1. Which SEPTA service will you be referencing in this survey?
   - Bus/Trackless Trolleys 34%
   - Trolleys 20%
   - High Speed Lines 31%
   - Regional Rail Lines 51%

2. How clean is your location in the morning?
   - Very clean 14%
   - Clean 24%
   - Average 30%
   - Dirty, not acceptable 21%
   - Very dirty 11%

3. Where at the location have you observed unclean conditions?
   - Platform 43%
   - Shelters 29%
   - Stairs/handrails 42%
   - Benches 35%
   - On the walls or overhead 29%
   - On the floors 53%
   - Grounds 44%

4. How clean is your location in the afternoon?
   - Very clean 7%
   - Clean 18%
   - Average 38%
   - Dirty, not acceptable 23%
   - Very dirty 15%

5. What manner of unclean conditions do you observe regularly?
   - Litter 77%
   - Smears & smudges 37%
   - Dust 22%
   - Waste food & containers 67%
   - Grit on floors 43%
6. Do unclean conditions seem to be the result of
   Normal passenger traffic 46%
   Passenger abuse 62%
   Current SEPTA cleaning schedule 34%

7. Do you think SEPTA makes an adequate effort to clean locations for the next day’s service?
   Yes 58%
   No 42%

8. Do you think SEPTA makes an adequate effort to keep locations clean during the day?
   Yes 50%
   No 50%

9. Do you think most passengers make an effort to keep locations clean during the day?
   Yes 34%
   No 66%

10. Do unclean stops, stations and transportation centers affect your trip on SEPTA?
    Yes 33%
    It’s annoying but doesn’t affect my trip 61%
    No 7%

11. How does the cleanliness of stops, stations and transportation centers affect your perception of SEPTA?
    Contributes to a positive perception 28%
    Does not affect my perception 20%
    Contributes to a negative perception 52%

12. What role could passengers take to help SEPTA keep its facilities clean during normal service hours?
    Dispose of trash properly.

13. What steps should SEPTA take to improve facility cleanliness during normal service hours?
    More frequent cleaning throughout the day.
    Enforce basic courtesy and litter rules.