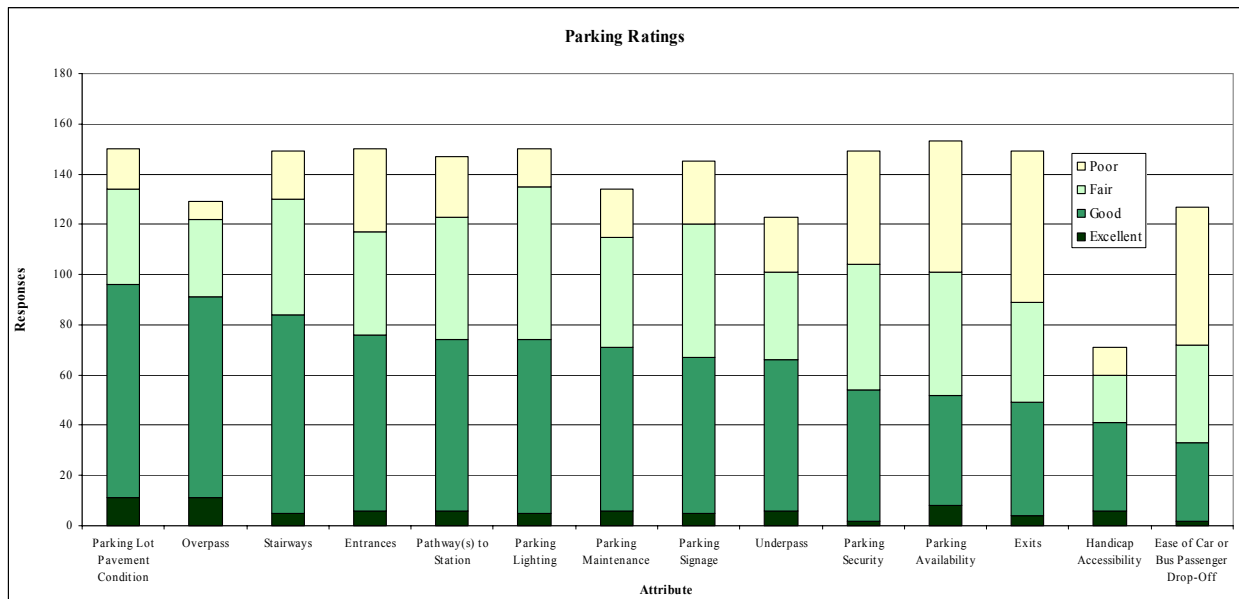
While the general pattern of the daily commuter remained, a combined 9% did not travel daily on the train, and 6% of the respondents traveled during the off-peak periods.

Demographic characteristics of surveyed customers were again similar to overall patterns although they showed a bit more diversity as well. The male to female ratio was slightly more balanced than at many stations, with men representing 65% of responses. The primary age group was 25-64 years of age (93%), while roughly 2% of respondents were under 25 and 4% were over 65. Finally, incomes were again high, and 68% of those surveyed reported incomes over \$100,000. The middle income ranges of \$25-50k, \$50-75k, and \$75-100k received 5%, 13%, and 11% of responses, respectively. Approximately 2% fell within the lowest income group (below \$25,000).

Customer ratings of the parking and station elements at Stamford were mixed. Overall, customers surveyed provided more positive than negative ratings, although some areas received a notable percentage of ‘fair’ or ‘poor’ marks. The parking situation in Stamford was tied for worst with Noroton Heights on the New Haven Line.

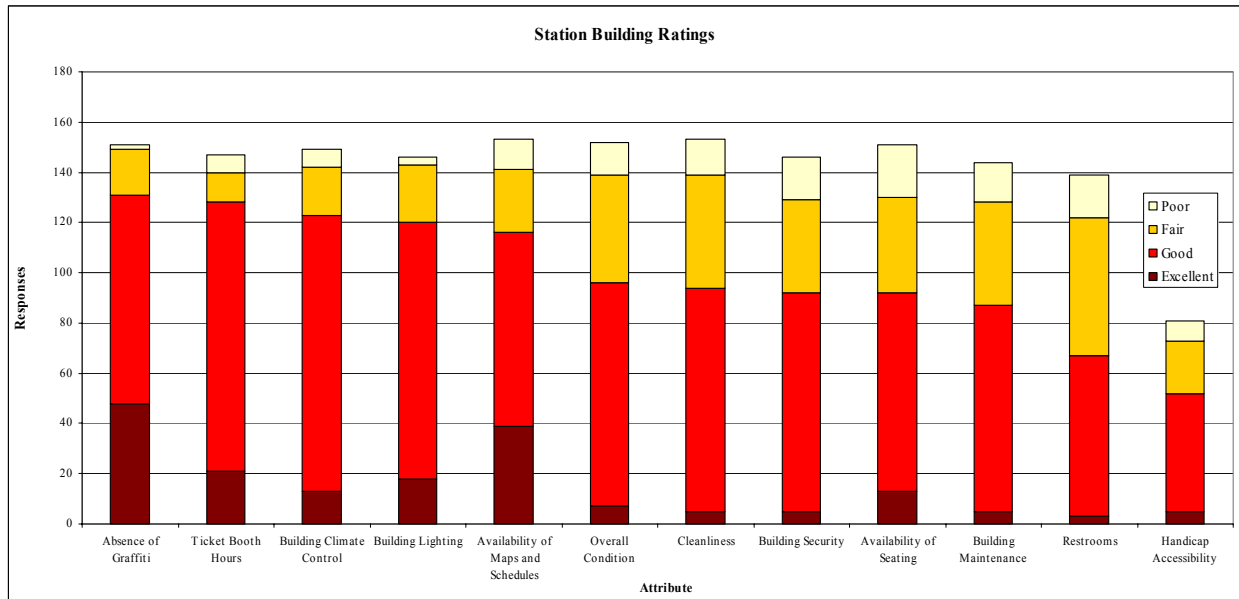
The parking elements received the most overall negative responses; all parking elements received combined fair/poor ratings from at least one quarter of survey respondents. Chief among these were parking availability, exits, signage, ease of car or bus drop-off, lighting, and security. For each of these elements, at least half of respondents gave ratings of ‘fair’ or ‘poor.’ The worst situation was found in the ease of passenger drop-off where 26% of respondents gave negative ratings. Handicap accessibility had 58% positive ratings but only 41 people gave it favorable marks. The highest rated parking element, the overpass, only received 71% positive ratings. Parking lot pavement condition received the highest number of positive ratings (96). Figure 151 shows the parking ratings in Stamford.

Figure 151: Stamford Station Parking Ratings



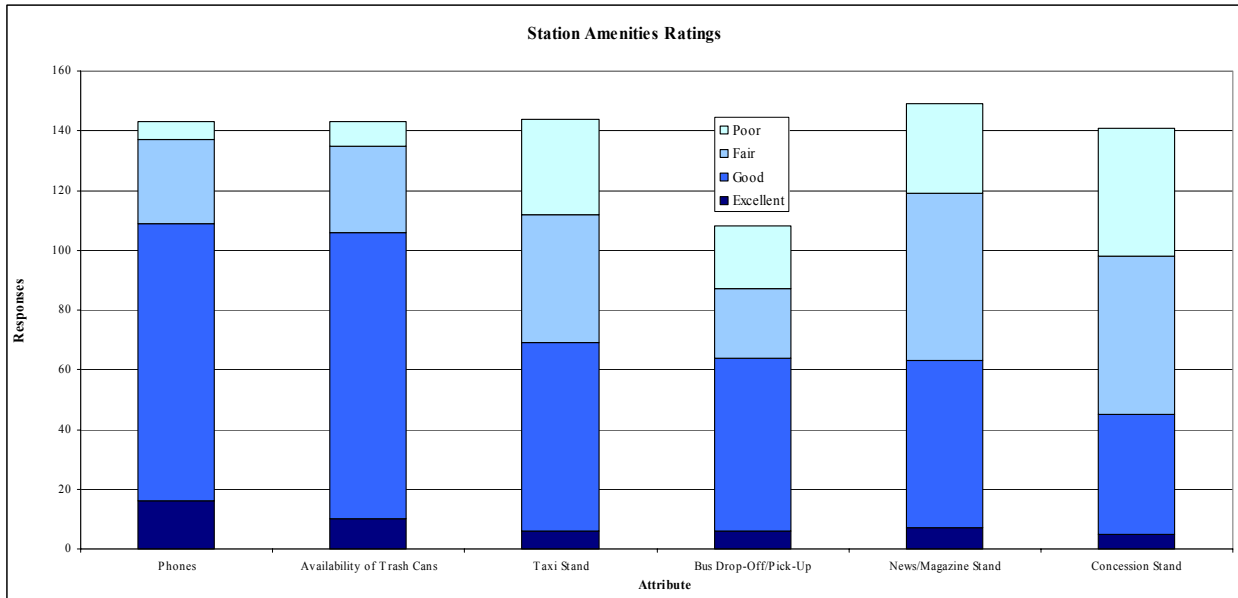
Most customers rated the station building more favorably than parking. Figure 152 describes the opinion of respondents on the station building conditions. Sixty-three percent of respondents were satisfied with the overall condition of the station building. Only the restrooms stood out as an area of great concern; 62% of respondents gave the restrooms ‘fair’ or ‘poor’ ratings. Handicap accessibility received positive ratings from a majority of respondents but received the fewest actual positive marks (52). The highest rated aspects of the station were the ticket office hours (87% positive), absence of graffiti (87%), lighting (82%), and availability of maps and schedules (76%). Security in the station was also rated comparatively well, relative to many other stations.

Figure 152: Stamford Station Building Ratings



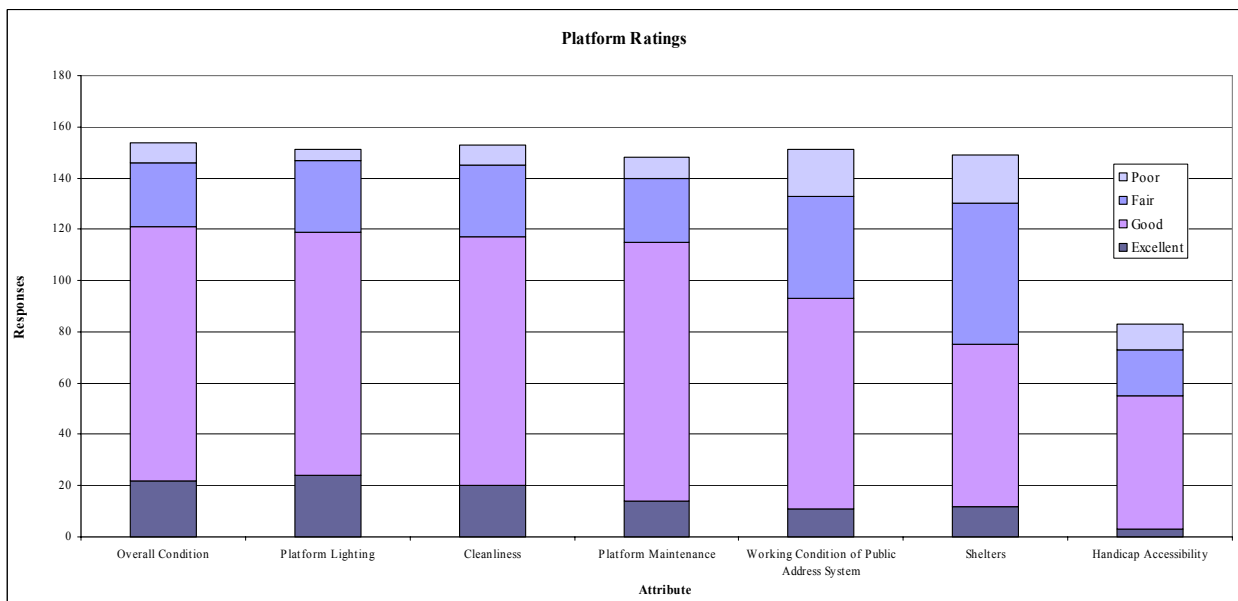
Station amenities at Stamford received mixed ratings. Amenities ratings were higher than parking ratings but lower than building ratings. The phones and availability of trash containers were rated favorably (76% and 74%, respectively), while the news/magazine stand, concession stand, and taxi stand were rated ‘fair’ or ‘poor’ by at least half of respondents. The concession stand was rated the poorest of the amenities with only 32% positive ratings. Figure 153 shows how customers rated amenities in Stamford.

Figure 153: Stamford Station Amenities Ratings



Finally, the station platform was rated quite favorably, with the exception of the shelters and the public address system, consistent with most stations surveyed. The platform ratings were very similar to the building ratings. Figure 154 describes how respondents viewed the condition of the platform. Seventy-nine percent of customers were satisfied with the overall condition of the platform, the highest rated element. Despite being the 2 lowest rated elements, both the shelters and the public address system each had more than half of respondents rate them favorably.

Figure 154: Stamford Station Platform Ratings



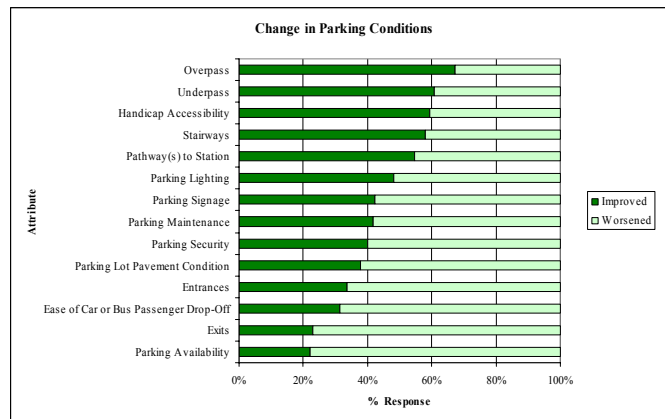
When comparing the results of this survey to the results of the most recent Metro-North survey for comparable factors, the results of the surveys were quite similar. Half the elements were rated higher by Metro-North respondents and the other half were rated higher by respondents to this survey. Metro-North respondents rated overall station condition (72%), parking availability (46%), and the cleanliness of the station (71%) higher than respondents to this survey (63%, 34%, 61%, respectively). The opposite was true for the platform elements.

Change

Change ratings in Stamford were approximately the same as the ratings of the current situation. As with the current situation, the ratings varied greatly by category and by element. Change ratings were more improved than worsened, but still not stellar.

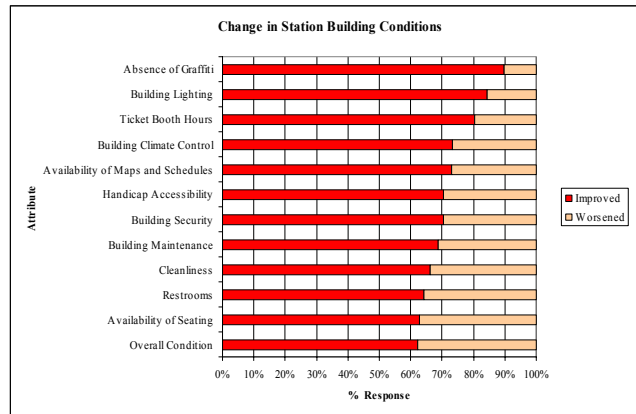
Figure 155 shows the parking change ratings in Stamford. As was mentioned, the parking in Stamford was the lowest rated on the New Haven Line. The change situation was even worse. The most improved element, the overpass, still only received 67% improvement ratings. Nine elements had a majority of respondents who thought that they had worsened during the past 2 years. The least improved element was parking availability with 78% of respondents saying that it had worsened.

Figure 155: Stamford Station Change in Parking Conditions



The change ratings for the station building in Stamford were much better than those for the parking situation. Figure 156 illustrates the improved building situation in Stamford. Ironically, the least improved element in the station building category was the overall condition with 62% improvement ratings. None of the station building elements were thought to have worsened by a majority of respondents. As was the case in many stations, the absence of graffiti was the most improved element (90% improvement ratings).

Figure 156: Stamford Station Change in Building Conditions



Change ratings for amenities in Stamford were worse than the ratings of the current situation. Figure 157 shows the amenity change ratings in Stamford. The highest rated amenities were the phones with only 69% improvement ratings. Three of the six amenities rated were considered to have worsened by a majority of respondents. The concession stand was considered the least improved element and 81% of respondents thought that it had worsened.

Figure 157: Stamford Station Change in Amenities Conditions

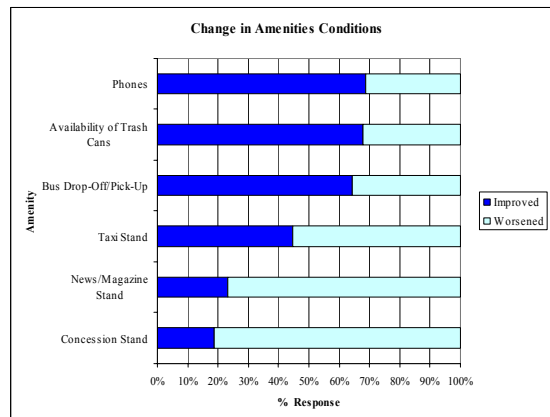
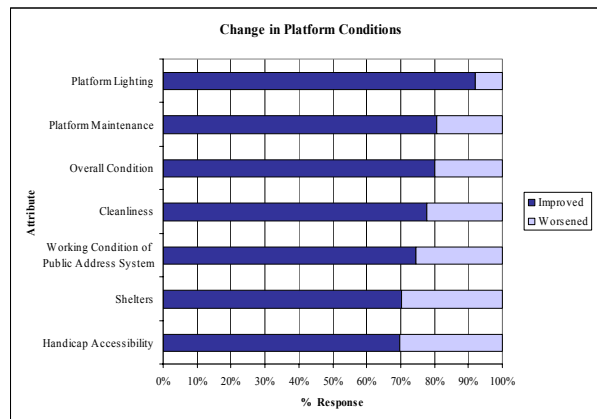


Figure 158 describes how customers thought that the platform in Stamford had changed over the previous 2 years. The platform change ratings were quite high and even higher than the ratings of the current situation. All of the ratings were between 70% and 92% improved. Platform lighting was the most improved element and handicap accessibility was the least improved element. Eighty percent of Stamford respondents thought that the overall condition of the platform had improved.

Figure 158: Stamford Station Change in Platform Conditions



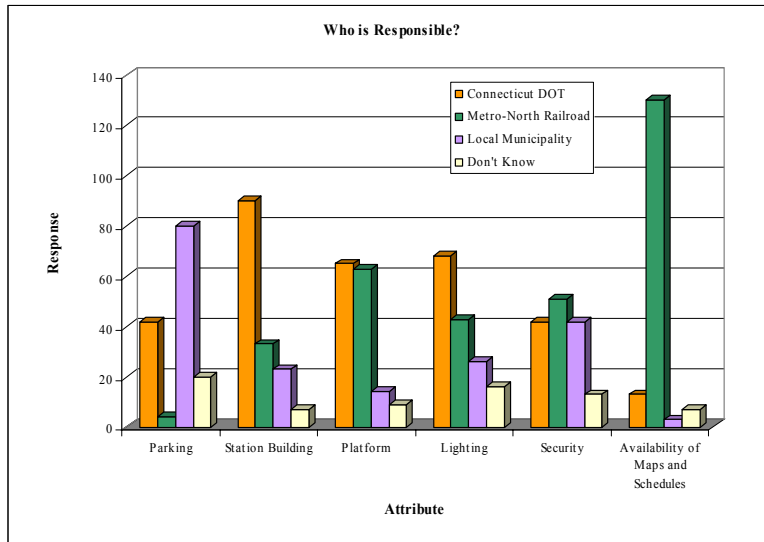
The change ratings were reasonably consistent with the ratings of the current situation in Stamford. Through looking at the change ratings a few elements in need of immediate attention (75% or higher 'worsened' ratings) were identified: parking availability, exits, news/magazine stand, and concession stand.

Responsible Agencies

When asked who they thought was in charge of certain station characteristics, Stamford respondents leaned more towards Connecticut DOT than the respondents at other stations. Figure 159 describes who respondents thought was responsible for what. The following results were ascertained:

- A majority of respondents thought that:
 - The local municipality (55%) was responsible for parking.
 - An additional 29% thought it was Connecticut DOT.
 - Connecticut DOT (59%) was in charge of the station building.
 - An additional 22% thought it was Metro-North.
 - Metro-North (85%) was responsible for map and schedule availability.
- Respondents were split on the other elements:
 - Forty-three percent of respondents thought that Connecticut DOT was responsible for the platform. Forty-two percent thought the same of Metro-North.
 - Respondents thought that the same agencies responsible for the platform were responsible for lighting, but with different percentages:
 - 44% Connecticut DOT
 - 28% Metro-North
 - Respondents were split pretty evenly between all 3 agencies with regard to responsibility for security. Twenty-eight percent of respondents thought that each Connecticut DOT and the local municipality were in charge of security. The respondents who thought that Metro-North was in charge made up 34%.

Figure 159: Stamford Station – Responsible Agencies



Written-In Customer Comments

Again, as with most New Haven Stations, customers were concerned enough with the parking availability to also write about it in the comment section. As noted, parking at the Stamford Station was the worst rated on the New Haven Line. Twenty-two percent of respondents indicated a need for more parking areas in the written comment area. In the rating area, it was discovered that only 34% of respondents were satisfied with parking availability. The second most common written-in customer comments were written with respect to the slowness of the construction project. Eighteen percent of respondents were concerned with the speed of the project. Nine percent of respondents wrote in that the entrances or exits were too difficult. Many other comments were written in by customers in Stamford. Every comment made is listed in Table 16.

Table 16: Stamford Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
18	Need more parking areas	25	21.9%
19	Construction project very slow	21	18.4%
8	Entrances/Exits very difficult	10	8.8%
35	Train schedules usually inaccurate	5	4.4%
33	Need security at parking areas	4	3.5%
56	Escalators need repair	4	3.5%
7	Long wait on parking list	3	2.6%
13	Need ticket machines	3	2.6%
24	Cleaner platforms	3	2.6%
25	Elevators need work	3	2.6%
10	Lighting needs improvement	2	1.8%
34	Option to purchase tickets monthly via credit card	2	1.8%
49	Overall good comments	2	1.8%
65	More trains (cars) needed	2	1.8%
68	Cleaner restrooms on trains and in stations	2	1.8%
71	Better service	2	1.8%
80	More seating outside	2	1.8%
82	Bring back coffee stands	2	1.8%
1	Another over/underpass needed	1	0.9%
6	Milford Station is a disaster - no parking	1	0.9%
12	Could use benches & protected shelters from rain/snow with heat/air	1	0.9%
15	Need handicap elevators	1	0.9%
26	Limited disabled access	1	0.9%
27	Trash cans needed	1	0.9%
28	Attitude of personnel needs improvement	1	0.9%
32	Many parking permit spaces empty	1	0.9%
42	Traffic signal not pedestrian friendly	1	0.9%
55	Extend station hours	1	0.9%
59	Trains in terrible condition	1	0.9%
61	Better public address system needed	1	0.9%
62	Need better security company	1	0.9%
69	Speed bumps needed	1	0.9%
85	Only residents should be allowed parking permits	1	0.9%
88	Better signage	1	0.9%
89	Monthly parking passes	1	0.9%
	<i>Total Comments</i>	<i>114</i>	<i>100.0%</i>

Old Greenwich

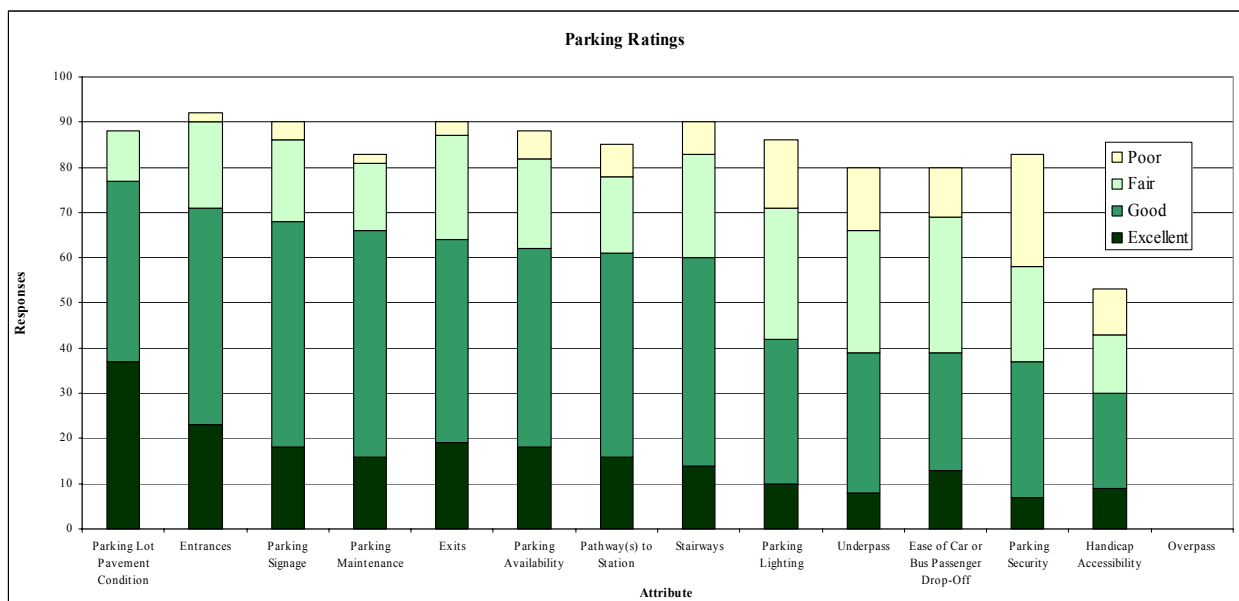
The Old Greenwich Station also had a high survey distribution (400), and a fairly strong response rate of 24%. The percentage of customers who traveled daily by train was 84%, while 7% traveled at least once a week, 6% at least once a month, and 3% less often. Seven percent of respondents also indicated travel purposes other than commuting or other business, and notably 11% traveled during the off-peak periods.

Of those who parked at the station, 83% held a permit at the time of the survey and only 29% of those who did not hold a permit were on a waiting list. Roughly two-thirds of the survey population at Old Greenwich were male and 89% of all respondents were between 25 and 64 years old. At this station there was a slightly higher percentage of passengers over age 65 (10%). And, not surprisingly, customers' incomes fell largely in the upper ranges. Sixty-eight percent reported incomes over \$100,000 and nearly 30% were between \$50,000 and \$75,000.

Regarding customer ratings of the station elements, Old Greenwich was painted in a fairly positive light, with a notably higher number of 'excellent' ratings. Areas of concern did exist, although only 8 of the 39 elements surveyed received a majority of 'fair' or 'poor' ratings.

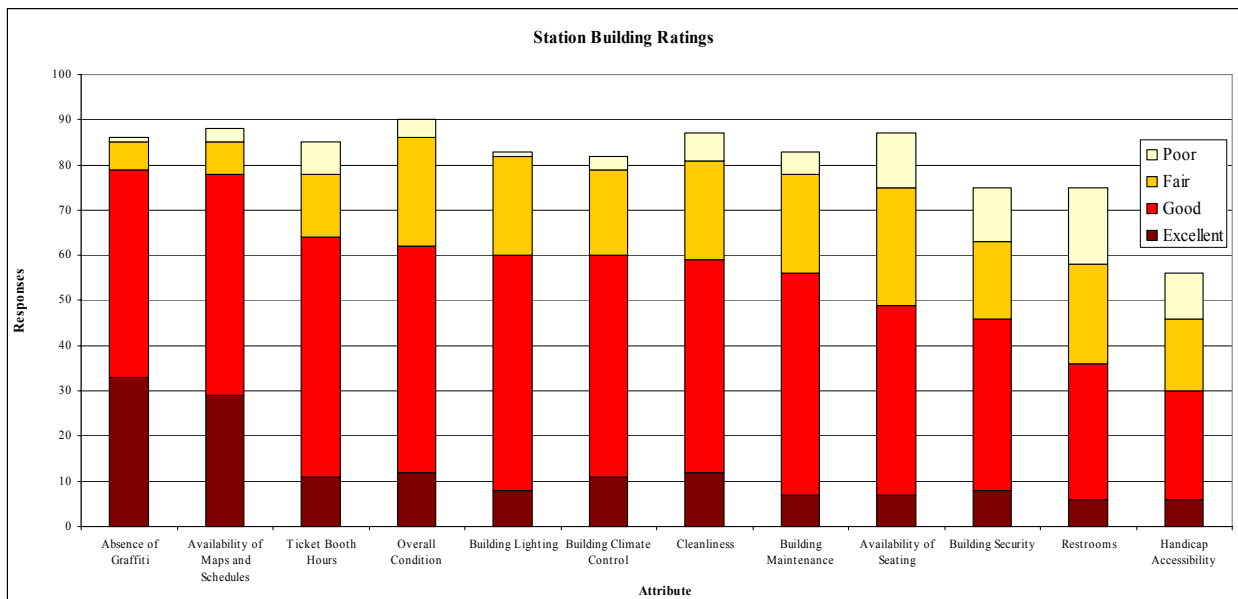
The parking facilities were generally rated favorably, and the three highest rated among these were the pavement condition, lot maintenance, and entrances. Conversely, four areas were rated negatively by over half of respondents, including the underpass, ease of car or bus drop-off, and most notably, lighting and security. Figure 160 shows the ratings of parking elements in Old Greenwich. The highest rated element (parking lot pavement condition) received 88% positive marks. The lowest rated element (parking security) had 55% negative ratings. Handicap accessibility had a majority of positive ratings but received the lowest number of actual favorable marks (10). Old Greenwich does not have an overpass.

Figure 160: Old Greenwich Station Parking Ratings



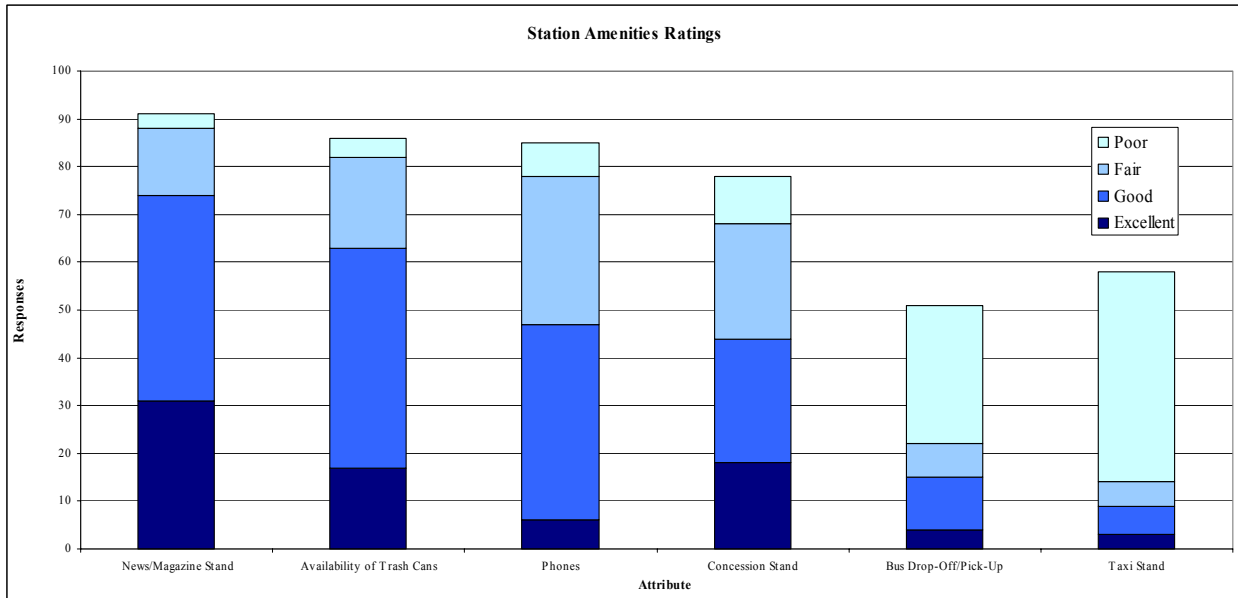
Only one aspect of the station building was rated poorly: the restrooms. The remaining station items surveyed were rated favorably, notably the absence of graffiti and the availability of maps and schedules. Figure 161 shows the ratings for all the station building elements in Old Greenwich. As with most stations, absence of graffiti was the highest rated station building element with 92% favorable ratings. Restrooms received the highest percentage of negative marks (52%) and handicap accessibility received the lowest number of actual positive marks (30). Sixty-nine percent of respondents were pleased with the overall condition of the building.

Figure 161: Old Greenwich Station Building Ratings



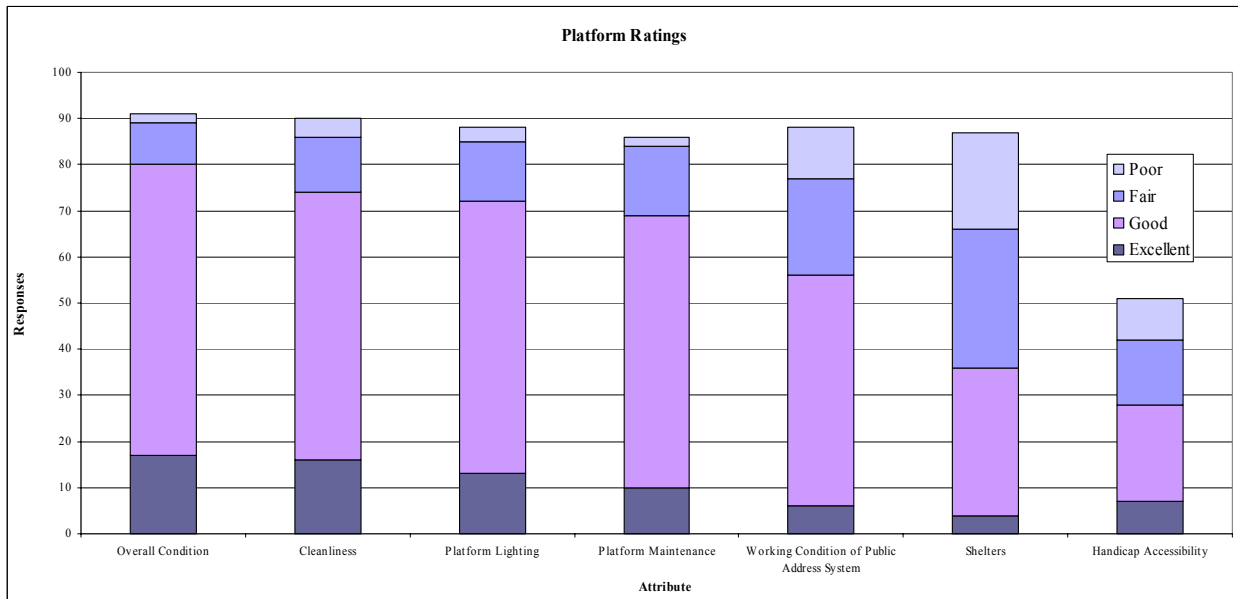
The station amenities received mixed reviews, although overall ratings were positive. Figure 162 displays the amenities ratings in Old Greenwich. The highest rated amenities were the news/magazine stand and the availability of trash containers. The highest rated element (news/magazine stand) received 81% positive ratings. Conversely, more than half of respondents gave poor ratings to the taxi stand and the bus drop-off/pick-up. Eighty-six percent of respondents were dissatisfied with the condition of the taxi stand.

Figure 162: Old Greenwich Station Amenities Ratings



Finally, the platform at Old Greenwich was rated favorably for the most part, with the exception once again of the shelters, for which 59% of respondents gave ‘fair’ or ‘poor’ ratings. However, overall condition, lighting, cleanliness, and maintenance of the platform were all rated highly. Eighty-eight percent of respondents were pleased with the overall condition of the platform. Figure 163 outlines the platform ratings in Old Greenwich.

Figure 163: Old Greenwich Station Platform Ratings



Using the results from the most recent Metro-North survey and the results of this survey, similar trends become apparent. Ratings from the 2 surveys were very similar (all within 10 percentage

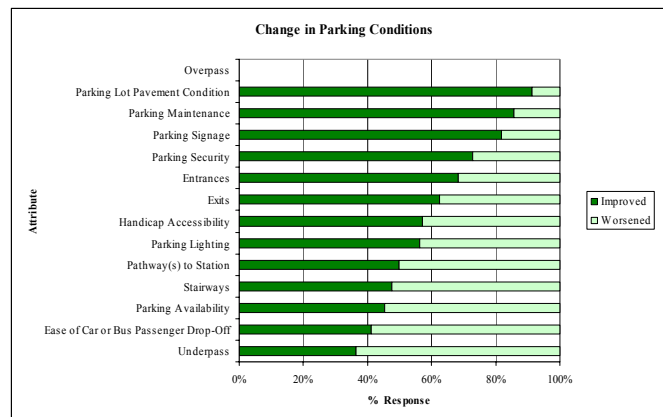
points of each other). Following the standard trend on the New Haven Line, Metro-North respondents rated station and parking conditions higher than respondents to this survey and respondents to this survey rated platform conditions higher than Metro-North respondents. The exception in Old Greenwich was with the public address system where 64% of respondents were satisfied in both surveys.

Change

The change ratings in Old Greenwich were generally lower than the ratings of the current situation. Ten of the 39 elements had a majority of ‘worsened’ ratings. Six of the elements had the respondents split exactly in half over whether there had been an improvement or a worsening.

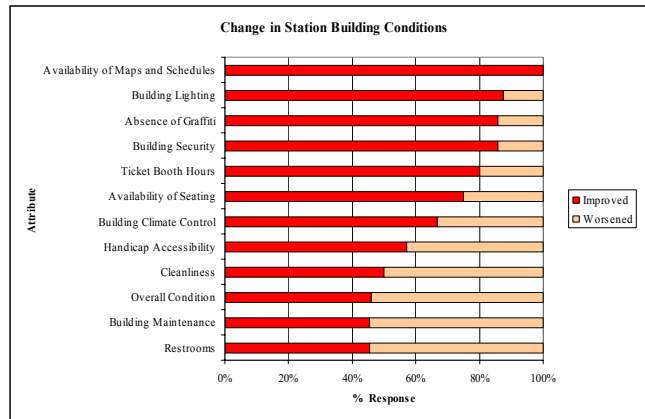
Figure 164 describes the change situation in Old Greenwich. Parking lot pavement condition was thought to have improved the most with 91% improvement ratings. At the other end, the underpass was the least improved element with 64% ‘worsened’ ratings. Four parking elements had a majority of ‘worsened’ ratings.

Figure 164: Old Greenwich Station Change in Parking Conditions



As with the current situation ratings, building change ratings were higher than parking change ratings. However, building change ratings were lower than building current situation ratings. Figure 165 shows the building change ratings for Old Greenwich. One hundred percent of respondents thought that map and schedule availability had improved during the previous 2 years. Security, lighting and graffiti absence were also highly rated. Unfortunately, 3 elements including the overall condition of the station were thought to have worsened by a majority of respondents. Fifty-four percent of respondents said the overall station condition had worsened. However, the two least improved elements (restrooms and building maintenance) only performed slightly worse than the overall condition with 55% ‘worsened’ ratings.

Figure 165: Old Greenwich Station Change in Building Conditions



Amenities change ratings were worse than change ratings for the building and for the parking but better than ratings of the current amenities situation. Figure 166 shows the amenities change ratings for Old Greenwich. Only 1 amenity (taxi stand) had a majority of ‘worsened’ marks with 78% of respondents saying that the condition had worsened during the previous 2 years. As was the case with several stations, availability of trash containers was the most improved amenity with 80% improvement ratings.

Figure 166: Old Greenwich Station Change in Amenities Conditions

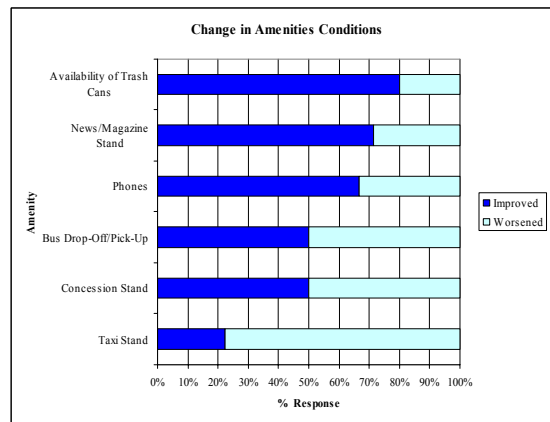
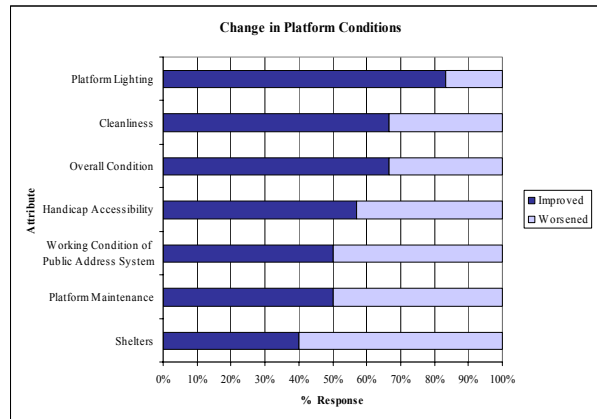


Figure 167 displays how Old Greenwich respondents felt about the trend over the previous 2 years of the platform. Current platform ratings were pretty high but the platform change ratings were lower. Still, only 1 element (shelters) was thought to have worsened by a majority (60%) of respondents. The same situation was found in several other stations. Sixty-seven percent of respondents were pleased with the improvement in the overall platform. The most improved platform element was the lighting with 83% improvement ratings.

Figure 167: Old Greenwich Station Change in Platform Conditions



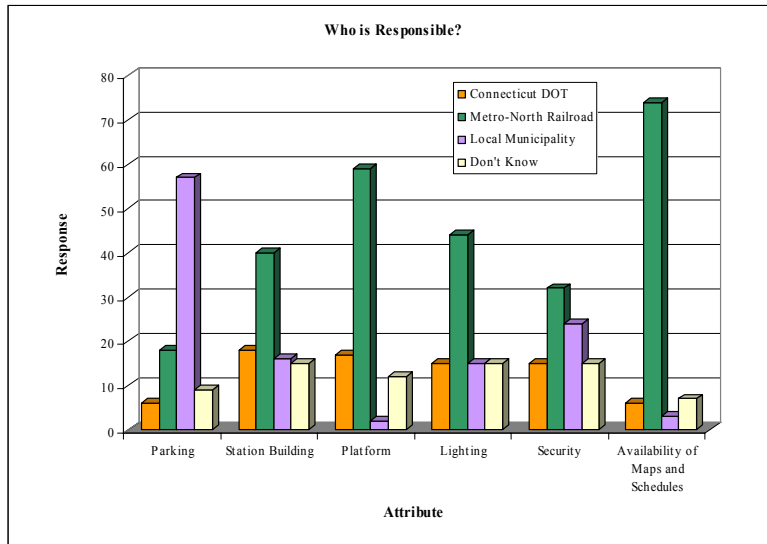
When looking at all the element categories together with regard to change, many elements are in serious need of improvement, but 3 elements stand out the most. Elements with 40% or fewer improvement ratings were: underpass, taxi stand, and shelters, and require attention.

Responsible Agencies

Old Greenwich respondents were generally under the impression that Metro-North was responsible for all of the station elements except for parking. Figure 168 shows who respondents thought were responsible for which conditions in Old Greenwich. The following results show the major trends in responsibility as seen through the eyes of the respondents:

- The majority of respondents (63%) said the local municipality was in charge of parking.
- Most (45%) respondents thought Metro-North was responsible for the station building, but significant percentages also thought it was Connecticut DOT (20%) and the local municipality (18%).
- The majority (66%) of respondents thought that Metro-North had responsibility for the platform.
- Almost a majority (49%) of respondents said Metro-North was in charge of lighting. Seventeen percent of respondents thought that each Connecticut DOT and the local municipality were in charge of lighting and did not know who the responsible party was.
- Respondents were generally fairly evenly split between all 4 choices when deciding who they thought was responsible for security in Old Greenwich. Thirty-seven percent said it was Metro-North, as did 28% for local municipality and 17% for each Connecticut DOT and not knowing.
- The vast majority (82%) of respondents said that Metro-North was responsible for the availability of maps and schedules.

Figure 168: Old Greenwich Station – Responsible Agencies



Written-In Customer Comments

Table 17 lists all of the customer comments written-in on the survey. The highest percentage of respondents (16%) noted the need for more parking, as did most customers who wrote in comments on the New Haven Line. In the element rating section, 70% of respondents were pleased with the current parking availability situation and only 45% said they had noticed improvement during the previous 2 years. Eleven percent of respondents commented on the need for improving lighting. Parking lighting was generally thought to have improved the least of parking, building, and platform lighting change ratings.

Table 17: Old Greenwich Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
18	Need more parking areas	7	15.6%
10	Lighting needs improvement	5	11.1%
1	Another over/underpass needed	3	6.7%
14	Drop-off and pick-up areas need to be changed	3	6.7%
44	Parking too expensive	3	6.7%
49	Overall good comments	3	6.7%
7	Long wait on parking list	2	4.4%
12	Could use benches & protected shelters from rain/snow with heat/air	2	4.4%
22	Cleaner trains	2	4.4%
54	Interior of Old Greenwich could be updated	2	4.4%
24	Cleaner platforms	1	2.2%
27	Trash cans needed	1	2.2%
32	Many parking permit spaces empty	1	2.2%
57	Free shuttle	1	2.2%
59	Trains in terrible condition	1	2.2%
61	Better public address system needed	1	2.2%
63	Snow removal on stairs & walkways	1	2.2%
66	Lot needs to be paved	1	2.2%
68	Cleaner restrooms on trains and in stations	1	2.2%
75	Permit parking - allow day parking after certain hour	1	2.2%
82	Bring back coffee stands	1	2.2%
85	Only residents should be allowed parking permits	1	2.2%
88	Better signage	1	2.2%
	<i>Total Comments</i>	45	100.0%

Riverside

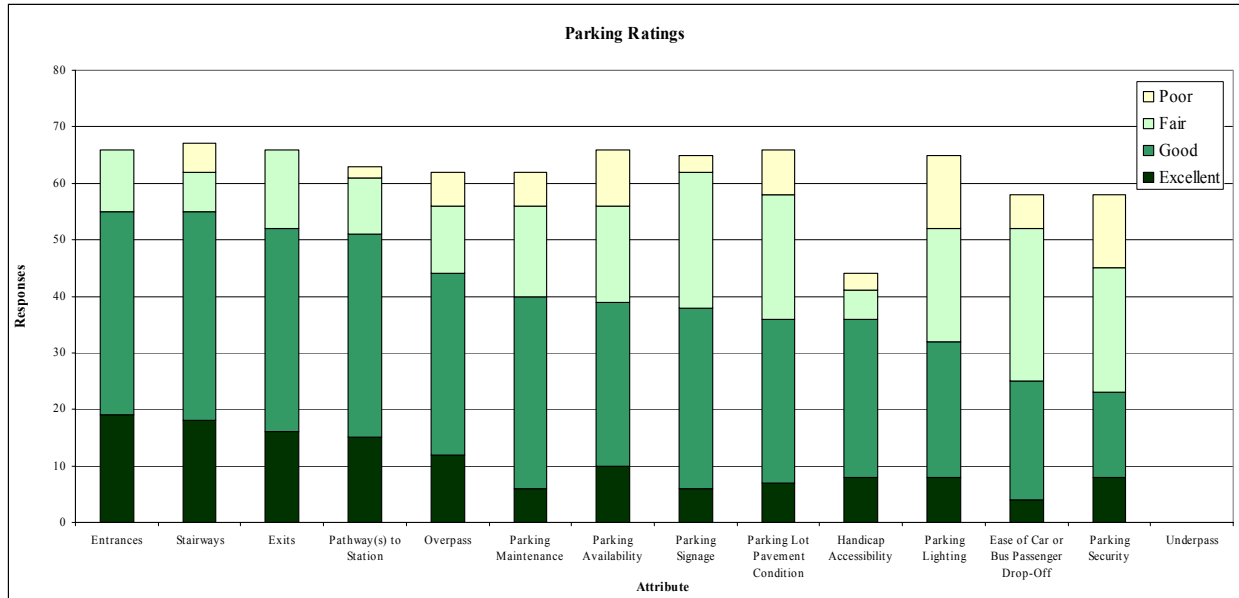
A total of 295 surveys were distributed at Riverside, with a response rate of 23% (67 surveys returned). Riverside once again follows the typical patterns and customer profiles; 94% rode the train daily, 97% commuted to work or school or travel for other business, and 96% traveled during the peak periods. Of the respondents who parked at the station, 88% held parking permits at the time of the survey. Of those who did not hold a permit, three-quarters were on a waiting list.

Similar to most stations, nearly three-quarters (72%) of respondents were male, and 95% were within the general working age group of 25-64 years old. Finally, incomes were once again quite high and 83% of respondents reported incomes above \$100,000 annually.

Customer satisfaction regarding the parking, station building and platform at Riverside was generally good. Improvement ratings for amenities in Riverside were the worst on the New Haven Line. Nine of the 39 elements were rated ‘fair’ or ‘poor’ by over half of respondents, however the majority of items received favorable marks and notable percentages of excellent ratings.

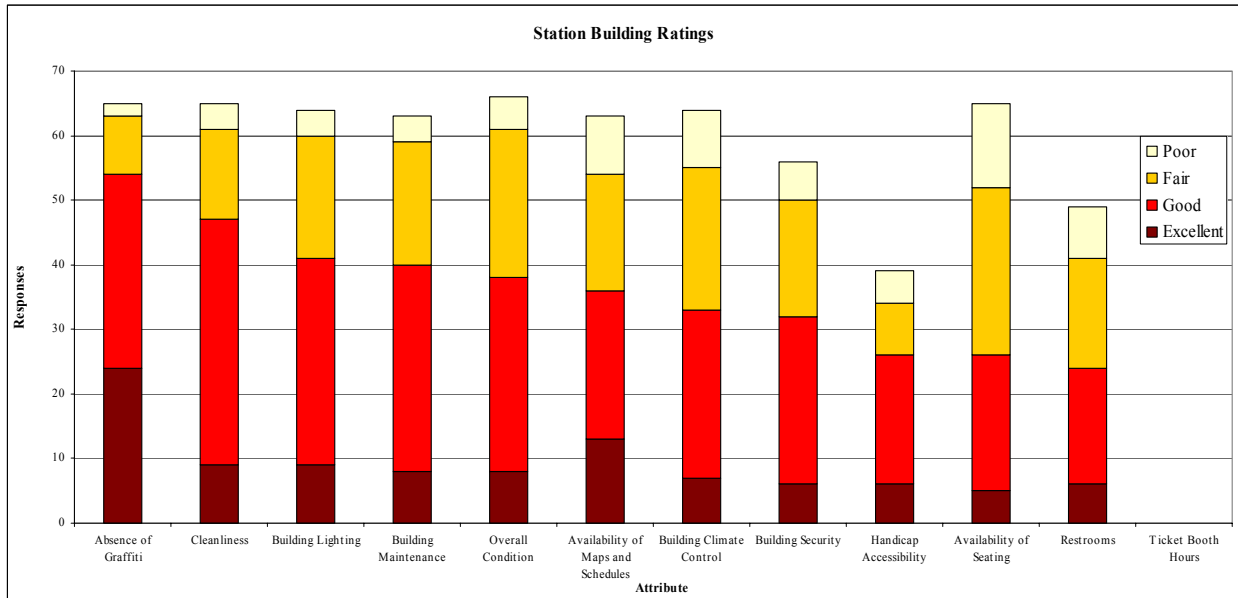
The parking at Riverside rated well among customers and many aspects such as entrances, stairways, pathways and handicap accessibility scored quite well (80% or higher favorable ratings). Areas for which customers were more critical were, notably, parking lighting and security. Each of these received ‘fair’ or ‘poor’ ratings from over half of respondents. Ease of passenger drop-off also received a majority of negative ratings. Parking security was the lowest rated element with 60% negative marks. Figure 169 shows the ratings for all the parking elements in Riverside. The Riverside Station does not have an underpass.

Figure 169: Riverside Station Parking Ratings



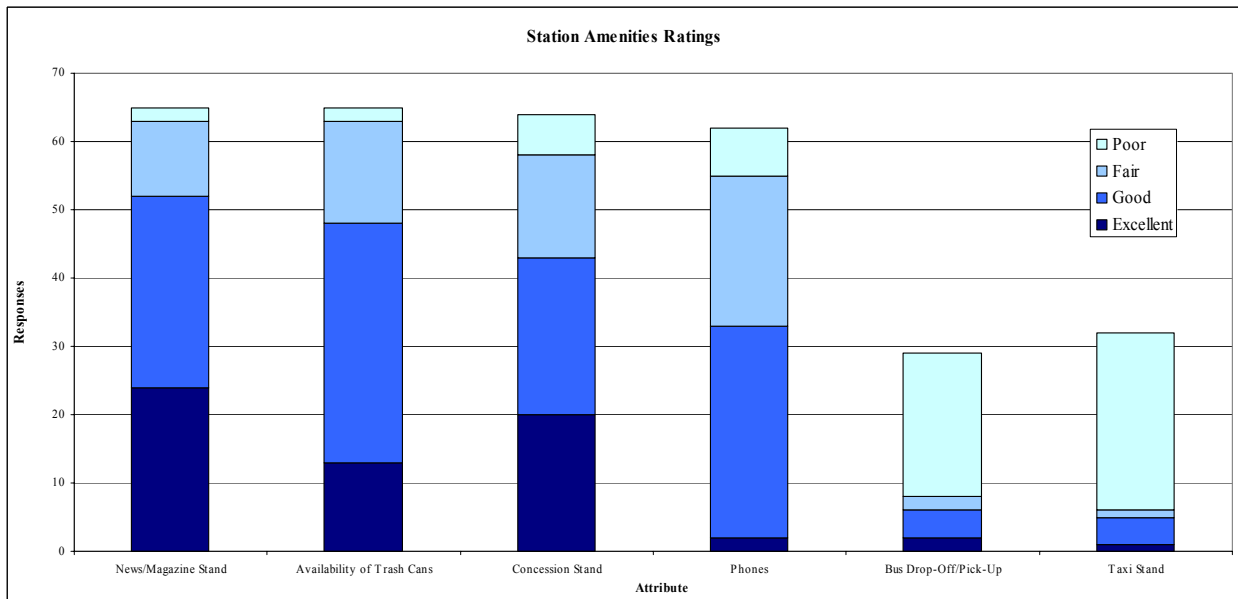
The various aspects of the station building did not receive overwhelmingly favorable ratings, however most were positive. Building ratings were lower than parking ratings. Figure 170 describes the building situation in Riverside. Despite the negative overall picture only the restrooms and availability of seating were rated ‘fair’ or ‘poor’ by more than half of customers surveyed. As was frequently the case, most (83%) customers appreciated the absence of graffiti in the station. Fifty-eight percent of respondents were pleased with the overall condition of the station. Riverside does not have a ticket office.

Figure 170: Riverside Station Building Ratings



The station amenities were for the most part rated favorably, with the notable exception – as was the case at Old Greenwich – of the taxi stand and the bus drop-off/pick-up. Eighty-four percent of Riverside respondents were unhappy with the state of the taxi stand. On the other end of the scale, the news/magazine was the highest rated amenity with 80% satisfaction. Figure 171 shows the ratings of amenities in Riverside.

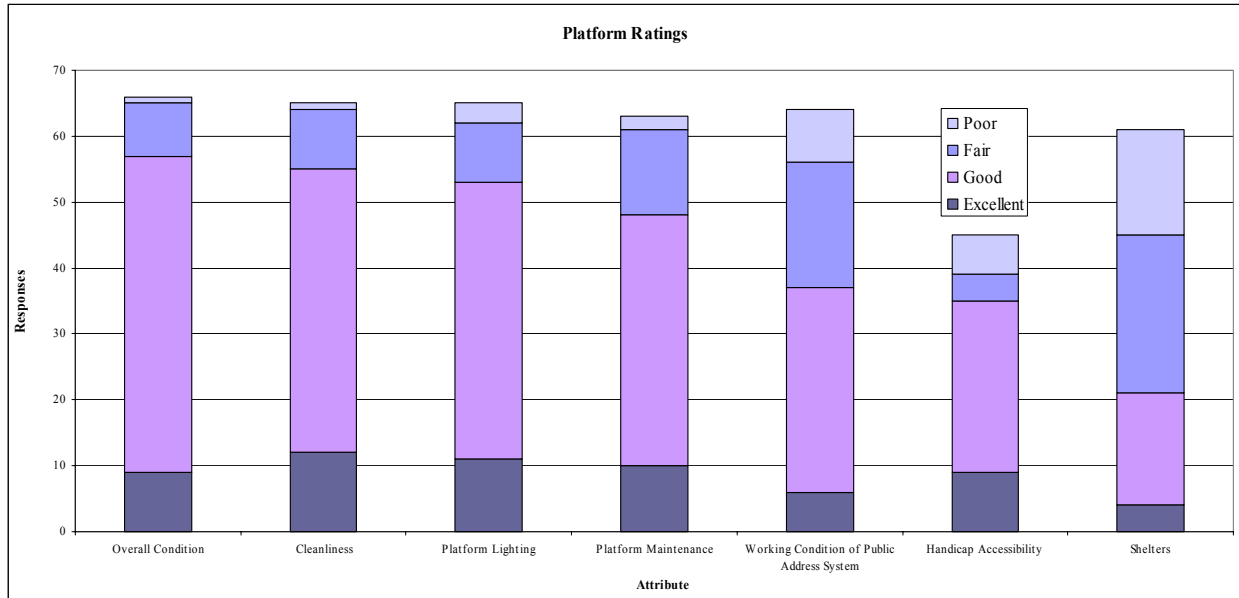
Figure 171: Riverside Station Amenities Ratings



Finally, most customers rated the platform elements at Riverside ‘good’ or ‘excellent.’ As seen at numerous stations, the shelters were rated poorly (66% negative ratings), although the overall

condition of the platform was viewed positively (86% favorable ratings). Shelters were the only platform elements with a majority of negative ratings. Other than the shelters and the public address system (58% positive), all the platform elements were rated at 75% or higher favorable ratings. Figure 172 outlines the ratings of the platform condition in Riverside.

Figure 172: Riverside Station Platform Ratings



The results of this survey were also compared to the results of the most recent Metro-North survey at Riverside. Other than the overall station condition building and the parking availability ratings, all of the other elements ratings were within 10 percentage points of each other for the 2 surveys. Metro-North respondents rated station cleanliness and the public address system higher than respondents to this survey. On the other hand, respondents to this survey rated platform condition and platform cleanliness higher than respondents to the Metro-North survey. For the 2 elements that had disparate ratings, Metro-North respondents rated them higher than respondents to this survey. For the overall station condition question, Metro-North respondents were 82% satisfied and respondents to this survey were only 58% satisfied. For parking availability, the difference was 18 percentage points: 77% versus 59%.

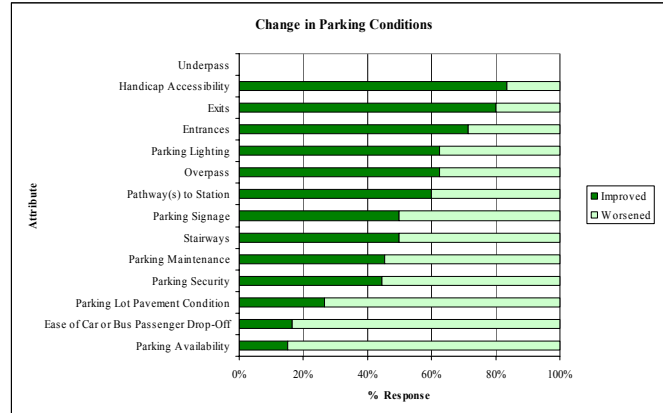
Change

The change ratings for elements at the Riverside Station were lower than the ratings of the current situation. The change ratings for amenities were the lowest on the New Haven Line.

Parking ratings were quite a lot lower when discussing trend over time than the ratings for the present condition. Figure 173 shows the change ratings for parking elements in Riverside. Five of the 13 parking elements were thought to have worsened by a majority of respondents. Another 2 elements had respondents split down the middle with regard to whether the condition had improved or worsened over the previous 2 years. Parking availability was the least improved element with 85% ‘worsened’ ratings. Ease of passenger drop-off was also thought to have

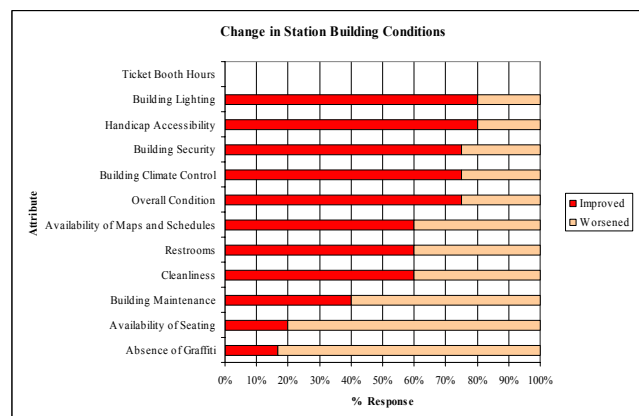
worsened by 83% of respondents. On the positive side, handicap accessibility and exits were thought to have improved by at least 80% of respondents.

Figure 173: Riverside Station Change in Parking Conditions



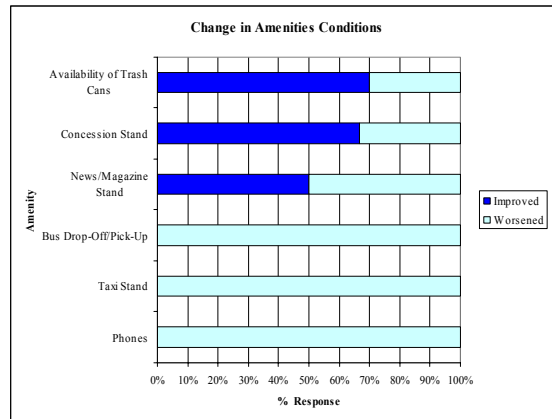
Building change ratings in Riverside were better than the parking change ratings. Three elements were thought to have worsened by a majority of respondents. Figure 174 shows the building change ratings for Riverside. Contrary to most all other stations, absence of graffiti in Riverside was actually the least improved building element with 83% ‘worsened’ ratings. Handicap accessibility and building lighting were the most improved building elements with 80% improvement ratings each. Three-quarters of respondents thought that the overall condition of the building had improved during the previous 2 years. As noted earlier, Riverside does not have a ticket office.

Figure 174: Riverside Station Change in Building Conditions



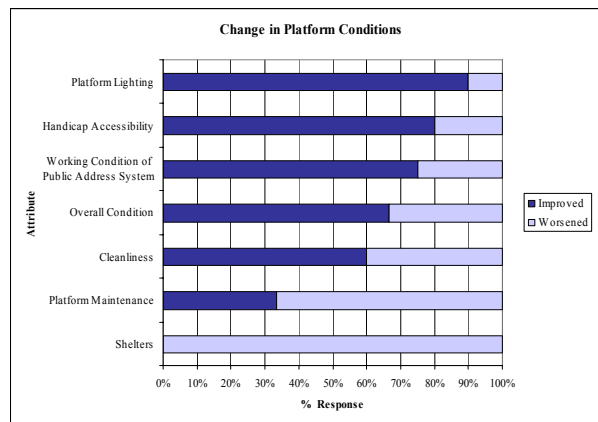
Improvement ratings for amenities in Riverside were extremely low. Three elements received 100% ‘worsened’ ratings: phones, taxi stand, and bus drop-off/pick-up. As was the case at most stations, availability of trash containers was the most improved amenity, this time with only 70% improvement ratings. Figure 175 shows the negative trend in amenity condition at Riverside.

Figure 175: Riverside Station Change in Amenities Conditions



Platform change ratings were the highest of the 4 element categories at Riverside. Two elements were rated as ‘worsened’ by a majority of respondents. In fact, 100% of respondents said that the platform shelters had worsened during the previous 2 years. On the brighter side, 90% of respondents thought that lighting had improved, making it the most improved platform element. Two-thirds of respondents were pleased with the improvement of the overall platform condition. Figure 176 shows the platform change ratings in Riverside.

Figure 176: Riverside Station Change in Platform Conditions



After looking at how respondents viewed the trend in element condition over the past 2 years, elements with 80% or higher ratings of ‘worsened’ were identified as those elements in most need of attention. Parking availability, ease of passenger drop-off, availability of seating, absence of graffiti, phones, taxi stand, bus drop-off/pick-up and shelters were the elements highlighted as the ones that should be put at the top of the list for improvement.

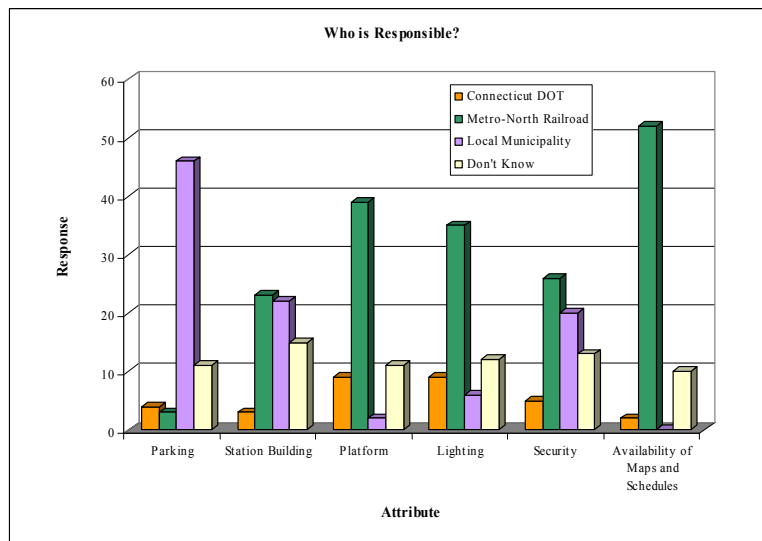
Responsible Agencies

Respondents in Riverside generally thought that either the local municipality or Metro-North was responsible for station conditions. People who did not know who was in charge of elements made up a rather large percentage of the response for each element in Riverside. Figure 177

shows the responsibility structure as seen through the eyes of Riverside respondents. The following were the results of the survey question:

- The vast majority (72%) of respondents said that the local municipality was responsible for parking. Seventeen percent of respondents did not know who was in charge.
- Respondents were generally split between the local municipality (35%) and Metro-North (37%) as the agencies they thought were in charge of the station building. Twenty-four percent of respondents did not know who was responsible.
- Sixty-four percent of respondents said that Metro-North was responsible for the platform, but 18% of respondents said they did not know who was in charge.
- The majority (56%) of respondents thought that Metro-North had the responsibility for lighting in Riverside. The next highest percentage (19%) was that of the people who did not know who the responsible party was.
- Most (41%) customers in Riverside thought that Metro-North was responsible for security but 31% also thought that the local municipality was responsible and 20% did not know.
- As with most stations, the vast majority (81%) of respondents felt that Metro-North was responsible for the availability of maps and schedules. Sixteen percent of respondents did not know who was in charge.

Figure 177: Riverside Station – Responsible Agencies



Written-In Customer Comments

As was the case in most New Haven Line stations, lighting and parking availability were the top 2 written-in customer comments. Twenty-three percent of respondents were concerned with lighting and 13% thought that more parking areas were needed. Cleaner platforms were also requested by 10% of the response. Other comments were written in by 1 or 2 individuals and are listed with all the customer comments given at Riverside in Table 18.

Table 18: Riverside Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
10	Lighting needs improvement	7	23.3%
18	Need more parking areas	4	13.3%
24	Cleaner platforms	3	10.0%
13	Need ticket machines	2	6.7%
49	Overall good comments	2	6.7%
63	Snow removal on stairs & walkways	2	6.7%
1	Another over/underpass needed	1	3.3%
7	Long wait on parking list	1	3.3%
15	Need handicap elevators	1	3.3%
23	Allow overnight parking	1	3.3%
32	Many parking permit spaces empty	1	3.3%
44	Parking too expensive	1	3.3%
50	Parking stripes need to be painted on	1	3.3%
65	More trains (cars) needed	1	3.3%
71	Better service	1	3.3%
73	Better ticket window hours	1	3.3%
<i>Total Comments</i>		<i>30</i>	<i>100.0%</i>

Cos Cob

Survey distribution was also fairly high at the Cos Cob station; 400 surveys were distributed and 93 were returned for a 23% response rate. Ninety-five percent of survey respondents traveled by train on a daily basis followed by 3% at least once a week and 2% at least once a month. Similarly, 97% commuted to work or school, while the remaining 3% traveled for business purposes apart from their daily commute. Most customers traveled during the peak periods (94%), although the 6% that traveled outside of peak periods was slightly higher than other stations where no survey respondents traveled for recreational purposes.

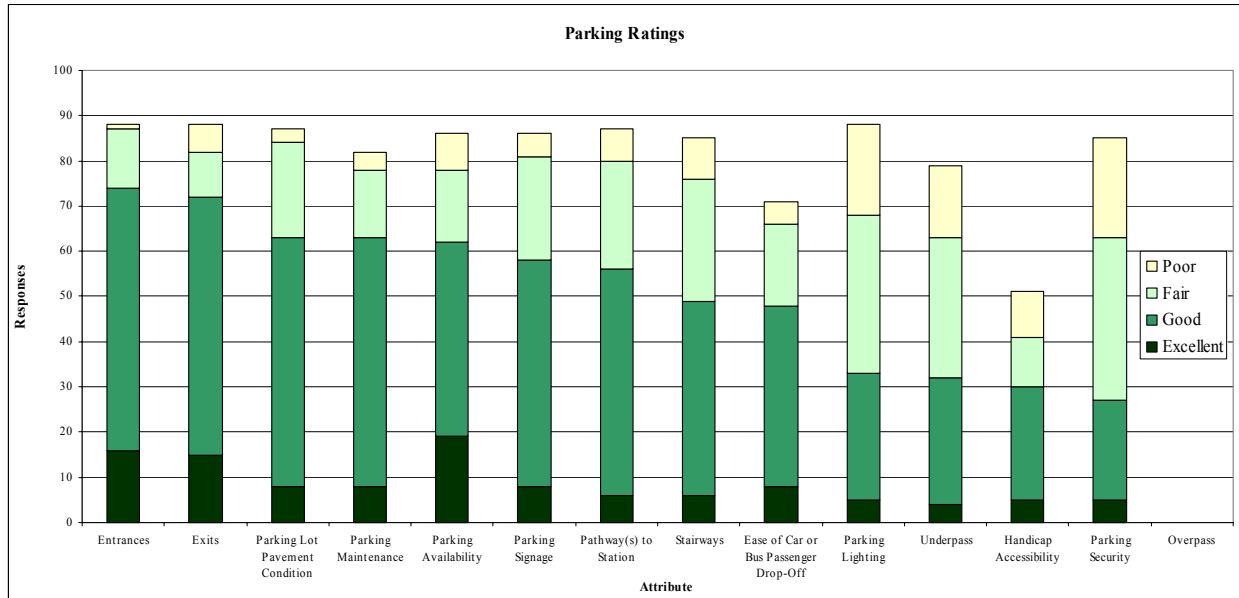
All but two respondents indicated whether or not they held a parking permit, and of those who answered, 84% did hold a permit. Eleven survey respondents were on a permit waiting list at the time of the survey. Over two-thirds of customers surveyed at Cos Cob were male, the vast majority were between the ages of 25 and 64, and incomes were once again high. Eighty-two percent of respondents reported incomes over \$100,000.

Customer ratings for the various station elements included in the survey were as a whole more negative. In fact, for 33 of the 39 station elements surveyed, customers responded with combined ‘fair’ and ‘poor’ ratings of at least 25%. For thirteen of these, the combined ‘fair’ and ‘poor’ responses exceeded 50%.

Among the parking elements, all but 3 were rated ‘fair’ or ‘poor’ by over 25% of respondents. The 3 highest ranked parking categories were entrances, exits, and parking maintenance. Entrances received 84% positive ratings, the highest rated element. The lowest marks were given to parking lighting, security, and the underpass, indicating a clear concern about overall safety

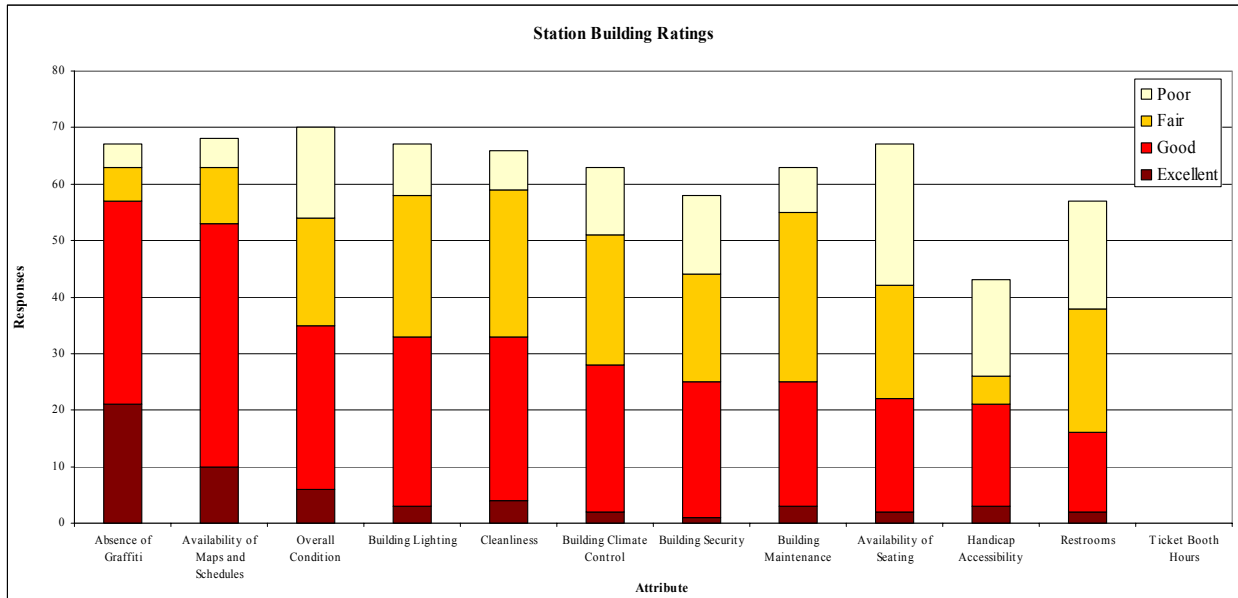
conditions at the station. These 3 elements were the only ones with a majority of negative ratings. Sixty-eight percent of respondents were dissatisfied with parking security, the lowest rated element. Cos Cob does not have an overpass. Figure 178 shows how Cos Cob respondents rated parking elements.

Figure 178: Cos Cob Station Parking Ratings



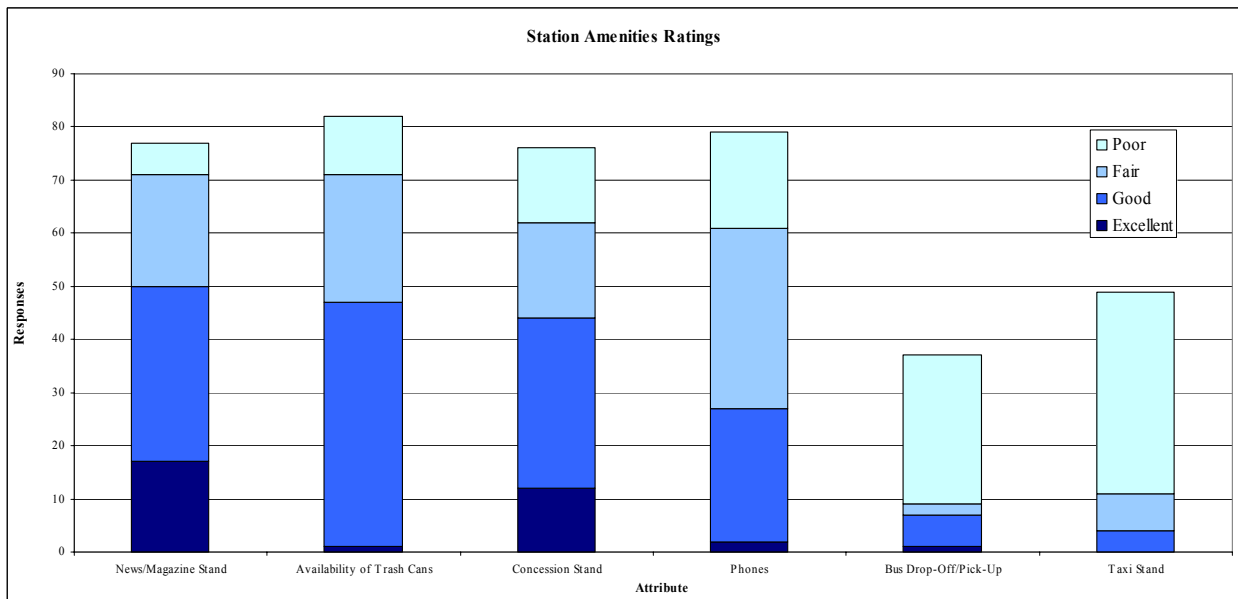
Concerning the station building, 9 of the 11 surveyed aspects were rated ‘fair’ or ‘poor’ by at least 25% of respondents. Seven of these aspects received a majority of fair/poor ratings. These poorly rated elements included building climate control, building security, restrooms, building maintenance, and availability of seating. The lowest ranked of these was restrooms, with 39% of respondents giving a ‘fair’ rating and 33% indicating ‘poor’ conditions. Predominantly favorable marks were given to the absence of graffiti and the availability of maps and schedules, making them the highest rated building elements. As with most stations (not Riverside), absence of graffiti was the highest rated condition with 85% positive marks. Figure 179 displays the station building ratings in Cos Cob. Half of Cos Cob respondents were pleased with the overall condition of the station building. Cos Cob does not have a ticket office.

Figure 179: Cos Cob Station Building Ratings



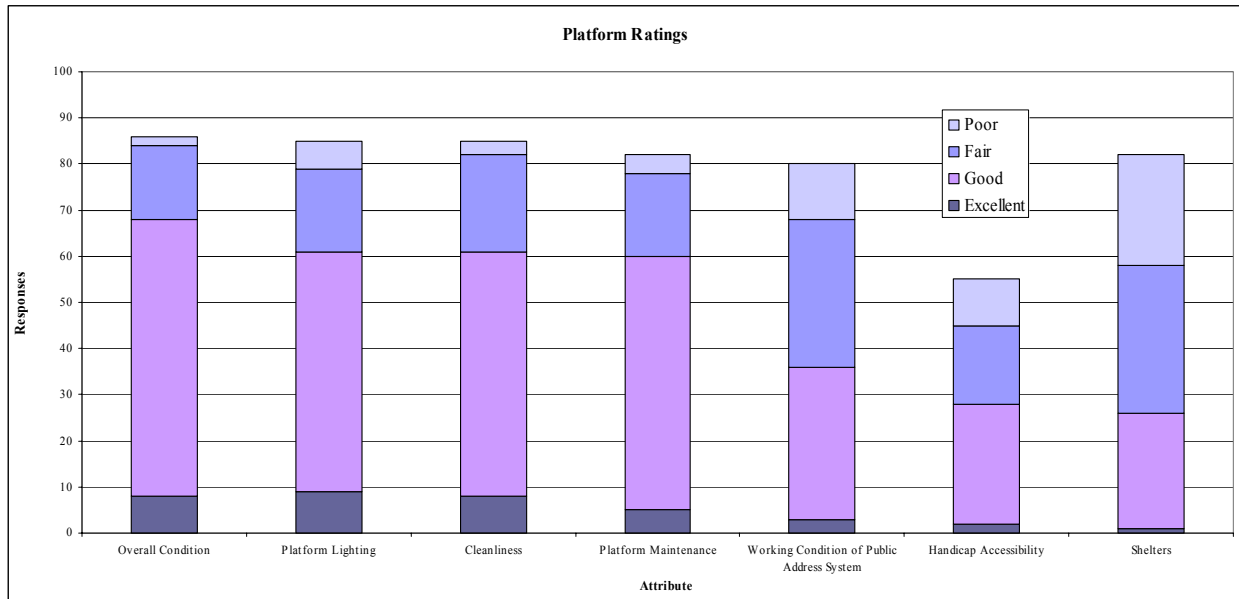
Station amenities were rated lowest overall among the various station elements. Figure 180 shows how respondents felt about the condition of the amenities in Cos Cob. All six aspects surveyed received at least 25% 'fair' or 'poor' ratings, while three of the six (phones, taxi stand, bus drop-off/pick-up) received combined 'fair' and 'poor' scores exceeding 50%. The taxi stand and bus drop-off/pick-up received the highest percentages of poor ratings (92% and 81%, respectively). The news/magazine stand was the highest rated amenity but still only received 65% favorable ratings.

Figure 180: Cos Cob Station Amenities Ratings



The station platform at Cos Cob was rated better overall, yet still received notable percentages of ‘fair’ and ‘poor’ ratings. Specifically, the shelters and public address system were rated ‘fair’ or ‘poor’ by over half of survey respondents. Figure 181 shows the platform ratings in Cos Cob. As was the case at many stations, platform shelters were the lowest rated platform element. Sixty-eight percent of respondents rated shelters negatively. The highest rated platform condition was actually the overall platform condition with 79% positive marks.

Figure 181: Cos Cob Station Platform Ratings



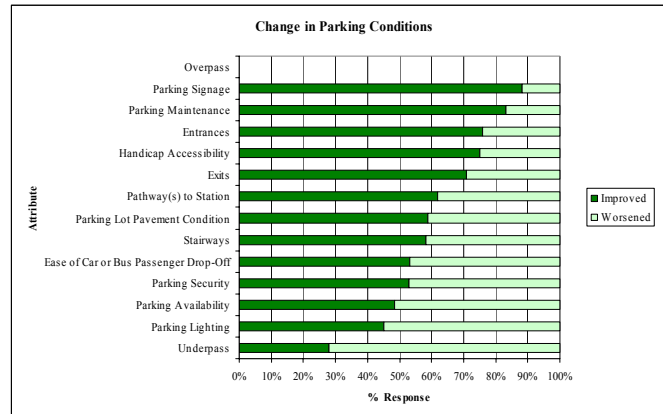
When looking at the results of this survey and the results of the most recent Metro-North survey, only 2 elements were even close to comparable. Seventy-four percent of Metro-North respondents were pleased with parking availability in Cos Cob as compared to 72% of respondents to this survey. The cleanliness of the platform also yielded reasonably similar results: 72% from this survey and 65% from Metro-North. The discrepancies were much higher for the 4 other elements. Metro-North respondents rated 3 of the remaining 4 elements higher than respondents to this survey. For the overall station condition, 73% of Metro-North were pleased but only 50% of respondents to this survey were satisfied. The discrepancy was almost the same for the station cleanliness element: 70% versus 50%. With regard to the public address system, 59% of Metro-North respondents indicated satisfaction, but only 45% of respondents to this survey indicated the same. The only comparable element where respondents to this survey (79%) rated an element higher than Metro-North respondents (65%) was platform condition.

Change

Change ratings in Cos Cob were similar to the ratings of the current situation. Fourteen elements had a majority of respondents who thought that the condition had worsened in the previous 2 years.

Figure 182 outlines how Cos Cob respondents perceived recent change in station elements. Three parking elements were rated as ‘worsened’ by a majority of respondents. Parking availability, lighting and underpasses were the 3 least improved elements. Seventy-two percent of respondents said that the condition of the underpasses had worsened, making it the least improved element. At the other end, 2 elements were thought to have improved by 80% or more respondents. Parking maintenance (83% improvement) and parking signage (88% improvement) were the most improved parking elements. Cos Cob does not have an overpass.

Figure 182: Cos Cob Station Change in Parking Conditions



Station building change ratings were lower than parking change ratings in Cos Cob. Seventy percent of respondents thought that the overall condition of the station had improved over the previous 2 years. Figure 183 shows the building change ratings for Cos Cob. The overall condition element was the most improved building element. Handicap accessibility was also thought to have improved by 64% of respondents. At the other end, 7 elements were perceived as ‘worsened’ by a majority of respondents. The least improved building element was lighting with only 37% improvement ratings. Cos Cob does not have a ticket office.

Figure 183: Cos Cob Station Change in Building Conditions

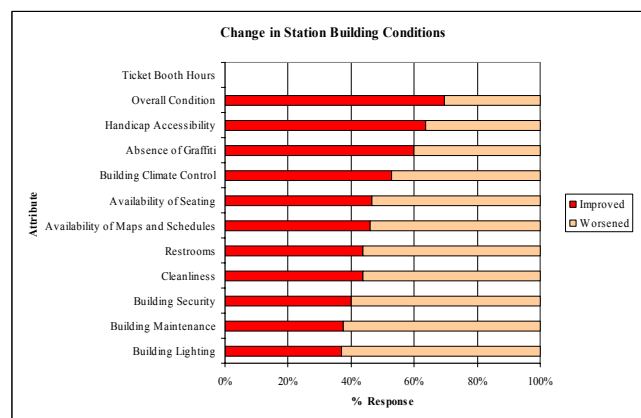
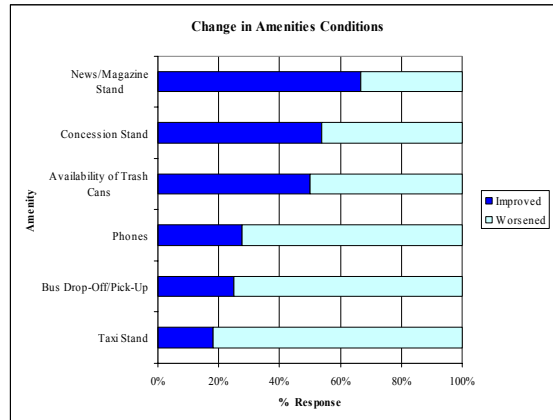


Figure 184 describes the perceived trend in amenities conditions in Cos Cob. Amenities were the lowest rated elements in terms of change ratings (and current situation ratings) in Cos Cob. Half

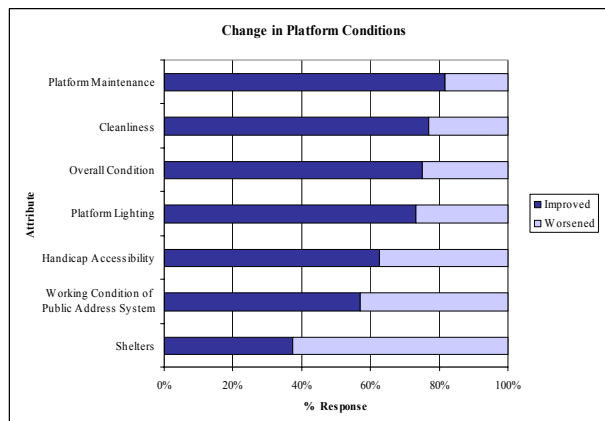
of the amenities were thought to have worsened by a majority of respondents. The taxi stand was the least improved amenity. Eighty-two percent of respondents considered the taxi stand to have worsened. The most improved amenity only received 67% improvement ratings. News/magazine stands were the most improved amenities. Surprisingly, the availability of trash containers was only thought to have improved by half of the respondents. Many stations rated the trash containers as the most improved amenity.

Figure 184: Cos Cob Station Change in Amenities Conditions



Cos Cob respondents were happier with platform element improvement over the past 2 years than they were with the current platform situation. Figure 185 lists the platform change ratings for Cos Cob. As with many other stations, shelters were the least improved platform element. Sixty-two percent of respondents thought that shelters had worsened. Three-quarters of respondents thought that the overall platform condition had improved. The most improved platform element was maintenance with 82% improvement ratings.

Figure 185: Cos Cob Station Change in Platform Conditions



When looking at the change ratings of all of the elements, it seems that the elements in most need of attention were those that had 60% or more respondents rate them as having worsened in the previous 2 years. Elements with 40% or lower improvement ratings were: underpasses,

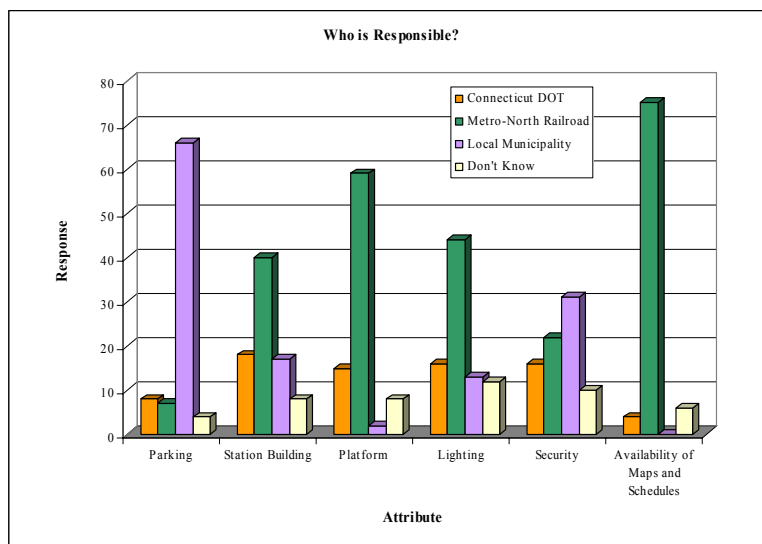
building security, building maintenance, building lighting, phones, bus drop-off/pick-up, taxi stand and platform shelters.

Responsible Agencies

Similar to many other stations, Cos Cob respondents were mostly convinced that Metro-North had responsibility for the majority of the station conditions in question. Figure 186 graphs how Cos Cob respondents view the responsibility structure at the station. The following results were obtained:

- More than three-quarters (78%) of respondents thought that the local municipality was responsible for parking in Cos Cob.
- Forty-eight percent of respondents thought that Metro-North was in charge of the station building. An additional 22% thought that Connecticut DOT had responsibility for the building and 20% thought that it was the local municipality.
- Seventy percent of respondents said that they thought Metro-North was responsible for the platform. Another 18% of respondents thought that Connecticut DOT was in charge of the platform.
- The majority of respondents (52%) said they thought it was the responsibility of Metro-North to maintain lighting. Nineteen percent thought the responsibility fell with Connecticut DOT and 15% thought it fell with the local municipality.
- Responsibility for security was split pretty well between the 3 possible agencies. The highest percentage of respondents (39%) thought that the local municipality has responsible for security. Twenty-eight percent of respondents thought security was the responsibility of Metro-North as did 20% for Connecticut DOT.
- Consistent with other stations, the vast majority (88%) of respondents felt that it was Metro-North’s responsibility to keep up with map and schedule availability.

Figure 186: Cos Cob Station – Responsible Agencies



Written-In Customer Comments

Lighting was enough of a concern in Cos Cob to warrant written-in comments in addition to the ratings. Nineteen percent of respondents noted that improvement to lighting was necessary. Ten percent of respondents wrote in overall good comments. Eight percent of respondents were concerned each with the slow speed of the construction project and the number of trains/cars available. Several other comments were written-in by 3 or fewer people. Table 19 lists every customer comment written-in at Cos Cob.

Table 19: Cos Cob Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
10	Lighting needs improvement	10	19.2%
49	Overall good comments	5	9.6%
19	Construction project very slow	4	7.7%
65	More trains (cars) needed	4	7.7%
18	Need more parking areas	3	5.8%
44	Parking too expensive	3	5.8%
12	Could use benches & protected shelters from rain/snow with heat/air	2	3.8%
20	Better pathways to train platform	2	3.8%
27	Trash cans needed	2	3.8%
33	Need security at parking areas	2	3.8%
41	Information for parking permits made available	2	3.8%
86	Bike racks needed	2	3.8%
1	Another over/underpass needed	1	1.9%
3	Generally satisfied	1	1.9%
7	Long wait on parking list	1	1.9%
8	Entrances/Exits very difficult	1	1.9%
11	Desperately need another station	1	1.9%
32	Many parking permit spaces empty	1	1.9%
50	Parking stripes need to be painted on	1	1.9%
66	Lot needs to be paved	1	1.9%
68	Cleaner restrooms on trains and in stations	1	1.9%
74	Dangerous crossover	1	1.9%
87	Parking meters not working properly	1	1.9%
<i>Total Comments</i>		52	100.0%

Greenwich

A total of 600 surveys were distributed at Greenwich with a response rate of 22% (131 returned). Customers' travel purpose and trip frequency followed the pattern seen at most stations thus far. Daily riders accounted for 91% of those surveyed, 98% either commuted or used the train for other business purposes, and 96% of respondents traveled during the peak periods.

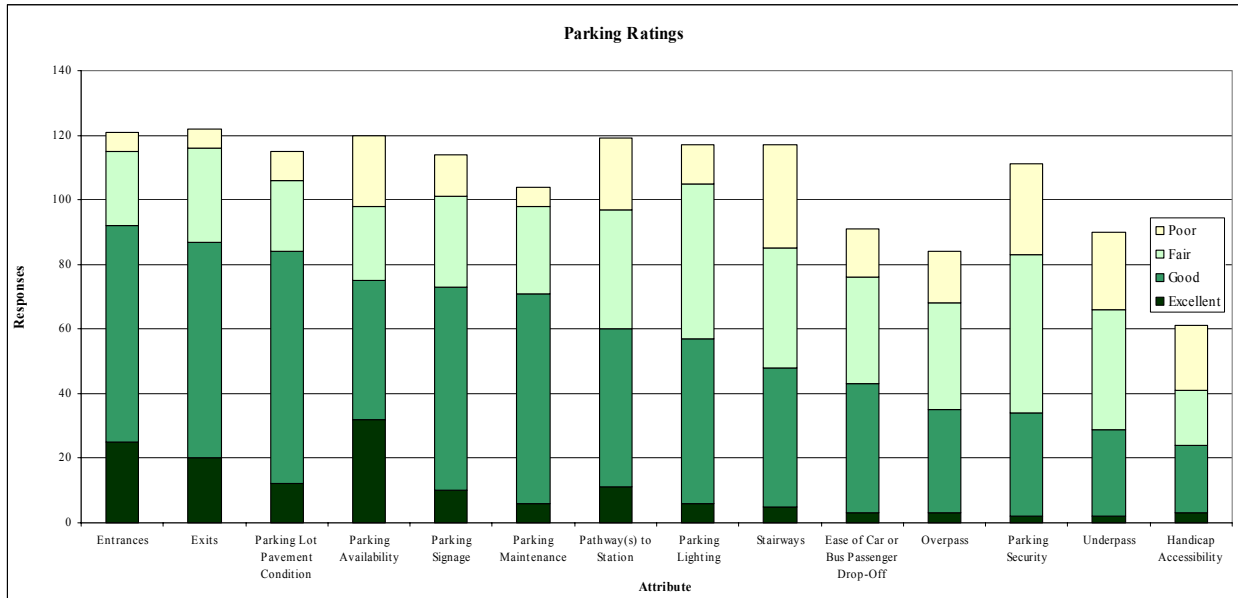
Of those who parked at the station, 61% held a permit, and of those without a permit just under half were on a waiting list. The customer profile at Greenwich followed the typical trends:

predominantly male (70%), between the ages of 25-64 (87%), and with high annual incomes (76% over \$100,000).

Customer ratings were mixed for the parking, station and platform elements. Overall, ratings were more positive than negative and many aspects were seen to have improved in recent years. The parking and platform elements rated somewhat lower than the station building.

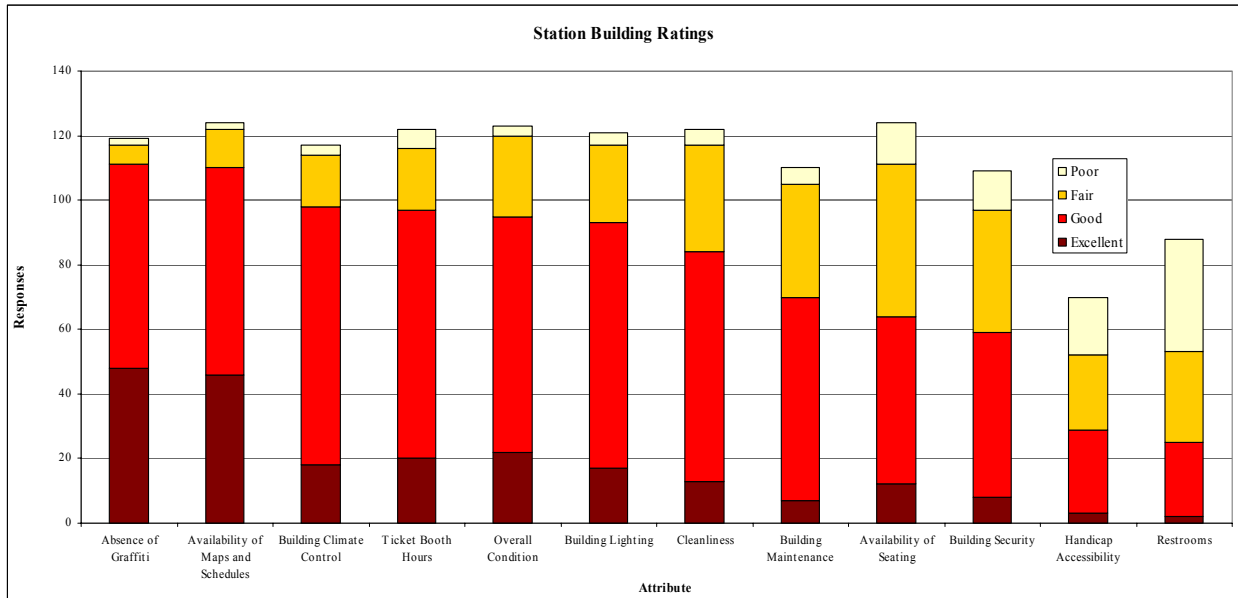
Half of the parking elements were rated ‘fair’ or ‘poor’ by at least 50% of respondents. The lowest rated parking element was security, followed by the underpass and handicap accessibility. Sixty-nine percent of respondents rated security negatively. Only the parking entrances received notably favorable ratings (76%). Figure 187 details how Greenwich respondents rated the parking situation.

Figure 187: Greenwich Station Platform Ratings



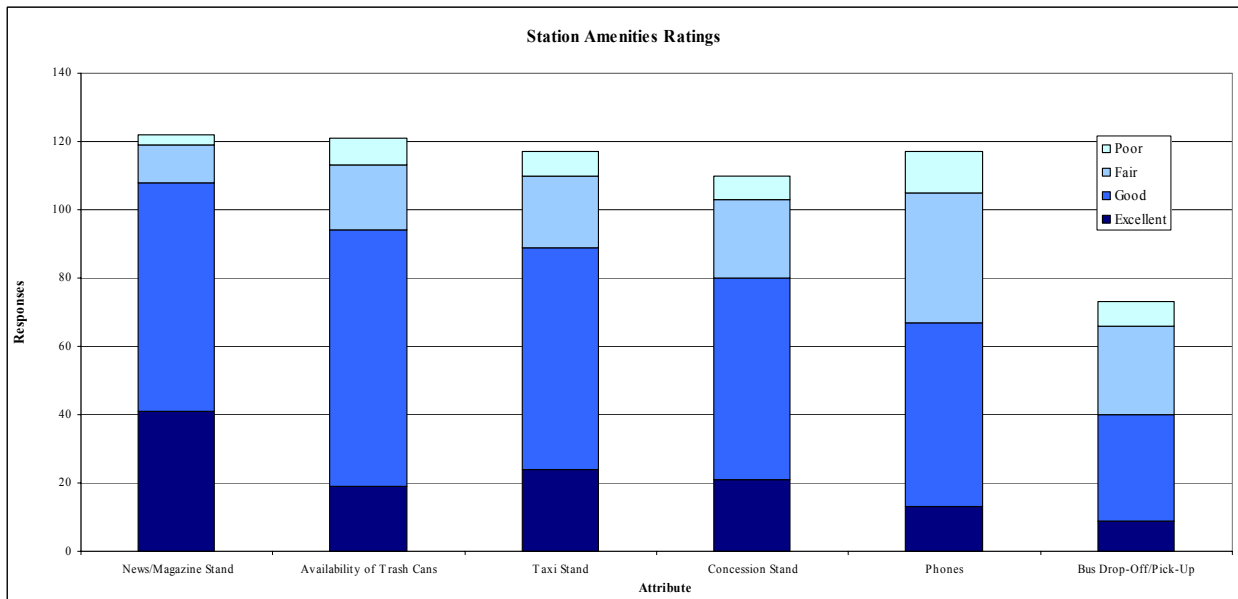
The station building, on the other hand, was generally positively rated by most customers. The two highest rated aspects were the absence of graffiti (93% positive) and the availability of maps and schedules (89% positive), following a trend seen at most stations thus far. Seventy-seven percent of Greenwich respondents were satisfied with the overall condition of the station building. Station security was not rated negatively, nor was it rated particularly highly. The only two elements rated ‘fair’ or ‘poor’ by over half of respondents were the restrooms and handicap accessibility. Clearly handicap accessibility is perceived as a problem both inside and outside the station building. Restrooms, the lowest rated element, were rated negatively by 72% of respondents. Figure 188 shows the building ratings in Greenwich.

Figure 188: Greenwich Station Building Ratings



All of the station amenities received predominantly favorable ratings. The amenities at Greenwich actually received the highest ratings of any station on the New Haven Line. No elements had a majority of negative ratings. The highest rated amenity was the news/magazine stand with 89% positive ratings. The bus drop-off/pick-up element was the lowest rated amenity with 45% negative ratings. Figure 189 describes the amenity ratings in Greenwich.

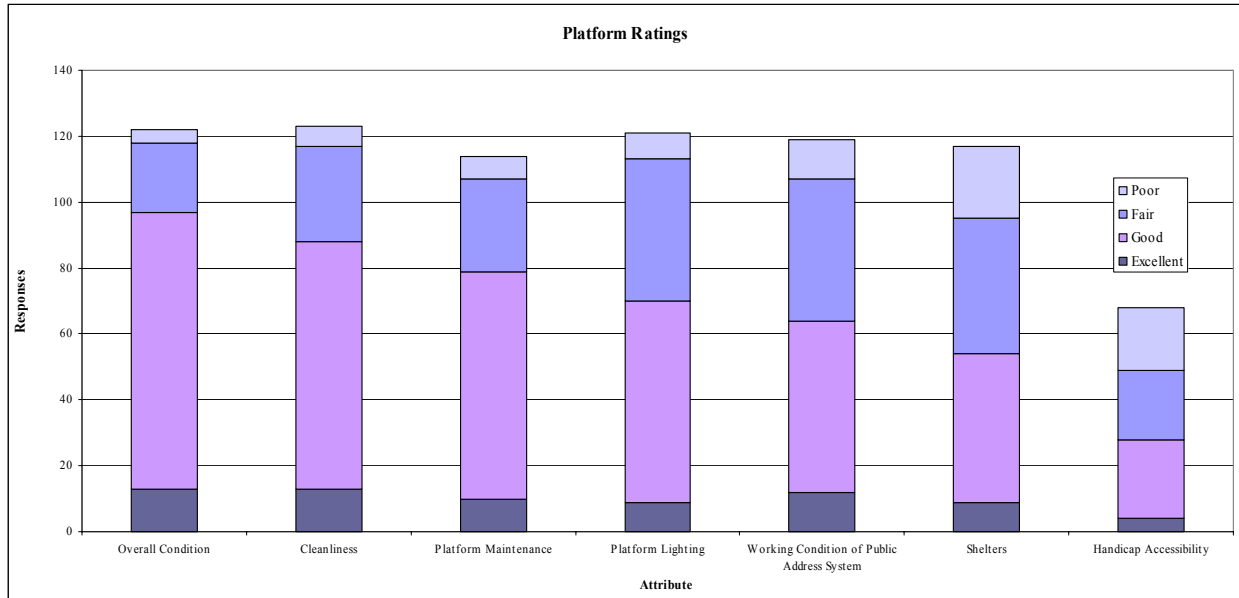
Figure 189: Greenwich Station Amenities Ratings



Concerning the platform at Greenwich, handicap accessibility once again was rated ‘fair’ or ‘poor’ by over half of customers surveyed, as were the shelters. Otherwise, the various platform

aspects received mostly favorable ratings. Figure 190 shows the platform ratings in Greenwich. Eighty percent of respondents were satisfied with the overall condition of the platform, making it the highest rated element. Shelters were rated negatively by 54% of respondents and handicap accessibility was rated unfavorably by 59% of respondents.

Figure 190: Greenwich Station Platform Ratings



Comparing the results of the most recent Metro-North survey to the results of this survey, 4 of the 6 elements were very similar. Overall station condition, parking availability and platform cleanliness were all within 2 percentage points of each other with the Metro-North respondents rating the conditions higher. Platform condition was separated by 6 percentage points with the respondents to this survey rating the condition higher. The results of the 2 surveys varied more on the station cleanliness and public address system conditions. Metro-North respondents rated both conditions higher than respondents to this survey. Eighty percent of Metro-North respondents were pleased with the cleanliness of the station as were 69% of respondents to this survey. For the public address system, 75% of Metro-North respondents were pleased as were 54% of respondents to this survey.

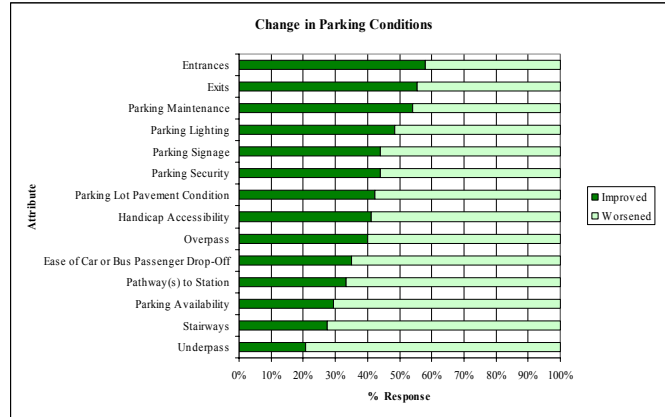
Change

When evaluating the trend over time of the station conditions rated earlier, Greenwich respondents were much less pleased with the changed conditions than they were with the current situation.

The parking change ratings in Greenwich were low. The most improved parking rating only received 58% improvement ratings. Eleven of the 14 parking elements had a majority of respondents who felt that they had worsened in the past 2 years. Underpasses, stairways and parking availability were the least improved parking elements. Eighty-nine percent of

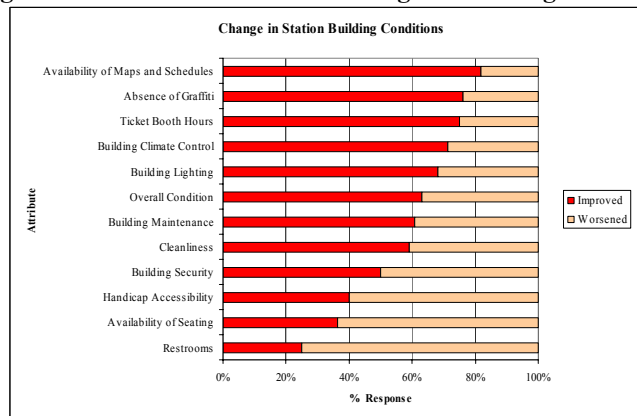
respondents said that underpasses, the least improved parking element, had worsened recently. Figure 191 displays the parking change ratings in Greenwich.

Figure 191: Greenwich Station Change in Parking Conditions



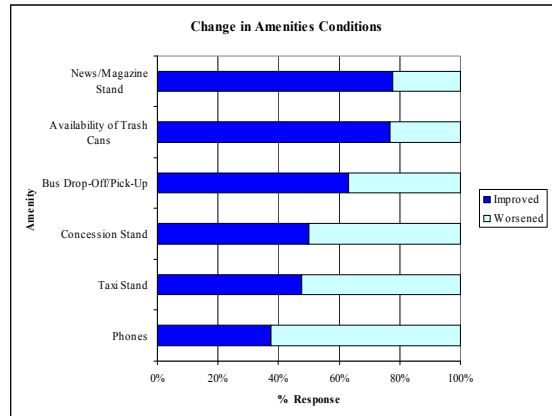
Building change ratings were significantly better than the parking ratings in Greenwich. Figure 192 displays the Greenwich Station building change ratings. Three building elements were thought to have worsened by a majority of respondents. The least improved building elements were the restrooms. Three-quarters of respondents thought that the condition of the restrooms had worsened in the previous 2 years. Sixty-three percent of respondents had noticed an improvement in the overall station building condition. The most improved elements were availability of maps and schedules (82% improvement) and absence of graffiti (76% improvement), which was consistent with most other stations.

Figure 192: Greenwich Station Change in Building Conditions



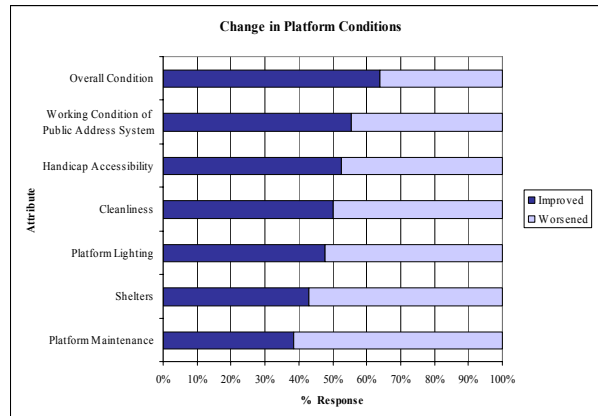
Amenities change ratings were generally comparable to station building change ratings. As noted before, the current situation ratings for amenities in Greenwich were the highest on the New Haven Line. Figure 193 outlines the amenities change ratings in Greenwich. The most improved amenities were the news/magazine stand (78% improvement), and as usual, the availability of trash containers (77% improvement). Two elements were thought to have worsened by a majority of respondents. Phones were the least improved amenities with 62% ‘worsened’ ratings.

Figure 193: Greenwich Station Change in Amenities Conditions



The platform change ratings were lower than the building and amenity change ratings but were higher than the parking change ratings. Figure 194 displays how Greenwich respondents viewed changes to the platform over the past 2 years. Three platform elements were thought to have worsened by a majority of respondents. Platform maintenance was the last improved element with only 38% improvement ratings. Only a little higher, the most improved element was the overall platform condition, which only elicited 64% improvement ratings.

Figure 194: Greenwich Station Change in Platform Conditions



When looking at the trend for all of the categories of station elements, overall the parking elements were identified as being in the most need of attention. Four elements had 70% or higher ‘worsened’ ratings and can be labeled as the elements that should be at the top of the list for improvement. Restrooms, parking availability, stairways and underpasses all had 70% or more respondents who thought that they had worsened in the previous 2 years.

Responsible Agencies

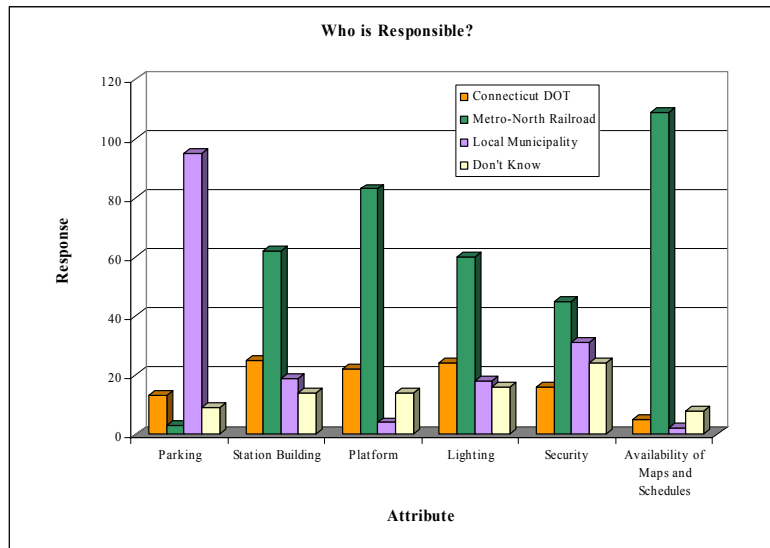
Consistent with the overall trend, most Greenwich respondents thought that Metro-North was responsible for the majority of station conditions. Figure 195 illustrates exactly how Greenwich

respondents viewed responsibility of agencies for elements found at the station. Generally speaking, a majority of respondents felt that the following conditions fell under the responsibility of these agencies:

- Parking: local municipality (79%)
- Station Building: Metro-North (52%)
- Platform: Metro-North (67%)
- Lighting: Metro-North (51%)
- Map and Schedule Availability: Metro-North (88%)

Security was not as clear as the other conditions to the Greenwich respondents. Respondents were generally split between thinking that Metro-North (39%) was responsible for security and thinking that the local municipality (27%) was.

Figure 195: Greenwich Station – Responsible Agencies



Written-In Customer Comments

Consistent with the trend on the rest of the New Haven Line, respondents felt the need to write in that more parking areas were needed at the station. The highest percentage of respondents, 17%, wrote about the need for more parking. The next highest percentage of respondents was significantly smaller with only 7% making general statements about the station needing improvement. Five percent of respondents were concerned with each the length of the waiting list, the benches and shelters and the cleanliness of the restrooms. Several other comments were made by 3 or fewer people and are listed with all of the comments written-in in Greenwich in Table 20.

Table 20: Greenwich Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
18	Need more parking areas	13	17.3%
83	Station needs improvements	5	6.7%
7	Long wait on parking list	4	5.3%
12	Could use benches & protected shelters from rain/snow with heat/air	4	5.3%
68	Cleaner restrooms on trains and in stations	4	5.3%
10	Lighting needs improvement	3	4.0%
44	Parking too expensive	3	4.0%
1	Another over/underpass needed	2	2.7%
8	Entrances/Exits very difficult	2	2.7%
19	Construction project very slow	2	2.7%
20	Better pathways to train platform	2	2.7%
24	Cleaner platforms	2	2.7%
33	Need security at parking areas	2	2.7%
42	Traffic signal not pedestrian friendly	2	2.7%
49	Overall good comments	2	2.7%
61	Better public address system needed	2	2.7%
65	More trains (cars) needed	2	2.7%
74	Dangerous crossover	2	2.7%
14	Drop-off and pick-up areas need to be changed	1	1.3%
15	Need handicap elevators	1	1.3%
16	Parking garage needed	1	1.3%
22	Cleaner trains	1	1.3%
26	Limited disabled access	1	1.3%
27	Trash cans needed	1	1.3%
29	Cell phone use is annoying	1	1.3%
30	Handicap have hard time with stairs	1	1.3%
35	Train schedules usually inaccurate	1	1.3%
37	Keep token & vending machines in good working order	1	1.3%
45	Public address system needed on trains	1	1.3%
59	Trains in terrible condition	1	1.3%
60	Taxis all over parking lots	1	1.3%
62	Need better security company	1	1.3%
63	Snow removal on stairs & walkways	1	1.3%
71	Better service	1	1.3%
89	Monthly parking passes	1	1.3%
<i>Total Comments</i>		75	100.0%

Danbury Line

Danbury

Eighty-four surveys were distributed at the Danbury station, yielding 23 responses, or a 27% response rate. A full 100% of respondents traveled by train daily, during the peak periods, and

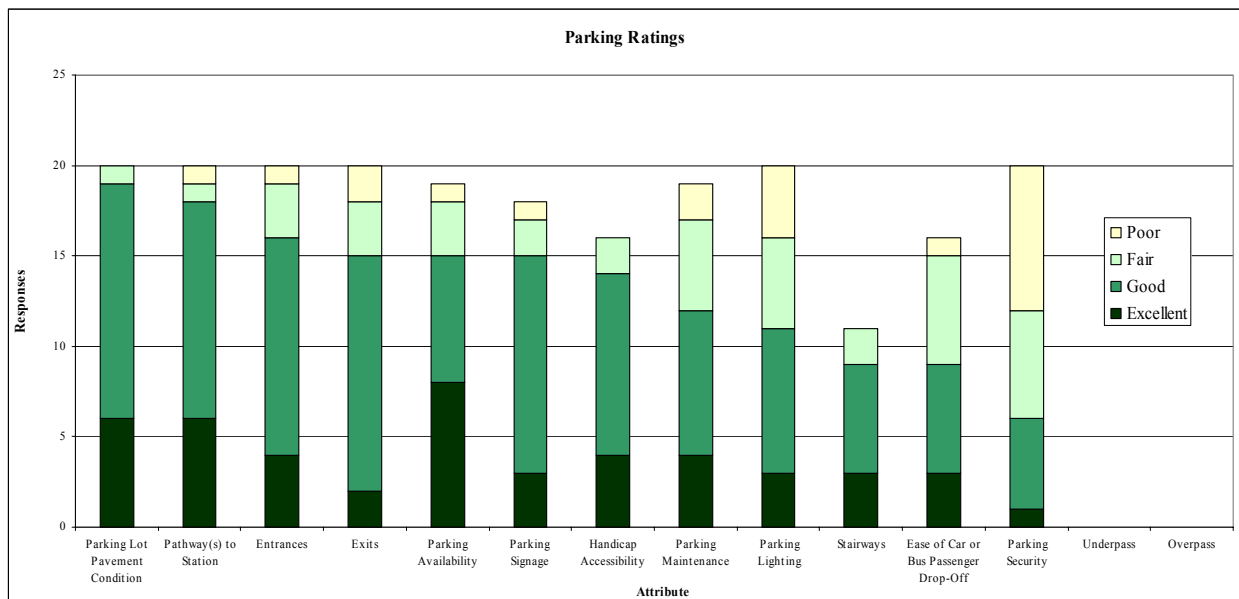
95% indicated work or school as their trip purpose. All but one of the Danbury survey respondents possessed parking permits, and the remaining respondent indicated that he/she is currently on a waiting list for a permit.

Roughly two-thirds of customers surveyed at Danbury were male (64%), and most were within the customary commuting age group of 25-64 years of age. Income distribution was much more varied at Danbury than at other stations. Fifty-three percent of customers reported incomes between \$25,000 and \$75,000. Sixteen percent of respondents had incomes between \$75,000 and \$100,000, while 31% reported incomes above \$100,000.

In an overview of all physical facilities and station elements, 68% of responses were for ratings of ‘excellent’ or ‘good.’ The highest percentage of ratings for the various elements were ‘good’ (50%), with relatively even distribution of ‘excellent’ and ‘fair’ ratings (18% and 21%, respectively). Only 11% of all responses were for ‘poor’ ratings.

Parking facilities at Danbury for the most part received favorable ratings, with two notable exceptions. Parking security represented the single greatest concern among survey respondents at this station. Seventy percent rated the parking security as either ‘fair’ (30%) or ‘poor’ (40%). Security was the only element to receive a majority of negative ratings. Parking lighting and maintenance also received a high percentage of ‘fair’ and ‘poor’ ratings (45% and 37%, respectively). Danbury does not have an underpass or an overpass. At the other end of the scale, 95% of respondents were pleased with the parking lot pavement condition. Ninety percent of respondents were also satisfied with the pathways to the station. Figure 196 shows the parking ratings results for the Danbury Station.

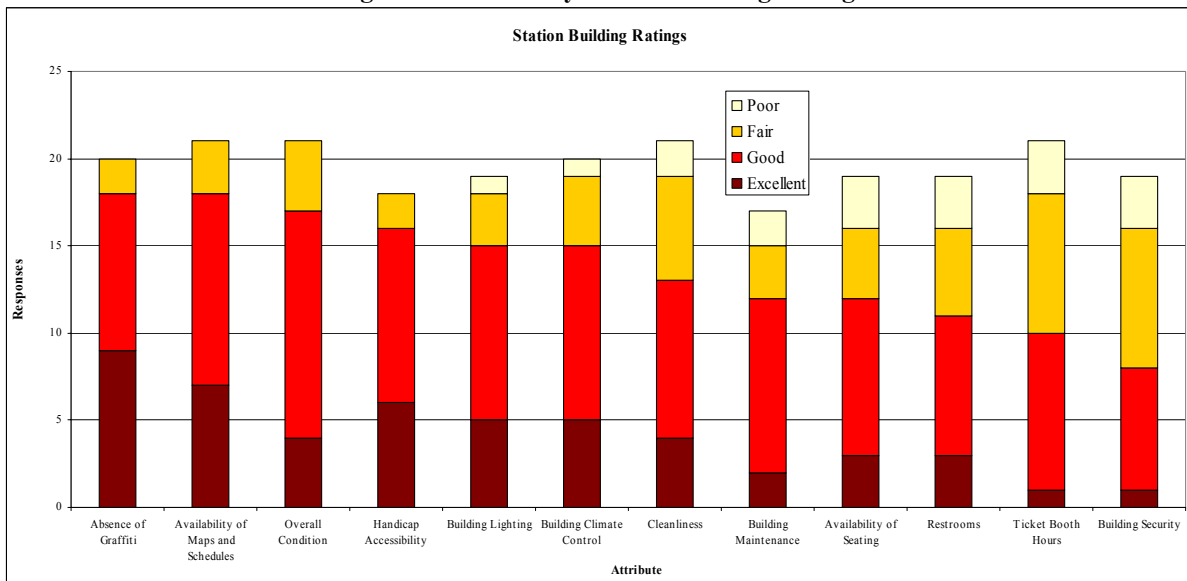
Figure 196: Danbury Station Parking Ratings



Ratings for the Danbury station building were not as favorable. Figure 197 describes the building situation in Danbury. Of the twelve elements surveyed, seven received combined ‘fair’ and

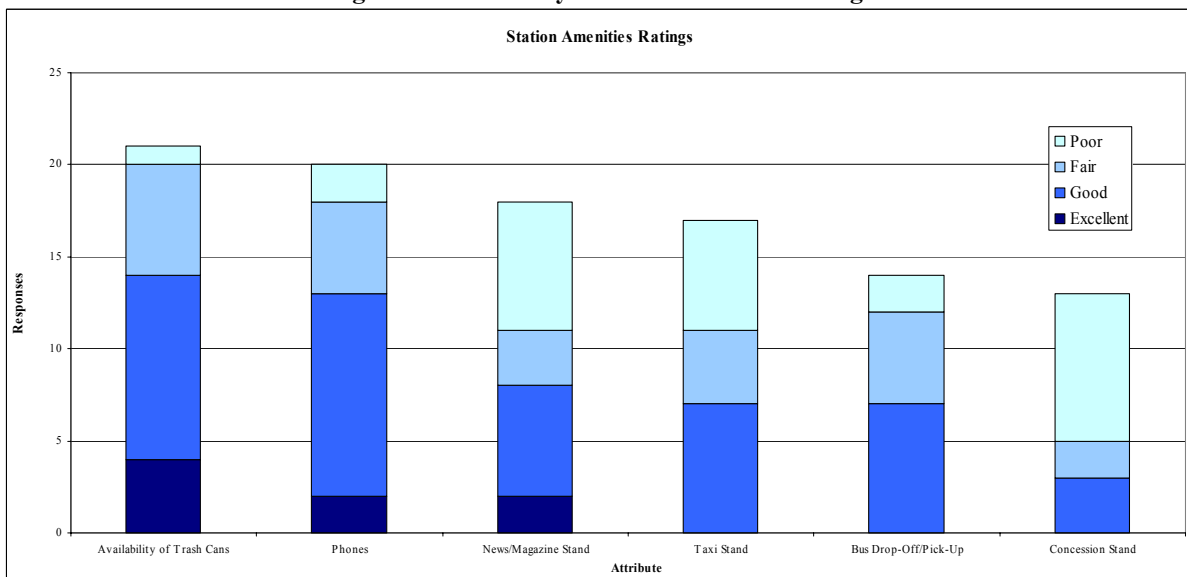
‘poor’ ratings of 25% or higher. These included ticket office hours (52%), building climate control (25%), building security (58%), cleanliness (39%), restrooms (42%), building maintenance (30%), and availability of seating (37%). However, 81% of respondents were pleased with the present overall condition of the building. As was the case in several other stations, the highest rated elements were the absence of graffiti (90% positive) and availability of maps and schedules (86% positive).

Figure 197: Danbury Station Building Ratings



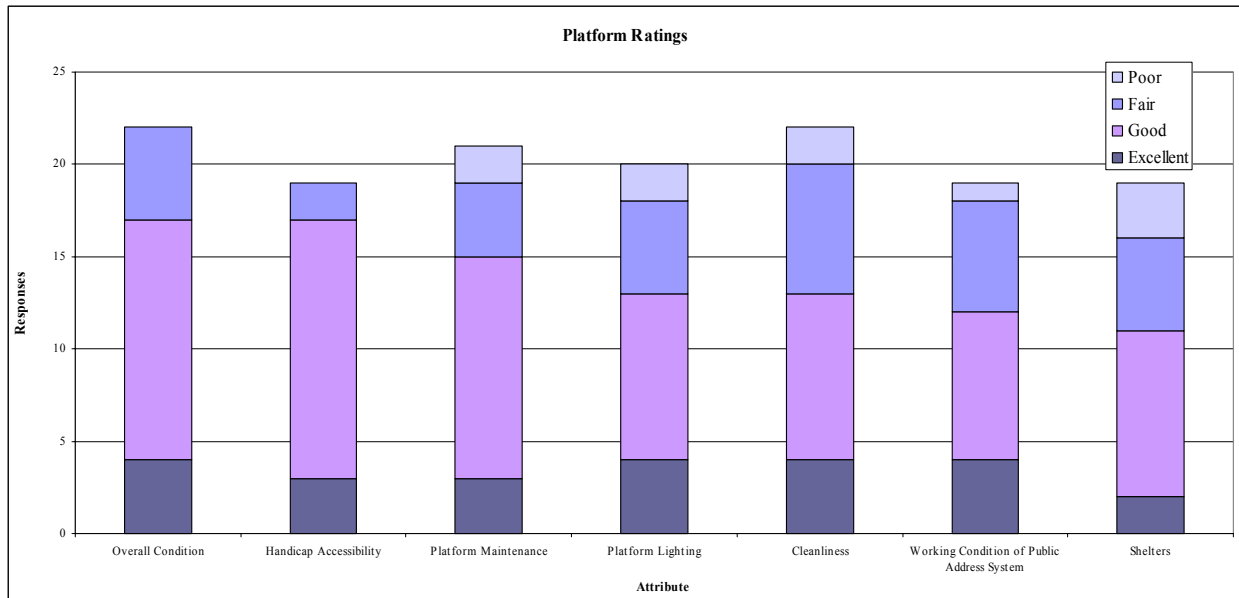
Amenities at the Danbury Station were mediocre. Figure 198 shows how respondents rated amenities in Danbury. Three elements had less than half of respondents who rated them positively. The lowest rated amenity was the concession stand, which had 77% negative ratings. The highest rated element, trash can availability, still only had 67% favorable ratings.

Figure 198: Danbury Station Amenities Ratings



All of the platform elements at Danbury were rated favorably by most customers. Particularly favorable ratings were given to overall condition and handicap accessibility, while platform shelters – usually a source of criticism among passengers – received ‘good’ or ‘excellent’ ratings from 58% of respondents. Shelters were still, however, the lowest rated platform element. Figure 199 outlines the platform ratings given at the Danbury Station. Seventy-seven percent of respondents were satisfied with the overall condition of the platform. Handicap accessibility was the highest rated element with 89% positive ratings.

Figure 199: Danbury Station Platform Ratings



Change

When asked to rate change in the Danbury Station during the previous 2 years, not many respondents commented. Generally speaking, the majority of respondents thought the condition they rated had worsened. The following comments were made about the trend in elements:

- **Parking**
 - Parking Maintenance (1 person said it worsened)
 - Parking Security (1 person said it improved)
 - Exits (1 person said they improved, 1 person said they worsened)
- **Building**
 - None
- **Amenities**
 - Phones (1 person said they worsened)
 - News/Magazine Stand (1 person said it worsened)
 - Concession Stand (1 person said it worsened)
 - Taxi Stand (1 person said it worsened)
 - Bus Drop-Off/Pick-Up (1 person said it worsened)
 - Availability of Trash Cans (1 person said it improved, 1 person said it worsened)

- **Platform**
 - Overall Condition (1 person said it worsened)
 - Handicap Accessibility (1 person said it worsened)
 - Lighting (1 person said it improved)
 - Cleanliness (1 person said it worsened)
 - Shelters (1 person said they worsened)
 - Platform Maintenance (1 person said it worsened)
 - Working Condition of Public Address System (1 person said it worsened)

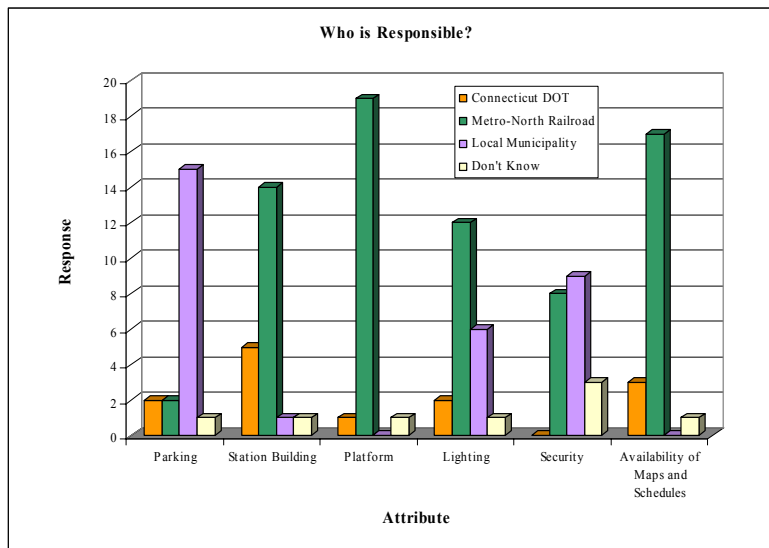
Responsible Agencies

Similar to the respondents in Greenwich, Danbury respondents also had a majority of respondents indicate that they thought that a particular agency was responsible for each of the elements in question except for security. Figure 200 shows how respondents viewed the responsibility structure in Danbury. Consistent with the trend found at several other stations, Danbury respondents felt that Metro-North had the responsibility for the most elements. The majority of respondents felt that the following elements were the responsibility of these agencies:

- Parking: local municipality (75)
- Station Building: Metro-North (67)
- Platform: Metro-North (90)
- Lighting: Metro-North (57)
- Map and Schedule Availability: Metro-North (81)

A large percentage (29%) of respondents also thought that the responsibility for lighting fell in the sphere of the local municipality. For security, 45% of respondents thought that the local municipality was in charge and 40% thought that Metro-North had responsibility.

Figure 200: Danbury Station – Responsible Agencies



Written-In Customer Comments

Based on the comments that respondents wrote in at the Danbury Station, customers are generally happy with the station. Twenty-one percent of respondents wrote in good general comments about the station. A couple of people wrote in that the lighting needed improvement, that station hours needed to be extended and that more trains/cars were necessary. Table 21 shows all of the comments written-in by customers in Danbury, even if they were only mentioned by 1 person.

Table 21: Danbury Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
49	Overall good comments	3	21.4%
10	Lighting needs improvement	2	14.3%
55	Extend station hours	2	14.3%
65	More trains (cars) needed	2	14.3%
16	Parking garage needed	1	7.1%
21	Traffic officers needed during rush hours	1	7.1%
35	Train schedules usually inaccurate	1	7.1%
50	Parking stripes need to be painted on	1	7.1%
83	Station needs improvements	1	7.1%
<i>Total Comments</i>		<i>14</i>	<i>100.0%</i>

Bethel

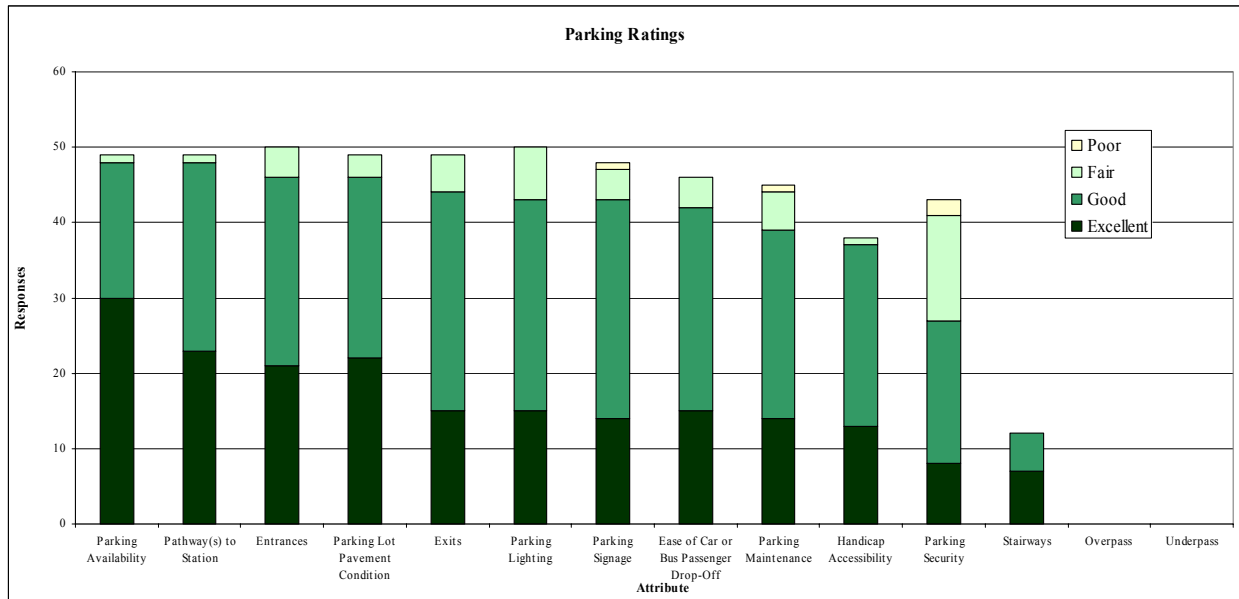
A total of 96 surveys were distributed in Bethel, yielding 50 responses for a high response rate of 52%. Ninety-two percent (92%) of customers surveyed used the train daily, while 6% used the train at least once per week. Two percent (2%) traveled at least once a month; no customers surveyed traveled less often than once a month. As was typical throughout the survey results, the vast majority (98%) of Bethel customers used the train to commute to either work or school, and traveled during the peak periods. The same percentage of respondents (98%) held parking permits for the station. The remaining two percent indicated recreational usage.

The Bethel station provided a more even gender representation than the survey results as a whole, with 57% of respondents being male and 43% female. The age distribution followed the overall pattern of working commuters aged 25-64. Finally, incomes were slightly more evenly distributed than the total survey population, but remained relatively high among Bethel customers. Only 9% of respondents indicated incomes below \$50,000.

Concerning the physical facilities and amenities at the Bethel station, most survey respondents provided favorable responses. The majority of the station elements (parking, building condition, etc.) received mostly responses of ‘excellent’ or ‘good.’ Furthermore, most survey respondents provided feedback for each element, although several elements were rated by a smaller number of customers. These elements included underpass, overpass, ticket office hours, taxi stand, and

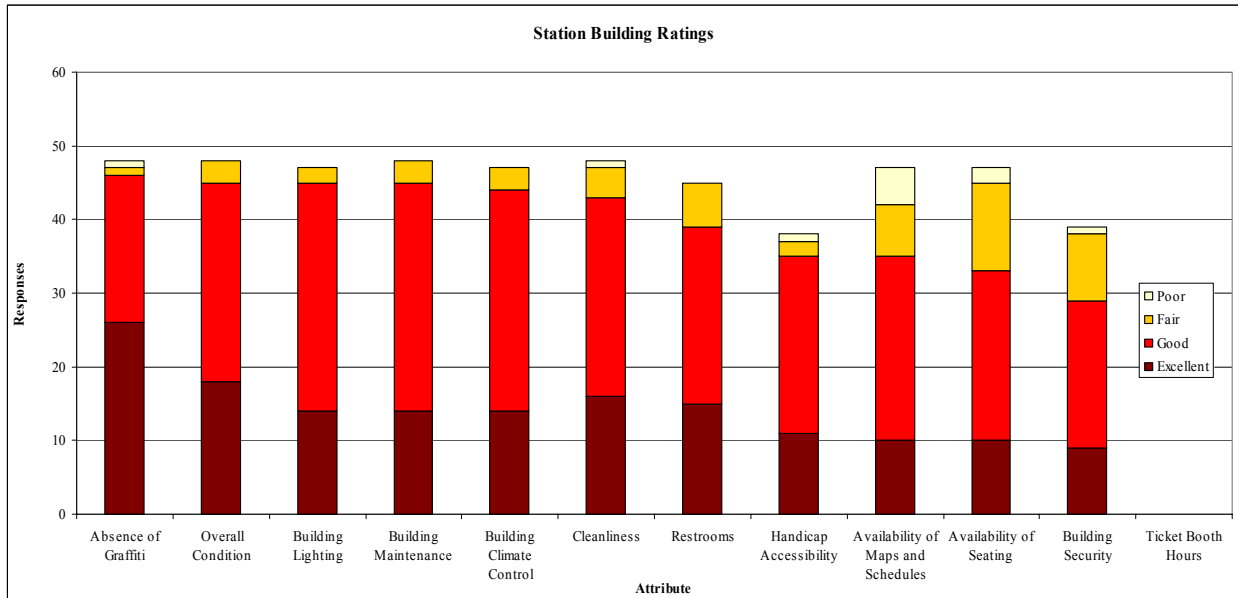
bus drop-off/pick-up. Bethel had the highest building and amenities ratings on the Danbury Line. Bethel also had the highest improvement ratings on the Danbury Line for the platform. Figure 201 shows the parking ratings for the Bethel Station. Parking ratings in Bethel were only slightly lower than the parking ratings in Redding, the highest rated station for parking on the Danbury Line. Parking ratings were extremely high: 7 of the 12 elements had positive ratings from 90% or more respondents. Stairways had 100% positive ratings, but had the lowest actual numbers of positive marks (12). Parking availability and pathways to station had the highest number of positive marks (48) - 98% favorable ratings. The lowest rated parking element in Bethel, parking security, still had an acceptable 63% positive rating.

Figure 201: Bethel Station Parking Ratings



Building ratings were quite high, but lower than parking ratings. However, Bethel had the highest rated station building on the Danbury Line. Figure 202 shows how Bethel respondents rated building elements. Bethel does not have a ticket office. The lowest rated element, availability of seating, only had 30% negative ratings. Ninety-four percent of respondents were pleased with the overall condition of the station building. The highest rated condition, not surprisingly, was absence of graffiti, and it had 96% positive ratings.

Figure 202: Bethel Station Building Rating Results



Among amenities, Bethel station again received predominantly favorable ratings. Bethel was the also the station with the highest rated amenities on the Danbury Line. Figure 203 shows the highly rated amenities in Bethel. Only the taxi stand and phones received ratings of ‘fair’ or ‘poor,’ which combined exceeded 25%. And, as noted earlier, a smaller total number of respondents chose to rate the taxi stand. The concession stand was the highest rated amenity with 92% positive ratings.

Figure 203: Bethel Station Amenities Ratings

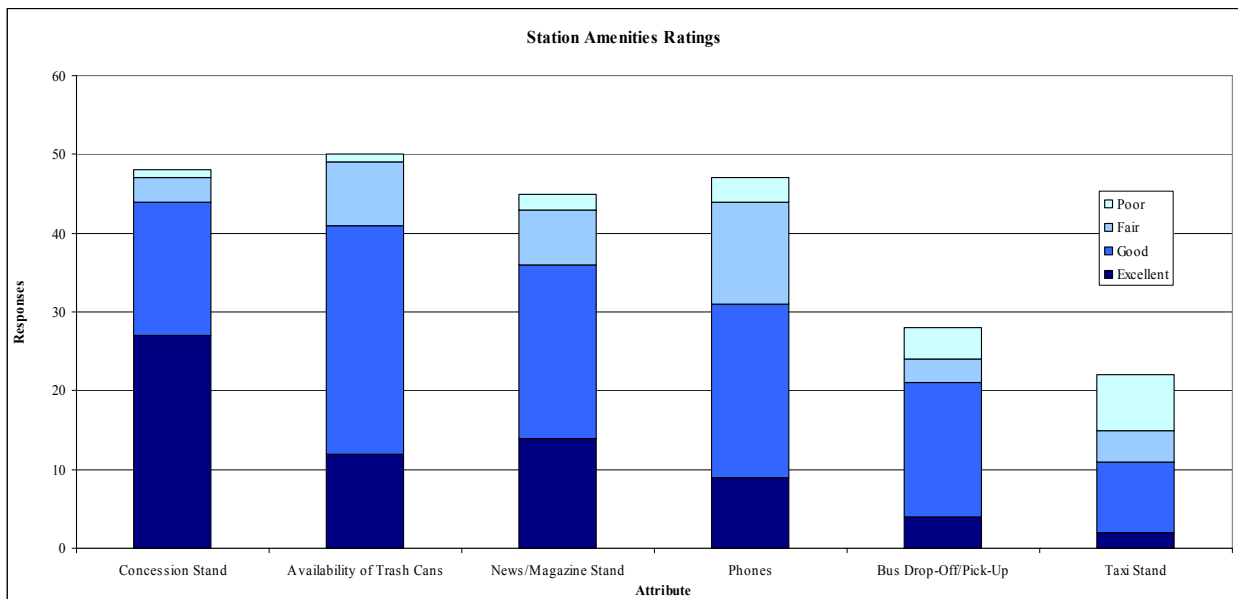
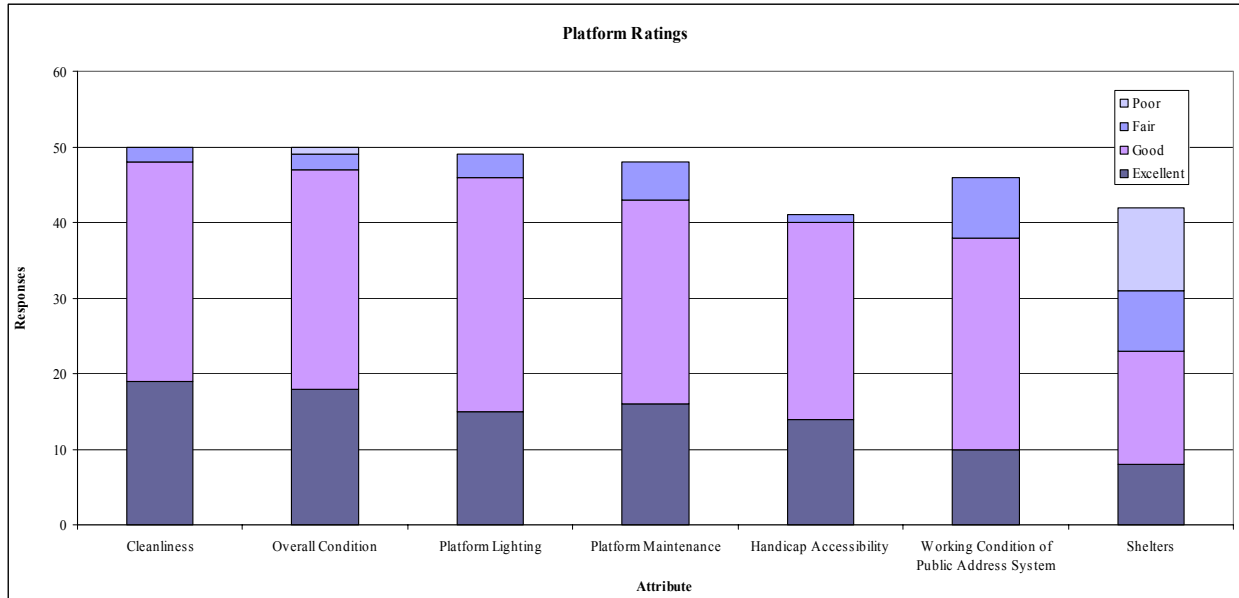


Figure 204 describes how Bethel respondents rated the platform. Ratings for the platform were the second highest on the Danbury Line. As was the case at most stations, shelters were the lowest rated element with only 45% negative ratings. No platform elements had a majority of negative ratings. After shelters, the next lowest rated element had more than 80% positive ratings. Ninety-four percent of respondents were satisfied with the overall condition of the platform. The highest rated platform element was cleanliness, which boasted 96% positive marks.

Figure 204: Bethel Station Platform Ratings

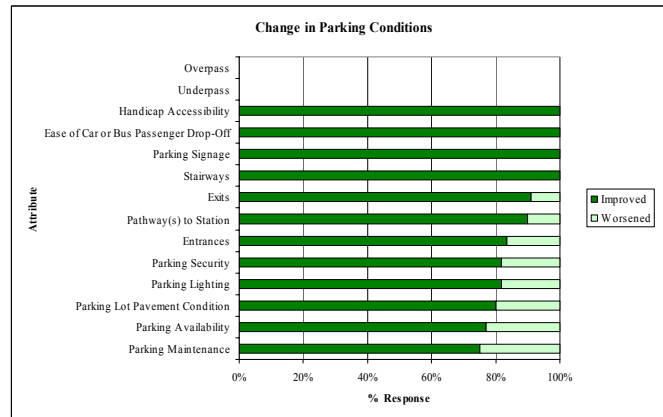


Change

Change ratings in Bethel were lower for parking and the station building compared to the ratings of the current situation, but the opposite was true for amenities and the platform. Only 1 element had a majority of ‘worsened’ ratings.

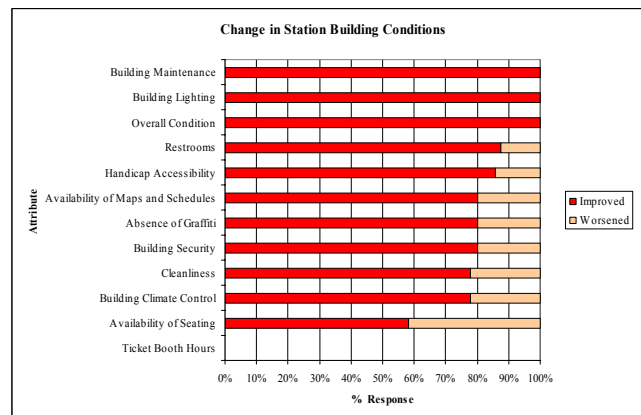
Parking was thought to have improved a lot in Bethel during the previous 2 years. The lowest rated element, parking maintenance, still had 75% improvement ratings. Four elements were thought to have improved by 100% of the respondents. Figure 205 shows how Bethel respondents viewed change to parking over the past couple of years. Bethel does not have an overpass or an underpass.

Figure 205: Bethel Station Change in Parking Conditions



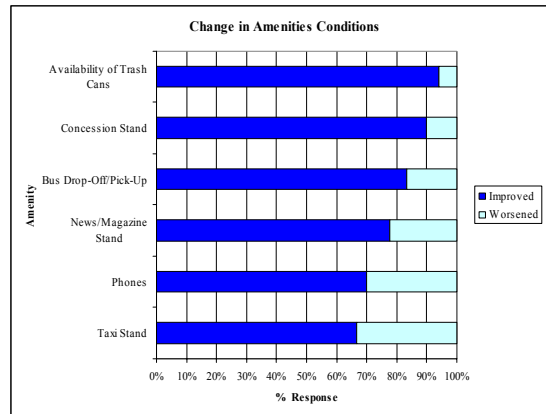
Bethel also had the second highest station building improvement ratings on the Danbury Line. Three building elements were thought to have improved by all the respondents. Figure 206 displays the change ratings for building elements in Bethel. The station in Bethel had no ticket office. One hundred percent of respondents said they thought that the overall condition of the station building had improved in the past 2 years.

Figure 206: Bethel Station Change in Building Conditions



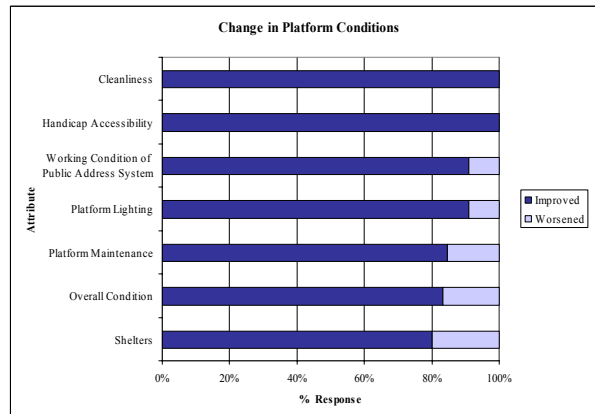
Amenities in Bethel were also mostly thought to have improved. Figure 207 shows the ratings. The least improved element, the taxi stand, still had 67% improvement ratings. Consistent with the trend from other stations, 94% of respondents were pleased with the improvement to trash can availability and it was the most improved amenity. Ninety percent of respondents also felt that the concession stand had improved over the last 2 years.

Figure 207: Bethel Station Change in Amenities Conditions



Platform elements in Bethel were thought to be the most improved on the Danbury Line. Figure 208 shows the highly improved platform elements in Bethel. The least improved element, not surprisingly, was the shelters, but they only received 20% ‘worsened’ ratings. Eighty-three percent of respondents thought that the overall condition of the platform had improved in the previous 2 years. All of the respondents thought that cleanliness and handicap accessibility had improved. Platform lighting and the working condition of the public address system also had improvement ratings above 90%. Platform maintenance and the overall condition of the platform also had improvement ratings above 80%.

Figure 208: Bethel Station Change in Platform Conditions



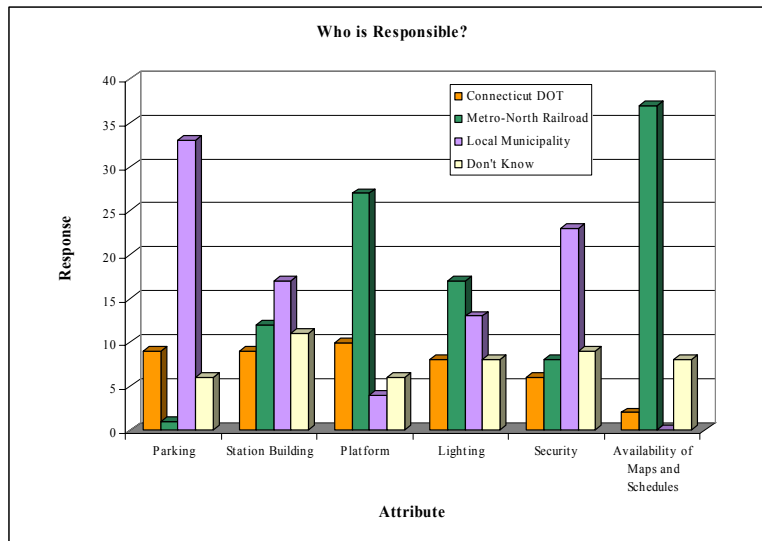
Responsible Agencies

When asked who they thought was responsible for certain station elements, Bethel respondents were much less certain than respondents from other stations. Bethel respondents were pretty sure that the local municipality was responsible for parking (67%), that Metro-North was in charge of the platform (57%), and that Metro-North was responsible for map and schedule availability (78%). Figure 209 shows exactly who Bethel respondents thought was responsible for each element.

The following statements can be made about the elements that were a little more mixed:

- Most (35%) respondents thought that the local municipality was responsible for the station building. Another 24% thought that Metro-North had responsibility and another 18% thought it was Connecticut DOT in charge. A high percentage (22%) of respondents did not know who was responsible.
- Lighting was almost exactly opposite to the station building in terms of percentages of people who thought that Metro-North and the local municipality had responsibility. Thirty-seven percent of respondents thought that Metro-North was responsible for lighting, as did 28% who thought it was the local municipality. Another 17% thought Connecticut DOT was responsible for lighting.
- Twenty-one percent of respondents also thought that Connecticut DOT was in charge of the platform, despite the majority of respondents who thought it was Metro-North.
- Half of Bethel respondents thought that the local municipality was responsible for security. The next highest percentage was the group of people who did not know who had responsibility for security.

Figure 209: Bethel Stations – Responsible Agencies



Written-In Customer Comments

When asked to write in their comments, the highest percentage (17%) of respondents wrote that more trains/cars were needed. Fourteen percent of respondents also wrote in general good comments. Another 14% wrote about the need for benches and protected shelters to shield against inclement weather. Several other comments were made by 3 or fewer people. Table 22 shows all of the comments written-in by respondents at the Bethel Station.

Table 22: Bethel Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
65	More trains (cars) needed	5	17.2%
12	Could use benches & protected shelters from rain/snow with heat/air	4	13.8%
49	Overall good comments	4	13.8%
18	Need more parking areas	3	10.3%
68	Cleaner restrooms on trains and in stations	3	10.3%
79	Pay phone needed	2	6.9%
8	Entrances/Exits very difficult	1	3.4%
13	Need ticket machines	1	3.4%
24	Cleaner platforms	1	3.4%
41	Information for parking permits made available	1	3.4%
52	Need more free parking spaces	1	3.4%
55	Extend station hours	1	3.4%
56	Escalators need repair	1	3.4%
64	Single overpass not adequate	1	3.4%
<i>Total Comments</i>		29	100.0%

Redding

The survey population at Redding was considerably smaller than at other stations. Only 39 surveys were distributed, with 15 returned for a response rate of 38%. Nonetheless, the customer profile remained similar to the overall trend, with the exception of a slightly lower percentage of daily travelers (71%). In this case, roughly 14% traveled at least once a week, 7% indicated travel at least once a month, and 7% less often. Still, 93% of respondents used the train for their work or school commute, or for other business, and also traveled during the peak periods.

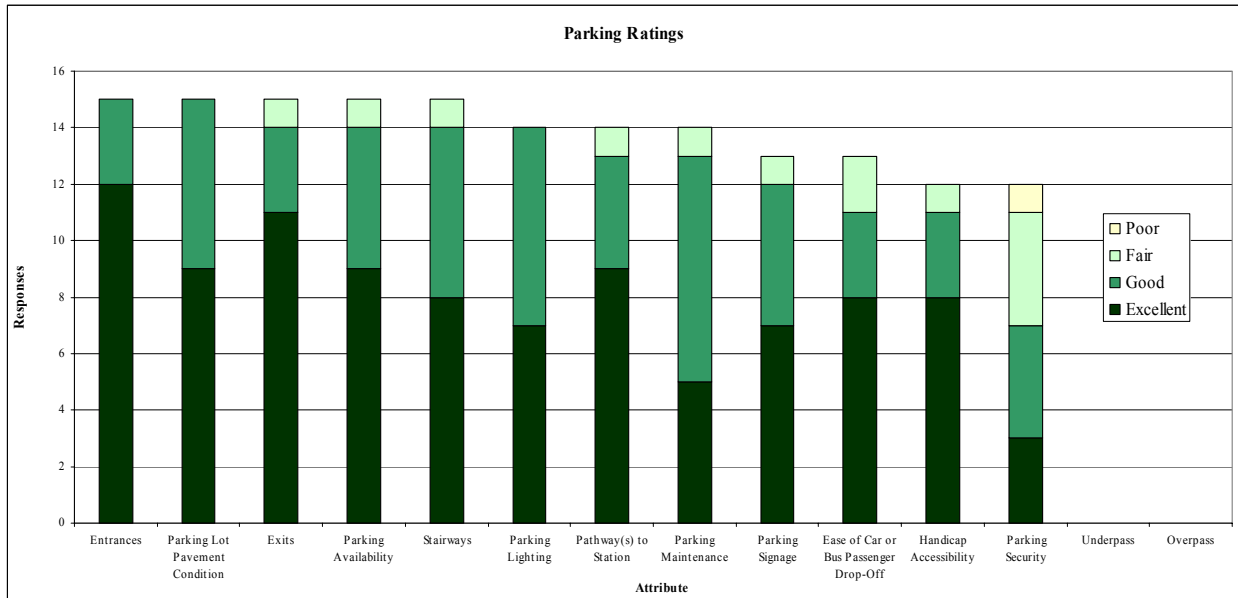
Of those respondents who parked at the station, 67% held a permit, and among those without permits none was on a waiting list. Two-thirds of customers surveyed were male, and 94% were between the ages of 25 and 64. Finally, incomes remained high, although the percentage of those with salaries exceeding \$100,000 was slightly lower than other stations (61%).

The ratings for the various parking and station elements at Redding were somewhat skewed to either the positive or negative extremes, due in part perhaps to the smaller survey population. Overall, ratings were quite favorable, with a far greater percentage of ‘excellent’ ratings. In fact, all but one of the parking facilities at Redding were rated ‘good’ or ‘excellent’ by at least 75% of respondents, the exception being parking security. Parking had the highest regular ratings and highest improvement ratings on the Danbury Line. Amenities improvement ratings and platform regular ratings were all highest on the Danbury Line also. Redding does not have a station building.

Figure 210 shows the parking ratings for the Redding Station. As mentioned, the Redding parking ratings were the highest on the Danbury Line. Furthermore, Redding had the highest rated parking of all the stations in the survey. Due to the small survey size, several elements

received 100% positive ratings. The lowest rated element was parking security with 58% approval. All of the other parking elements had positive ratings of 85% or higher. Redding does not have an overpass or an underpass.

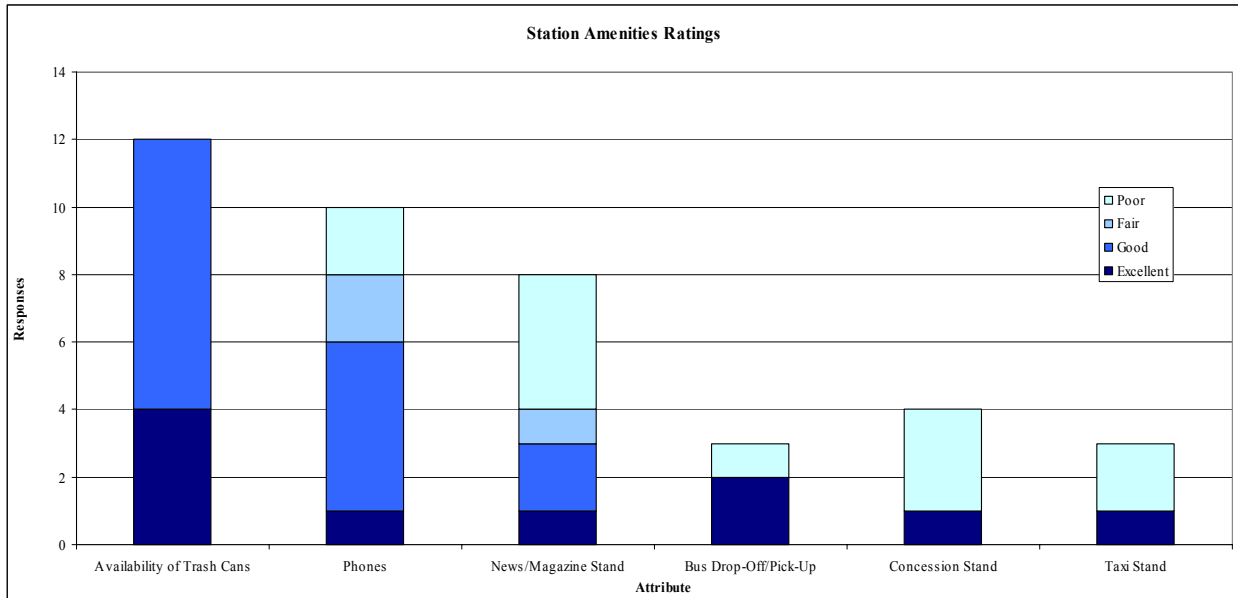
Figure 210: Redding Station Parking Ratings



The Redding station consists only of a platform. However, 3 elements (availability of seating, availability of maps and schedules, and absence of graffiti) were not rated in any other section, so they are considered here. Half of the respondents were pleased with the availability of maps and schedules, 75% with seating availability and 100% with absence of graffiti in Redding.

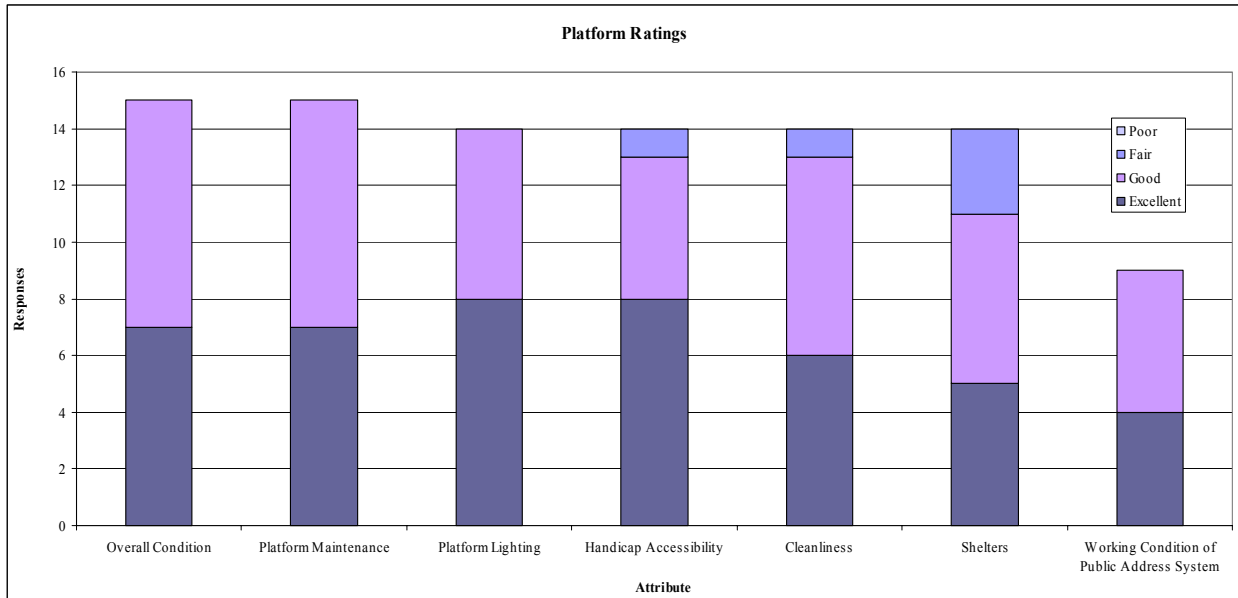
Amenities ratings in Redding were more positive than negative. Figure 211 shows the amenities ratings. Three elements were rated negatively by a majority of respondents. The concession stand was rated the worst with 75% negative ratings. As was the case at most stations, the availability of trash cans was the highest rated element. At Redding 100% of respondents were satisfied with the trash container availability. Two-thirds of respondents were also pleased with the bus drop-off/pick-up situation.

Figure 211: Redding Station Amenities Ratings



The Redding station does not have a station building; it consists only of a platform. Thus, while most customers did provide ratings for the platform elements, these are naturally of greater importance when reviewing the survey results. Unlike many stations, for which the platform shelters were cited as a major concern, Redding's platform rated favorably for all categories, including the shelters. Figure 212 shows how Redding respondents rated the platform elements. Redding's platform ratings were not only the highest on the Danbury Line, but were the highest of all the stations surveyed. Shelters, the lower rated element, still only had 21% negative ratings. Four elements, including the overall platform condition, were rated positively by all respondents.

Figure 212: Redding Station Platform Ratings

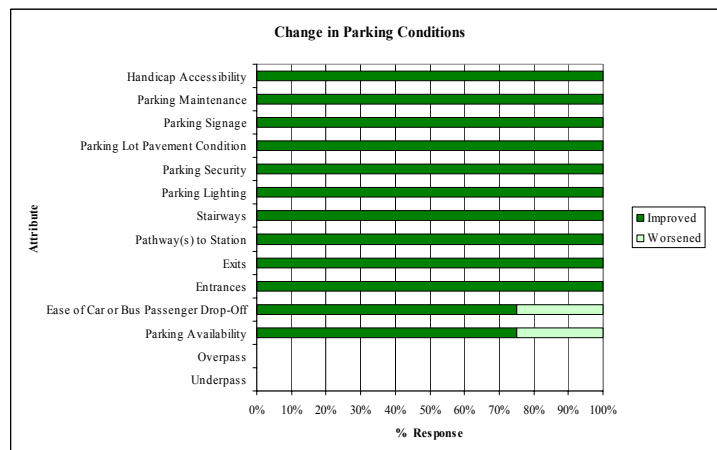


Change

Change ratings in Redding were generally higher than the ratings of the current situation. The platform ratings were an exception. All of the change ratings were the highest on the Danbury Line except for the platform ratings.

Parking improvement ratings were the highest in Redding out of all the stations surveyed. Redding does not have an overpass or an underpass. Of the elements that were rated for change, 10 had 100% of respondents think that the conditions had improved in the past 2 years. The lowest rated elements, parking availability and ease of passenger drop-off, still only had 25% of respondents who thought that the conditions had worsened.

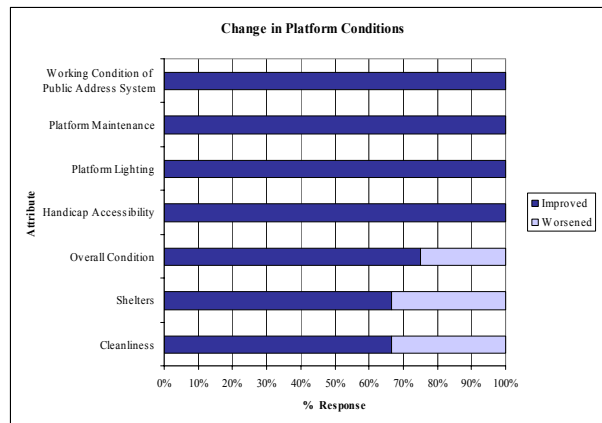
Figure 213: Redding Station Change in Parking Conditions



Redding does not have a station building, so the elements in that category did not receive any improvement ratings. The amenities rated (phones and availability of trash cans) were thought to have improved by the 1 respondent who rated amenities for change.

The platform change ratings were very high. Figure 214 shows the trend in platform conditions over the previous 2 years. The least improved elements, shelters and cleanliness, still had 67% improvement ratings. Four elements were thought to have improved by 100% of the respondents. Three-quarters of respondents were pleased with the improvement to the overall condition of the platform.

Figure 214: Redding Station Change in Platform Conditions



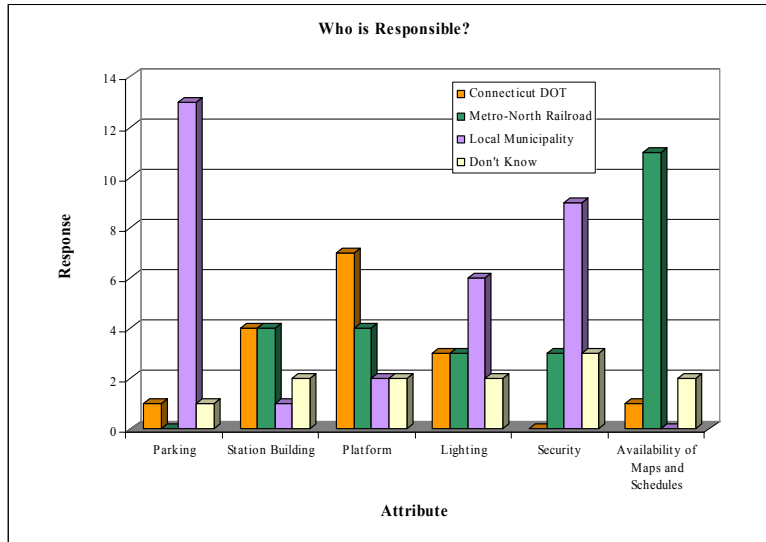
Responsible Agencies

Redding respondents distributed the responsibility for elements much more than respondents at other stations. In general, Redding respondents thought that the local municipality had the most responsibility. Figure 215 shows how Redding respondents viewed the responsibility structure at the station. Redding respondents thought that the following elements were responsibility of these agencies:

- Eighty-seven percent of respondents thought that the local municipality was responsible for parking.
- Respondents were split between Connecticut DOT (36%) and Metro-North (36%) in trying to decide who had responsibility for the station building. Nineteen percent of respondents did not know who was in charge of the building.
- Forty-seven percent of respondents thought that Connecticut DOT had responsibility for the platform. Another 27% of respondents thought that the platform was the responsibility of Metro-North.
- In regard to lighting, most (43%) respondents said that the local municipality was in charge. Twenty-one percent of respondents thought that each Connecticut DOT and Metro-North were responsible for lighting.
- The majority (60%) of respondents thought that the local municipality was responsible for security in Redding. Another 20% each did not know who was in charge and thought that Metro-North was responsible for security.

- Respondents either thought that Metro-North was responsible for map and schedule availability (79%) or did not know who was in charge (14%).

Figure 215: Redding Station – Responsible Agencies



Written-In Customer Comments

As was found in most stations, respondents were concerned enough about parking availability to also write about it in the customer comments section. One-third of respondents were concerned with parking spaces. Table 23 lists all of the comments written-in by Redding respondents.

Table 23: Redding Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
18	Need more parking areas	3	33.3%
8	Entrances/Exits very difficult	1	11.1%
19	Construction project very slow	1	11.1%
49	Overall good comments	1	11.1%
57	Free shuttle	1	11.1%
64	Single overpass not adequate	1	11.1%
68	Cleaner restrooms on trains and in stations	1	11.1%
<i>Total Comments</i>		9	100.0%

Branchville

At the Branchville Station 39 of 167 surveys distributed were returned for a response rate of 23%. Daily commuters accounted for 84% of the respondents, 8% used the train at least once a week, and 3% at least once a month. Five percent of respondents used the train less than once each month. Ninety-two percent of respondents used the train to commute to work or school,

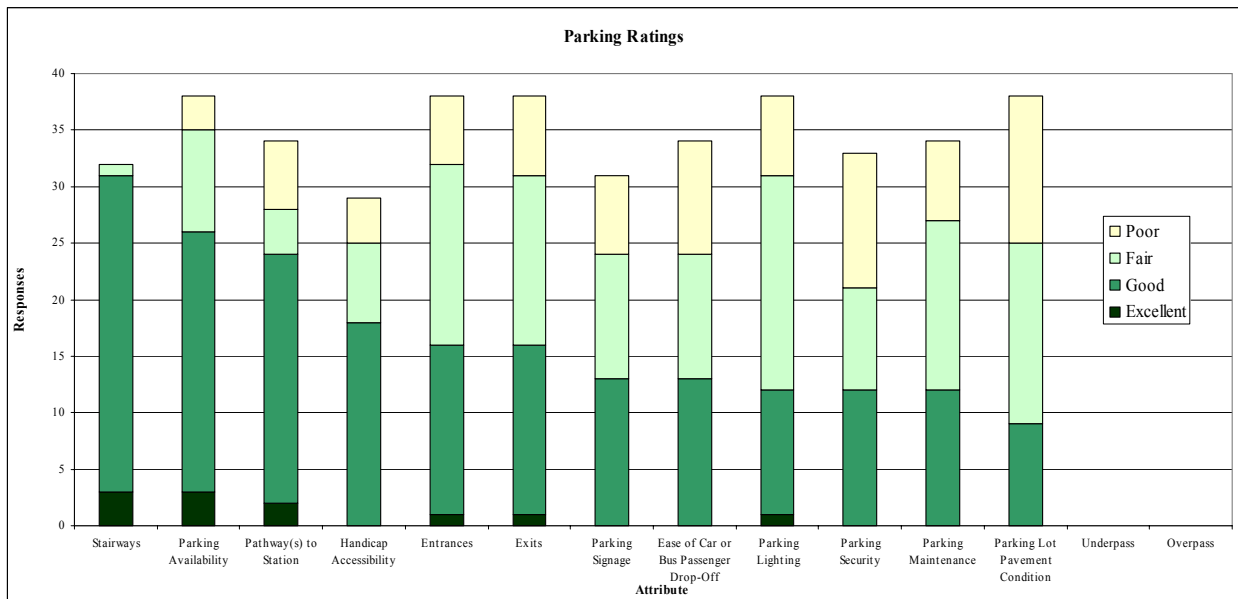
while 8% traveled for business travel other than their daily commute. All respondents at Branchville traveled during the peak periods.

Of survey respondents in Branchville, 82% were male and 18% were female. All respondents were between the ages of 25 and 64. Thirty-seven percent were between 25 and 44 years of age while 63% were aged 45 to 64. Income distribution among Branchville respondents was weighted towards the higher income brackets (\$100k to \$199k and \$200k or more). No surveyed customers reported annual incomes below \$25,000 while 60% earned more than \$100,000.

In general, the Branchville Station received fewer favorable ratings concerning station elements and amenities. While many elements were given ratings of ‘good,’ very few were rated ‘excellent’ and a higher proportion (relative to other stations) received ‘fair’ or ‘poor’ ratings. Parking elements in Branchville were the lowest rated on the Danbury Line.

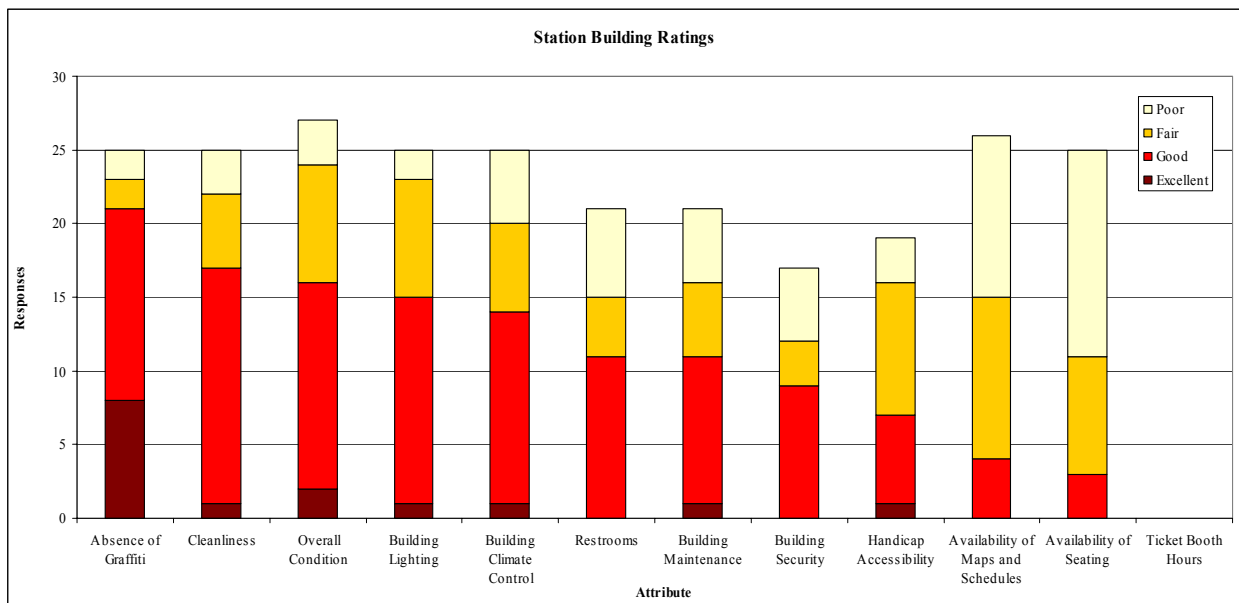
Two-thirds of respondents gave favorable ratings (‘good’ or ‘excellent’) for parking availability, which may explain the comparatively small number of permit holders among those surveyed. Conversely, physical characteristics and maintenance of Branchville's station parking received a less favorable response, likely due to the fact that the parking area is rutted in places and less clearly defined. The categories of parking lot security, lighting, pavement condition, signage and maintenance all received combined responses of ‘fair’ or ‘poor’ exceeding 50%. Among these, lighting and lot pavement condition received the fewest favorable ratings. Sixty-two percent of respondents rated handicap accessibility as ‘good’ (none said it was ‘excellent’), although only 38% gave ease of car or bus passenger drop-off a favorable rating. This being said, all survey respondents indicated previously that they drove and parked at the station. Stairways were very highly rated with 97% satisfaction ratings. Branchville does not have an overpass or an underpass. Figure 216 shows the parking ratings in Branchville.

Figure 216: Branchville Station Parking Ratings



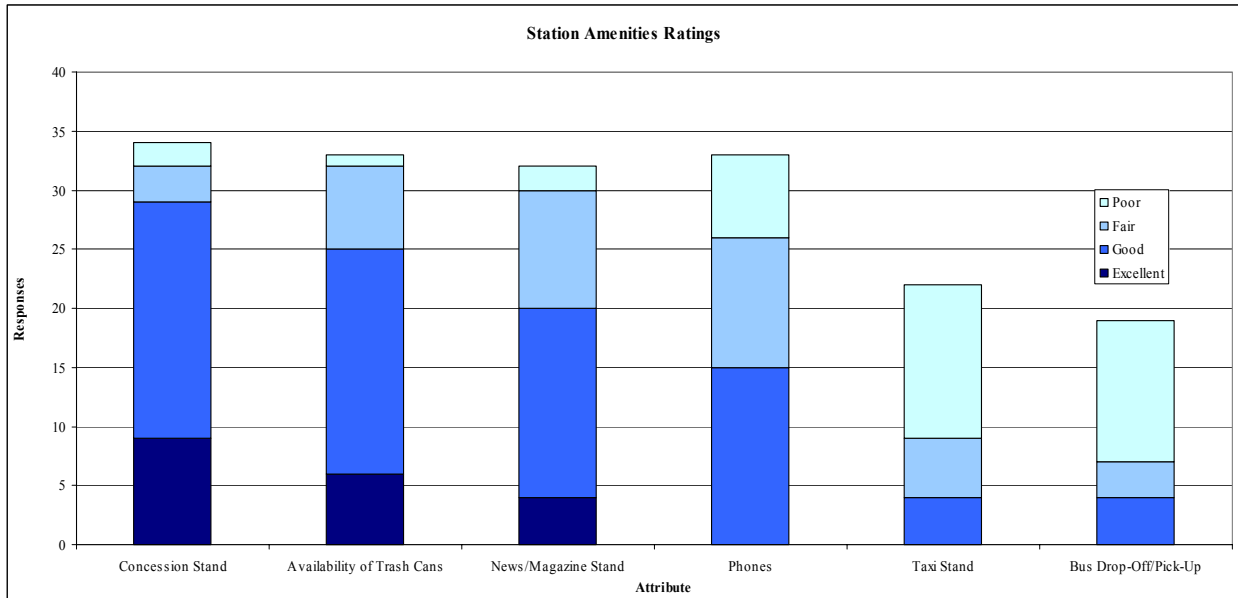
Concerning the station building at Branchville, most elements surveyed received a majority of favorable responses, although rarely more than a combined 60% for ‘good’ and ‘excellent’ ratings. Fifty-nine percent of respondents were satisfied with the overall condition of the station building. Figure 217 describes the building rating situation in Branchville. All but 2 elements received ‘fair’ or ‘poor’ ratings from over 25% of respondents. The only category to receive a considerably high percentage (84%) of ‘excellent’ ratings was the absence of graffiti at the station. This was the highest ranked aspect of the station building, followed distantly by cleanliness (68%). The 2 lowest ranked aspects of the station building were availability of seating and of maps and schedules, both of which received combined ‘fair’ and ‘poor’ ratings of greater than 85%. Branchville does not have a ticket office.

Figure 217: Branchville Station Building Rating Results



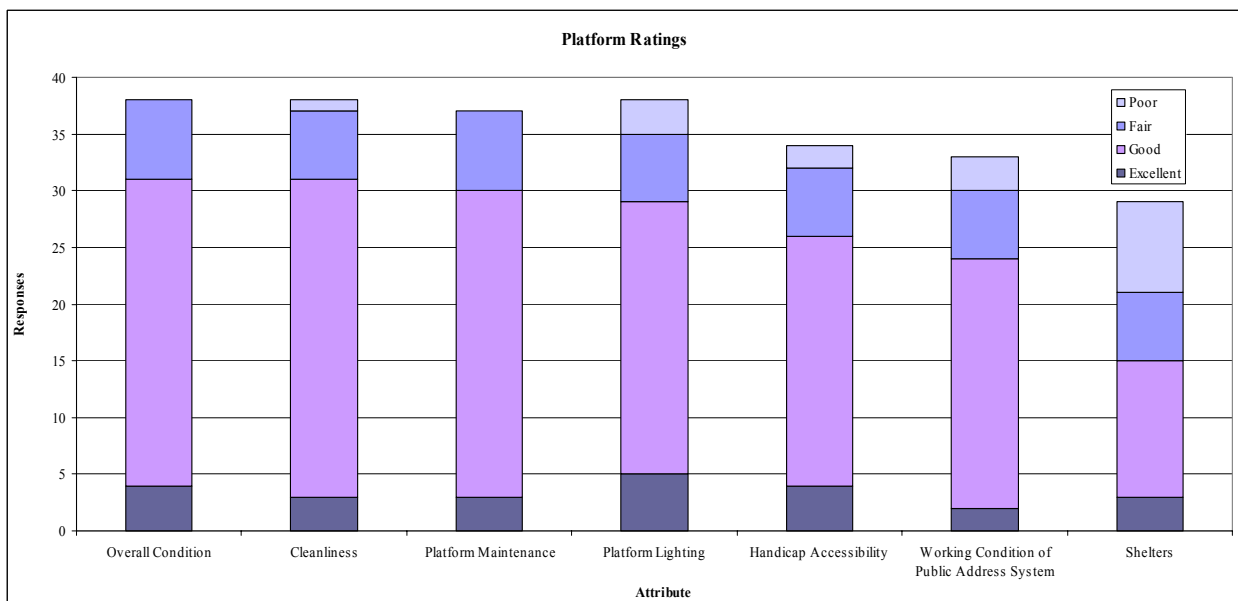
Station amenities were rated somewhat better overall, however once again several elements received a considerable number of ‘fair’ or ‘poor’ ratings. Figure 218 describes how Branchville respondents felt about the condition of the amenities. Half of the amenities were rated negatively by a majority of respondents. Among the poorly rated amenities were public phones (54% ‘fair’ or ‘poor’), the taxi stand (82%), and the bus drop-off/pick-up (79%). The best ranked station amenities were the concession stand and the availability of trash receptacles. These amenities received ‘good’ or ‘excellent’ ratings totaling 85% and 76%, respectively.

Figure 218: Branchville Station Amenities Ratings



Finally, the Branchville station platforms received more consistently favorable ratings from the surveyed customers. Overall condition, handicap accessibility, lighting, cleanliness and maintenance all received predominantly ‘good’ or ‘excellent’ ratings. The only 2 platform elements that received combined ‘fair’ or ‘poor’ ratings exceeding 25% were the shelters and the working condition of the public address system, as was the case at several other stations. Shelters were the lowest rated elements but they still received 52% positive ratings. Eighty-two percent of Branchville respondents were satisfied with the overall condition of the platform. Figure 219 describes the platform ratings in Branchville.

Figure 219: Branchville Station Platform Ratings

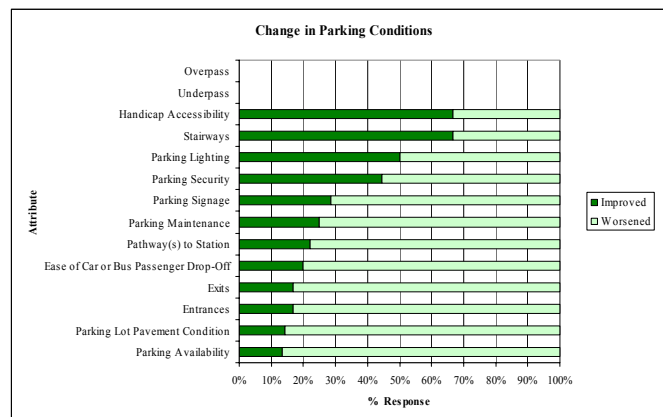


Change

Change ratings were very similar to ratings of the current situation in Branchville. Fourteen of the 39 elements had a majority of respondents who thought that the condition had worsened over the previous 2 years.

The parking element ratings discussed earlier were quite poor and the parking change ratings were even worse. Nine parking elements received a majority of ‘worsened’ ratings. Furthermore, 4 parking elements had more than 80% of respondents who thought that conditions had worsened. Parking availability was the least improved element with 87% ‘worsened’ ratings. Branchville does not have an overpass or an underpass. The 2 most improved elements were handicap accessibility and stairways, which each had 67% improvement ratings. Figure 220 shows the poor parking change ratings in Branchville.

Figure 220: Branchville Station Change in Parking Conditions



Branchville’s building change ratings were much better than the parking change ratings, but still not stellar. Figure 221 lists the building change ratings in Branchville. Two people rated the absence of graffiti as improved so it had 100% improvement ratings. The restrooms were otherwise the most improvement building element with 80% improvement ratings. At the other end of the scale, 3 elements had a majority of respondents who thought that conditions had worsened during the previous 2 years and 4 elements had respondents split down the middle about whether the trend was improving or worsening. Availability of maps and schedules was thought to have improved the least with 75% of respondents thinking that the condition had worsened. Branchville does not have a ticket office.

Figure 221: Branchville Station Change in Building Conditions

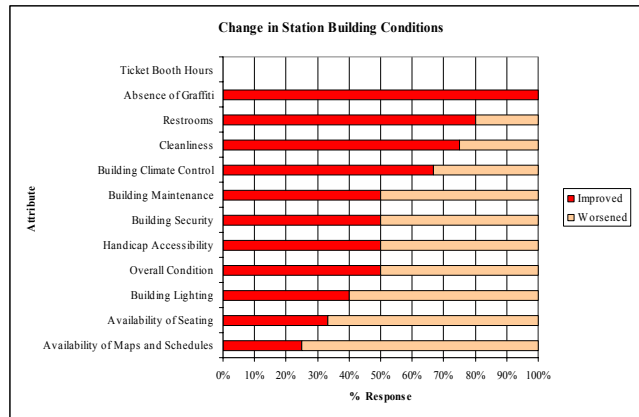
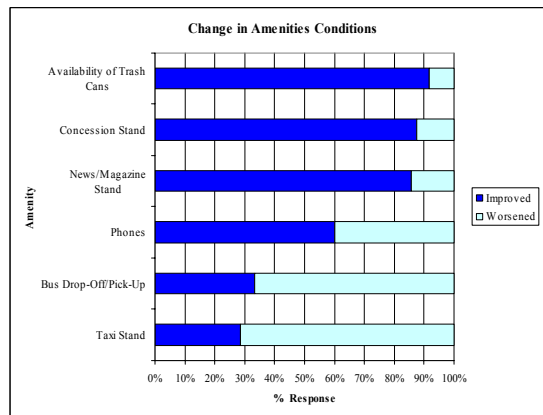


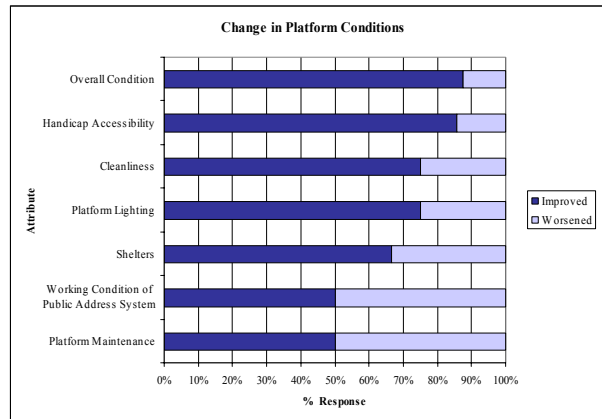
Figure 222 shows the trend in amenities as rated at the Branchville Station. Amenities improvement ratings were even slightly better than the building change ratings. Consistent with the trend among most stations, the availability of trash cans was the most improved amenity. Two amenities had a majority of respondents who thought that they had worsened over the previous 2 years. The least improved amenity was the taxi stand with 71% ‘worsened’ ratings.

Figure 222: Branchville Station Change in Amenities Conditions



Eighty-eight percent of respondents thought that the overall platform conditions had improved during the previous 2 years. Figure 223 shows the platform improvement ratings for Branchville. The platform improvement ratings were the highest of the 4 element categories in Branchville. No elements had a majority of ‘worsened’ ratings. With regard to the public address system and platform maintenance, Branchville respondents were split between thinking that they had improved and thinking that they had worsened. The overall condition was the most improved platform element.

Figure 223: Branchville Station Change in Platform Conditions

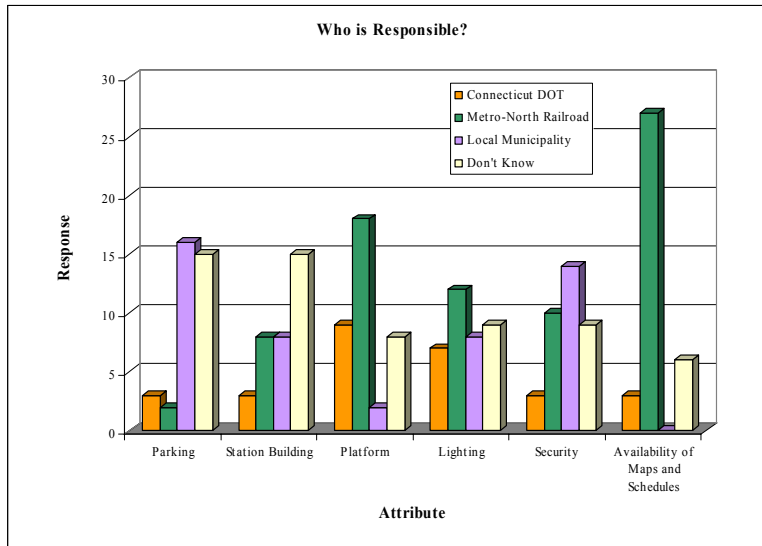


Responsible Agencies

When asked who they thought was responsible for certain station elements, many Branchville respondents did not know how was in charge. Figure 224 graphs how Branchville respondents viewed who was responsible for what at the station. Branchville respondents thought that the responsibility was distributed more evenly among the agencies than the respondents at other stations. The following statements describe how Branchville customers view agencies' responsibility at the station:

- Forty-four percent of respondents thought that the local municipality had responsibility for parking, but 42% said that they did not know who was in charge.
- For the station building the highest percentage (44%) of respondents did not know who had responsibility. Twenty-four percent of respondent though that each Metro-North and the local municipality were responsible for the station building.
- Respondents were slightly more positive about who was in charge of the platform; 49% of respondents thought that Metro-North was responsible for the platform. Another 24% thought that the responsibility for the platform fell to Connecticut DOT and 22% did not know.
- Respondents were pretty evenly split between the 3 agencies and not knowing who had responsibility for lighting. Most (33%) customers thought that Metro-North was in charge of lighting. Respondents also thought that the local municipality and Connecticut DOT were in charge with 22% and 19% votes, respectively. One-quarter of respondents did not know who was responsible for lighting.
- Most (39%) respondents felt that the local municipality was responsible for security. Another 28% of respondents thought that Metro-North had responsibility for security. Again a full quarter of people did not know who was in charge of security.
- Respondents were pretty sure (75%) that Metro-North was responsible for map and schedule availability.

Figure 224: Branchville Station – Responsible Agencies



Written-In Customer Comments

As was the case in several stations, the most common written-in comments had to do with lighting and parking availability. Fourteen percent of respondents commented on each of these topics. When rated in the general rating section, parking availability was given 68% positive marks. Parking lighting was the lowest rated lighting element with building lighting and platform lighting performing significantly better. Table 24 lists all of the comments written-in at the Branchville Station.

Table 24: Branchville Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
10	Lighting needs improvement	3	14.3%
18	Need more parking areas	3	14.3%
31	Narrow parking slots	2	9.5%
66	Lot needs to be paved	2	9.5%
8	Entrances/Exits very difficult	1	4.8%
12	Could use benches & protected shelters from rain/snow with heat/air	1	4.8%
27	Trash cans needed	1	4.8%
33	Need security at parking areas	1	4.8%
45	Public address system needed on trains	1	4.8%
48	Better service on Danbury Line	1	4.8%
52	Need more free parking spaces	1	4.8%
59	Trains in terrible condition	1	4.8%
65	More trains (cars) needed	1	4.8%
82	Bring back coffee stands	1	4.8%
83	Station needs improvements	1	4.8%
<i>Total Comments</i>		21	100.0%

Cannondale

Total survey distribution at Cannondale was relatively low (91 surveys), and the response rate was 23%. This station's customers very clearly followed the commuter profile: 90% traveled daily and the remaining 10% traveled at least once a week. All of the customers surveyed commuted to work or school and all traveled during the peak periods. None held a parking permit at the time of the survey, and only 17% were on a waiting list (at the Fairfield and Westport stations). Two-thirds of respondents at Cannondale were male, 90% were between the ages of 25 and 64, and 90% reported incomes over \$100,000.

Customers generally gave favorable ratings to the parking facilities at Cannondale. Figure 225 details the parking ratings in Cannondale. The entrances and exits, parking availability, pathways to the station, and handicap accessibility all received 'good' or 'excellent' ratings from at least 80% of respondents. Underpasses and overpasses do not exist at Cannondale. Otherwise, parking availability with 90% positive ratings was the highest rated parking element in Cannondale. However, parking lighting and security were rated 'fair' or 'poor' by over two-thirds of those surveyed, and parking signage was rated negatively by half of respondents.

Figure 225: Cannondale Station Parking Ratings

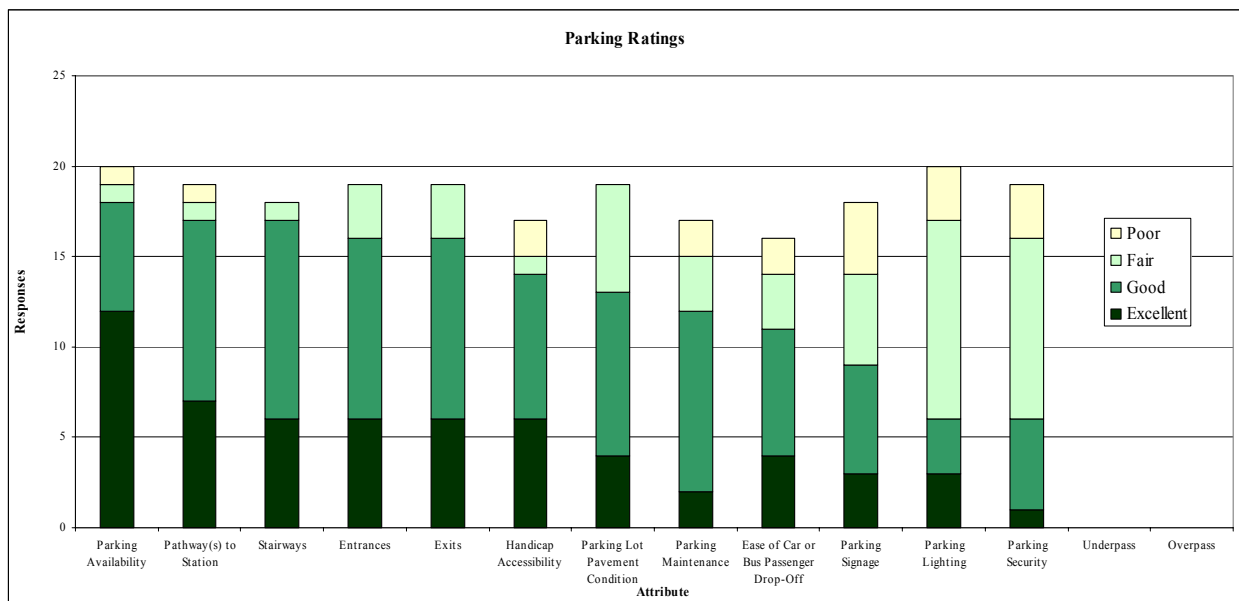
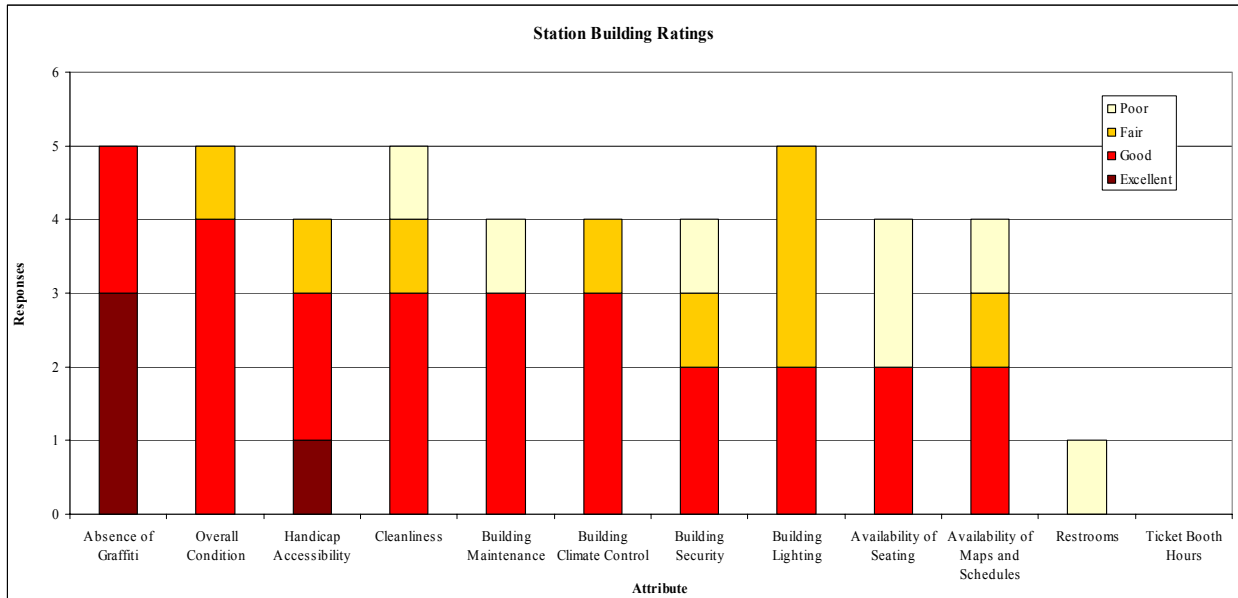


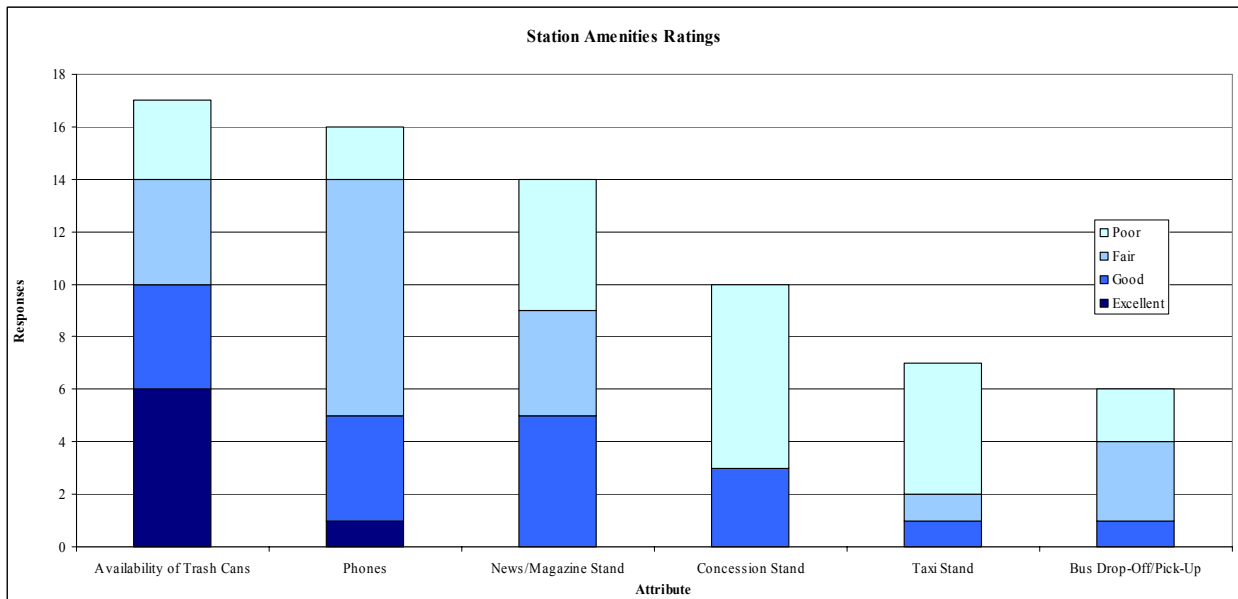
Figure 226 shows the building ratings in Cannondale. The station does not have a ticket office. Restrooms were rated negatively by 1 person so they had 100% negative ratings. Eighty percent of respondents were pleased with the overall condition of the station building in Cannondale. All 5 people who rated the absence of graffiti in Cannondale were satisfied. Only 1 element, building lighting, had a majority of negative ratings.

Figure 226: Cannondale Station Building Rating Results



Station amenities at Cannondale did not receive favorable ratings. Figure 227 shows the poor amenity rating situation in Cannondale. Five of the six amenities included in the survey were rated ‘fair’ or ‘poor’ by over half of respondents, the exception being the availability of trash containers. Still only 59% of respondents rated availability of trash containers positively. The lowest rated amenity, the taxi stand, had 86% negative ratings.

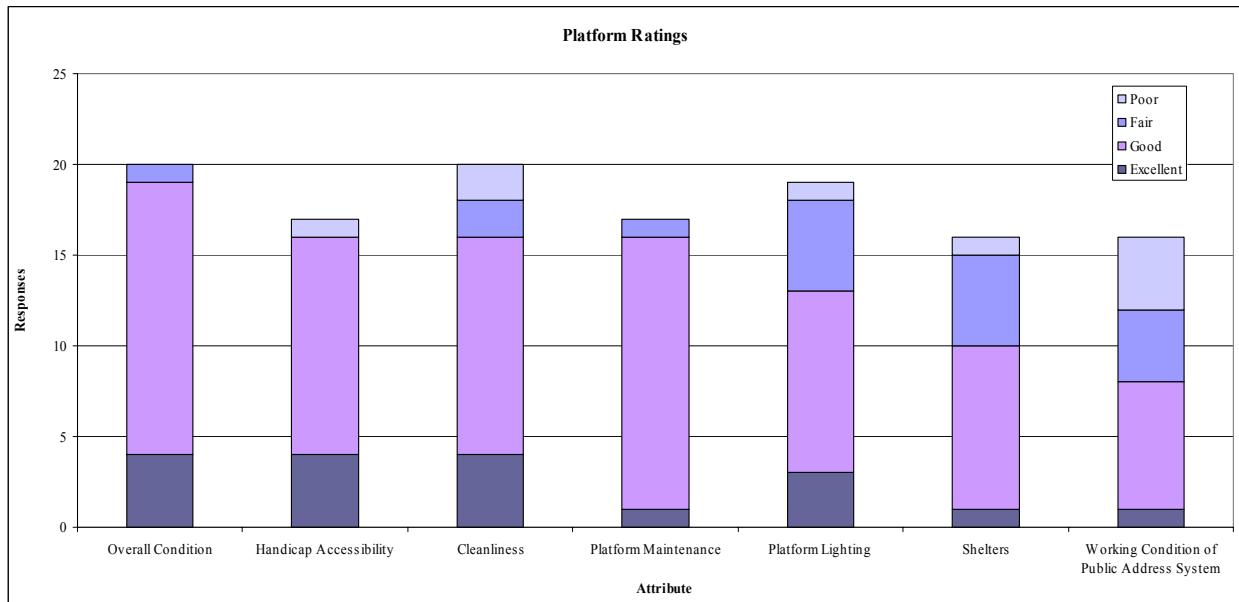
Figure 227: Cannondale Station Amenities Rating Results



Finally, the platform elements did receive positive ratings from most customers, including the platform shelters, which typically have been a source of complaint throughout the surveyed

stations. The public address system at Cannondale received 50% ‘fair’ or ‘poor’ ratings and was the lowest rated platform element. Figure 228 shows the platform ratings in Cannondale. Ninety-five percent of respondents were pleased with the overall condition of the platform. Ninety-four percent of respondents were satisfied with each the platform maintenance and handicap accessibility.

Figure 228: Cannondale Station Platform Ratings

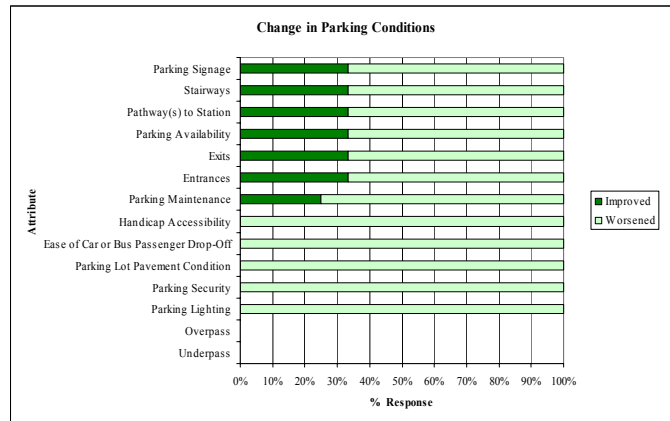


Change

Change conditions in Cannondale were either low or non-existent. Several elements were not rated for their trends.

Parking change ratings in Cannondale were the lowest on the Danbury Line. Several conditions were rated as ‘worsened’ by all of the respondents. Figure 229 shows how each parking element was rated or not rated with regard to change in Cannondale. Six parking elements were rated as ‘improved’ by a third of respondents and were the most improved elements in Cannondale. As noted, the station does not have an overpass or an underpass.

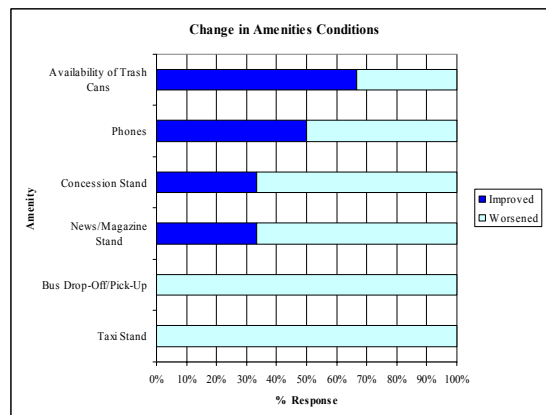
Figure 229: Cannondale Station Change in Parking Conditions



All ‘Station Building’ attributes had one person comment that they had worsened over time. Cannondale does not have a ticket office.

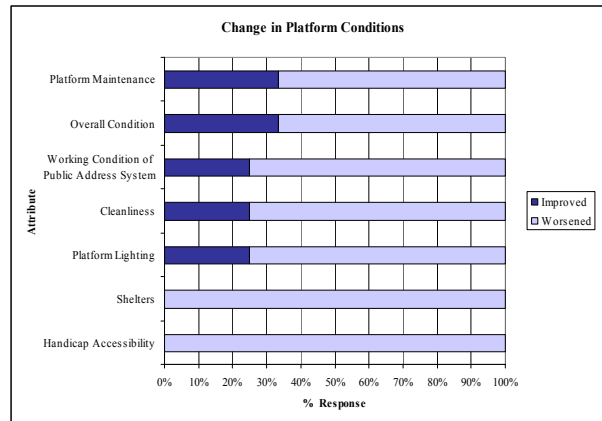
Figure 230 shows the amenities change ratings in Cannondale. The amenity change ratings were better than the parking change ratings. The taxi stand and bus drop-off/pick-up each had 1 person rate them as ‘worsened.’ Two other elements had a majority of respondents who thought that their condition had worsened. As was the case in most all stations, the availability of trash containers was the most improved amenity. Sixty-seven percent of respondents thought that the availability of trash cans had improved over the previous 2 years.

Figure 230: Cannondale Station Change in Amenities Conditions



Platform change ratings were very poor. Figure 231 shows the poor platform improvement ratings in Cannondale. Only one-third of respondents thought that the condition of the platform had improved during the past 2 years. The same was true of platform maintenance, the most improved platform element. All of the people who rated handicap accessibility and shelters thought that the conditions had worsened. The other 3 platform elements were thought to have worsened by 25% of respondents.

Figure 231: Cannondale Station Change in Platform Conditions

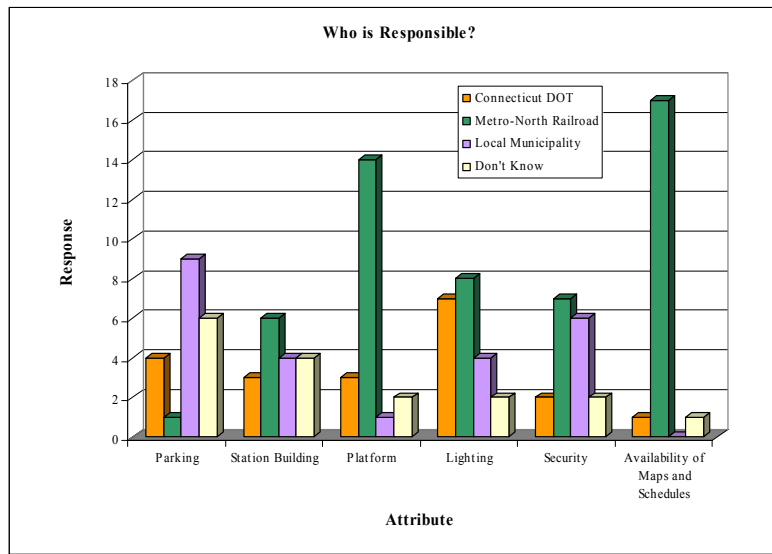


Responsible Agencies

Cannondale respondents were not particularly sure who was in charge of station elements. Generally speaking, respondents thought that Metro-North had the most responsibility for the elements. Figure 232 shows exactly how Cannondale respondents viewed agency responsibility:

- Respondents either thought that the local municipality (45%) was in charge of parking or did not know who was in charge (30%).
- No one really knew how was responsible for the station building. Respondents were split in the following manner with regard to who had responsibility for the station building:
 - Metro-North (35%)
 - Local municipality (24%)
 - Did not know (24%)
 - Connecticut DOT (17%)
- The majority (70%) of respondents said that Metro-North was responsible for the platform in Cannondale.
- As was the case in many stations, respondents really distributed responsibility between several stations for lighting and security.
 - For lighting, respondents thought that either Metro-North (38%) or Connecticut DOT (33%) were responsible.
 - For security, respondents thought that either Metro-North (41%) or the local municipality (35%) had responsibility.
- The majority (89%) of respondents said that Metro-North was map and schedule availability in Cannondale.

Figure 232: Cannondale Station – Responsible Agencies



Written-In Customer Comments

The highest percentage of respondents (31%) wrote in overall good comments when asked to express their opinions in question 10. Table 25 shows all of the written-in comments received.

Table 25: Cannondale Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
49	Overall good comments	4	30.8%
12	Could use benches & protected shelters from rain/snow with heat/air	2	15.4%
18	Need more parking areas	2	15.4%
8	Entrances/Exits very difficult	1	7.7%
61	Better public address system needed	1	7.7%
62	Need better security company	1	7.7%
71	Better service	1	7.7%
77	Improve landscaping	1	7.7%
<i>Total Comments</i>		13	100.0%

Wilton

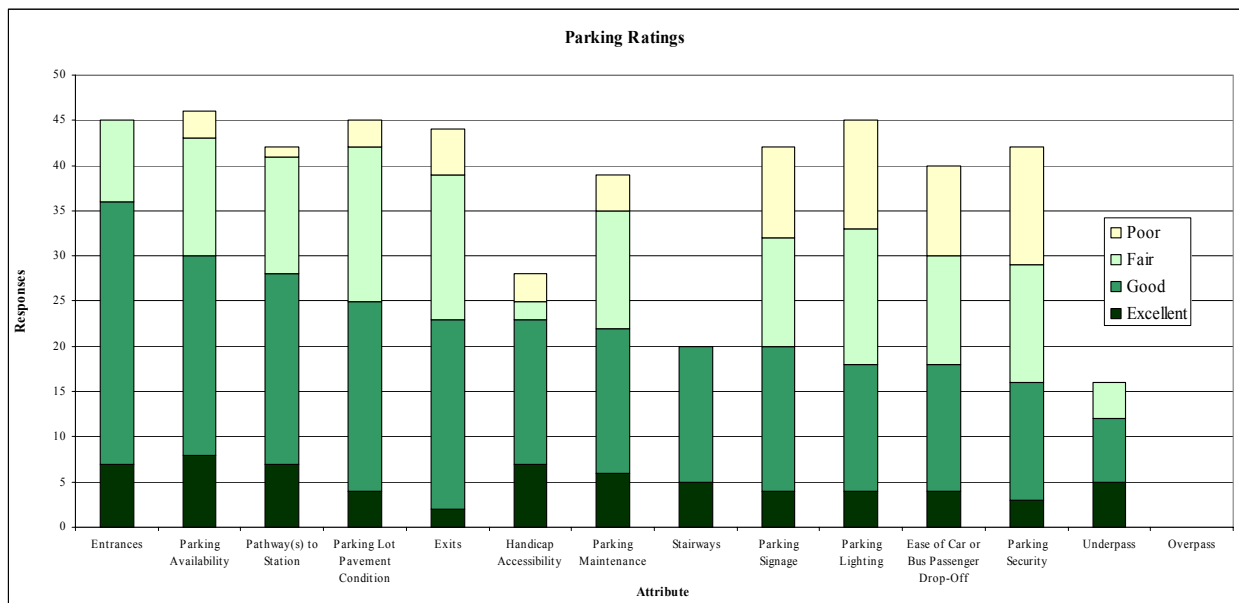
The number of surveys distributed at Wilton was slightly below average at 183 and 47 surveys were returned for a response rate of 26%. As usual, most customers indicated that they traveled by train on a daily basis (87%), commuted to work or school (91%), and traveled during the peak periods (98%).

Once again, over two-thirds of the survey population was male (72%) and the vast majority were between the ages of 25 and 64. The percentage of respondents over 65 years of age was

somewhat higher at 11%. Finally, customer incomes remained high, as 74% reported salaries above \$100,000.

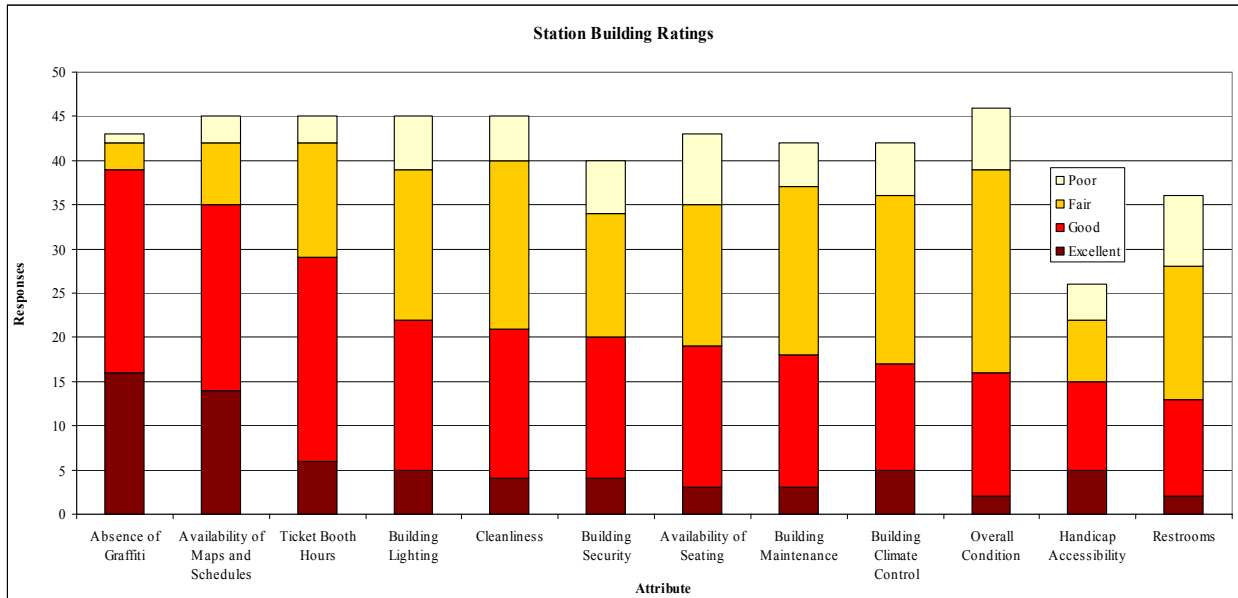
The parking facilities at Wilton received a mixture of positive and negative ratings from customers. Four elements received a majority of negative ratings. Those parking elements which were rated ‘fair’ or ‘poor’ by over half of respondents included lighting, security, signage, and the ease of car or bus passenger drop-off. Of these, security was the lowest rated, with combined ‘fair’ and ‘poor’ responses from 62% of respondents. At the other end of the scale, all 20 people who rated the stairways were satisfied with their condition. Figure 233 shows the Wilton parking ratings.

Figure 233: Wilton Station Parking Ratings



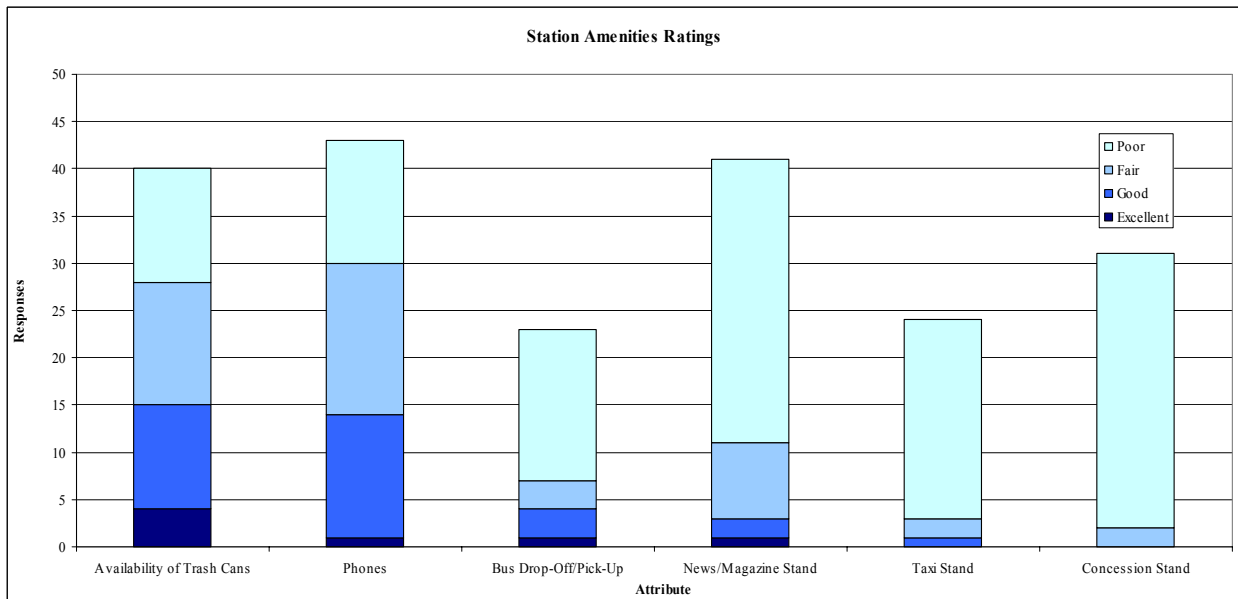
More than the parking facilities, the Wilton station building received mostly negative ratings from the majority of respondents. Seven elements had negative ratings from a majority of respondents, including: overall condition, maintenance, security, restrooms and cleanliness. Figure 234 displays how Wilton respondents felt about the building. Only 35% of respondents said they were satisfied with the overall condition of the building, the lowest rated building element. Absence of graffiti was the highest rated element, as was the case at most stations, and received 91% favorable ratings. The next highest rated element, availability of maps and schedules, only had 78% positive ratings.

Figure 234: Wilton Station Building Ratings



Customers were clearly dissatisfied with the amenities at Wilton, as every amenity included in the survey was rated ‘fair’ or ‘poor’ by at least 60% of respondents. Wilton had the lowest amenities ratings on the Danbury Line. Figure 235 shows the poor amenity situation in Wilton. The concession stand was rated negatively by all 31 respondents. Availability of trash cans, normally a high performer, only received 38% positive ratings in Wilton.

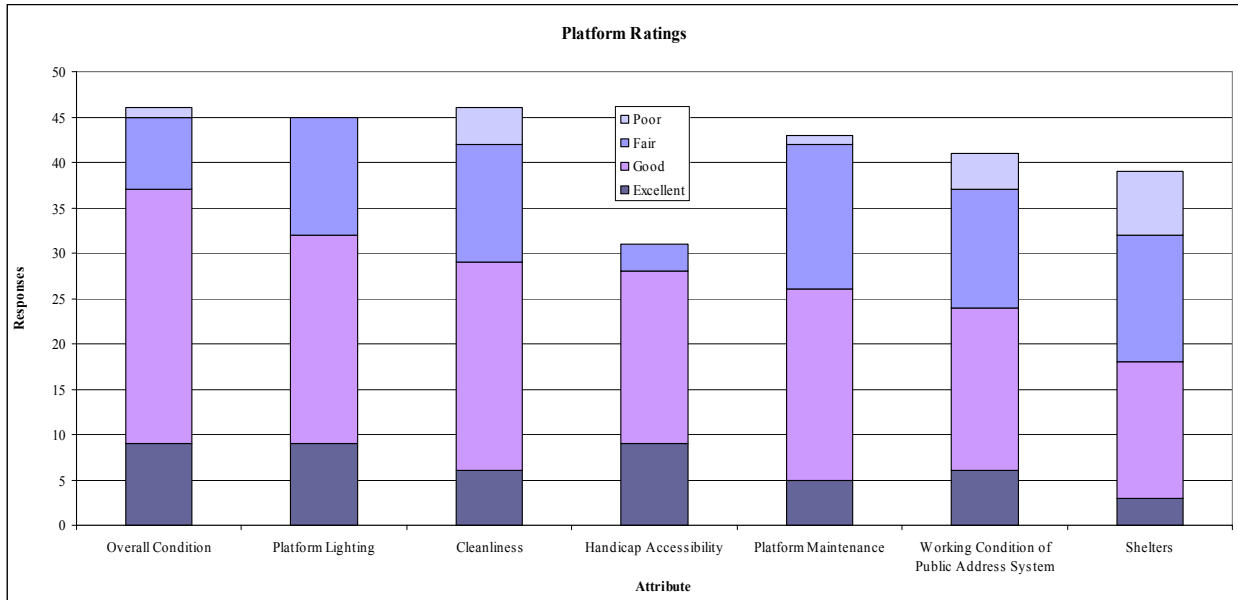
Figure 235: Wilton Station Amenities Ratings



Finally, the platforms at Wilton were rated more positively, with particularly favorable ratings given to handicap accessibility and the overall condition. Eighty percent of respondents were

pleased with the overall condition of the platform. Aspects such as lighting, cleanliness and the public address system were all rated mostly ‘good’ or ‘excellent,’ although as has been common throughout the system, the majority (54%) customers rated the platform shelters ‘fair’ or ‘poor.’ Shelters were the only platform elements with a majority of negative ratings. Figure 236 shows how Wilton respondents felt about the platform conditions.

Figure 236: Wilton Station Platform Ratings



Change

Wilton’s change ratings were generally lower than the ratings of the current situation except for with platform elements. Twenty-two of the 39 elements were thought to have worsened over the previous 2 years.

Wilton’s change ratings for parking elements totaled less than half ratings of improvement. Five parking elements had a majority of ‘worsened’ ratings. Stairways were thought to have improved over the past 2 years by all of the respondents who rated those conditions. Other than the 100% improvement element, handicap accessibility had 88% improvement ratings. Of the 5 poorly performing elements, the least improved element was parking lot pavement conditions, which had 83% of respondents who thought that the condition had worsened. Wilton does not have an overpass.

Figure 237: Wilton Station Change in Parking Conditions

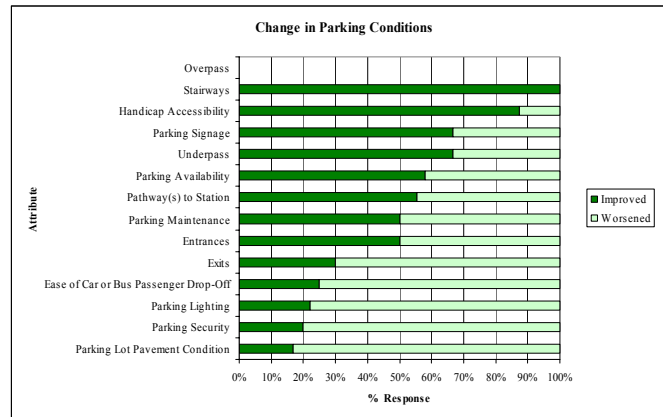
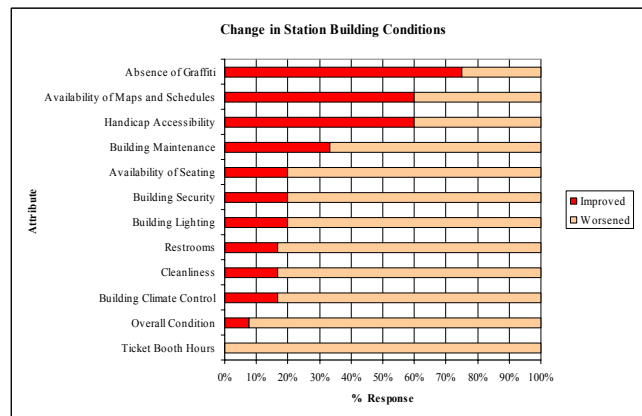


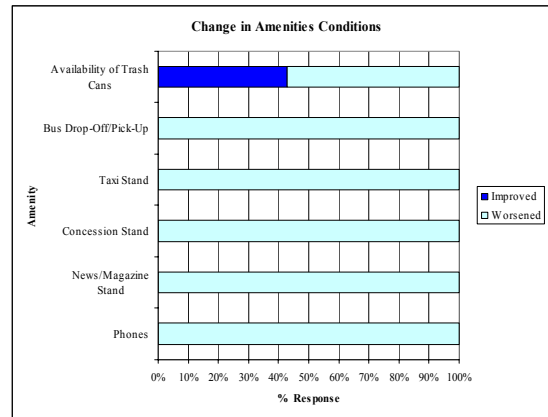
Figure 238 describes how Wilton respondents perceived change in building conditions over the past 2 years. The building change ratings were very poor and significantly lower than the parking change ratings. All 7 people who rated the ticket office hours thought that the conditions had worsened. Also rated poorly was the overall condition with 92% of respondents thinking that it had worsened over the previous couple of years. Nine of the 12 station building conditions were thought to have worsened by a majority of respondents. At the higher end of the scale, the most improved element was absence of graffiti (as usual) with 75% improvement ratings.

Figure 238: Wilton Station Change in Building Conditions



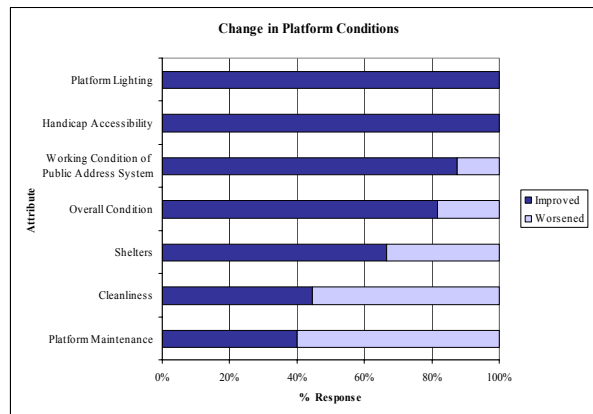
As with the current situation ratings, Wilton amenities change ratings were the worst on the Danbury Line. All of the amenities except the availability of trash cans, which received only 43% improvement ratings, were thought to have worsened by *all* respondents. Figure 239 shows the situation regarding amenities in Wilton.

Figure 239: Wilton Station Change in Amenities Conditions



Wilton’s platform change ratings were considerably higher than the other element category’s change ratings. Eighty-two percent of respondents thought that the overall condition of the platform had improved during the past 2 years. All of the respondents who rated the trends of handicap accessibility and platform lighting said that they had improved. Platform maintenance and cleanliness were the only elements to receive a majority of ‘worsened’ ratings, but even they had 40% or higher improvement ratings. Figure 240 describes how the platform conditions have change recently in Wilton.

Figure 240: Wilton Station Change in Platform Conditions



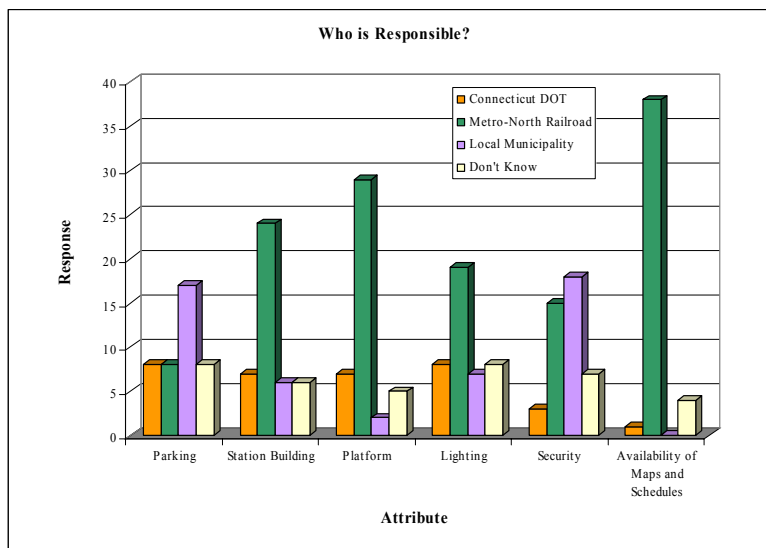
Responsible Agencies

Wilton respondents generally thought that Metro-North was responsible for most station conditions. Figure 241 shows how Wilton respondents thought responsibility was shared between the 3 agencies at the station. Generally, Wilton customers thought that:

- The local municipality was responsible for parking (41%). The remaining respondents were split exactly between the other 2 agencies and not knowing who was responsible for parking.

- The majority (56%) of respondents thought that Metro-North had responsibility for the station building.
- The majority (67%) said that Metro-North was in charge of the platform.
- Most (45%) respondents thought that Metro-North was responsible for lighting. Another 19% of respondents thought that the responsibility fell with Connecticut DOT.
- Most people (42%) thought that the local municipality had responsibility for security, but another 35% thought that the job belonged to Metro-North.
- As usual, the vast majority (88%) of respondents knew that Metro-North was responsible for map and schedule availability.

Figure 241: Wilton Station – Responsible Agencies



Written-In Customer Comments

When asked to write in their comments, the largest number (4) of respondents wrote in that lighting needed improvement (a very common response) and that more trains were necessary. All of the comments written-in by Wilton customers are listed in Table 26.

Table 26: Wilton Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
10	Lighting needs improvement	4	14.3%
65	More trains (cars) needed	4	14.3%
71	Better service	3	10.7%
82	Bring back coffee stands	3	10.7%
18	Need more parking areas	2	7.1%
24	Cleaner platforms	2	7.1%
83	Station needs improvements	2	7.1%
1	Another over/underpass needed	1	3.6%
17	Longer station platforms	1	3.6%
21	Traffic officers needed during rush hours	1	3.6%
27	Trash cans needed	1	3.6%
33	Need security at parking areas	1	3.6%
36	Too many handicap parking spaces	1	3.6%
44	Parking too expensive	1	3.6%
66	Lot needs to be paved	1	3.6%
<i>Total Comments</i>		28	100.0%

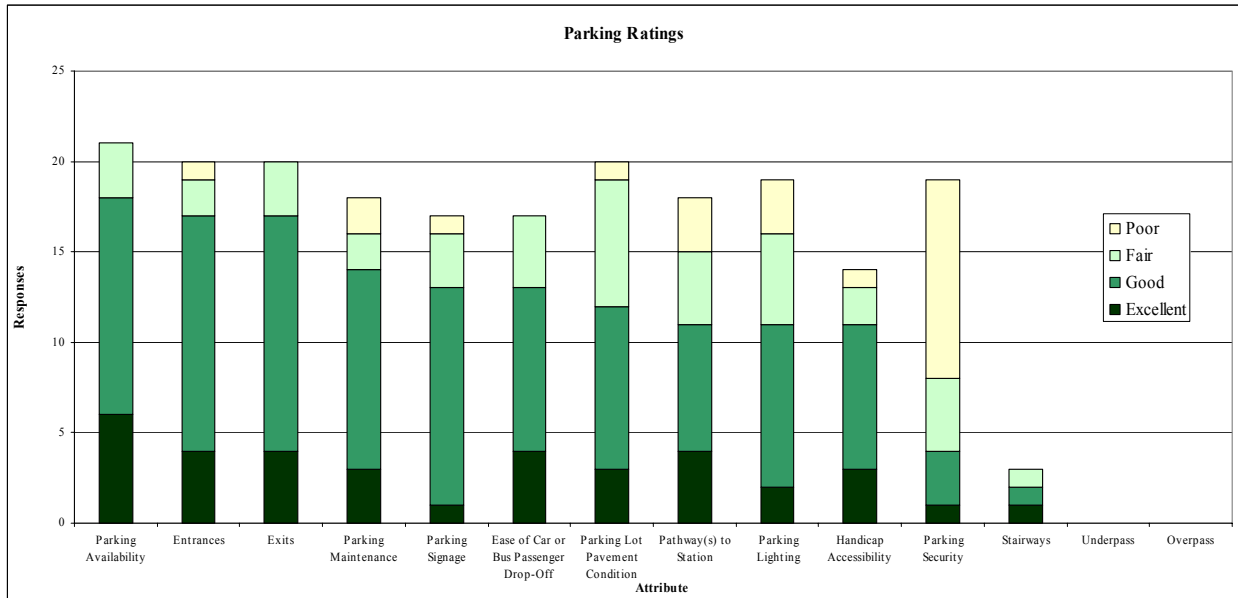
Merritt 7

Merritt 7 was another station with a relatively low survey distribution. Twenty-one out of sixty-eight surveys were returned, for a response rate of 31%. Customer profiles followed the established pattern of the daily rider commuting to work or traveling for other business purposes. All customers surveyed at Merritt 7 traveled during the peak periods.

Over two-thirds of respondents were male (71%), and the vast majority were once again within the 25-64 years age range. Finally, respondents' incomes were generally quite high, with 72% reporting salaries above \$100,000.

Most customers surveyed at Merritt 7 did rate the parking facilities favorably. Only one aspect of the station parking, security, received more than 50% combined 'fair' or 'poor' ratings (79%). However, as security has frequently been a concern voiced throughout the list of surveyed stations, it remains important to highlight the negative ratings. Figure 242 shows the ratings for all of the parking conditions at Merritt 7. Parking availability was the highest rated parking element with 86% positive ratings. Merritt 7 does not have an underpass or an overpass.

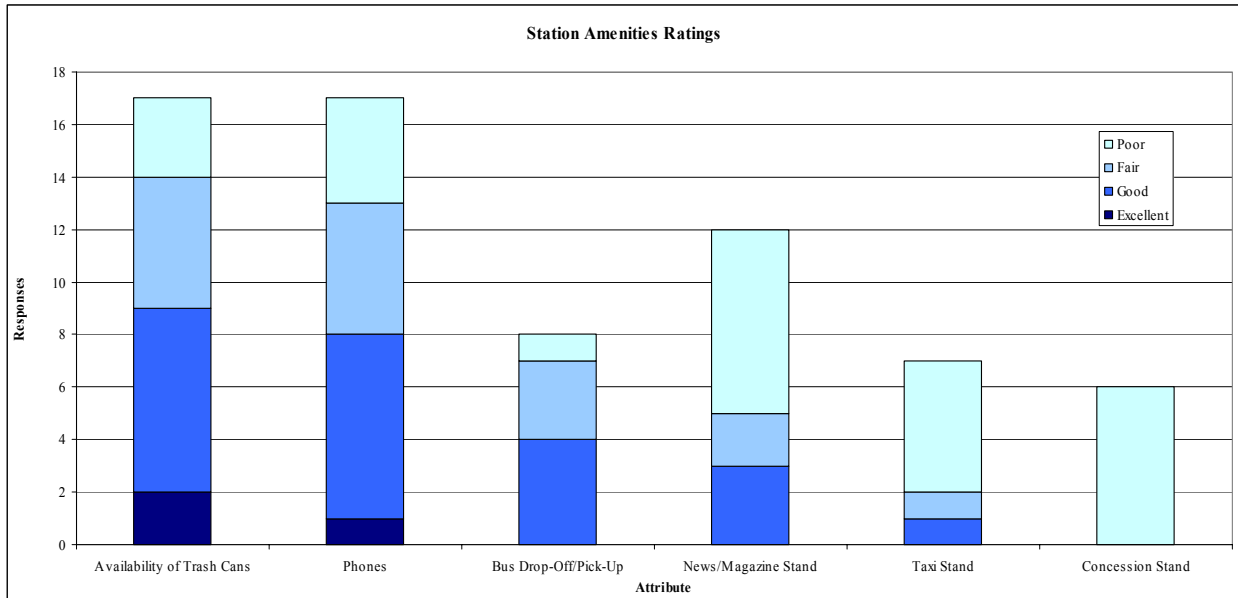
Figure 242: Merritt 7 Station Parking Ratings



The Merritt 7 station consists only of a platform and shelter; therefore few customers provided ratings for the station elements. Despite the fact that Merritt 7 does not have a building, 3 elements in the building category were not rated anywhere else and are considered here. Absence of graffiti and map/schedule and seating availability were all rated poorly by the few respondents who rated the elements. All 3 respondents who rated the 2 availability elements rated them negatively. Three-quarters of respondents (3 out of 4 people) rated graffiti absence negatively.

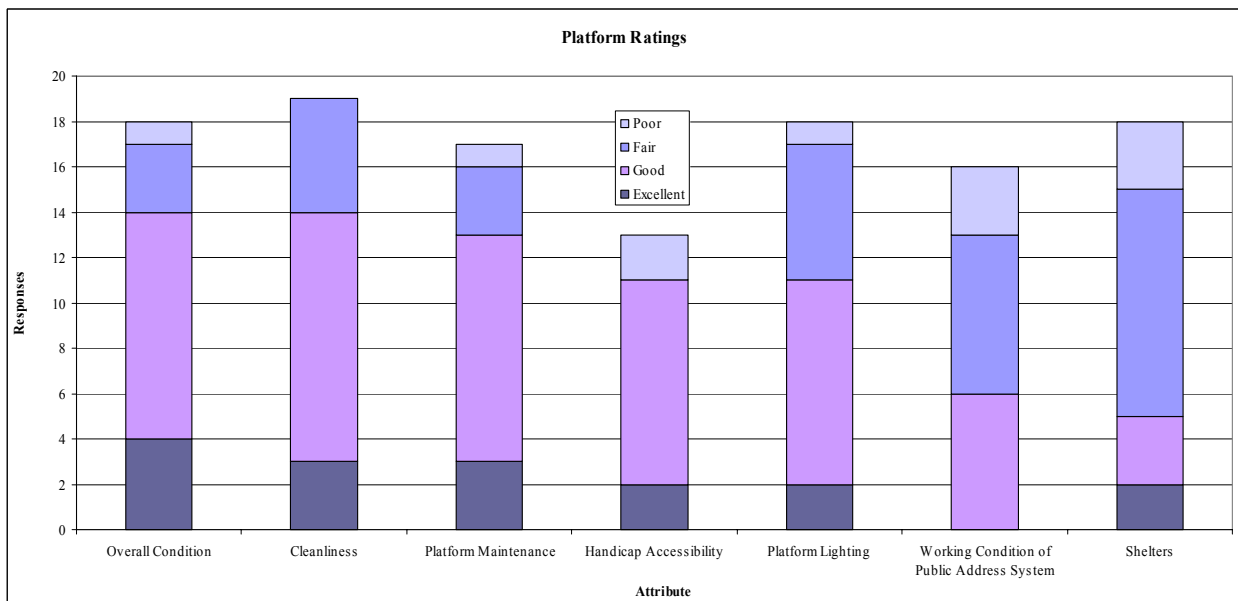
Station amenities received for the most part ratings of ‘fair’ or ‘poor.’ Notably, the phones, news/magazine stand, and bus drop-off/pick-up all received ‘fair’ or ‘poor’ ratings from over half of respondents. Consistent with most stations, availability of trash cans was the highest rated amenity with 53% favorable ratings in Merritt 7. Figure 243 shows how respondents rated amenities at the Merritt 7 Station.

Figure 243: Merritt 7 Station Amenities Ratings



Finally, the platforms at Merritt 7 received favorable ratings for overall condition, maintenance, and handicap accessibility. As with numerous other stations, customers rated the shelters and the working condition of the public address system more negatively. Figure 245 displays how respondents perceived the condition of the platform elements. Seventy-eight percent of respondents were satisfied with the overall condition of the platform. The highest rated platform element was handicap accessibility with 85% favorable ratings. Shelters, the lowest rated element, had 72% negative ratings.

Figure 244: Merritt 7 Station Platform Ratings

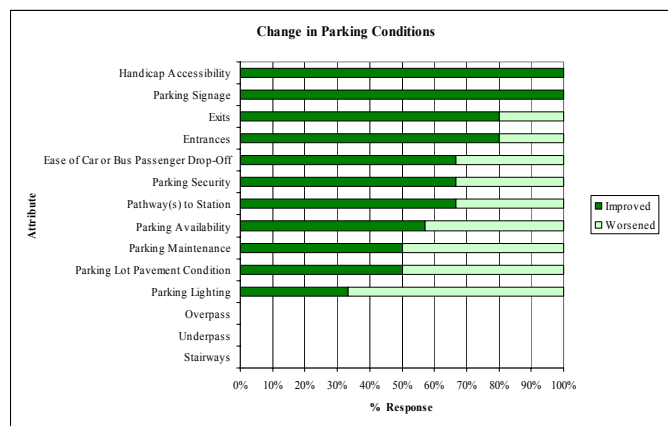


Change

Merritt 7 trend ratings were generally lower than the ratings of the current situation. Six elements were thought to have worsened by a majority of respondents. Eleven elements were not rated for change.

Parking change ratings were reasonably high for the elements that received ratings. Parking signage and handicap accessibility were thought to have improved by all of the respondents who rated the change in conditions. Parking lighting was the least improved element with two-thirds of respondents saying that it had worsened over the previous 2 years. Figure 245 shows the parking change ratings for the Merritt 7 Station.

Figure 245: Merritt 7 Station Change in Parking Conditions



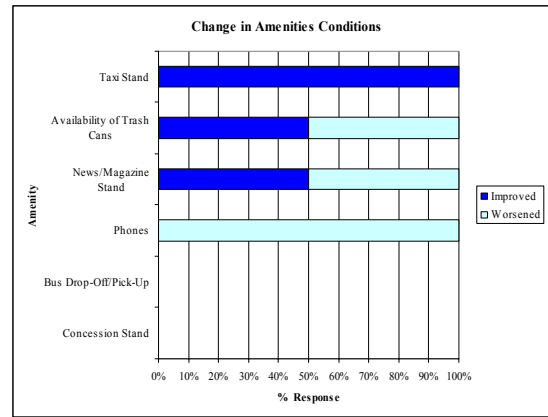
Merritt 7 does not have a station building, so respondents were probably rating the elements in general as part of the station as a whole. Station building elements not rated elsewhere were thought to have changed as follows:

- Absence of Graffiti (1 person said it improved)
- Availability of Maps and Schedules (1 person said it worsened)

So, as usual, the only building element thought to have improved was the absence of graffiti.

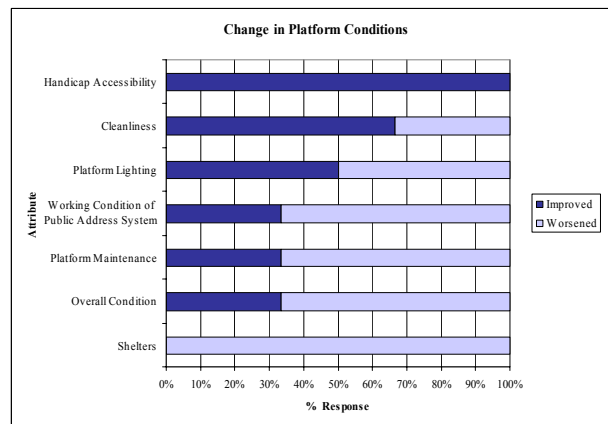
Figure 246 shows how Merritt 7 respondents rated changes in the amenities conditions. Two elements were not rated. Phones were thought to have worsened by all of the respondents and the taxi stand was thought to have improved by 100% of respondents.

Figure 246: Merritt 7 Station Change in Amenities Conditions



Platform change ratings in Merritt 7 were better than the building and amenities ratings, which makes sense because there is no station building and some of the amenities do not exist at the station. Figure 247 shows how Merritt 7 respondents have seen trends in platform elements over the past 2 years. As usual, shelters were the lowest rated element. Shelters were thought to have worsened by all of the Merritt 7 respondents. On the other hand, handicap accessibility was thought to have improved the most of all the platform elements.

Figure 247: Merritt 7 Station Change in Platform Conditions



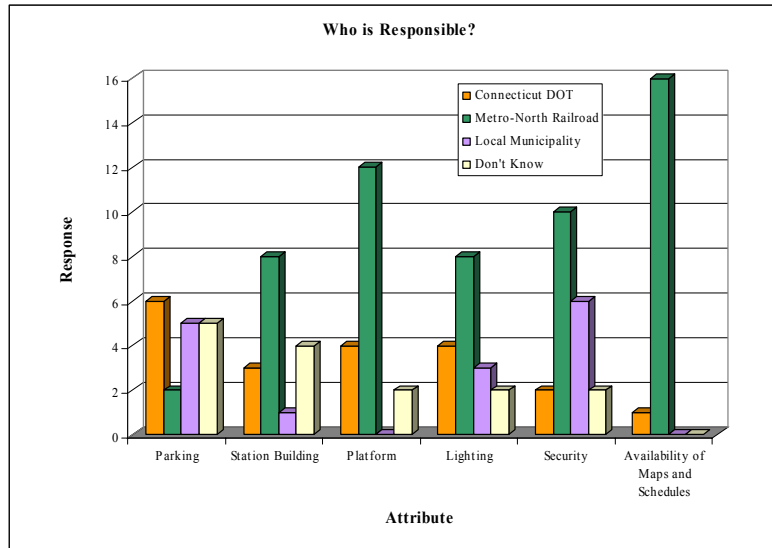
Responsible Agencies

Merritt 7 respondents generally thought that Metro-North had responsibility for the most station elements. Figure 248 shows exactly how Merritt 7 respondents viewed the responsibility of the 3 agencies at the station. At least half of respondents thought Metro-North had responsibility for:

- Station Building
- Platform
- Security
- Availability of Maps and Schedules

The other elements did not have a majority think that a particular agency had responsibility. The most respondents (33%) thought Connecticut DOT was responsible for parking. Another 28% each thought that local municipality was responsible for parking at Merritt 7 and did not know who was in charge. Nearly half (47%) of respondents thought Metro-North had responsibility for lighting. Another 24% thought that the responsibility belonged to Connecticut DOT.

Figure 248: Merritt 7 Station – Responsible Agencies



Written-In Customer Comments

The highest percentage (25%) of respondents wrote about the need for benches and shelters to shield people from inclement weather at Merritt 7 when asked to write in their comments. Other comments were made by 1 person each. Table 27 lists all of the comments made at the Merritt 7 Station.

Table 27: Merritt 7 Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
12	Could use benches & protected shelters from rain/snow with heat/air	3	25.0%
10	Lighting needs improvement	1	8.3%
14	Drop-off and pick-up areas need to be changed	1	8.3%
17	Longer station platforms	1	8.3%
28	Attitude of personnel needs improvement	1	8.3%
33	Need security at parking areas	1	8.3%
44	Parking too expensive	1	8.3%
65	More trains (cars) needed	1	8.3%
68	Cleaner restrooms on trains and in stations	1	8.3%
79	Pay phones needed	1	8.3%
<i>Total Comments</i>		<i>12</i>	<i>100.0%</i>

New Canaan Line

New Canaan

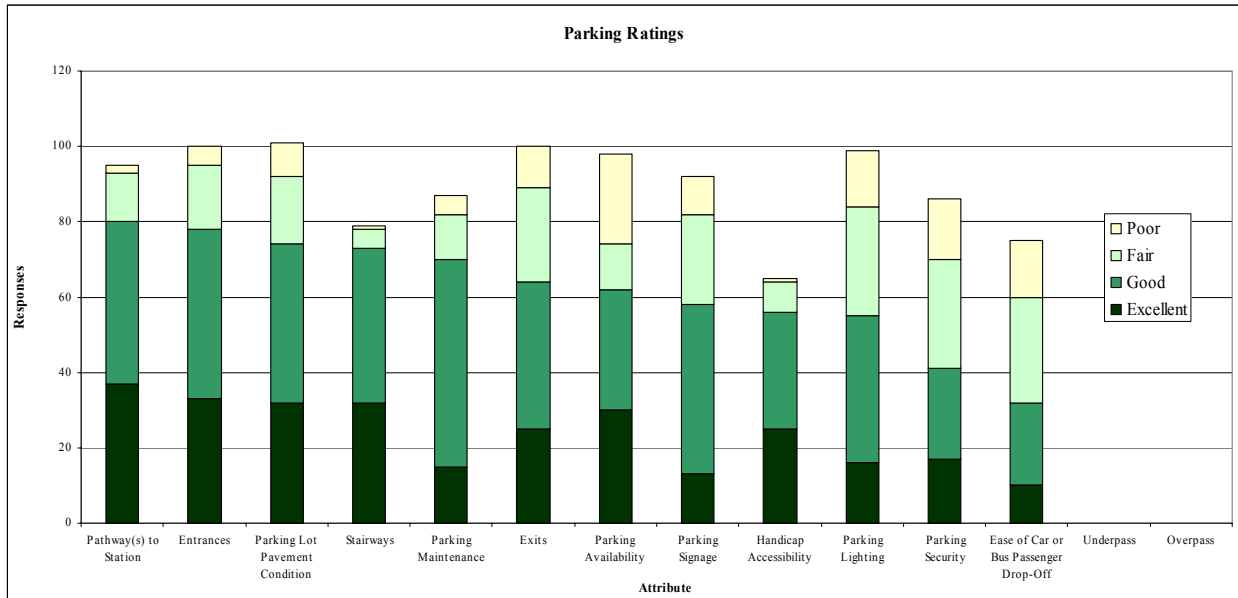
The response rate of 34% at the New Canaan Station was excellent. Of all respondents, 92% rode the train daily and an additional 5% rode at least once per week. Commuters made up 93% of customers surveyed, and 96% of respondents traveled during the peak periods. Of the respondents that parked at the station, 69% had parking permits at the time of the survey, and of those without permits, 41% were on a waiting list.

Although the male to female ratio among surveyed customers has been high at most stations, the 86% male population is somewhat higher at New Canaan. The fact that 93% of responses were from customers aged 25-64 is not surprising given the typical profile of the work commuter. At New Canaan the remaining 7% were over 65 years of age. Finally, personal incomes were extremely high at this station; 94% reported salaries above \$100,000, and the remaining 6% were above \$75,000.

As New Canaan is a recently refurbished station, it follows that customer ratings for the various parking and station elements should be fairly positive. In fact, ratings for the different aspects of the station at New Canaan were among the most favorable in the entire survey. In fact, only 2 of the 39 elements included in the (ease of passenger drop-off and parking security) were rated 'fair' or 'poor' by more than 50% of survey respondents. Furthermore, the percentages of 'excellent' ratings were quite high, and every element was noted to have improved by at least half of respondents. New Canaan respondents rated the elements at the station the highest on the New Canaan Line for the station building, amenities and platform elements. New Canaan change ratings were the highest on the New Canaan Line for all 4 categories of elements.

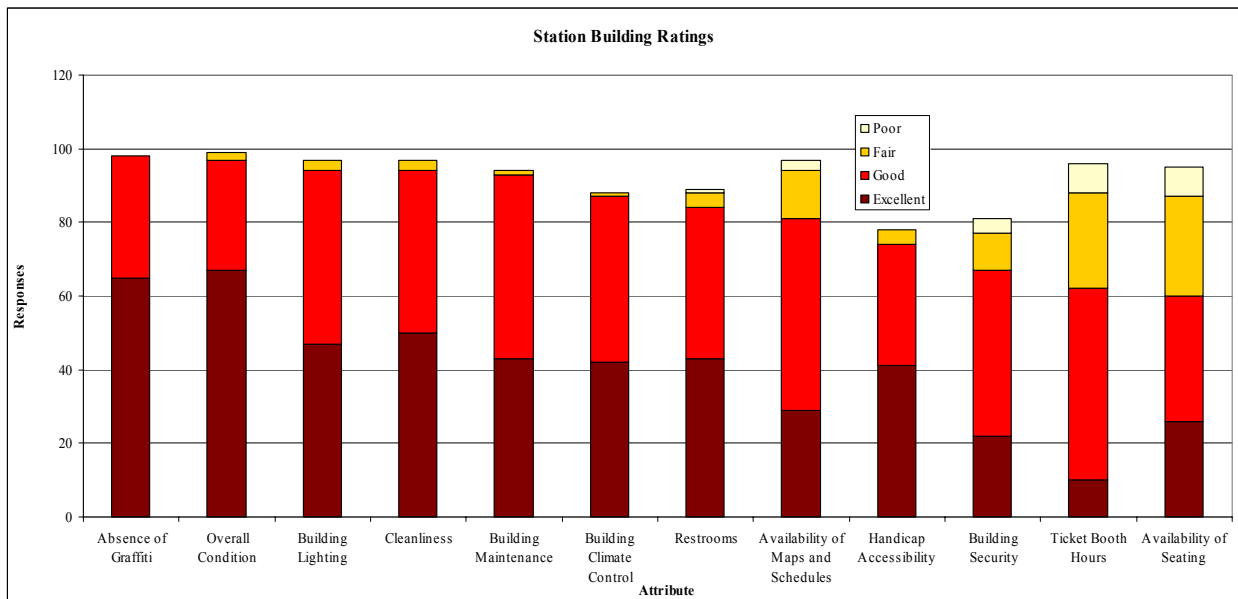
The parking facilities at New Canaan did receive 'fair' or 'poor' ratings from at least a quarter of respondents for many of the different categories and the only 2 elements that were rated negatively by the majority of customers were included within the parking category. These were parking security (52% negative) and the ease of car or bus passenger drop-off (57% negative). Security remains a noteworthy complaint at many stations, although 71% of those who commented did indicate improvement at New Canaan. Parking maintenance, pathways to station, stairways and handicap accessibility were all rated with 80% approval or higher. Stairways were rated the highest of the parking elements with 92% satisfaction. Overpasses and underpasses do not exist at the New Canaan Station. Pathways to the station had the highest actual number of positive marks (80). Figure 249 shows how New Canaan respondents felt about the parking situation.

Figure 249: New Canaan Station Parking Ratings



The station building received very favorable ratings; only the availability of seating prompted ‘fair’ or ‘poor’ ratings from more than a quarter of customers surveyed, and this too was seen to have improved recently. Ninety-eight percent of respondents were pleased with the overall condition of the station. Figure 250 describes the ratings of the station building in New Canaan. As was the case at most stations, absence of graffiti received the highest percentage of positive ratings (100% in this case). Eight of the 12 building elements received positive ratings exceeding 90%. The lowest rated element (seating availability) still received 63% favorable marks.

Figure 250: New Canaan Station Building Ratings



Amenities at the station were rated ‘good’ or ‘excellent’ by the majority of customers. Figure 251 displays the amenities ratings in New Canaan. The news/magazine stands were rated positively by 88% of respondents, making it the highest rated amenity. Bus drop-off/pick-up was rated positively by 61% of respondents, yet it was the lowest rated amenity.

Figure 251: New Canaan Station Amenities Ratings

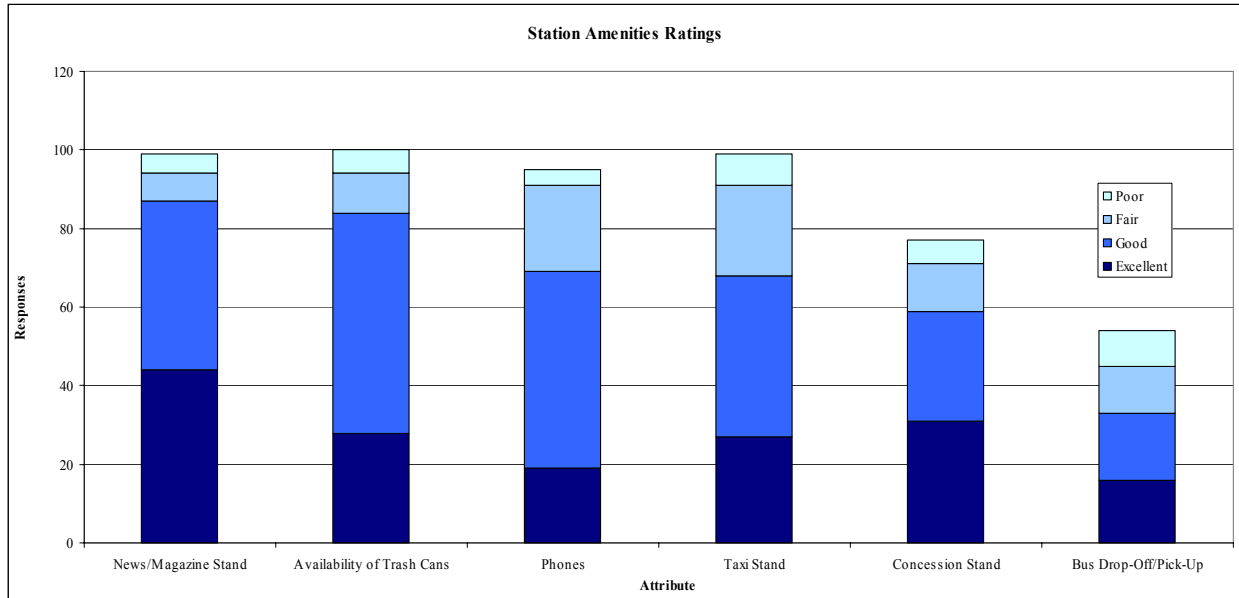
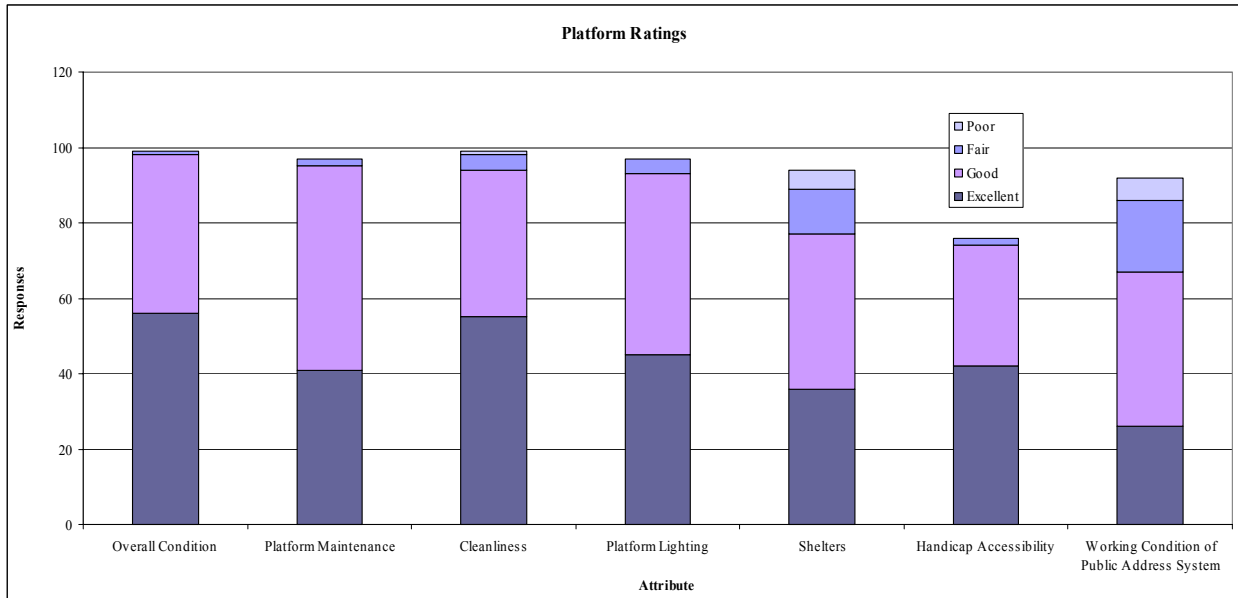


Figure 252 describes the platform situation in New Canaan. All of the platform elements were rated at 70% or higher satisfaction. In fact, all but 2 elements were rated above 90% positive. Ninety-nine percent of respondents (all but 1 person who rated it ‘fair’) rated the overall condition of the platform favorably. Overall condition was the highest rated element. The working condition of the public address system was the lowest rated platform element with a full 73% approval.

Figure 252: New Canaan Station Platform Ratings



Customer appreciation of the rehabilitation of New Canaan station appears quite evident, both in the proportion of favorable ratings and the number of customers who indicated an improvement for the various elements rated in the survey.

Change

Change ratings in New Canaan were slightly higher than the ratings of the current condition, which can be expected from station that had recently been refurbished. The change ratings in New Canaan were the highest on the New Canaan Line for all 4 categories of elements.

New Canaan respondents felt that handicap accessibility had achieved 100% improvement during the previous 2 years. However, this element received the fewest actual number of responses in the parking category. Ease of passenger drop-off was the least improved parking element with 50% improvement ratings. Parking availability was the second least improved element but still received 63% improvement ratings. The stairways and pathways to the station were highly rated at over 90% improvement. Figure 253 shows how New Canaan respondents perceived change in parking conditions over the previous 2 years.

Figure 253: New Canaan Station Change in Parking Conditions

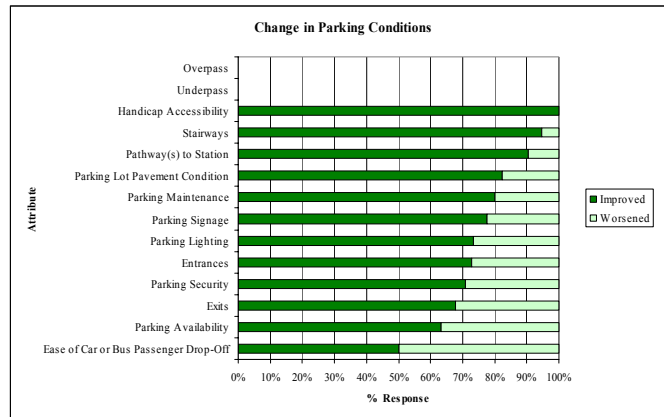


Figure 254 shows how New Canaan respondents felt about the changed condition of building elements. An incredible 7 elements including the overall condition of the building were thought to have improved by 100% of respondents. All of the other elements were thought to have improved by at least 85% of respondents. The refurbished station was obviously well received by the New Canaan customers.

Figure 254: New Canaan Station Change in Building Conditions

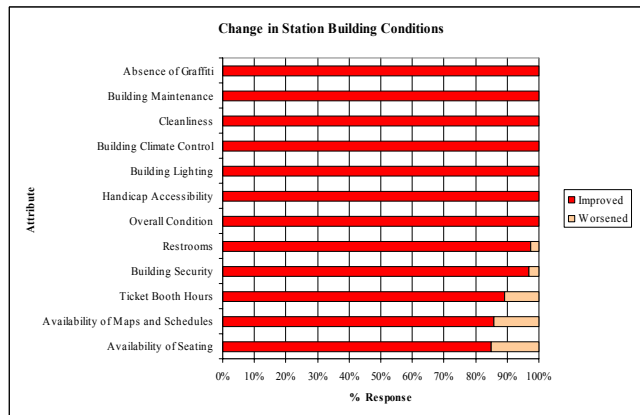
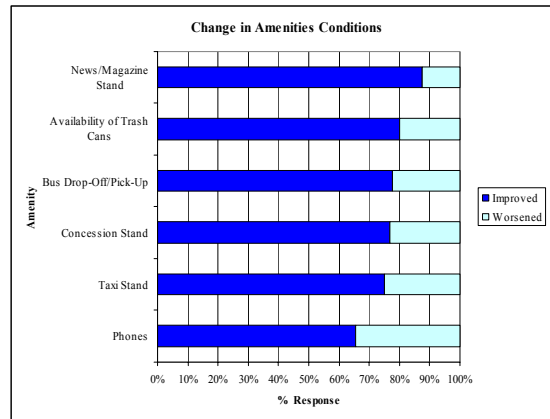


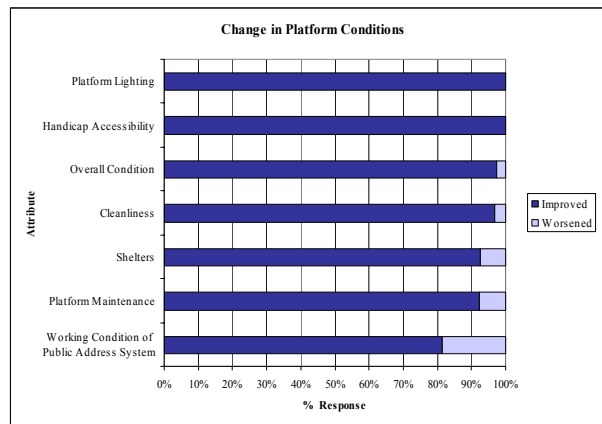
Figure 255 details the amenities trend ratings in New Canaan. The change ratings in New Canaan were between 65% and 88% improvement. Thus, the amenities were thought to have improved slightly less than the other categories of elements, but the change was still very positive. The least improved amenities were the phones and the most improved amenity was the news/magazine stand.

Figure 255: New Canaan Station Change in Amenities Conditions



New Canaan platform change ratings were the second highest of all the platform change ratings given at all the stations surveyed. Figure 256 shows the high platform improvement ratings. Platform handicap accessibility and lighting were thought to have improved by 100% of respondents. Shelters, a concern area in several stations, were thought to have improved by 93% of respondents. The least improved element, the working condition of the public address system, was still thought to have improved by 81% of respondents.

Figure 256: New Canaan Station Change in Platform Conditions



As noted, the change ratings in New Canaan were extremely high, a testament to the excellent station conditions created after the refurbishing process.

Responsible Agencies

As was the case in several stations, New Canaan respondents generally thought that Metro-North was responsible for most station conditions. Figure 257 describes how New Canaan respondents viewed agency responsibility at the station. The largest exception to the Metro-North was with regard to parking, where 89% of respondents thought that the local municipality had responsibility. A majority of New Canaan respondents felt that Metro-North was responsible for the following 2 elements:

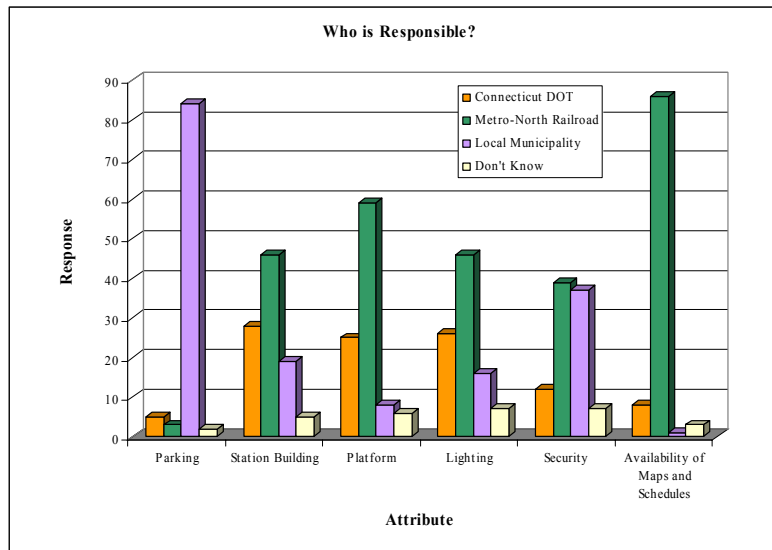
- Platform (60%)
- Map and Schedule Availability (88%)

Nearly half of respondents thought that Metro-North was responsible for these 2 elements:

- Station Building (47%)
- Lighting (48%)

Additionally, 29% of respondents thought that Connecticut DOT was responsible for the station building and 27% thought that Connecticut DOT was responsible for lighting. Respondents were generally split between Metro-North (41%) and the local municipality (39%) when deciding who was responsible for security in New Canaan.

Figure 257: New Canaan Station – Responsible Agencies



Written-In Customer Comments

When asked to write in their own comments on the survey, New Canaan respondents were very concerned with need for more parking areas. Twenty-three people (37%) wrote in that more parking areas were necessary. When asked to rate parking availability in the rating section, 63% of respondents indicated satisfaction with the situation. The same percentage of respondents also thought that parking availability had improved in the previous 2 years. The next highest percentage (10%) of respondents wrote in overall good comments. Eight percent of respondents also thought that more trains were needed. Table 28 lists all of the comments made by respondents at the New Canaan Station, even the comments made by only 1 person.

Table 28: New Canaan Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
18	Need more parking areas	23	37.1%
49	Overall good comments	6	9.7%
65	More trains (cars) needed	5	8.1%
8	Entrances/Exits very difficult	3	4.8%
71	Better service	3	4.8%
85	Only residents should be allowed parking permits	3	4.8%
10	Lighting needs improvement	2	3.2%
3	Generally satisfied	1	1.6%
7	Long wait on parking list	1	1.6%
13	Need ticket machines	1	1.6%
16	Parking garage needed	1	1.6%
17	Longer station platforms	1	1.6%
22	Cleaner trains	1	1.6%
27	Trash cans needed	1	1.6%
37	Keep token & vending machines in good working order	1	1.6%
41	Information for parking permits made available	1	1.6%
47	Repaint the number of each parking space at New Canaan	1	1.6%
52	Need more free parking spaces	1	1.6%
58	Taxis all over parking lots and waited 15 years for a permit despite recent station rebuild	1	1.6%
59	Trains in terrible condition	1	1.6%
61	Better public address system needed	1	1.6%
66	Lot needs to be paved	1	1.6%
68	Cleaner restrooms on trains and in stations	1	1.6%
80	More seating outside	1	1.6%
<i>Total Comments</i>		62	100.0%

Talmadge Hill

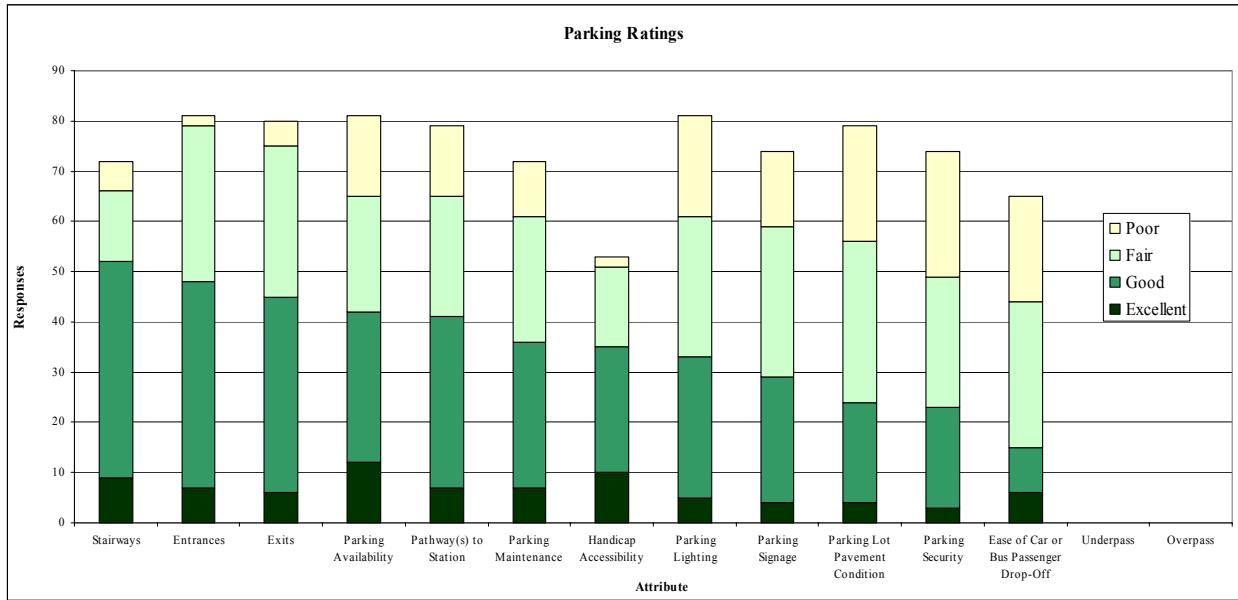
The survey distribution and response rate at Talmadge Hill, as well as the customer profiles, were quite similar to that of New Canaan. However, ratings for the various station elements were decidedly less favorable at Talmadge Hill. A total of 277 surveys were distributed with a response rate of 30%.

Ninety-four percent of respondents traveled daily and all traveled either for their commute to work or for other business purposes. Nearly all (99%) traveled during the peak periods. Among those who parked at the station, 61% held permits at the time of the survey, and 40% of those who did not were on a waiting list. Eighty-one percent of survey respondents were male, and 99% were between the ages of 25 and 64. Reported salaries were high once again; 86% of respondents indicated incomes over \$100,000.

Overall, the ratings given to the parking, station and platform at Talmadge Hill were less favorable. In total, 12 of the 28 elements included in the survey relevant to this station were given ‘fair’ or ‘poor’ ratings by the majority of respondents.

Five parking elements had a majority of negative ratings. Figure 258 shows ratings of parking elements at the Talmadge Hill Station, the lowest parking ratings on the New Canaan Line. Talmadge Hill does not have an underpass or an overpass. The highest rated elements were the stairways, which only received 72% satisfaction ratings. The lowest rated parking element was the ease of passenger drop-off with 77% negative ratings.

Figure 258: Talmadge Hill Station Parking Ratings



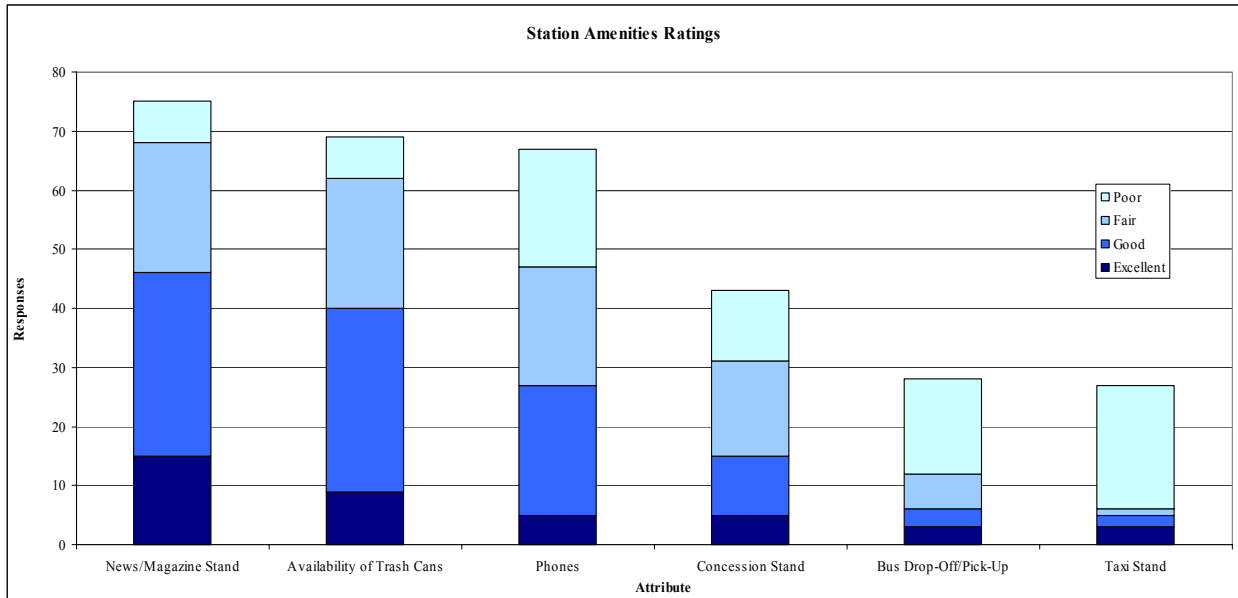
Talmadge Hill does not have a building at the station. For the 3 building elements not rated in any other category, this is how Talmadge Hill fared:

- Absence of graffiti: 76% positive
- Availability of maps and schedules: 64% negative
- Availability of seating: 73% negative

As usual, the absence of graffiti was the only positively rated building element.

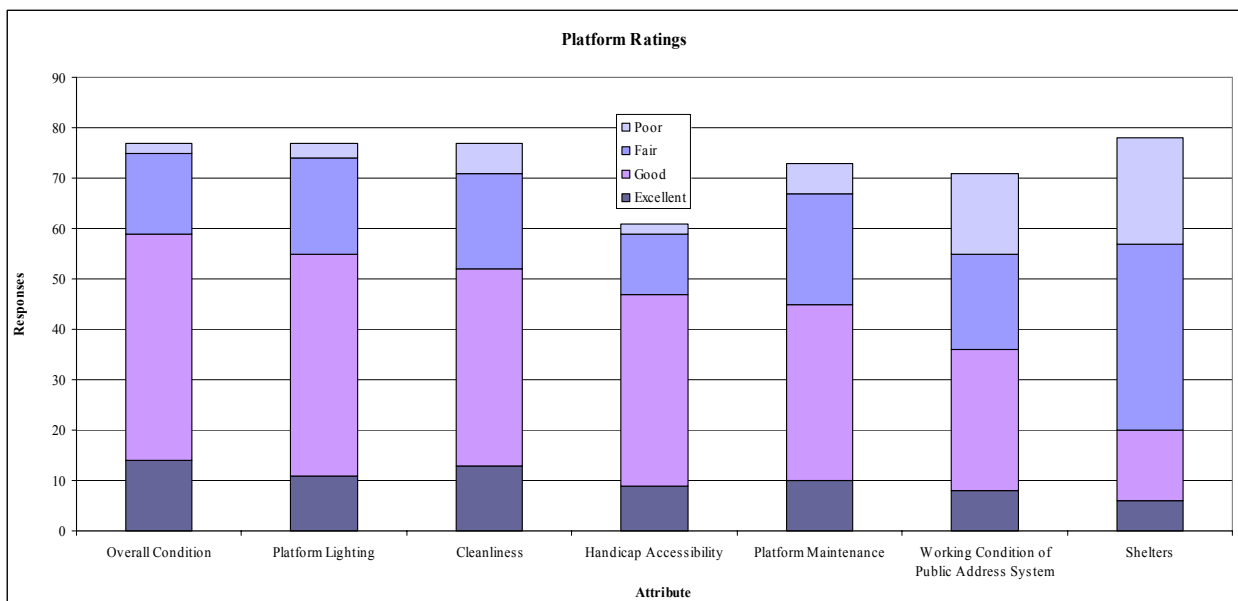
Four of the 6 station amenities included in the survey also received negative ratings from the majority of respondents. The taxi stand was the lowest rated amenity with 21% negative ratings. At the other end of the scale the highest rated amenity was the news/magazine stand, but it still only received 61% satisfaction ratings. Figure 259 shows how Talmadge Hill respondents rated amenities at the station.

Figure 259: Talmadge Hill Station Amenities Ratings



The platforms at Talmadge Hill were somewhat more favorably rated, including positive reflections on overall condition and handicap accessibility by most passengers. However, Talmadge Hill platform ratings were still the lowest on the New Canaan Line. Seventy-seven percent of respondents were satisfied with the overall condition of the platform and with handicap accessibility, making them the 2 highest rated platform elements. The 2 areas of concern, as was the case at most stations, were the shelters (74% negative) and the working condition of the public address system (49% negative). Figure 260 shows how platform elements fared in the opinion of Talmadge Hill respondents.

Figure 260: Talmadge Hill Station Platform Ratings

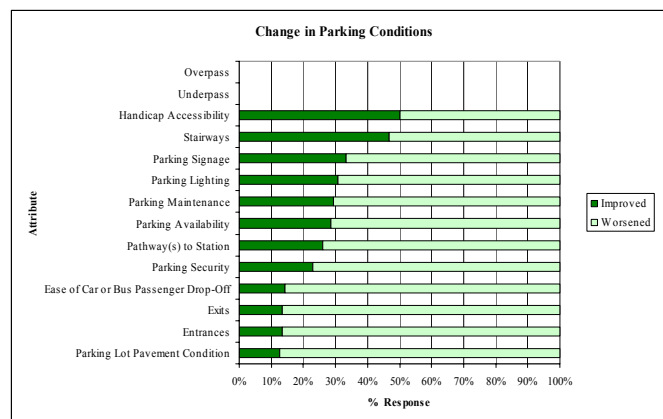


Change

The change ratings in Talmadge Hill were even lower than the ratings of the current situation for parking and the platform and higher for the station building and amenities.

Figure 261 shows the parking change ratings for Talmadge Hill. These change ratings were the lowest on the New Canaan Line. Eleven of the 12 parking elements were thought to have worsened by a majority of respondents over the previous 2 years. The only element without a majority of ‘worsened’ ratings, handicap accessibility, still had half of the respondents rate it as ‘worsened.’ The least improved parking element was the parking lot pavement condition, which received 87% ‘worsened’ ratings. Talmadge Hill does not have an overpass or an underpass.

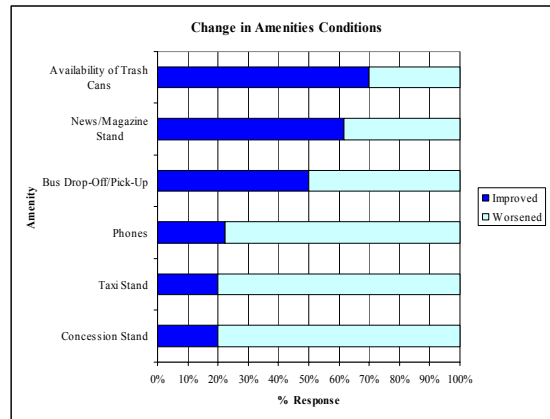
Figure 261: Talmadge Hill Station Change in Parking Conditions



As noted, Talmadge Hill does not have a station building. In regard to the 3 elements not discussed in any other category, respondents were generally torn between improvement or ‘worsened’ ratings, leaning towards the worsened state. Half of respondents said that absence of graffiti and availability of seating had improved and 57% of respondents thought that map and schedule availability had worsened.

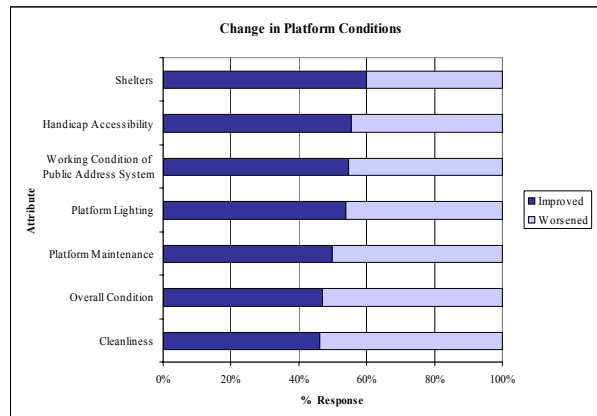
Figure 263 describes how the amenities have changed at Talmadge Hill during the previous 2 years. Generally speaking, amenities were not thought to have improved by much. The concession stand and taxi stand were each thought to have worsened by 80% of respondents. The most improved amenity, availability of trash cans, still only received 70% improvement ratings.

Figure 262: Talmadge Hill Station Change in Amenities Conditions



As noted, the Talmadge Hill platform ratings were the lowest on the New Canaan Line, but the change ratings were even lower (but not the lowest on the line). Figure 264 shows how Talmadge Hill respondents felt about the changed platform situation. Platform change ratings covered a very small range of percentages: 46% to 60% improvement. Cleanliness was the least improved platform element and shelters were the most improved elements. Fifty-three percent of respondents thought that the overall condition of the platform had worsened over the previous 2 years.

Figure 263: Talmadge Hill Station Change in Platform Conditions



Responsible Agencies

Figure 265 graphs how Talmadge Hill respondents viewed agency responsibility at the station. As was the case at most stations, Metro-North, and to a smaller extent, the local municipality, were thought to be responsible for the station elements. A majority of respondents thought that:

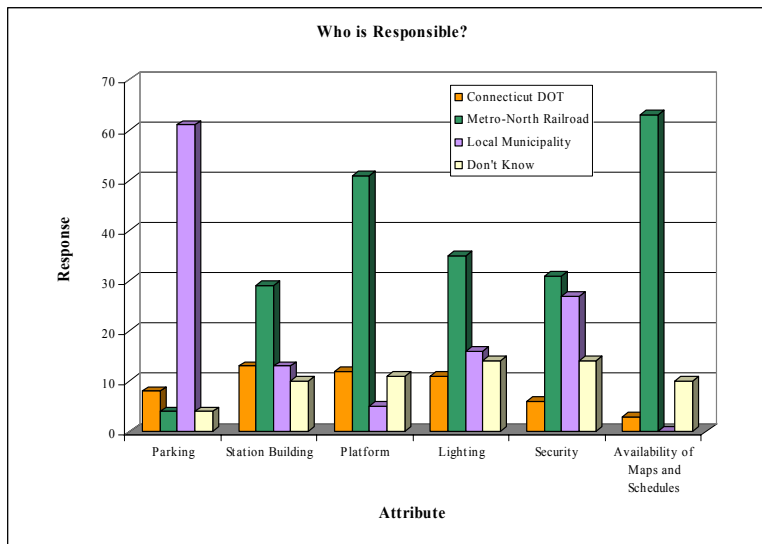
- The local municipality had responsibility for parking (79%)
- Metro-North was responsible for the platform (65%)
- Metro-North was in charge of map and schedule availability (83%)

More than 40% of respondents thought that:

- Metro-North was responsible for the station building (45%)
- Metro-North had responsibility for lighting (46%)
- Metro-North was in charge of security (40%)

For the station building, 20% of respondents also thought that each Connecticut DOT and the local municipality had responsibility. With regard to lighting, 21% of respondents also thought that the local municipality was responsible and 18% did not know who was in charge. Finally, for security, another 35% of respondents thought that the local municipality had responsibility for security.

Figure 264: Talmadge Hill Station – Responsible Agencies



Written-In Customer Comments

As was the case at most stations, when asked to write in their comments, respondents were concerned with the amount of parking areas at the station. Seventeen people (30%) in Talmadge Hill wrote that more parking areas were needed. When asked to rate parking availability, 52% of respondents said that they were satisfied with the current situation. However, when asked to rate the trend in parking availability over the previous 2 years, 71% of respondents said that the availability had worsened. The second most popular written-in customer comment was the need for pavement in the parking lot. Seven people (13%) were concerned with the parking lot pavement condition. The importance of the pavement issue was also obvious from the parking ratings where 70% of respondents gave the pavement condition a negative rating and 87% of respondents thought that the condition had worsened over the previous 2 years. Four people (7%) also wrote in comments about the need for benches and shelters to be shielded from inclement weather. Table 29 shows all of the comments written-in by respondents in Talmadge Hill, including comments made by 3 or fewer people.

Table 29: Talmadge Hill Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
18	Need more parking areas	17	30.4%
66	Lot needs to be paved	7	12.5%
12	Could use benches & protected shelters from rain/snow with heat/air	4	7.1%
49	Overall good comments	3	5.4%
8	Entrances/Exits very difficult	2	3.6%
24	Cleaner platforms	2	3.6%
65	More trains (cars) needed	2	3.6%
76	Meters should have option for metrocard	2	3.6%
85	Only residents should be allowed parking permits	2	3.6%
7	Long wait on parking list	1	1.8%
20	Better pathways to train platform	1	1.8%
22	Cleaner trains	1	1.8%
23	Allow overnight parking	1	1.8%
29	Cell phone use is annoying	1	1.8%
39	Talmadge Hill Station generally fine	1	1.8%
42	Traffic signal not pedestrian friendly	1	1.8%
50	Parking stripes need to be painted on	1	1.8%
53	Talmadge Hill Station needs boarding platforms on both sides of the track	1	1.8%
59	Trains in terrible condition	1	1.8%
63	Snow removal on stairs & walkways	1	1.8%
68	Cleaner restrooms on trains and in stations	1	1.8%
77	Improve landscaping	1	1.8%
87	Parking meters not working properly	1	1.8%
89	Monthly parking passes	1	1.8%
<i>Total Comments</i>		56	100.0%

Springdale

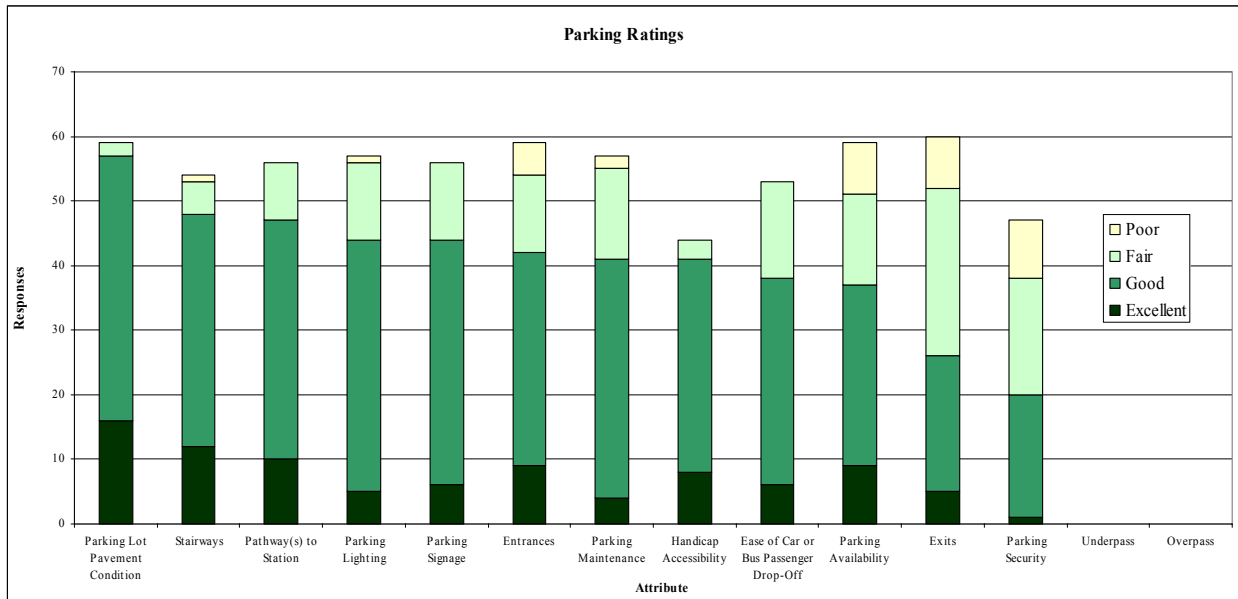
Springdale station experienced a very high response rate of 53% from 113 surveys distributed. As usual, the vast majority of customers surveyed were daily riders (95%), commuting to work (97%), and traveling during the peak periods (100%). Just under two-thirds of those who drove and parked held parking permits and among those who did not, 65% were on a waiting list.

Although a slightly lower percentage than seen at the New Canaan and Talmadge stations, males still represented two-thirds of customers surveyed. Consistent with most stations, the dominant age group was 25-64 years, and a considerable majority (76%) of respondents reported incomes over \$100,000.

Ratings for the station elements were mixed at Springdale. The parking elements generally rated favorably, while the station building and amenities were rated more often ‘fair’ or ‘poor.’ Parking ratings were the highest on the New Canaan Line, but the station building and amenities ratings were the lowest rated out of the same stations.

Among the parking elements, the exits and parking security were rated ‘fair’ or ‘poor’ by more than half of respondents. The remainder of the elements were rated more highly, particularly pavement condition, handicap accessibility, stairways and pathways to the station. Figure 265 shows the parking ratings at the Springdale Station. As noted, the parking ratings were the highest on the New Canaan Line. The highest rated element was the parking lot pavement condition, in stark contrast to the condition at the Talmadge Hill Station, with 97% satisfaction ratings. The exits and parking security were both rated negatively by 57% of respondents, the poorest rated parking elements in Springdale. The station does not have an overpass or an underpass.

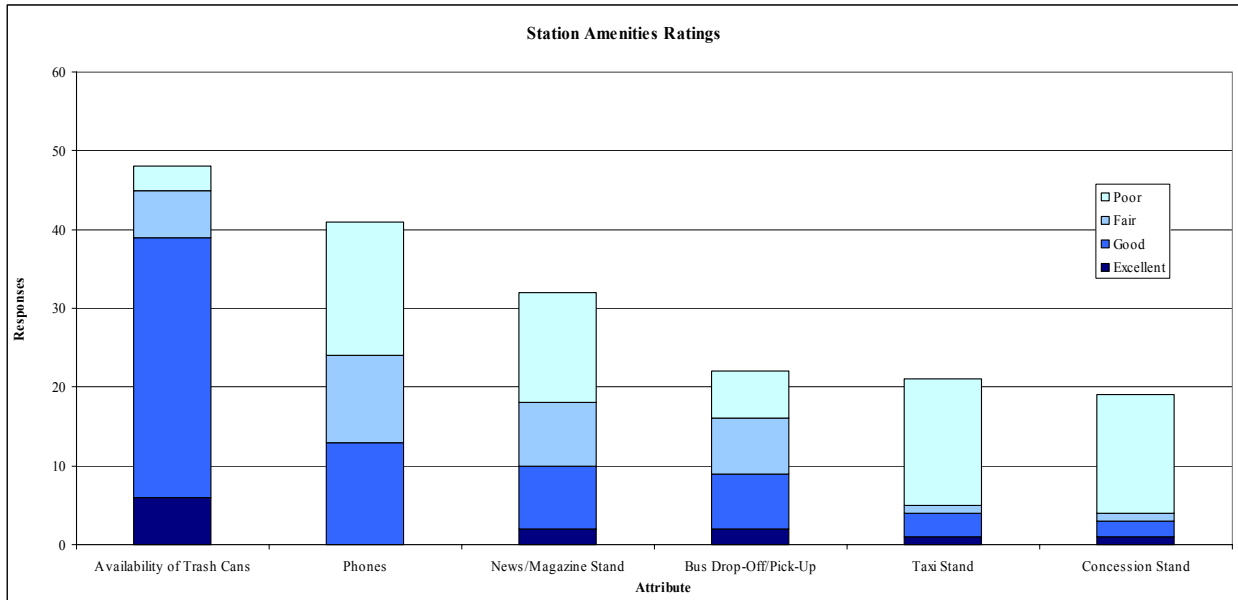
Figure 265: Springdale Station Parking Ratings



Springdale does not have a station building, so no ratings are listed. However, 3 elements were not rated in any other category, so their responses are presented here. Absence of graffiti was rated positively by 59% of respondents. However, map and schedule availability received only half positive ratings and seat availability received 65% negative ratings.

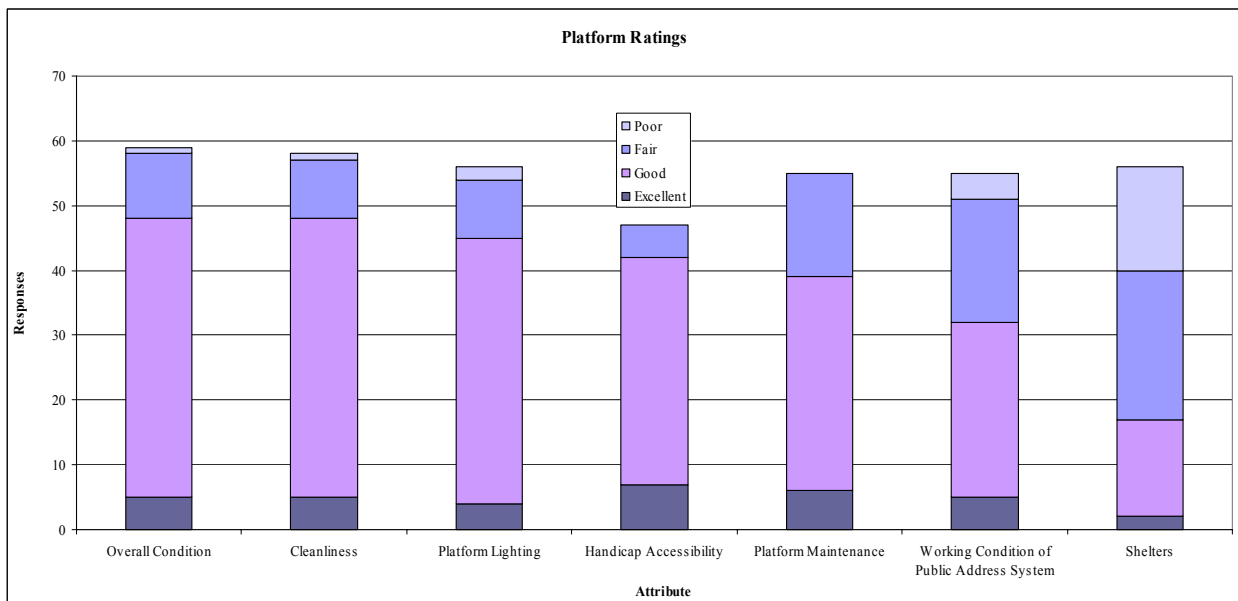
The only station amenity rated favorably by the majority of respondents was the availability of trash containers (81%). Amenities were again rated by only a small number of respondents because the Springdale Station only consists of a platform. Eighty-four percent of respondents were unhappy with the condition of the concession stand, the lowest rated amenity. Figure 266 shows how Springdale respondents rated amenities.

Figure 266: Springdale Station Amenities Ratings



Finally, the platforms at Springdale received considerably more favorable marks, including favorable ratings for overall condition, handicap accessibility, lighting, and cleanliness. Eighty-one percent of respondents were pleased with the overall condition of the platform, making it the highest rated platform element at Springdale. Again, more people rated the platform elements because the station only consists of a platform. Once again, the platform element most often rated 'fair' or 'poor' was the shelter. Seventy percent of respondents rated the shelters negatively. Figure 267 shows the platform ratings in Springdale.

Figure 267: Springdale Station Platform Ratings

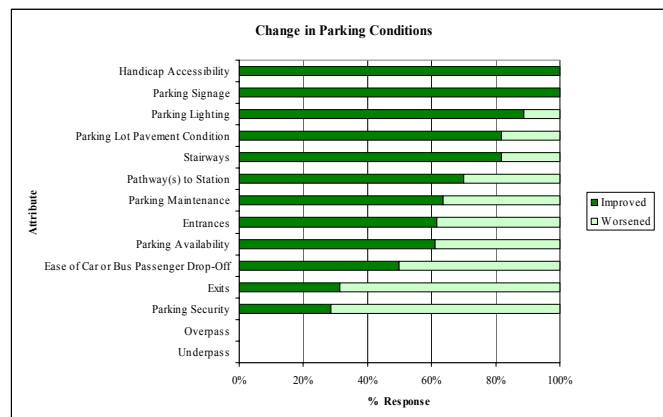


Change

Change ratings in Springdale were generally a lot lower than the ratings of the current situation. Of the conditions that received ratings, 21 elements were thought to have worsened over the past 2 years by a majority of respondents.

Parking elements received reasonably good change ratings from respondents. Overpasses and underpasses were not rated because they do not exist in Springdale. Figure 268 shows how Springdale respondents perceived change in the parking situation over the previous couple of years. Parking lighting, lot pavement condition, and stairways were thought to have improved by more than 80% of respondents. Parking signage and handicap accessibility was thought to have improved by 100% of respondents. At the other end of the scale, parking security was thought to have worsened by 71% of respondents.

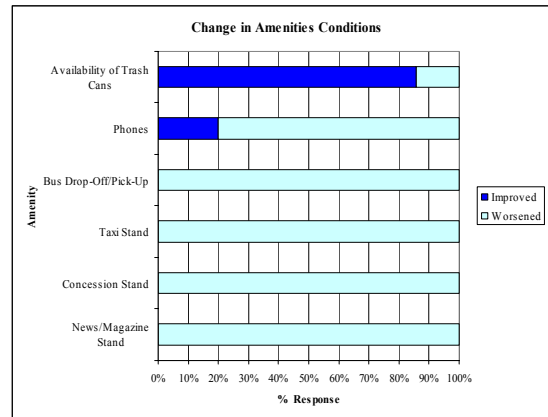
Figure 268: Springdale Station Change in Parking Conditions



Concerning the 3 building elements mentioned where no station exists, the general view of the trend was negative. No one rated absence of graffiti and all of the respondents who rated the availability of maps/schedules and seating rated them as ‘worsened.’

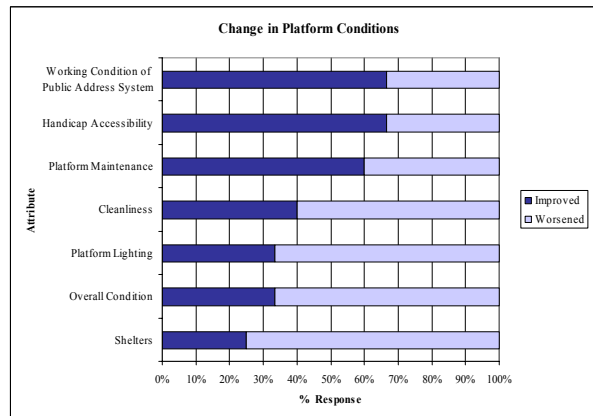
As was the case with the building elements, many of the amenities listed do not exist at the Springdale Station. Figure 269 shows how respondents rated change in amenities at the Springdale Station. All of the amenities were thought to have worsened except for the availability of trash cans, which were thought to have improved by 86% of respondents.

Figure 269: Springdale Station Change in Amenities Conditions



The Springdale Station actually has a platform, so these ratings were more reliable. Four elements were thought to have worsened by a majority of respondents. Figure 270 displays the platform change situation in Springdale. Two-thirds of respondents thought that the overall condition of the platform had worsened over the previous 2 years. Three-quarters of respondents said that the shelters had worsened. Surprisingly, the working condition of the public address system was one of the most improved platform elements with two-thirds improvement ratings. Handicap accessibility also received two-thirds improvement ratings.

Figure 270: Springdale Station Change in Platform Conditions



Responsible Agencies

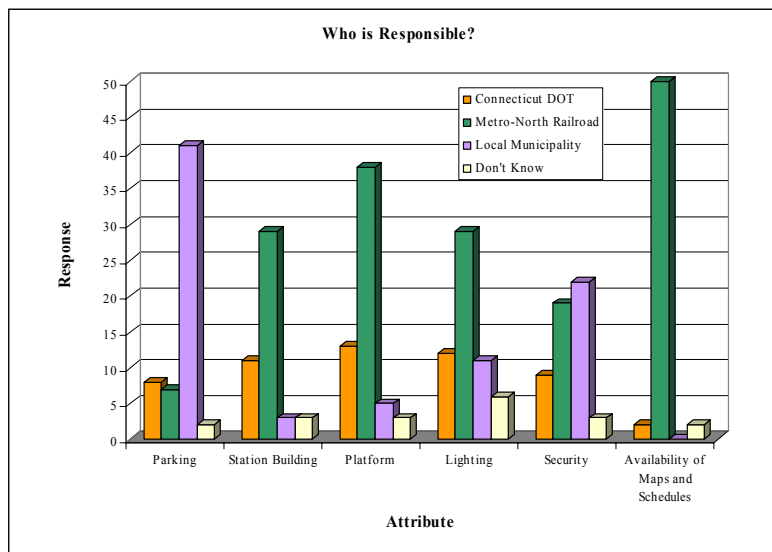
Similar to most stations, the highest percentage of respondents thought that Metro-North was responsible for most station elements. Respondents also thought that the local municipality was responsible for some of the elements. A significant contingent of respondents also listed Connecticut DOT as responsible for all of the elements except for map and schedule availability. Figure 271 details exactly how Springdale respondents viewed the responsibility structure.

A majority of respondents thought the following agencies were responsible for these elements:

- Parking: local municipality (71%)
- Station Building: Metro-North (63%)
- Platform: Metro-North (64%)
- Map and Schedule Availability (93%)

For the other two elements, lighting and security, half of Springdale respondents thought that Metro-North had responsibility for lighting and 42% of respondents thought that the local municipality was responsible for security. However, 21% of respondents also thought that Connecticut DOT was responsible for lighting and 36% of respondents thought that Metro-North had responsibility for security.

Figure 271: Springdale Station – Responsible Agencies



Written-In Customer Comments

Consistent with the trend, Springdale respondents were concerned enough with parking availability and benches/shelters to write about them in the open comments section. Table 30 lists all of the comments noted by respondents in Springdale. When asked to rate parking availability, 63% of respondents were satisfied and 61% had noticed an improvement during the previous 2 years. With regard to benches and shelters, only 50% of respondents were satisfied with availability of seating and only 30% of respondents were satisfied with the shelters. Availability of seating was thought to have worsened by the 2 respondents who rated the change and shelters were thought to have worsened by 75% of respondents. Also similar to other stations, lighting and the number of trains/cars were also mentioned by more than 1 respondent in the customer opinion section.

Table 30: Springdale Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
18	Need more parking areas	7	16.7%
12	Could use benches & protected shelters from rain/snow with heat/air	4	9.5%
10	Lighting needs improvement	3	7.1%
65	More trains (cars) needed	3	7.1%
8	Entrances/Exits very difficult	2	4.8%
17	Longer station platforms	2	4.8%
63	Snow removal on stairs & walkways	2	4.8%
79	Pay phones needed	2	4.8%
5	Springdale Station has traffic problems	1	2.4%
7	Long wait on parking list	1	2.4%
13	Need ticket machines	1	2.4%
22	Cleaner trains	1	2.4%
27	Trash cans needed	1	2.4%
29	Cell phone use is annoying	1	2.4%
35	Train schedules usually inaccurate	1	2.4%
36	Too many handicap parking spaces	1	2.4%
41	Information for parking permits made available	1	2.4%
43	Need express service	1	2.4%
49	Overall good comments	1	2.4%
61	Better public address system needed	1	2.4%
62	Need better security company	1	2.4%
64	Single overpass not adequate	1	2.4%
68	Cleaner restrooms on trains and in stations	1	2.4%
71	Better service	1	2.4%
77	Improve landscaping	1	2.4%
	<i>Total Comments</i>	42	100.0%

Glenbrook

Survey distribution totaled 133 at Glenbrook with 35 returned for a response rate of 26%. The travel patterns of surveyed customers at this station followed the established trends, in that the vast majority traveled daily, commuted to work or traveled for other business, and traveled during the peak periods. Of those who parked at Glenbrook, less than half held parking permits at the time of the survey, and of this group without permits, 60% were on a waiting list.

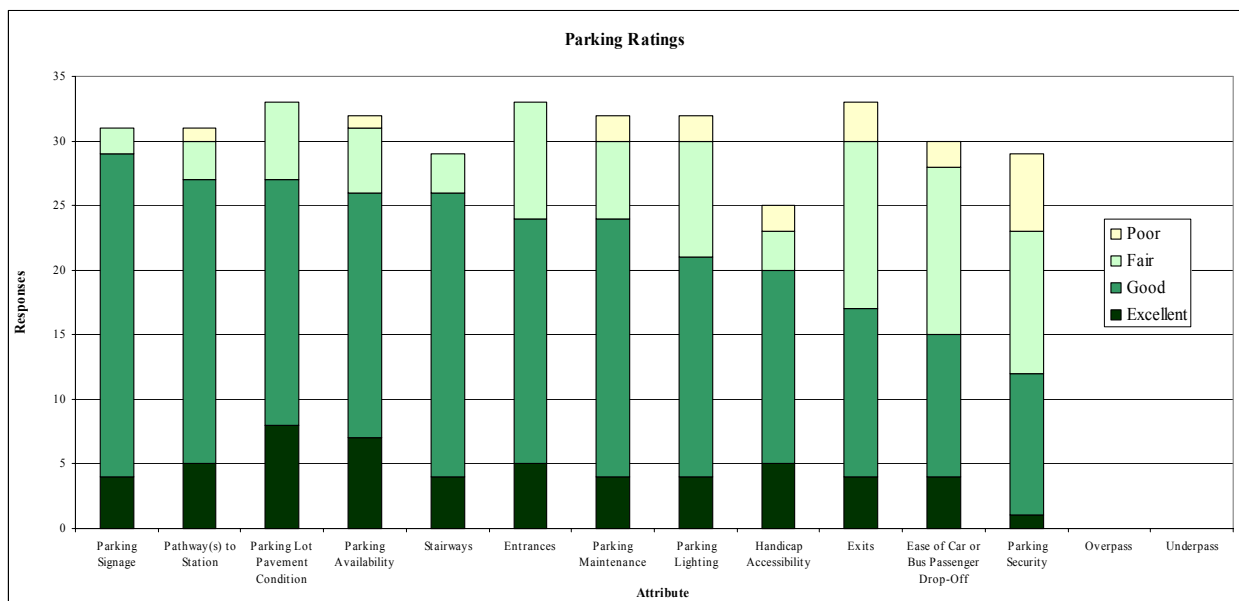
Customer profiles differed at Glenbrook relative to most other stations with respect to gender and income. The male to female ratio is nearly even, with men accounting for 53% of respondents. Given that most customers commuted to work on a daily basis, it is not surprising that the dominant age group is once again 25-64 years. However, as has been somewhat evident at stations where gender proportions were more balanced, reported incomes were not quite as high at Glenbrook. Just over half of respondents (53%) still reported incomes over \$100,000,

however the remaining 47% reported salaries in the middle income ranges of \$50-\$75k and \$75-100k.

The customer ratings of various parking elements were generally favorable, whereas the station amenities were rated less favorably. Glenbrook does not have a station building.

Among parking facilities signage, pathways and stairways all rated highly among the majority of customers. Parking signage was the highest rated parking element with 94% satisfaction ratings. The only element which received ‘fair’ or ‘poor’ ratings from over 50% of respondents was security, as has been somewhat common. Fifty-nine percent of respondents rated security negatively. Figure 272 shows the ratings for all of the parking elements at the Glenbrook Station. The station does not have an overpass or an underpass.

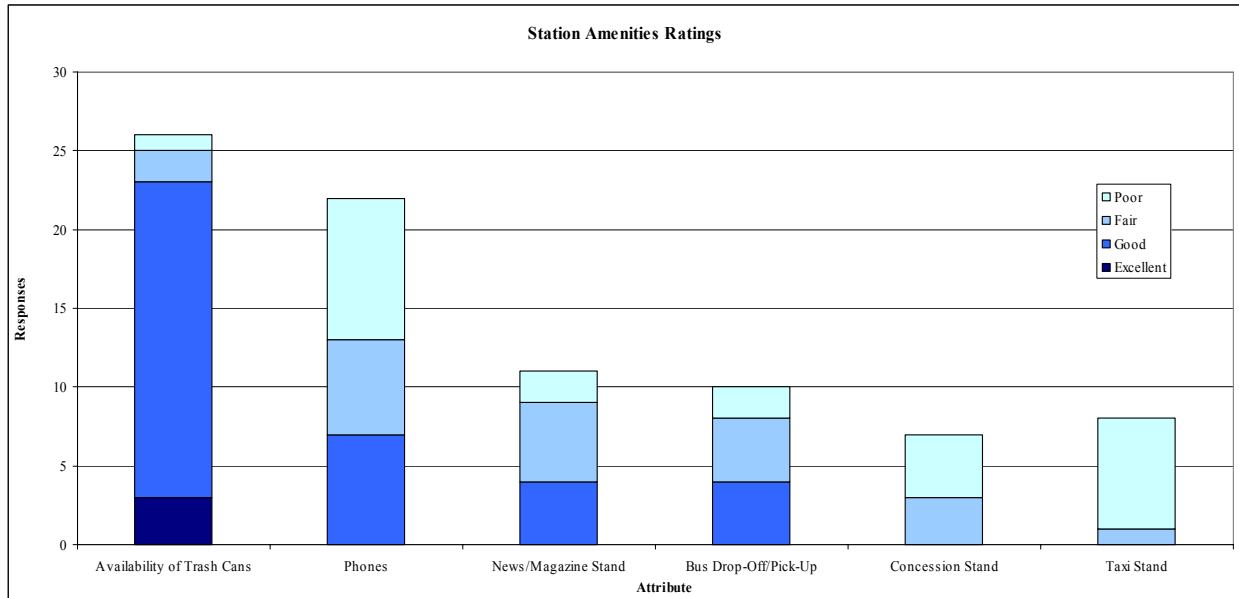
Figure 272: Glenbrook Station Parking Ratings



Similar to the Talmadge Hill station, Glenbrook consists of a platform and shelter only. Therefore, fewer customers provided ratings for the station elements included in the survey. However, it is worth noting the absence of graffiti, availability of maps and schedules and availability of seating ratings because these elements were not rated in any other category. Seventy percent of respondents rated map and schedule availability negatively. For the other 2 elements, respondents were split down the middle with regard to graffiti absence and 56% of respondents were pleased with seating availability.

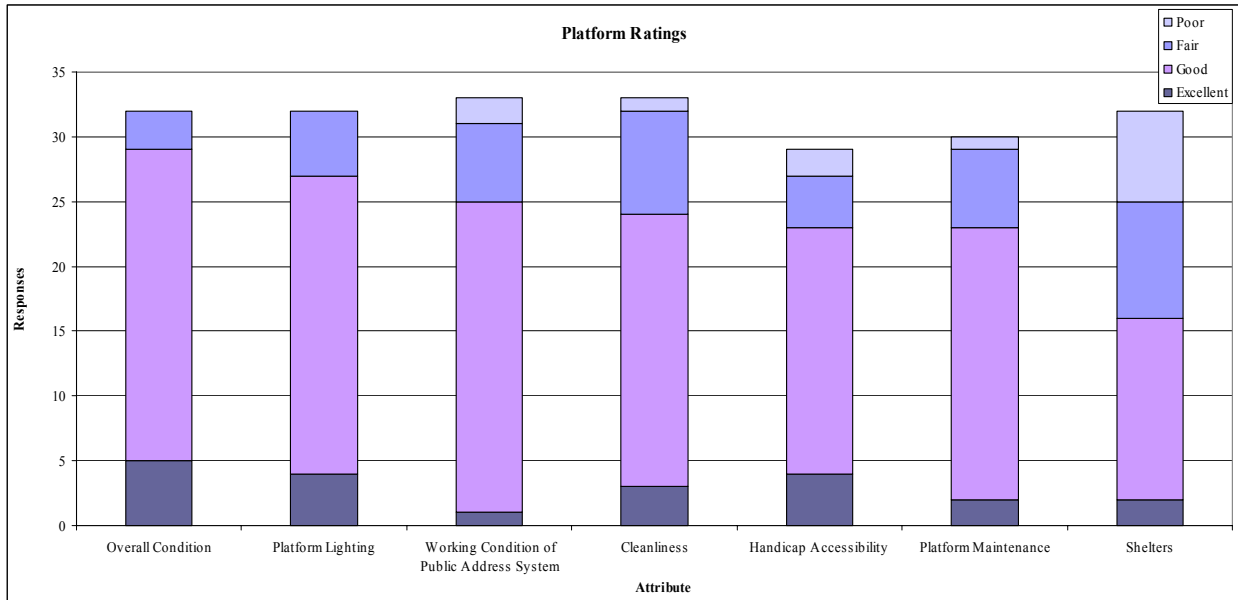
Interestingly, fewer customers tended to provide favorable ratings at stations that consisted only of platforms and shelters. This was the case at Glenbrook, as well as at Talmadge Hill and Springdale. And, correspondingly, station amenities were not favorably rated given the physical makeup of the station at Glenbrook. As was found at Talmadge Hill and at other stations, the availability of trash cans was the only highly rated amenity (88% positive ratings). Figure 273 shows how the amenities were rated in Glenbrook.

Figure 273: Glenbrook Station Amenities Ratings



Lastly, the platform did receive mostly ‘good’ or ‘excellent’ ratings from most customers, including favorable ratings for overall condition, handicap accessibility, maintenance, and the public address system. Ninety-one percent of respondents were pleased with the overall condition of the platform, which made it the highest rated platform element. The shelters received an even mix of positive and negative ratings, which comparatively speaking was better than most stations surveyed, but made it the worst platform element in Glenbrook. The next lowest rated platform element had 73% positive ratings, so it can be said that the platform in Glenbrook is in excellent condition. Figure 274 shows all of the platform ratings at the Glenbrook Station.

Figure 274: Glenbrook Station Platform Ratings

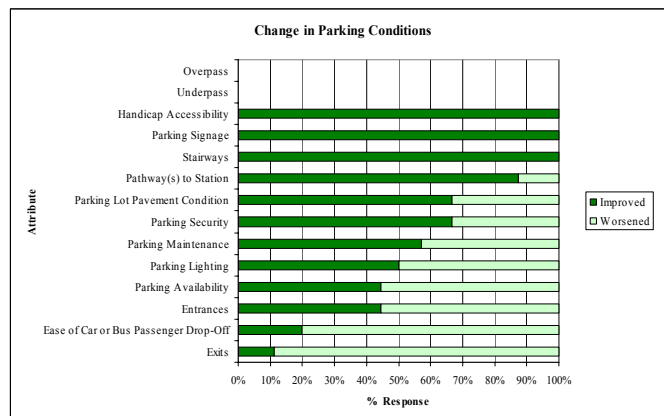


Change

The change ratings in Glenbrook were lower for parking and higher for the amenities and platform than the ratings of the present condition.

Four parking elements were thought to have worsened by a majority of respondents. The least improved parking element was exits with 89% ‘worsened’ ratings. Five elements were thought to have improved by all of the respondents. However, the overpass and underpass each only had 1 respondent. Stairways and parking signage were thought to have improved by all 5 respondents who rated the elements. Figure 275 describes how Glenbrook respondents perceived change in the parking situation at the station over the past couple of years.

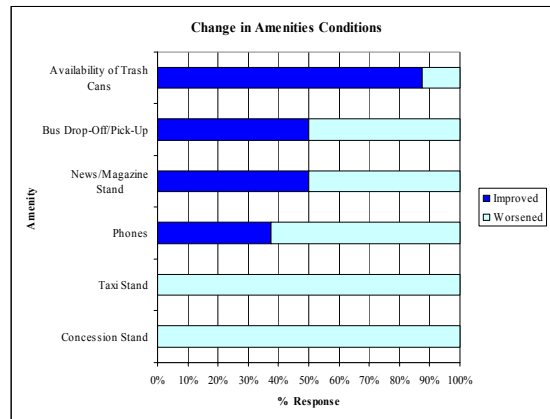
Figure 275: Glenbrook Station Change in Parking Conditions



As noted earlier, Glenbrook does not have a station building so only responses regarding the 3 elements not rated elsewhere are considered. One person thought the absence of graffiti had worsened. Half of the respondents thought that availability of seating had improved and two-thirds of respondents thought that map and schedule availability had improved.

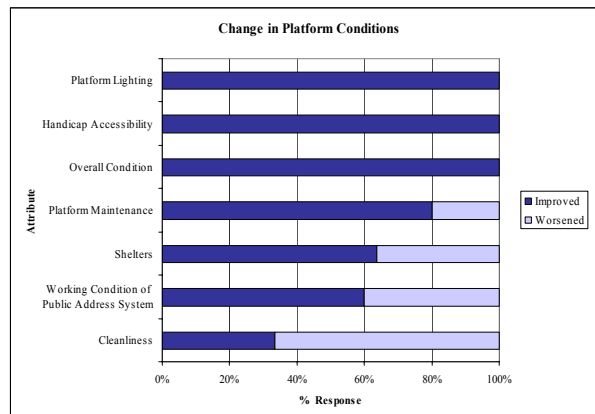
Despite the fact that Glenbrook does not have all of the amenities listed, at least one person rated the trend for all of the amenities. Figure 276 displays the amenities change ratings in Glenbrook. As was the case in most stations, the availability of trash cans was thought to have improved by the majority of respondents (88%). All of the other amenities were thought to have worsened.

Figure 276: Glenbrook Station Change in Amenities Conditions



Lastly, the platform change ratings were slightly better than the platform current condition ratings and were quite a lot higher than any of the other change ratings from different categories. Figure 277 shows the change ratings for the platform in Glenbrook. All of the respondents thought that the overall condition of the platform, handicap accessibility to the platform and platform lighting had improved over the previous 2 years. The only platform element that a majority of respondents thought had worsened was cleanliness, for which 67% of respondents said they had noticed a change for the worse. Shelters were rated as ‘improved’ by 64% of respondents.

Figure 277: Glenbrook Station Change in Platform Conditions

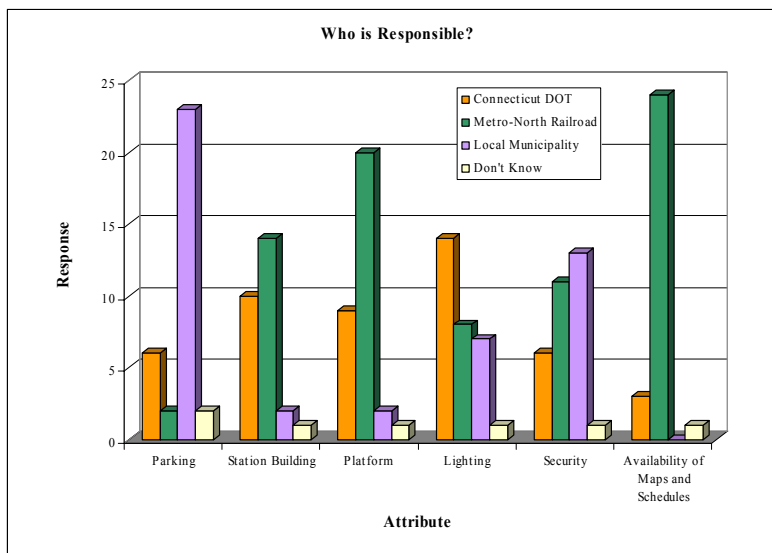


Responsible Agencies

Glenbrook respondents distributed who they thought had responsibility for station elements relatively evenly between the 3 agencies. Figure 278 shows who Glenbrook respondents thought were responsible for which station conditions. As noted, Glenbrook does not have a station building on the premises. Very few respondents reported not knowing who had responsibility for station conditions (average: 3%). Generally speaking, respondents thought that these agencies were responsible for the following station conditions:

- Parking: local municipality (70%)
- Station Building: Metro-North (52%), Connecticut DOT (37%)
- Platform: Metro-North (63%)
- Lighting: Connecticut DOT (47%), Metro-North (27%), local municipality (23%)
- Security: local municipality (42%), Metro-North (35%)
- Map and Schedule Availability: Metro-North (86%)

Figure 278: Glenbrook Station – Responsible Agencies



Written-In Customer Comments

When asked to write in comments, 26% of Glenbrook respondents wrote that the entrances and exits were difficult. The next highest percentage of respondents wrote about parking areas and trains/cars. However, when asked to rate parking availability, 81% of respondents were satisfied with the current condition. Table 31 lists the comments made by Glenbrook respondents.

Table 31: Glenbrook Station – Written-In Customer Comments

Comment Code	Comment	# Responses	%
8	Entrances/Exits very difficult	6	26.1%
18	Need more parking areas	4	17.4%
65	More trains (cars) needed	4	17.4%
12	Could use benches & protected shelters from rain/snow with heat/air	2	8.7%
44	Parking too expensive	2	8.7%
32	Many parking permit spaces empty	1	4.3%
43	Need express service	1	4.3%
62	Need better security company	1	4.3%
82	Bring back coffee stands	1	4.3%
87	Parking meters not working properly	1	4.3%
	<i>Total Comments</i>	23	100.0%

Ratings of station elements varied greatly from station to station. However, several trends can be identified. First, with regard to parking, respondents were most concerned with parking availability and security. For the station building and amenities, the absence of graffiti and the availability of trash cans were appreciated by most respondents. For the platform, the shelters and the working condition of the public address system were generally the elements that most concerned respondents. When asked about who they thought was responsible for certain station conditions, most respondents named Metro-North, and to a lesser degree, the local municipality. Parking availability and benches and shelters for protection from inclement weather were the most common notes written-in by customers.

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