

Red Line High-Capacity Cars Pilot Program

December 4, 2008



Massachusetts Bay Transportation Authority

Driven by Customer Service



Vehicle Exterior Graphic

Posted at each door



Vehicle Interior



Vehicle Interior

We made room.

Introducing **Big Red** our new high-capacity car with fewer seats and room for more customers. So hop on to get going fast and let us know what you think.

Mail back the comment card or visit mbta.com and click on the **Big Red** button.



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Please let us know your opinion about our **Big Red** high-capacity car:

1. How was your experience on a scale of one to five? (Five being the best.)

Personal comfort
Convenience
Boarding speed
Crowding

2. Are you likely to use the high capacity car again? Yes No

3. If no, why?



Vehicle Car Cards

Quantity: 200

Installed throughout Red Line with Tear-off Survey

12/8/08

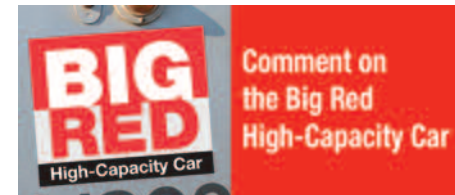
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1. How was your experience on a scale of one to five?
(Five being the best.)

- Personal comfort 1 2 3 4 5
- Convenience 1 2 3 4 5
- Boarding speed 1 2 3 4 5
- Crowding 1 2 3 4 5

2. Are you likely to use the high capacity car again? Yes No

3. If no, why?



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