Nice to have you with us

Amtrak®

AM 003-715 8-76

Attention: A.A. Michaud, Vice President, Marketing

The National Railroad Passenger Corporation
955 L'Enfant Plaza North S.W.
Washington, D.C. 20024

Amtrak

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You're riding our finest train. How do you like it?

Dear Passenger:

You're aboard one of Amtrak's new Amfleet trains . . . new, modern equipment to improve rail passenger service on an ever-increasing scale.

We need your help to make our rail system serve you. Would you take just a few minutes to answer this questionnaire and give us your honest appraisal of Amfleet.

We're interested in what you think and we'll use your answers to improve our rail system even more.

Thank you for your cooperation.

Yours truly,

A. A. Michaud

A. A. Michaud
Vice President, Marketing

1. Train Number or Name _____ 2. Date _____
3. At what city did you board this train? _____
4. At what city will you leave this train? _____
5. Trip purpose: (a) _____ business or work (b) _____ traveling to or from school/university (c) _____ shopping (d) _____ family or personal business (e) _____ recreation or vacation (f) _____ visiting friends or relatives
6. Are you traveling (a) _____ alone (b) _____ party of two (c) _____ party of three (d) _____ party of four (e) _____ party of five or more
7. Are you riding in Amclub or Amcoach? (a) _____ Amclub (b) _____ Amcoach
8. Please rate the following:

	Excellent	Good	Fair	Poor	Unsatisfactory
(a) Convenience of scheduling					
(b) On-time arrivals					
(c) On-time departures					
(d) Seat comfort					
(e) Cleanliness of train					
(f) Cleanliness of restrooms					
(g) Temperature level					
(h) Quality of food in Amcafe					
(i) Performance of food service personnel					
(j) Performance of other train personnel					
(k) Upkeep of station facilities					
(l) Smoothness of train ride					

9. Do you like the fold-down tray at your seat? (a) _____ yes (b) _____ no
10. What do you like best about this Amfleet train? _____
11. Is there anything about Amfleet service or equipment that displeases you? _____
12. Did you decide to ride the train on this trip because of the new Amfleet equipment? (a) _____ yes (b) _____ no
13. How do you like Amfleet compared to other trains? (a) _____ far superior (b) _____ better (c) _____ not very different (d) _____ have not ridden other trains
14. How frequently do you travel by rail? (a) _____ this is my first train trip (b) _____ once in many years (c) _____ every year or two (d) _____ two or three times a year (e) _____ four to six times a year (f) _____ monthly or more often (g) _____ commute to work by train
15. Will you travel by rail more often now that the new Amfleet cars are operating? (a) _____ yes (b) _____ no
16. What could we add to Amfleet service to make rail travel more enjoyable for you? _____

RIDER PROFILE:

17. Age group: (a) _____ 12-18 (b) _____ 19-24 (c) _____ 25-34 (d) _____ 35-44 (e) _____ 45-54 (f) _____ 55-64 (g) _____ 65 and over
18. Sex: (a) _____ male (b) _____ female
19. Marital status: (a) _____ Married (b) _____ Single (c) _____ Divorced (d) _____ Widowed (e) _____ other
20. Approximate annual family income: (a) _____ under $5,000 (b) _____ $5,000-$9,999 (c) _____ $10,000-$14,999 (d) _____ $15,000-$24,999 (e) _____ $25,000-$34,999 (f) _____ $35,000 or more