

South Norwalk Railroad Station Intermodal Facility Study

How do you typically get to the station?

Answer Options	Response Percent	Response Count
Drive Myself	38.4%	71
Drive/ride with others	8.6%	16
Taxi	2.2%	4
Bus	5.4%	10
Norwalk Transit District Shuttle	22.2%	41
Company Shuttle	3.8%	7
Walk	12.4%	23
Bicycle	1.1%	2
Get dropped off	9.7%	18
Other	11.9%	22
<i>answered question</i>		185
<i>skipped question</i>		0

Number	Response Date	Other
1	06/21/2008 14:06:00	did not specify
2	06/21/2008 14:07:00	Train
3	06/21/2008 14:22:00	Subway-Metro North (NYC)
4	06/21/2008 14:28:00	Train
5	06/21/2008 23:21:00	did not specify
6	06/21/2008 23:25:00	did not specify
7	06/21/2008 23:33:00	Train
8	06/21/2008 23:36:00	Train
9	06/22/2008 01:56:00	Train
10	06/22/2008 01:59:00	did not specify
11	06/22/2008 02:33:00	did not specify
12	06/22/2008 02:36:00	did not specify
13	06/22/2008 23:05:00	Danbury Train

14	06/22/2008 23:12:00	did not specify
15	06/22/2008 23:17:00	did not specify
16	06/24/2008 12:16:00	Metro North
17	06/27/2008 02:33:00	Train
18	06/27/2008 02:36:00	Train
19	06/27/2008 02:40:00	Train
20	06/27/2008 02:41:00	Train
21	07/24/2008 02:15:00	There is no short term parking
22	07/24/2008 13:51:00	comments

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How do you typically get home from the station?

Answer Options	Response Percent	Response Count
Drive Myself	31.4%	58
Drive/ride with others	7.0%	13
Taxi	2.2%	4
Bus	7.0%	13
Norwalk Transit District Shuttle	13.0%	24
Company Shuttle	2.7%	5
Walk	14.6%	27
Bicycle	1.1%	2
Get dropped off	9.7%	18
Other	24.3%	45
<i>answered question</i>		185
<i>skipped question</i>		0

Number	Response Date	Other
1	06/21/2008 14:06:00	did not specify
2	06/21/2008 14:18:00	did not specify
3	06/21/2008 14:22:00	Subway-Metro North (NYC)
4	06/21/2008 14:24:00	did not specify
5	06/21/2008 14:28:00	Train
6	06/21/2008 23:16:00	did not specify
7	06/21/2008 23:21:00	did not specify
8	06/21/2008 23:25:00	did not specify
9	06/21/2008 23:33:00	Train
10	06/21/2008 23:36:00	Train
11	06/21/2008 23:39:00	did not specify
12	06/22/2008 01:56:00	Train from New Haven
13	06/22/2008 02:02:00	did not specify

14	06/22/2008 02:04:00	did
15	06/22/2008 02:04:00	did not specify
16	06/22/2008 02:07:00	did not specify
17	06/22/2008 02:12:00	did not specify
18	06/22/2008 02:15:00	did not specify
19	06/22/2008 02:19:00	did not specify
20	06/22/2008 02:23:00	did not specify
21	06/22/2008 02:24:00	did not specify
22	06/22/2008 02:33:00	Train
23	06/22/2008 02:36:00	did not specify
24	06/22/2008 02:54:00	did not specify
25	06/22/2008 22:44:00	did not specify
26	06/22/2008 22:50:00	did not specify
27	06/22/2008 22:54:00	did not specify
28	06/22/2008 22:59:00	did not specify
29	06/22/2008 23:03:00	did not specify
30	06/22/2008 23:04:00	did not specify
31	06/22/2008 23:09:00	did not specify
32	06/22/2008 23:12:00	did not specify
33	06/22/2008 23:17:00	did not specify
34	06/22/2008 23:23:00	did not specify
35	06/25/2008 12:48:00	Live in another town, use station only to get to & from work
36	06/27/2008 02:27:00	did not specify
37	06/27/2008 02:28:00	did not specify
38	06/27/2008 02:34:00	Train
39	06/27/2008 02:35:00	did not specify
40	06/27/2008 02:36:00	Train
41	06/27/2008 02:37:00	did not specify
42	06/27/2008 02:40:00	Train
43	06/27/2008 02:41:00	Train
44	06/27/2008 02:42:00	did not specify
45	07/24/2008 13:51:00	dfasdf

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Please rate the following types of improvements based on how important each is to you:

Answer Options	Very Important	Somewhat Important	Neutral	Not Very Important	Not Important at All	Rating Average	Response Count
More/better long term parking	53	32	51	19	27	2.642857	182
More/better short term parking	56	32	54	13	27	2.576923	182
Nicer Station	54	73	45	5	5	2.087912	182
More/better Transit connections	97	33	36	8	8	1.884615	182
More reliable/on-time service	120	31	27	1	3	1.549451	182
More/better pedestrian/bicycle Access to downtown	53	26	63	21	19	2.598901	182
Safe environment	141	32	9	0	0	1.274725	182
<i>answered question</i>							182
<i>skipped question</i>							3

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Please rate the following amenities based on how important each is to you:

Answer Options	Very Important	Somewhat Important	Neutral	Not Very Important	Important at All	Rating Average	Response Count
Food-retail	38	53	67	14	9	2.464088	181
Restrooms	111	41	23	3	3	1.596685	181
Wi-Fi	35	38	75	15	18	2.685083	181
Electrical outlets	31	37	75	21	17	2.756906	181
Decor/Seating	50	73	46	5	7	2.149171	181
Cleanliness	123	40	15	2	1	1.441989	181
Noise Levels	54	74	46	5	2	2.044199	181
Air Conditioning	106	50	23	1	1	1.569061	181
Newsstand	53	49	62	8	9	2.287293	181
Dry Cleaners	16	28	77	29	31	3.171271	181
CNN/ESPN Monitors	28	48	71	19	15	2.696133	181
<i>answered question</i>							181
<i>skipped question</i>							4

South Norwalk Railroad Station Intermodal Facility Study

How early should the station services open?

Answer Options	Response Percent	Response Count
Before 6 am	50.0%	90
After 6 am	36.1%	65
Other	13.9%	25
<i>answered question</i>		180
<i>skipped question</i>		5

Number	Response Date	Other
1	06/21/2008 00:04:00	both
2	06/21/2008 00:19:00	10/14/2008
3	06/21/2008 14:11:00	n/a
4	06/21/2008 14:19:00	n/a
5	06/21/2008 14:22:00	n/a
6	06/22/2008 01:55:00	n/a
7	06/22/2008 02:00:00	24 hours
8	06/22/2008 02:02:00	n/a
9	06/22/2008 02:07:00	n/a
10	06/22/2008 02:11:00	n/a
11	06/22/2008 02:16:00	n/a
12	06/22/2008 02:20:00	n/a
13	06/22/2008 02:35:00	n/a
14	06/22/2008 22:41:00	n/a
15	06/22/2008 22:45:00	n/a
16	06/22/2008 22:45:00	n/a
17	06/22/2008 22:52:00	n/a
18	06/22/2008 23:02:00	n/a
19	06/22/2008 23:04:00	10/14/2008
20	06/22/2008 23:06:00	10/14/2008
21	06/22/2008 23:07:00	n/a
22	06/22/2008 23:09:00	Before 1st train
23	06/22/2008 23:10:00	n/a
24	06/22/2008 23:15:00	n/a
25	06/22/2008 23:19:00	n/a

South Norwalk Railroad Station Intermodal Facility Study		
How late should the station services remain open?		
Answer Options	Response Percent	Response Count
After 5 pm	40.0%	72
After 9 pm	38.9%	70
Other	21.1%	38
<i>answered question</i>		180
<i>skipped question</i>		5

Number	Response Date	Other
1	06/21/2008 00:05:00	10/14/2008
2	06/21/2008 00:19:00	10/14/2008
3	06/21/2008 00:22:00	10/14/2008
4	06/21/2008 00:24:00	10/14/2008
5	06/21/2008 14:11:00	10/14/2008
6	06/21/2008 14:19:00	n/a
7	06/21/2008 14:22:00	n/a
8	06/21/2008 14:25:00	10/14/2008
9	06/21/2008 23:25:00	10/14/2008
10	06/21/2008 23:27:00	10/14/2008
11	06/22/2008 02:00:00	24 hours
12	06/22/2008 02:02:00	n/a
13	06/22/2008 02:07:00	n/a
14	06/22/2008 02:11:00	n/a
15	06/22/2008 02:16:00	n/a
16	06/22/2008 02:20:00	n/a
17	06/22/2008 02:26:00	n/a
18	06/22/2008 02:33:00	10/14/2008
19	06/22/2008 02:35:00	n/a
20	06/22/2008 22:41:00	n/a
21	06/22/2008 22:45:00	n/a
22	06/22/2008 22:45:00	n/a
23	06/22/2008 22:52:00	n/a
24	06/22/2008 22:53:00	10/14/2008
25	06/22/2008 22:55:00	n/a
26	06/22/2008 23:02:00	n/a
27	06/22/2008 23:05:00	n/a
28	06/22/2008 23:06:00	10/14/2008
29	06/22/2008 23:07:00	n/a
30	06/22/2008 23:09:00	Doesn't care
31	06/22/2008 23:10:00	n/a
32	06/22/2008 23:12:00	10/14/2008
33	06/22/2008 23:15:00	n/a
34	06/22/2008 23:16:00	n/a
35	06/22/2008 23:18:00	n/a
36	06/22/2008 23:19:00	10/14/2008
37	06/27/2008 02:41:00	7-8 pm
38	07/01/2008 17:34:00	10/14/2008

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Additional Comments:

Answer Options	Response Count
	38
<i>answered question</i>	38
<i>skipped question</i>	147

Num ber	Response Date	Response Text
1	06/12/2008 12:10:00	To increase the flow of pedestrian traffic inside the terminal please have the cleaning crew REMOVE the cleaning cart. Everyday (except when Metro North officials hosted a meet and greet) the cart causes unneeded delays by the stairwell on the NY side of the tracks
2	06/20/2008 23:54:00	Service seems reliable. Do something with the east side.
3	06/20/2008 23:56:00	Pay more attention to parking garage with long term parking and enforcement.
4	06/21/2008 00:13:00	Use different cleaning supplies. It always smells toxic!
5	06/21/2008 00:18:00	In regards to short term parking: must not take significantly longer to get there. As a monthly commuter I am on a tight schedule to catch a train and don't have an extra 10 minutes to add to walk, ride a bus, etc. Must be right next to station to be useful.
6	06/21/2008 14:09:00	There should be more shuttle service from railroad station to Merritt 7 during the day. All during business hours.
7	06/21/2008 14:11:00	There is never anyone in the ticket offices on the NY side-this should improve. Also get better at announcing the train arrivals and departures.
8	06/21/2008 14:17:00	I found the "How Do You Get To/From The Station" question confusing. I arrive bytrain and then take the Norwalk to shuttle to work.
9	06/21/2008 14:30:00	Please add more buses!
10	06/21/2008 23:13:00	More shuttles to and from Merritt 7 is important-great service.
11	06/21/2008 23:15:00	It would be nice if the morning Merritt 7 shuttle could leave right after our train instead of waiting for the next train. The shuttle never arrives at my job at the time stated on the website.
12	06/21/2008 23:20:00	The New Haven side (east bound) could be a lot cleaner with more seating. A TV monitor is needed.
13	06/21/2008 23:25:00	Additional change machines could prove helpful. Digital screens with train schedule.
14	06/21/2008 23:26:00	Less buses should wait for trains as it makes commuters late. Back up buses should be on premises.
15	06/21/2008 23:33:00	It is imperative that more shuttles be added...ridership continues to go up and will continue to do so based on the increasing costs of gas, etc!
16	06/21/2008 23:35:00	More Merritt 7 shuttles after 9:17am and 7:12pm.
17	06/21/2008 23:39:00	Buses to and from Merritt 7 are very crowded in the AM and PM. Need to have enough buses. I really do not like to pay to stand.
18	06/22/2008 01:59:00	More stairs through station and at platform ends to handle the flood of people getting on and off trains. All amenities fail without adequate maintenance staff to keep the place clean and in good repair.
19	06/22/2008 02:00:00	Parking garage = virus nightmare. Open stairway at end of platform.
20	06/22/2008 02:15:00	Move the parking ticket machine away from the top of the stairs on the track Y side. There's always a line waiting for the machine and people trying to get downstairs to the parking garage.
21	06/22/2008 02:19:00	The parking facility is poorly run and not responsive to complaints and does not accomodate parkers with passes when the facility is full. Need to be asked to direct commuters to alternative parking facilities.
22	06/22/2008 02:20:00	Do all the security intercoms work in the station?
23	06/22/2008 02:22:00	Not satisfied with the LAZ parking company - both with quality of service and availability of on-site personnel to assist with problems in morning and evening is unsatisfactory. Also, big issue is security at station and use of it as hangout for teenagers and transients.
24	06/22/2008 02:26:00	We need more benches on the New Haven side.
25	06/22/2008 02:33:00	Taxi's block the boarding of buses.
26	06/22/2008 22:47:00	More cars so you don't have to stand. More direct trains to Darien.
27	06/22/2008 23:00:00	More monthly parking.
28	06/22/2008 23:21:00	Better connections at the Stanford station.
29	06/27/2008 02:27:00	Don't lock the restrooms.
30	06/27/2008 02:29:00	More shuttles and buses. Too crowded.

31	06/27/2008 02:35:00	The shuttle to Merritt 7 is very important.
32	06/27/2008 02:37:00	More shuttles to Merritt 7.
33	06/27/2008 02:43:00	I live in New York.
34	06/27/2008 02:45:00	You need more shuttles for the morning rush to the Towers Complex.
35	07/01/2008 17:34:00	a. Clean surrounding area - minimal costs - pick up litter, pull weeds from sidewalk, parking lot etc□
36	07/12/2008 20:40:00	The railroad station is a major asset in SoNo that can strongly influence quality of life, real estate values, retail growth, and community integration. However, this will be optimized only if we are wise enough to invest in the quality, safety, and convenience of the station itself. With gas prices up, this is the critical moment to optimize this neglected Norwalk asset.
37	07/23/2008 14:52:00	Intermodal Facility needs to assist in revitalizing the South Norwalk area to include low-medium income residents. As well as clearly stated how this will benefit low-middle income residents. Not just saying safer and cleaner. More so explain how this plan will NOT run out low-middle class incomes to be able to afford to live in this area.
38	07/23/2008 20:29:00	I take the 11 bus daily to and from the station. Every single day the bus leaves as I am walking through the doors to catch it on the way to Connecticut Avenue. The buses have become increasingly crowded. I hope changes are made that makes the process more convenient to passengers.