1. Which SEPTA vehicles will you be referencing in this survey?
   - Bus/Trackless Trolleys 27%
   - Trolleys 7%
   - High Speed Lines 18%
   - Regional Rail Lines 48%

2. How clean are your vehicles in the morning
   - Very clean 10%
   - Clean 32%
   - Average 40%
   - Dirty, not acceptable 13%
   - Very dirty 5%

3. Where on the vehicle is the unclean condition prevalent?
   - Outside the vehicle 12%
   - On the windows 44%
   - On the seats 50%
   - On the walls or overhead 11%
   - On the floors 78%

4. How clean are your vehicles in the afternoon
   - Very clean 6%
   - Clean 12%
   - Average 46%
   - Dirty, not acceptable 26%
   - Very dirty 11%

5. What conditions on the vehicles do you observe regularly?
   - Litter 76%
   - Smears & smudges 49%
   - Dust 10%
   - Waste food & containers 67%
   - Grit on floors 52%

6. Does the appearance of the vehicle seem to be the result of
   - Normal passenger traffic 51%
   - Passenger abuse 63%
   - SEPTA negligence 37%
7. Do you think SEPTA makes a genuine effort to clean vehicles overnight for the next day’s trips?
   Yes 72%
   No 28%

8. Do you think SEPTA makes a genuine effort to keep vehicles clean during the day?
   Yes 33%
   No 67%

9. Do you think passengers make a genuine effort to keep vehicles clean during the day?
   Yes 16%
   No 84%

10. Does vehicle appearance affect your trip on SEPTA?
    Yes 25%
    It’s annoying but doesn’t affect my trip 69%
    No 6%

11. How does the cleanliness of vehicles affect your perception of SEPTA?
    It seems like SEPTA and its employees don’t care or take pride in their work.

12. What role could passengers take to help SEPTA keep its vehicles clean during normal service hours?
    Passengers should take their trash with them.

13. What steps should SEPTA take to improve vehicle cleanliness during normal service hours?
    Automated messages reminding passengers to take their trash with them.
    Additional trash containers at stations and on vehicles.
    Ticket anyone littering a station or vehicle.