

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 293 ITASCA, IL

POSTAGE WILL BE PAID BY

AMTRAK

P.O. BOX 7717

ITASCA, ILLINOIS 60143



YOUR COMMENTS

We at Amtrak hope you have had a pleasant trip and have enjoyed our First Class service. We would appreciate your help by answering a few questions that will enable us to evaluate our service. Please drop this postage-paid, self-mailing card in the mail. Thank you for your help and thank you for riding Amtrak.

1-3 Train # _____

4-7 Date _____

1. At what station did you board this train?

8-10 _____ State _____
City _____

2. At what station did you get off this train?

11-13 _____ State _____
City _____

3. How many people were in your travel party?

- 14
- 1 Traveling alone
 - 2 One other person
 - 3 2-5 other people
 - 4 6 or more other people

4. How many trips have you made on Amtrak in the past 12 months?

- 15
- 1 This is my first trip
 - 2 1-4 other trips
 - 3 5-10 other trips
 - 4 11 or more other trips

5. Which of the following best describes the main purpose of this trip?

- 16
- 1 Business travel
 - 2 Travel to or from school
 - 3 Visit family or friends
 - 4 Vacation/Recreation
 - 5 Personal business or family matter (wedding, funeral, medical, etc.)



- 17 **6.** How did you hear about these First Class services?
- 1 Advertising (television, newspaper, radio)
 - 2 Word-of-mouth (friend, relative, or business associate)
 - 3 Travel agent
 - 4 Call station or reservations office
 - 5 Other, please specify _____

- 18 **7.** Which of the following best describes the main reason you chose First Class accommodations for this trip?
- 1 A place to sleep
 - 2 Privacy of own room
 - 3 The total package of amenities and services
 - 4 I always travel first class, when possible
 - 5 Other, please specify _____
- _____
- _____
- _____

- 19 **8.** Was your room clean when you boarded the train?
- 1 Yes
 - 2 No

- 20 **9.** How would you describe the temperature of your room?
- 1 Comfortable
 - 2 Too cool
 - 3 Too warm

- 21 **10.** Have you received all of the services and amenities that were advertised to be included with your First Class ticket?
- 1 Yes
 - 2 No
- 22 If no, please describe _____
- _____
- _____
- _____
- _____

- 23 **11.** Were there any amenities or services not included in First Class that you would like to see?
- 1 No
 - 2 Yes, please specify _____

- 25 **12.** Please rate the service provided by your room attendant.
- 1 Excellent
 - 2 Very good
 - 3 Adequate
 - 4 Less than adequate
 - 5 Very bad
- Attendant's name (optional) _____

- 26 **13.** Do you feel that the services and amenities you received traveling First Class were worth the cost of your tickets?
- 1 Yes
 - 2 No

- 27 **14.** Do you think you will travel First Class if you travel Amtrak again?
- 1 Definitely
 - 2 Probably
 - 3 Might
 - 4 Probably not
 - 5 Definitely not

28 Thank you very much for your help. Your comments and suggestions are welcomed.

Please staple or tape closed.