

## Summary of Assessments: Assessment: Go Card (Rail and Station)

Raw Score for this Application: 16 out of 30 - 53.3333333333% Raw Score for this Application: 16 out of 30 - 53.3333333333%

Q1. Please enter the following: First Name, Last Name

**First Name:**

**Last Name:**

Q2. Where was your starting station?

Q3. What time did you enter the station?

Q4. What is the SCHEDULED departure time?

Q5. What was your ACTUAL departure time?

Q6. Where was your destination station?

Q7. Was the exterior of the train clean?

Yes

No

Q8. Was the interior of the train clean?

Yes, the train was very clean.

No, the train needs to be cleaned ASAP

The train was moderately clean, but will need to be cleaned soon.

Q9. Was the temperature of the cabin comfortable?

Yes

No

Q10. Were the doors on the train working properly?

Yes

No

Q11. Did the digital sign on the outside of the train work properly?

Yes

No

Q12. Did the digital sign display the correct destination?

Yes

No

Q13. Did the elevators operate properly?

Yes

No

Yes, but the elevator did not display the floor number.

Q14. Where the elevators clean?

Yes

No

Clean, but will need to be cleaned soon.

Q15. Where the escalators working properly?

Yes

No

Yes, but only one escalator was working.

Q16. Was the concourse of the station clean?

Yes

No

Yes, but there was light trash.

Q17. How many (white) assistant phones did you?

Q18. Were the phones operating correctly?

Yes

No

N/A or Not all the phones were working

Q19. Were rail routes posted clearly around the concourse?

Yes

No

Yes, but there could be more posted around the concourse.

Q20. Was the information station with the paper pamphlets full?

Yes

No

Yes, but some of the routes were getting low.

Q21. How many fare systems did you see?

Q22. Were all the fare systems working properly?

Yes

No

Some of the systems were working.

Q23. Did everyone properly pay for their trip?

Yes

No

Q24. Were there any MARTA personal around to assist customers?

Yes

No

Yes, but more was needed

Yes, but there was too many